

INS. CASE OWNER:

Janet.

CC4/EQ11800 5641, T2 p63s2

LKK:
IDAC:

Surveyor:

Tantirh

DOI:

ASSIGNMENT

28/7/18

Date / Time:

26/3/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLM 8333B

Name of Insured:

WOO SHY BEW.

Insured Tel No.:

HP:

Excess Sec II :\$S

D.O.A.:

27/7/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

WEN SIEW MEI

Driver Tel No.:

93786512

(V/L: YES / NO)

Claim No.:

Policy No.:

DMPPH018-001660

Make / Model:

TOYOTA

Place of Accident:

155 BISHOP ST 13 UP

OI GIA REPORT (YES / NO) : TP GIA REPORT (YES / NO)

Insured Liability: % Final ? Yes / No

INSRS:
WSP:
Tel:
Liability:
RMKS:

Volkswagen

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

URGENT

Date/ Time		STAGE	DATE / PIC
24/7/18	SDX 1650T - 4	Non-Reporting ltr (1st):	
	SLM 8333B - 4	Non-Reporting ltr (2nd):	
		Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
26/3/18	Janet ✓ DS to TP.	Call OE:	24/3/18
29/3/18	OLD collided into TP parked car.	After call ltr to OE:	29/3/18
3/4/19	File pass to typist report	Documentation Check List:	
3/4/19	EQ ✓ to settle	Notification ltr (if non-pickup)	
29/4/19	File → SHUP to close	After call ltr to OE:	
		Authorisation To Act:	
		Release Voucher:	
		Final Repair Bill:	
		Car Rental Invoice:	
		Towing Invoice:	
		LTA / GIA:	
		Medical Bill:	
		PIR:	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
		Post-Repair Photos:	
		Others:	

PRELIMINARY ADVICE		Date/Time: 28/7/18	Sent By: me
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	\$S	() days	Reduction: %
FINAL SETTLEMENT		Date/Time: 23/9/19	Confirm with: Shisto
Final Liability:	%	(Agreed / Assessed)	BOLA S/N No.: 22
Repair Cost:	\$S 6621.19		
Loss of Rental (LOR):	\$S	() days	
Loss of Use (LOU):	\$S 180.00	(60 x 3 days)	
Loss of Income (LOI):	\$S	() x () days	
LOR only ☐	LOU only ☐	LOR + LOU ☐	LOR + LOI ☐ [Tick only one]
GIA/LTA Search	\$S 2.00		
Medical:	\$S -		
Disbursement:	\$S -	(e.g. Tow/ Independent)	
Legal Cost	\$S -		
Total:	\$S 6803.19	Global Sum \$S:	
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	\$S	Name 1:	
Payee 2: (Strike if N.A.)	\$S 6803.19	Name 2:	Volkswagen Centre Singapore
Payee 3: (Strike if N.A.)	\$S	Name 3:	

Surround

Taufman

REF: EOL

ASSIGNMENT

From:

Date:

27/03/2018

Estimated Cost:

OD / (TP) WS / TP RES / OD RES / EVA / INV / MY

To Inspect Vehicle No:

SDX 1650T

at Workshop m/s

Volkswagen

of

1 Kampung Ampat off Macpherson Rd

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt:

Consistent? : Yes or No

GIÄ / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3.

days

Res.:

Yes or No

Lum Sum:

%

3 Val.:

Yes or No

CA / REV / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SDX 1650T

Yr Regn:

2013 Jan.

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

Truck / Trailer or

Make:

Volkswagen Jetta 9.

C.C.

1390

Colour:

Blue

A/C:

Insured / Std / NI / NA

Sp. Reading

91500

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

WVWZZZ16ZDM042725

Gen. Cond: ☒ Good / Fair / Poor / Burnt

Steering: ☒ Inorder / Jammed / Leaked / Burnt or

Brake: ☒ Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

225/45R17

R:

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

TOYO / YOKO or

Front

Rear

R/Bal.

6

mm

R/Bal.

6

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

D.O.I.

