

ASS. REC. BY:

REF: CS/MSG18005606/R1rd32 Special Instruction:

Sgt Veyor

Menimen

Rasu

ASSIGNMENT (Office)

From (Person):

Kwok Wanchoo

MSG

Date/Time: 26/3/18 @ 1:33pm

Estimated Cost:

Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SIM 4474D

Insured:

at Workshop m/s:

Volleswagen

Tel:

6305 7216

of

217 Alexandra Rd

Policy No:

A28950915AVW

Claim No:

553361

Sum Insured:

Excess:

\$ 500.00

Make of Veh:

D.O.A.

22/3/18

(Client's Record)

CA / REV

REP. / REV 24 HRS

10 am @ owner waiting

H.O.D. Endorsement:

Date/Time:

4:38pm @ 26/3/18

Person Contacted:

Meiy

Vehicle IN (OUT)

Date/Time	Action/Instruction (✓) Estimate
	SIM 4474D - NA / INC 18005433/h4
	D.O.A. 22/3/18
29/3/18	Smt preli thru menimen
	Inform repairee authorize repair and excess

Surveyor:

FASU

REF:

9697A

ASSIGNMENT

From: Date:

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No: SLM 4474D

at Workshop m/s Volkswagen

of 247, ALEXANDRA RD

Insured: MSLH

Policy No.

Claims No.

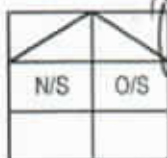
Sum Insured: Excess: 500

(Client's Record)

Make of Veh:

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value: 105K

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: days Res: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SLM 4474D Yr Regn: 2017 / APR

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Jetta 1.4 HL 1390

Colour: GREY A/C: Insured / Std / NI / NA

Sp. Reading: 19252 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WVW ZZZ 162 GM 014991

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 205/55R16

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or CONTINENTAL

Front

Rear

R/Bal. 6 mm R/Bal. 6 mm

L/Bal. 6 mm L/Bal. 6 mm

D.O.A. 22/03/18 D.O.I. 27/03/18

Survey held at Volkswagen Alexandra

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

O/S FR

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

Confirm \$7604.22 @ 6 days
Red: \$5744.05, 43%

RECEIVED 07 JUN 2018

Date/Time, File Pass to?



Prel. Report



Final Report

1) typist

Date/Time, File Return to?

2)

Days Of Repair: 6

Resurvey No. of Trip: 1

Add Fee: ☐ Site Insp (\$)

☐ Interview (\$)

☐ Tech. Invs (\$)

☐ Weekend (\$)

Survey Fee:

Transportation:

S + RS \$

Photos

Others

TOTAL

Report Format: DD

Lump Sum / I.B.I: (\$ 7604.23)

300

10

310

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Ret	Adj Submitted	Ins Auth'd	Status
Main	23 Mar 2018		26 Mar 2018 16:33 Assign				New Assignment Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by Insurer]

Insured:	THAMIM S/O ABDUL KASSIM, ID: S2589697A, Tel: +6598500035		
Vehicle Reg. No.:	SLM4474D	Date of Loss:	22/03/2018 20:00 - :59
Claim Type:	OD / 553361	Policy/Cover Note No.:	A28950915AVW (Comprehensive) Coverage: 28/04/2017 - 27/04/2018
		Excess:	S\$500.00
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Kwok Woon Choo - 6643 1330]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 27/03/2018]		
Driver/Custodian:	YAHYA KHAN S/O THAMIN (38 / Male), NRIC: S80707021, Tel: +6598500035		
Adj Asg. Remarks:	TO REVERT		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS

[View All](#)[Search Tasks](#)[Create New Task](#)[Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Woon Choo Kwok

From: Agnes Lee
Sent: Monday, March 26, 2018 9:17 AM
To: Woon Choo Kwok
Subject: FW: SURVEY FOR VEHICLE SLM4474D -OD CLAIM
Attachments: MyDocument_2018_03_24_11_01_49.pdf