27/3/18 @ 1205

Survey held at

VW Kg Ampat

Des. of Damages

☒ Fr

Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time

Action / Instruction

PIR # 6188-03 C Rec # 3140.82/3441

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

\$ + RS. \$

Photos

Others

TOTAL

Report Format :

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

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Invs (\$

☐

: Weekend (\$



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				
EQ INSURANCE COMPANY LTD		Ref : CC4/EQ18005641/T1pb3		
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date : 27-03-2018		
		Code : EQI		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLM 8333B	Veh. Inspected	SDX 1650T	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	27/03/2018	
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	27/03/2018	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933. TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised
Our ref: CC4/EQ118005641/T1pb3

Date: 28.03.2018

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SDX1650T

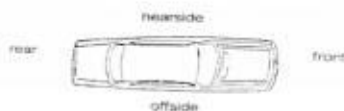
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 27.03.2018 at the premises of M/s Volkswagen Group Singapore Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	9,328.85
Revised Estimate Amount	: S\$	5,218.95
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Front Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

PDI TUAS

PDI TUAS

T SALBARAS
197 BISHAN STREET 13
#03-569
Singapore, 570197
Singapore

Tanpin 97495749
27/3/18 @ 12:15

WP

Reservely before paint

3 days

sure @ 11:00 am

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV021296
Quote No. SER/QUO/1800495
QuoteDate 22/03/18
Salesperson Shirley Tham
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW CL	90,704	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SDX1650T	WVWZZZ16ZDM042725	23/01/13	Shirley Tham
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX C59415	1623G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	3	UNIT		840' 2,520.00
P B&P MACP PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		bt - 80.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		✓ 480.00
P B&P MECH	COMPULSORY TO DO AFTER AC				
	CHECK WIRE HARNESS, ECU, S	1	Time Un		✓ 280.00
	Nett				
	Sum Labor				5,760.00
P 5C6805706D	BUMPER CENTRE BRACKET	1	Pieces		93.42
P 5C6807109C	REINFORCEMENT	1	Pieces		497.20
P 5C6807183	BUMPER SIDE BRACKET LH	1	Pieces		un 8 29.02
P 5C6807184	BUMPER SIDE BRACKET RH	1	Pieces		de 29.02
P 5C6807217D GRU	FRT BUMPER	1	Pieces		de 1,164.06
	Predecessor 5C6807217 GRU				
P 5C6807248A	FOAM LH	1	Pieces		un 90.66
P 5C6807248B	FOAM RH	1	Pieces		un 90.58
P 5C6807287 9B9	NUMBER PLATE BRACKET	1	Pieces		de 93.16
P 5C6853651A ZLL	RADIATOR GRILLE	1	Pieces		cut 555.30
P 5C6853666A 9B9	RHS FOG LAMP GRILLE	1	Pieces		cut 81.51
P 5C6853677 9B9	CENTRE LOWER GRILLE	1	Pieces		cut 176.33
P 5C8941006	HEADLAMP RH	1	Pieces		cut 664.46
P N 0385491	RIVET	6	Pieces		un 4.13

Sum carried forward

9,328.85

Payments to:

- BBN: - Acc.-No.:

PDI TUAS

PDI TUAS

T SALBARAS
197 BISHAN STREET 13
#03-569
Singapore, 570197
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV021296
Quote No. SER/QUO/1800495
QuoteDate 22/03/18
Salesperson Shirley Tham
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW CL	90,704	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SDX1650T	WVWZZZ16ZDM042725	23/01/13	Shirley Tham
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX C59415	1623G5

Continued 9,328.85

Sum Item 3,568.85

Sum Labor 5,760.00

Sum Item 3,568.85

Total SGD 9,328.85

7% GST 9,328.85 653.02

Total SGD Incl. GST 9,981.87

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...