From: Wong, Mei (VWG Singapore) [mailto:meiy.wong@vw.com.sg]
Sent: 24 March 2018 11:27
To: Claims <claims@sg.msigg-asia.com>; Woon Choo Kwok <WoonChoo_Kwok@sg.msigg-asia.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: SURVEY FOR VEHICLE SLM4474D -OD CLAIM

Dear Claims,

Please kindly assign surveyor for this claim(Car not in workshop),Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<http://www.vw.com.sg>



It's not e-mail, if you print it. Think Blue.

From: meiy.wong@vw.com.sg [mailto:meiy.wong@vw.com.sg]
Sent: Saturday, March 24, 2018 11:03 AM



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

MSIG INSURANCE (SINGAPORE) PTE LTD

Ref : CS/MSG18005606/R1rd3

16 RAFFLES QUAY

#24-01 HONG LEONG BLDG SINGAPORE 048581

Date : 26-03-2018



Code : MSG

1. Policy Particulars :- OWN DAMAGE

Insured Veh.		Veh. Inspected	SLM 4474D
Policy No.	A28950915AVW	Coverage (\$)	0.00
Claim No.	553361	Excess (\$)	500.00
Assign From	MERIMEN (KWOK WOON CHOO)	Assign Date	26/03/2018

2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

5. General Information

Accident Date	22/03/2018	Inspection Date	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934		

5a. Remarks

- A) THE MARKET VALUE IS S\$----- (EST. AVERAGE)
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Kwok Woon Choo

Date: 28 Mar 2018

Preliminary Advice

Vehicle No	: SLM4474D	Accident Date	: 22/03/2018
Make	: VOLKSWAGEN JETTA TSI	Policy No.	: A28950915AVW
Assignment Date	: 26/03/2018	Excess	: S\$500.00
Date of Inspection	: 27/03/2018	Est. Duration of Repair	: 6.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (HQ) 247 ALEXANDRA ROAD SINGAPORE 159934		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages o/s front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	13,316.19
Revised Amount	:S\$	10,515.40
Check Items (Estimated)	:S\$	350.79
Total	:S\$	10,866.19

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	105,000.00
COE / PARF Rebate	:S\$	62,771.00
Salvage Value	:S\$	
Margin for Repair	:S\$	42,229.00

Remarks

(X) The vehicle is economical for repair.

() The above survey was conducted on a 'without prejudice' basis.

Print Received Message

This mail is associated with :

***SLM4474D (553361)**

OD

Mar 22 2018 8:00PM

[THAMIM S/O ABDUL KASSIM]

Volkswagen Centre Singapore

From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 29/03/2018 07:51 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$10515.40) - SLM4474D - Claim Handler: Kwok Woon Choo

Approved:10515.40:a if c; check items to be confirmed

Janice Lee (LKKAuto)

From: Janice Lee (LKKAuto)
Sent: Thursday, March 29, 2018 11:30 AM
To: Cheong, Pearlyn (VWG Singapore); Wong, MeiY (VWG Singapore)
Cc: Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore); SUR
Subject: SLM 4474D MSIG OD

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SLM 4474D (excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Thank you.

Best Regards,

Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: janicelee@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	9697A
Vehicle Details	
Vehicle No.:	SLM4474D
Vehicle to be Exported:	No
Intended De-registration Date:	28 Mar 2018
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	JETTA GP 1.4 TSI 90 A/T HL HID 1634G5
Primary Colour:	Silver
Manufacturing Year:	2015
Engine No.:	CAXF83766
Chassis No.:	WVWZZZ16ZGM014991
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$21,562.00
Original Registration Date:	28 Apr 2017
First Registration Date:	28 Apr 2017
Transfer Count:	0
Actual ARF Paid:	\$22,187.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Apr 2027
PARF Rebate Amount:	\$16,640.00
Intended COE Rebate Details	
COE Expiry Date:	27 Apr 2027
COE Category:	E - Open Category
COE Period(Years):	10
QP Paid:	\$53,001.00
COE Rebate Amount:	\$46,131.00
Total Rebate Amount:	\$62,771.00

The information contained herein is correct as at 28 Mar 2018

OK

MSIG (winner)
OD / Recovery
8 wif

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report 23/03/2018 18:16
Date Of Accident 22/03/2018 20:20
Exact Location Of Accident AT SIGLAP (NTUC)
Country/State of Loss SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number SLM4474D
Insured/Policyholder
Name Of Registered Owner THAMIM S/O ABDUL KASSIM
NRIC No S2589697A
Email Address MACSHA.MIKE@GMAIL.COM
Mobile Phone No (LOCAL) +65-98500035 - MR MAC
Alternative Phone No OFFICE-98500035

Vehicle Particulars

Manufacturer VOLKSWAGEN
Model JETTA TSI (DSG) HIGHLINE HIDC
Exact Purpose for which vehicle was being used at time of accident PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle? YES
If No, Please state action to be taken
Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage COMPREHENSIVE
Fleet Policy NO
Policy Number A 28950915 AVW
Cover Note Number

Driver

Name of Driver YAHYA KHAN S/O THAMIN
NRIC No S8070702I
Date Of Birth 18/03/1980
Occupation INDOOR
Date Of Driving Pass 04/10/1999
Driving Experience 18 YEARS AND 5 MONTHS
Gender MALE
Mobile Number (LOCAL) +65-98500035
Fax Number (LOCAL) +65-98500035
Contact Number
EMail Address MACSHA.MIKE@GMAIL.COM

Address	21 ELLIOT ROAD #01-03
Postcode	458703
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	CHILDREN
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - HEAD ON COLLISION
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance	NO
Number of Passengers (Including Driver)	4
Passenger 1	NAME: : SHSFA NASIR GENDER: : FEMALE
Passenger 2	NAME: : ZAYA YAHYA KHAN GENDER: : MALE
Passenger 3	NAME: : DWI GENDER: : FEMALE

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

MORE DETAILS PLEASE REFER TO SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLT8299E
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	LIM YIN SZE, SAMANTHA
NRIC/Passport Number	S9118039A
Contact Number	91177693

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to reputate policy liability.
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7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

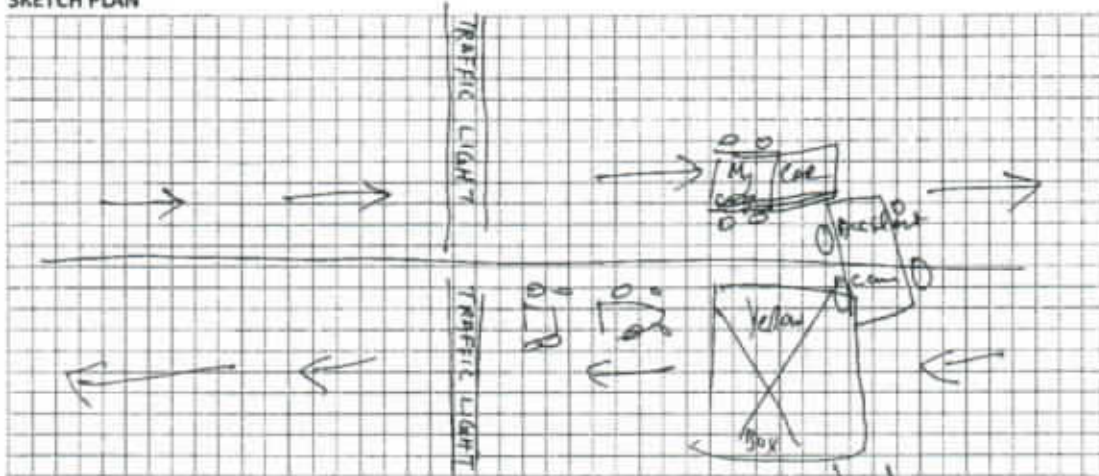
- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Place of Accident Siglap (NTUC)

Time: 8:18 pm DATE 22/03/2018

I was at the traffic light. As soon as the traffic light turn green I started moving out. Suddenly the car which caused the accident (RLT 8299 E) came out into the my lane which is off the yellow box and white line. Clearly, it's that the other car drove into against traffic.