Service Order Confirmation

SERVICE ORDER NO: 18IP0814

CUSTOMER NO.: CV021296

CUSTOMER NAME: T SALBARAS

TELEPHONE NO.:

ADDRESS: 197 BISHAN STREET 13 #03-569

Singapore

VEH No.: SDX1650T

Order Date: 27/03/18

Reg Date: 23/01/13

KM: 91,781

VIN NO.: WVVZZZ16ZDM042725

ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA A6 1.4 TSI DSG 90KW CL MODEL NO.: 1623G5

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280 ✓
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
3	B&P MACP LABOUR LABOUR	1	UNIT	840		840 ✓
4	B&P MACP PAINT SPRAY PAINT	1	UNIT	800		800 ✓
5	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80 ✓
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
8	5C6807217D GRU FRT BUMPER	1	PCS	1,164.06		1,164.06 ✓
9	5C6807287 9B9 NUMBER PLATE BRACKET	1	PCS	93.16		93.16 ✓
10	N 0385491 RIVET	6	PCS	0.69		4.13 ✓
11	5C6853651A ZLL RADIATOR GRILLE	1	PCS	555.30		555.30 ✓
12	5C6853677 9B9 CENTRE LOWER GRILLE	1	PCS	176.33		176.33 ✓
13	5C6853666A 9B9 RHS FOG LAMP GRILLE	1	PCS	81.51		81.51 ✓
14	5C8941006 HEADLAMP RH	1	PCS	664.46		664.46 ✓
15	5C6807109C FRT REINFORCEMENT BAR	1	PCS	497.19		497.19 ✓
16	5C6807184 RHF BUMPER BRACKET	1	PCS	29.02		29.02 ✓
17	5C6805903 9B9 FR SPOILER	1	PCS	442.87		442.87 ✓

Remarks : EQ DIRECT SETTLEMENT

DOA: 22/03/2018

TP VEHICLE: SLM8333B

SURVEY BY: TAUFIKH (LKK)

Service Order Confirmation

SERVICE ORDER NO: 18IP0814

CUSTOMER NO.: CV021296

CUSTOMER NAME: T SALBARAS

TELEPHONE NO.:

ADDRESS: 197 BISHAN STREET 13 #03-569

Singapore

VEH No.: SDX1650T

Order Date: 27/03/18

Reg Date: 23/01/13

KM: 91,781

VIN NO.: WVVZZZ16ZDM042725

ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA A6 1.4 TSI DSG 90KW CL MODEL NO.: 1623G5

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

TOTAL	6,188.03
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GST AMOUNT	433.16
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TOTAL AMOUNT	6,621.19
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On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Hsiao Tong (LKKAUTO)

From: Shu Pei (LKKAUTO)
Sent: Monday, 9 April 2018 8:53 AM
To: Tang, Shu Shi (VWG Singapore); Taufikh (LKKAUTO); Hsiao Tong (LKKAUTO)
Cc: Admin A; SUR; Admin-D (LKKAUTO)
Subject: RE: SDX1650T - finalized
Attachments: IMG_4771.jpg; IMG_4788.jpg; IMG_4789.jpg; IMG_4790.jpg; IMG_4791.jpg; IMG_4792.jpg; IMG_4793.jpg; IMG_4752.jpg; IMG_4753.jpg; IMG_4754.jpg; IMG_4755.jpg; IMG_4756.jpg; IMG_4757.jpg; IMG_4758.jpg; IMG_4759.jpg; IMG_4760.jpg; IMG_4761.jpg; IMG_4762.jpg; IMG_4763.jpg; IMG_4764.jpg; IMG_4765.jpg; IMG_4766.jpg; IMG_4767.jpg; IMG_4768.jpg; IMG_4769.jpg; IMG_4770.jpg; SDX1650T - finalized.pdf

Dear Shu Shi,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC4/EQ118005641/T1pb3	Taufikh / Hsiao Tong

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]

Sent: Friday, 6 April 2018 2:36 PM

To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: SDX1650T - finalized

Hi Taufikh,

Please find attached finalized.

COR: As per attached

3 working day.