LIM YIN SZE, ~~SAM~~ SAMANTHA.

S 9118039 A

91177693.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time: 23/03/18 12:40 pm

Driver's Signature

(If driver is not the policyholder)

Date & Time: 23/03/18 12:40 pm

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:



MSIG Insurance (Singapore) Pte. Ltd.
 4 Shenton Way, # 21-01, SGX Centre 2, Singapore 068807
 Tel +65 6827 7888, Fax +65 6827 7800
 Co. Reg. No. 200412212G GST Reg. No. 20-0412212G

VW DRIVEEASY

ENDORSEMENT

Policy Number	Period of Insurance	Place of Issue
A 28950915 AVW	28/04/2017 to 27/04/2018	SINGAPORE
Name and Address of Insured	Date of Issue	Account Number
Thamim s/o Abdul Kassim 5 Goodman Road Singapore 438971	22/05/2017	156346
Premium	GST	Total Due
SGD0.00	SGD0.00	SGD0.00

RISK NUMBER 1

VW DRIVEEASY

OCCUPATION

Director

FINANCIAL INTEREST

DBS Bank Ltd
 as Hire Purchase Owners

SCOPE OF COVER Comprehensive

INTEREST INSURED

REGISTRATION NO.	SIM4474D	SUM INSURED	MARKET VALUE
MAKE/MODEL	Volkswagen Jetta 1.4 TSI	INCL. COE/PARF	YES
ENGINE NUMBER	CAXF83766	OFF-PEAK CAR	NO
CHASSIS NUMBER	WVWZZZ16ZGM014991	NO CLAIM DISCOUNT	NIL
YEAR OF MFG	2015	NCD PROTECTOR	NOT COVERED
CAPACITY	1390 C.C.	EXCESS	SGD500
SEATING CAPACITY	5 (INCL. DRIVER)	ANNUAL PREMIUM	SGD1,483.18
WINDSCREEN	UNLIMITED		

ACCESSORIES Aircon, radio/cassette/compact disc player, in-vehicle unit, rust-proofing and other accessories that are factory fitted.

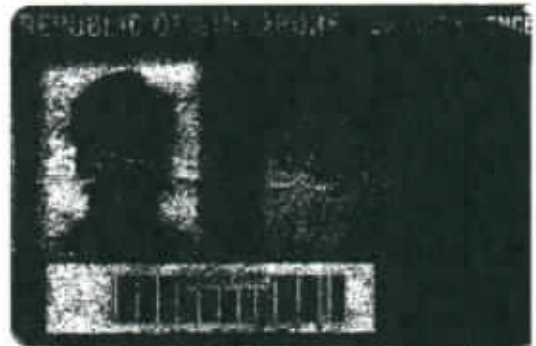
AUTHORISED DRIVERS

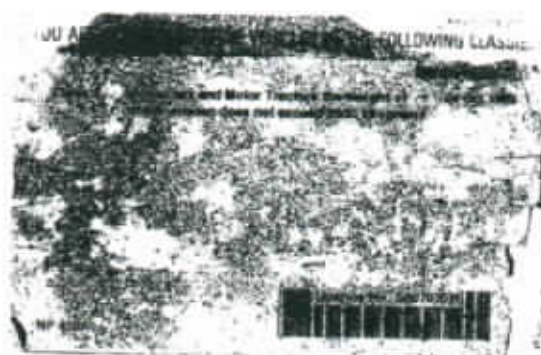
Thamim s/o Abdul Kassim

MAC

9850 0035

MACSHA-MIKE @ gmail. Com





Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



27/03/18 (Tuesday)
9:50 - 10 am

MSG (winner)

PDI TUAS

00/Recovery
out

email: 27/3/18

on source

PDI TUAS

THAMIM S/O ABDUL KASSIM
5 GOODMAN ROAD
Singapore, 438971
Singapore

@ MR MAC
98500035

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV036722
Quote No. SER/QUO/1800503
QuoteDate 24/03/18
Salesperson Francis Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Access - paid
Dr - source

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) HIGHLINE HIDC	16,843	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SLM4474D	WVWZZZ16ZGM014991	28/04/17	Francis Lee
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F83766	1634G7

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	4	UNIT		1800.00 950
P B&P ALEX PAINT	SPRAY PAINT	5	UNIT		2500.00 1000
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		360.00
P B&P MECH	CHECK WIRE HARNESS, ECU, S Nett	1	Time Un		200.00
P B&P MECH	TYRE BALANCING Nett	1	Time Un		50.00
P B&P PARTS	WHEEL RIMS	1	Time Un		1850.00 532.95 SC
P B&P PARTS	KEY IN PARTS NUMBER	1	Time Un		2.53 1.08
P B&P PARTS	WHEEL VALVE	1	Time Un		2.53
P B&P PARTS	KEY IN PARTS NUMBER	1	Time Un		300.00
P B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT NETT Sum Labor	1	Time Un		7,162.53
P 5C6805912N	WHEEL HOUSING LINING RHS	1	Pieces		114.93 14.40
P 5C6805932	HEADLIGHT BRACE SUPPORT R	1	Pieces		32.74 19.40
P 5C6807184A	BUMPER BRACKET RHS	1	Pieces		26.94
P 5C6807217Q GRU	FRONT BUMPER	1	Pieces		738.38 531.63
P 5C6807234A 9B9	FRONT LOWER GRILL PLATE	1	Pieces		49.95
P 5C6807262	FRONT LOWER GRILL COVER	1	Pieces		98.09
P 5C6821106A	FENDER RH	1	Pieces		599.44 431.60
P 5C6853666E 9B9	Use Predecessor 5C6821106 RH GRILLE-FOG LAMP	1	Pieces		55.08 13.79
P 5C6955110A GRU	NOZZLE COVER	1	Pieces		19.43
P 5C8941752B	RH HEADLIGHT Use Predecessor 5C8941752A	1	Pieces		4,418.68 3181.45

Sum carried forward

13,316.19

Payments to:

- BBN: - Acc.-No.:

PDI TUAS

PDI TUAS

THAMIM S/O ABDUL KASSIM
5 GOODMAN ROAD
Singapore, 438971
Singapore

Phone No.
Fax No.
E-Mail

VAT Registration No. M20098505-2
Tax No. 199101494Z

Service Quote

Customer No. CV036722
Quote No. SER/QUO/1800503
QuoteDate 24/03/18
Salesperson Francis Lee
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) HIGHLINE HIDC	16,843	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SLM4474D	WVWZZZ16ZGM014991	28/04/17	Francis Lee
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F83766	1634G7

Continued 13,316.19

Sum Item 6,153.66

Sum Labor 7,162.53
Sum Item 6,153.66

Total SGD 13,316.19
7% GST 932.13
Total SGD Incl. GST 14,248.32

Explanations

P = Proportionately Charged

Payment Terms No Credit

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary Item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

Payments to: - BBN: - Acc.-No.:

Resue
H/ 90010068
5-6 days
27/03/18 @ 1030
EXCESS: 500
REVERT
Resurvey 64 paint

Supplementary or Omitted List



VEHICLE NUMBER: SLM4474D

MODEL: JETTA

CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1				
2				
3				
4				
Total				\$0.00