Please revert, thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor

Aftersales

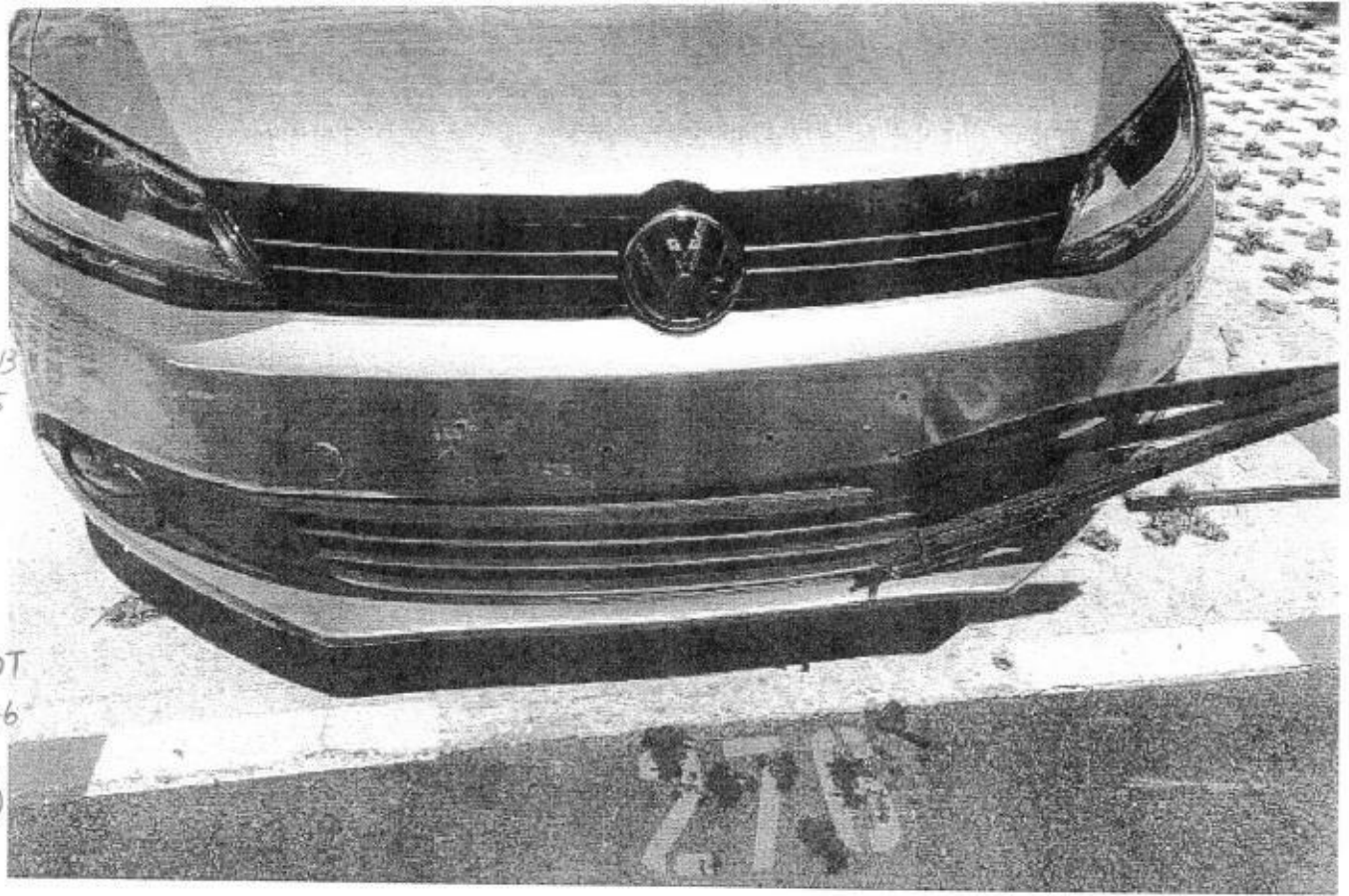
Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.