No.	Item No.	Description	Qty	Unit Pricing	Discount	Amount
1	5C6821136	RHS FENDER BRACKET	1	\$39.23	28.00	\$28.25
2	6N0809966A	NUT	6	\$0.89	28.00	\$3.84
3						
4						
5						
6						
TOTAL:						\$32.09

Total Labour & Parts

\$32.09

Survey By

Service Order Confirmation

SERVICE ORDER NO: 18IP0811

CUSTOMER NO.: CV036722

CUSTOMER NAME: THAMM S/O ABDUL KASSIM

TELEPHONE NO.:

ADDRESS: 5 GOODMAN ROAD

Singapore

VEH No.: SLM4474D

Order Date: 27/03/18

Reg Date: 28/04/17

KM: 16,843

VIN NO.: WYVZZZ16ZGM014991

ENGINE NO:

SA: Cheong Pearlyn

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO: 163437

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	S&P WHEEL ALIGNMENT S&P WHEEL ALIGNMENT NETT	1	TU	300		300
2	S&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	360		360
3	S&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	200		200
4	S&P MECH TYRE BALANCING	1	TU	50		50
5	S&P INSURANCE EXCESS INSURANCE EXCESS / DEDUCTIBLE	1	TU	-500		-500
6	S&P ALEX LABOUR LABOUR	2	UNIT	475		950
7	S&P ALEX PAINT SPRAY PAINT	2	UNIT	500		1,000
8	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
9	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
10	5C6807217Q GRU FRONT BUMPER	1	PCS	736.08	28	531.63
11	5C6807184A BUMPER BRACKET RHS	1	PCS	26.94	28	19.40
12	5C6855110A GRU NOZZLE COVER	1	PCS	19.43	28	13.99
13	5C6821105A FENDER RH-F	1	PCS	599.44	28	431.60
14	5C6841752B RH HEADLIGHT	1	PCS	4,416.68	28	3,181.45
15	5K0073146B 82B ALLOY WHEELS 16" SPOKANE	1	PCS	740.27	28	532.99
16	311601361 RUBBER VALVE	1	PCS	1.50	28	1.08
17	5C6821136 RHS FENDER BRACKET	1	PCS	28.23	28	20.25
18	6N0809966A NUT	6	PCS	0.89	28	3.84

Remarks: MSG WINNER OO / RECOVERY

DOA 23/03/2018

SURVEYOR LKK

EXCESS \$600

Service Order Confirmation

SERVICE ORDER NO.: 18IP0611

CUSTOMER NO.: CV006722

CUSTOMER NAME: THAMM S/O ABUL KASSIM

TELEPHONE NO.:

ADDRESS: 8 GOODMAN ROAD
Singapore

VEH No.: SLM4474D

Order Date: 27/03/18

Reg Date: 28/04/17

KM: 16,843

VIN NO.: WVVZZZ16ZGM014991

ENGINE NO:

SA: Cheong Peartyn

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 163407

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
-----	-------------	-----	-----	------------	--------	--------

TOTAL	7,104.23
GST AMOUNT	497.30
TOTAL AMOUNT	7,601.53

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

...CLAIM SUBFOLDER...(Pending for Survey Report)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	23 Mar 2018		26 Mar 2018 16:33 Edit Adj Rpt	S\$7,604.23 Edit Estimates	S\$7,604.23 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	THAMIM S/O ABDUL KASSIM, ID: S2589697A, Tel: +6598500035								
Vehicle Reg. No.:	SLM4474D	Date of Loss:	22/03/2018 20:00 - :59 [10 Months and 22 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 553361	Policy/Cover Note No.:	A28950915AVW (Comprehensive) Coverage: 28/04/2017 - 27/04/2018						
		Excess:	S\$500.00						
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Kwok Woon Choo - 6643 1330]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 25/04/2018]								
Driver/Custodian:	YAHYA KHAN S/O THAMIN (38 / Male), NRIC: S80707021, Tel: +6598500035								
Adj Asg. Remarks:	TO REVERT								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• MSIG_SG (29/03/2018): Alert - Adj Mandate Approved (S\$10515.40) - SLM4474D - Claim Handler: Kwok Woon ...									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLM4474D (553361)
 OD
 Mar 22 2018 8:00PM
 [THAMIM S/O ABDUL KASSIM]
 Volkswagen Centre Singapore

Upload Documents		Upload Photos		Compose New Letter		View View in Browser	
Assessment Reports							1 per page 1
No	Finalized On	Volkswagen Centre Singapore (HQ)			Thumbnail	Print	
1	23/03/18 19:02	Accident Statement			 Load HTM		
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	28/03/18 15:15	Adjuster Immediate Advice			 Load HTM		
Photos/Images							3 per page 3
No	Finalized On	Volkswagen Centre Singapore (HQ)			Thumbnail	Print	
1	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
2	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
3	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
4	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
5	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
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8	23/03/18 18:49	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
9	23/03/18 18:50	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
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12	23/03/18 18:50	Accident Photo [Linked Accident Report Documents]			 Load JPG	☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	28/03/18 15:22	General View			 Load JPG	☒	
2	28/03/18 15:22	General View			 Load JPG	☒	
3	28/03/18 15:22	General View			 Load JPG	☒	
4	28/03/18 15:22	General View			 Load JPG	☒	
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16	28/03/18 15:22	General View			 Load JPG	☒	
17	28/03/18 15:22	General View			 Load JPG	☒	

Assessment Reports			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
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18	28/03/18 15:22	General View	 Load JPG	☒
19	28/03/18 15:22	General View	 Load JPG	☒
20	28/03/18 15:22	General View	 Load JPG	☒
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42	28/03/18 15:22	General View	 Load JPG	☒
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45	07/06/18 14:35	Reinspection Photo	 Load JPG	☒
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50	07/06/18 14:35	Reinspection Photo	 Load JPG	☒
51	07/06/18 14:35	Reinspection Photo	 Load JPG	☒
52	07/06/18 14:35	Reinspection Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	26/03/18 10:17	E-MAIL FR VOLKSWAGEN TO ARRANGE OD SURVEY	 Load PDF	
2	26/03/18 10:18	TP REPORT SLT8299E	 Load PDF	
3	26/03/18 10:20	OD ESTIMATE + GIA REPORT + DRIVER NRIC + DL	 Load PDF	
4	26/03/18 10:31	PARF_COE Rebate Enquiry.html - SLM4474D.html	 Load HTML	
5	07/06/18 11:33	FINAL REPAIR BILL + SIGNED DV.	 Load PDF	
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	23/03/18 18:48	Sketch Plan [Linked Accident Report Documents]	 Load TIFF	
2	23/03/18 18:48	Sketch Plan #2 [Linked Accident Report Documents]	 Load TIFF	
3	23/03/18 18:48	Sketch Plan #3 [Linked Accident Report Documents]	 Load TIFF	
4	23/03/18 18:48	Sketch Plan #4 [Linked Accident Report Documents]	 Load TIFF	
5	23/03/18 18:48	Sketch Plan #5 [Linked Accident Report Documents]	 Load TIFF	

Assessment Reports			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
No	Relabel/ Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	28/03/18 15:21	SLM 4474D ESTIMATE	 Load PDF	
2	08/06/18 08:38	Supplementary	 Load PDF	