No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT	REMARKS (COMMENT)
Labor							
1	B&P MECH	1	TU	280		280	✓
2	B&P DIAG	2	TU	480		480	✓
3	B&P MACP LABOUR	3	UNIT	840		840	✓
4	B&P MACP PAINT	4	UNIT	800		800	✓ 1 panel (front bumper)
5	B&P NUMBER PLATE	5	ST	80		80	✓
6	EXT00037					0	
7	EXT00037					0	
Item							
8	5C6807217D GRU	8	PCS	1,164.06		1,164.06	✓ deformed
9	5C6807267 9B9		PCS	93.16		93.16	✓ deformed
10	N 0385491		PCS	0.69		4.13	✓ 1 pc
11	5C6853851A ZLL	11	PCS	555.30		555.30	✓ cut
12	5C6853877 9B9		PCS	176.33		176.33	✓ cut
13	5C6853866A 9B9	13	PCS	81.51		81.51	✓ cut
14	5C8941006		PCS	664.46		664.46	✓ cut
15	5C6807109C	15	PCS	497.19		497.19	✓ cut
16	5C6807184	16	PCS	29.02		29.02	✓ 1 pc
17	5C6805903 9B9	17	PCS	442.87		442.87	✓ 1 pc

Remarks: EQ DIRECT SETTLEMENT

DOA: 22/03/2018

TP VEHICLE: SLN8333B

SURVEY BY: TAUFIKH (LKK)

FACTS

- 1) T/P VEHICLE WAS STATIONARY PARKED AT THE LOT BESIDES THE BEND. -
- 2) PLEASE COMPARE THE ABOVE PHOTO WITH SURVEYOR'S PHOTO TAKEN TO CONFIRM THE CONSISTENCY ✓
- 3) MAKE/MODEL OF 2 VEHICLES TO BE CONSIDERED.
- 4) SPEED OF 1/2 WAS SLOW AS THERE IS A HUMP BEFORE T/P'S LOT
- 5) 1/2 BUMPER WAS BADLY GRAZED AND OUT OF ALIGNMENT, WHAT WOULD BE THE IMPACT FORCE ABSORBED BY T/P

Catherine Chong (LKK Auto)

From: Shu Pei (LKKAuto) <shupe@lkkauto.com>
Sent: Monday, 26 March, 2018 6:46 PM
To: assignments
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018
Attachments: MyDocument_2018_03_22_06_59_14.pdf; MyDocument_2018_03_22_06_59_14.pdf

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Janet Tan [mailto:janet.tan@eqinsurance.com.sg]
Sent: Monday, 26 March 2018 3:13 PM
To: Admin A <admin-a@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear all,

Please assist to attend to this PRS.

Liability is cleared. Proceed to direct settle if possible.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Monday, March 26, 2018 2:20 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi,

Please use LKK.

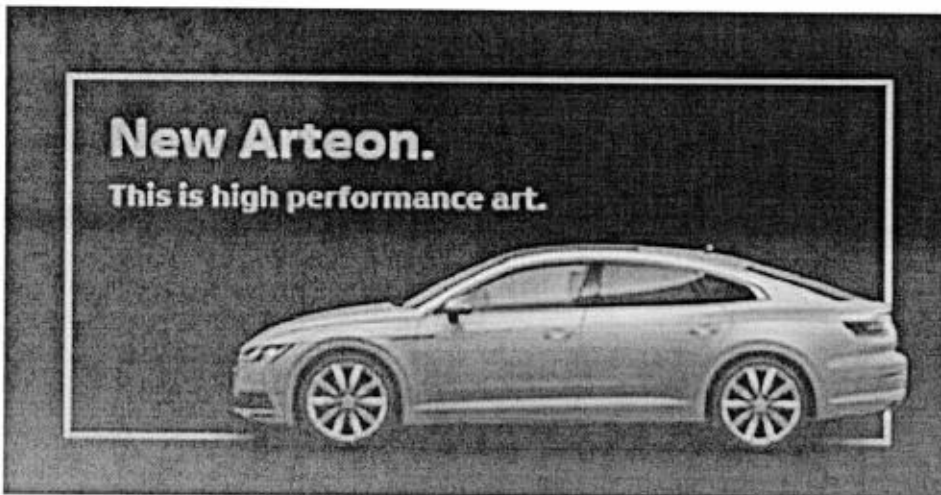
Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]
Sent: Monday, 26 March, 2018 1:40 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Without Prejudice
Save As To Costs

Dear Shu shi

For Pre repair survey request, please email to eqiprs@eqinsurance.com.sg

Liability is cleared. We can agree on direct settlement.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg

 A Member of Citystate



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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Monday, March 26, 2018 1:03 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi Janet,

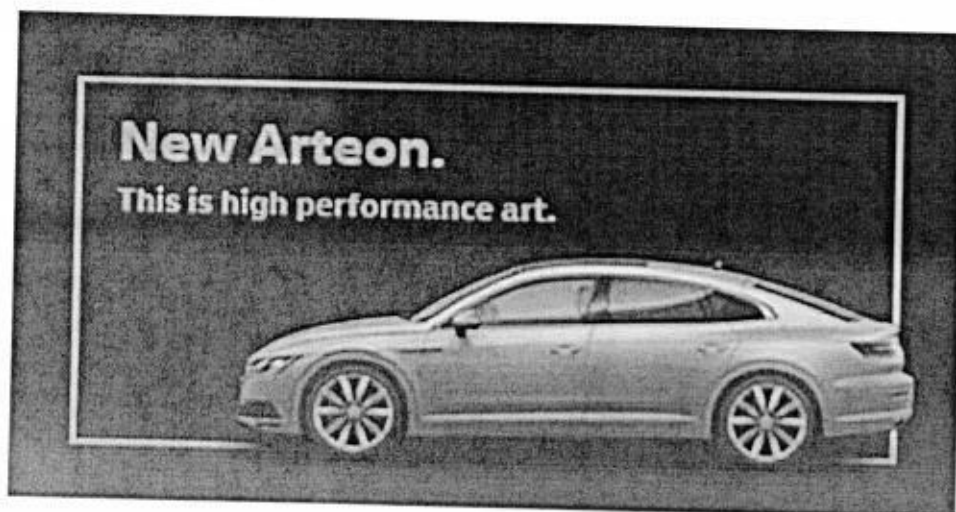
Please revert on liability & survey arrangement, thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Tang, Shu Shi (VWG Singapore)

Sent: Thursday, 22 March, 2018 7:02 PM

To: 'Janet Tan'; eqiprs@eqinsurance.com.sg

Subject: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear Claims,

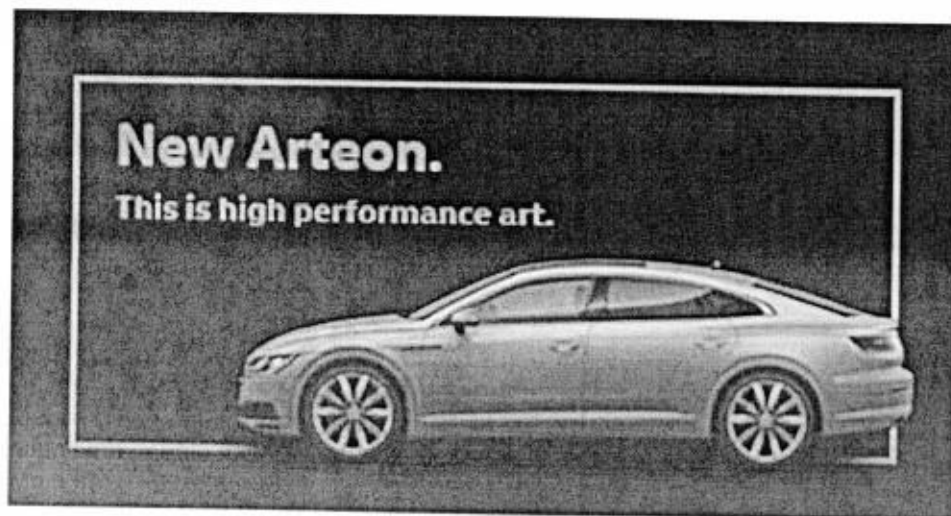
Please revert on liability and survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]
Sent: Thursday, 22 March, 2018 7:01 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Shu Pei (LKKAuto)

From: Janet Tan <janet.tan@eqinsurance.com.sg>
Sent: Wednesday, 28 March 2018 2:19 PM
To: Shu Pei (LKKAuto)
Cc: Hsiao Tong (LKKAuto)
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018 ***LKK REF:CC4/EQI18005641/T1pb3
Attachments: TP ESTIMATE- MARKED.PDF; Preliminary_Advice.pdf; SLM8333B.PDF

Dear Shu Pei

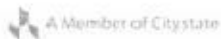
OI report as attached.

Regards,

Janet Tan
Senior Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]
Sent: Wednesday, March 28, 2018 12:44 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018 ***LKK REF:CC4/EQI18005641/T1pb3

WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SDX 1650T at M/s Volkswagen Centre Singapore.

Enclosed for your perusal is:

- Preliminary advice
- TP estimated cost of repair

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Monday, 26 March 2018 6:51 PM

To: 'Janet Tan' <janet.tan@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear Janet,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer arrange survey on 27.03.2018.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Janet Tan [<mailto:janet.tan@eqinsurance.com.sg>]

Sent: Monday, 26 March 2018 3:13 PM

To: Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Dear all,

Please assist to attend to this PRS.

Liability is cleared. Proceed to direct settle if possible.

Regards,

Janet Tan

Senior Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190

www.eqinsurance.com.sg



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From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Monday, March 26, 2018 2:20 PM

To: Janet Tan <janet.tan@eqinsurance.com.sg>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi,

Please use LKK.

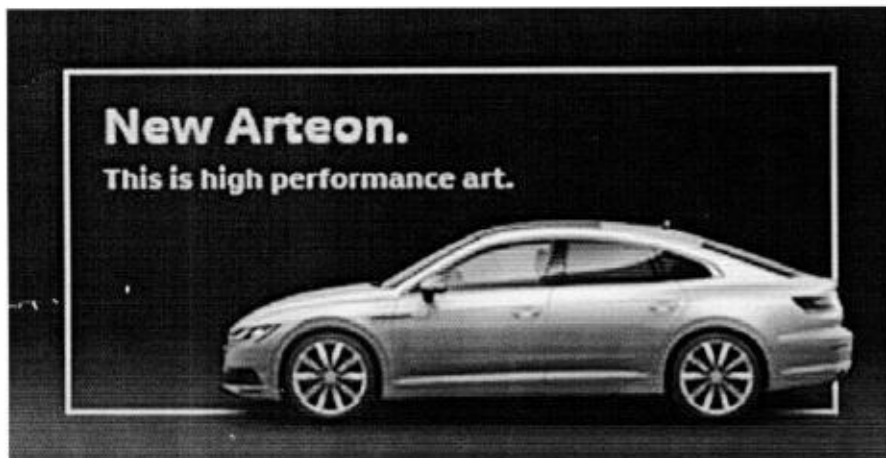
Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
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DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Janet Tan [mailto:janet.tan@eqinsurance.com.sg]

Sent: Monday, 26 March, 2018 1:40 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Without Prejudice

Save As To Costs

Dear Shu shi

For Pre repair survey request, please email to eqiprs@eqinsurance.com.sg

Liability is cleared. We can agree on direct settlement.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

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Regards,

Janet Tan
Senior Executive | Claims



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Sent: Monday, March 26, 2018 1:03 PM
To: Janet Tan <janet.tan@eqinsurance.com.sg>; EQI PRS <EQIPRS@eqinsurance.com.sg>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SDX1650T & SLM8333B ON 22/03/2018

Hi Janet,

Please revert on liability & survey arrangement, thank you.

Best Regards,