Linked Accident Report Documents

			View	View in Browser
Video			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	23/03/18 18:52	Video - Accident	 Load MP4	
Assessment Reports			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	23/03/18 19:02	Accident Statement	 Load HTML	
Photos/Images			3 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	23/03/18 18:49	Accident Photo	 Load JPG	☒
2	23/03/18 18:49	Accident Photo	 Load JPG	☒
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Documentation			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	23/03/18 18:48	Sketch Plan	 Load TIFF	
2	23/03/18 18:48	Sketch Plan #2	 Load TIFF	
3	23/03/18 18:48	Sketch Plan #3	 Load TIFF	
4	23/03/18 18:48	Sketch Plan #4	 Load TIFF	
5	23/03/18 18:48	Sketch Plan #5	 Load TIFF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG18005606/R1RD3E2

Date: 08/06/2018

REFERENCE

Insured/Claimant: THAMIM S/O ABDUL KASSIM

Policy No: A28950915AVW

Date of Loss: 22/03/2018

Nature of Claim: OD

Claim No: 553361

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLM4474D

Make & Model: VOLKSWAGEN JETTA TSI, 1.4 (A)

Engine No: CAXF83766

Reg. Date: 28/04/2017 (Man. Year: 2015)

Chassis No: VWWZZZ16ZGM014991

Colour: Grey

Odometer: 19252 km

Engine Capacity: 1390 cc

Market Value/New Car Price: S\$105,000.00

Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 205/55 R16

Rear Tyre Size: 205/55 R16

Front Left Side: Continental 6 mm

Rear Left Side: Continental 6 mm

Front Right Side: Continental 6 mm

Rear Right Side: Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	8,038.28	4,744.23	3,294.05	40.98
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,310.00	2,860.00	2,450.00	46.14
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	13,348.28	7,604.23	5,744.05	43.03
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	12,848.28	7,104.23	5,744.05	44.71
+ GST 7.00/7.00% (S\$)	899.38	497.30	402.08	44.71
Nett Amount (S\$)	13,747.66	7,601.53	6,146.13	44.71

INSPECTION

Date of Assignment: 26/03/2018

Date Inspected: 27/03/2018 Inspected At:

Volkswagen Centre Singapore (HQ)
247 Alexandra Road
Singapore 159934

Estimated Period of Repair: 6.0 days

Adjuster: MOHD RASUL

Manager: Janice Lee Si Hua

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 08 Jun 2018)
Parts: 143	VOLKSWAGEN JETTA TSI 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLM4474D)
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*WHEEL RIMS	Scratched	1,850.00 FS	*532.99 FS
2	1		*WHEEL VALVE	Necessary	2.53 FS	*1.08 FS
3	1		*WHEEL HOUSING LINING RHS	Serviceable	114.93 FS	*- FS
4	1		*HEADLIGHT BRACE SUPPORT R	Serviceable	32.74 FS	*- FS
5	1		*BUMPER BRACKET RHS	Necessary	26.94 FS	*19.40 FS
6	1		*FRONT BUMPER	Deformed	738.38 FS	*531.63 FS
7	1		*FRONT LOWER GRILL PLATE	Serviceable	49.95 FS	*- FS
8	1		*FENDER RHF	Buckled	599.44 FS	*431.60 FS
9	1		*RH GRILLE - FOG LAMP	Serviceable	55.08 FS	*- FS
10	1		*NOZZLE COVER	Distorted	19.43 FS	*13.99 FS
11	1		*RH HEADLIGHT	Scratched	4,418.68 FS	*3,181.45 FS
12	1		*RHS FENDER BRACKET	Necessary	28.25 FS	*28.25 FS
13	6		*NUT	Necessary	3.84 FS	*3.84 FS
14	1		*FRONT LOWER GRILL COVER	Serviceable	98.09 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (S\$)	8,038.28	4,744.23
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Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	LABOUR	New	1,900.00	950.00
2	SPRAY PAINT	New	2,500.00	1,000.00
3	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	360.00	360.00
4	CHECK WIRE HARNESS, ECU, S	New	200.00	200.00
5	TYRE BALANCING	New	50.00	50.00
6	B&P WHEEL ALIGNMENT	New	300.00	300.00
Gross Labour Cost (S\$)			5,310.00	2,860.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >