

ASS. REC. BY:

REF: CS/FCT18006775/Tlg/bn2

Special Instruction:

Supervisor:

Taufelch

ASSIGNMENT (Office)

From (Person):

WIS Karen Tan

of

PCL

Date/Time:

11/04/2018 5pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLN 3383J

Insured:

SHA 7946A

at Workshop m/s

Volkswagen

Tel:

of

247 Alexandra Rd.

Policy No:

Claim No:

D18002820MFSH

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A.

09/04/2018

CA / REV / REP. / REV 24 HRS Wp

16/04/2018 @ 11am

H.O.D. Endorsement:

Date/Time:

10/04/2018 2:31pm

Person Contacted:

Charmaine

Vehicle IN OUT

Date/Time	Action/Instruction (<input checked="" type="checkbox"/>) Estimate
	SLN 3383J - x
	SHA 7946A - NS/INC/4012169/11/04/2018 D.O.A: 260614
17/4-	Revert via email preli advise.
15/5/18 @ 2.58pm	confirmed with Pearllyn Auel by #974223, 7 days. (led # 5696.36, 37%)



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

FIRST CAPITAL INSURANCE LTD

Ref : CS/FCI18006775/T1qb

36 ROBINSON ROAD
#16-01 CITY HOUSESINGAPORE 068877

Date : 12-04-2018



Code : FC12

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SHA 7946A	Veh. Inspected	SLN 3383J
Policy No.		Coverage (\$)	0.00
Claim No.	D18002820MFSH	Excess (\$)	0.00
Assign From	CWS (KAREN TAN)	Assign Date	11/04/2018

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

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5. General Information

Accident Date	09/04/2018	Inspection Date	16/04/2018
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

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your Ref: D18002820MFSH

Date: 17/4/2018

Our Ref: CS/FCI18006775/T1qb

The Motor Claims Department
First Capital Insurance Ltd

Dear Sir/Madam,

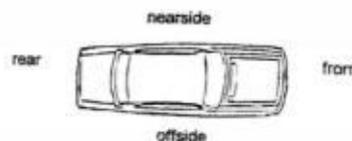
INITIAL INSPECTION REPORT OF VEHICLE NO. SLN 3383J.

Please be informed that we had conducted the inspection of the abovementioned vehicle 16/04/2018 at the premises of M/s Volkswagen and have the following to report: -

Workshop Estimate Amount	: <u>S\$ 15,436.87</u>
Revised Estimate Amount	: <u>S\$ 10,257.00</u>
"Check" Items Amount	: <u>S\$ -</u>
Market Value	: <u>S\$</u>
LTA Reimbursement Value	: <u>S\$</u>
Nett Value	: <u>S\$</u>

Description of Damage:

The vehicle sustained damages at the N/S portion.



Comments/ Present Status:

Damages Consistent.

Yours faithfully

Taufikh

Automotive Assessor

MOTOR SURVEY ASSIGNMENT

Date	11-04-2018	Our Ref No. D18002820MFSH
Accident Date	09-04-2018	Claim Type. Third Party
Insured Vehicle	SHA7946A	Third Party Vehicle. SLN3383J
Survey Location	247 ALEXANDRA ROAD	
Contact Person.	CHARMAINE KONG	
Contact No.	63057176/ 63057299	Fax No. 64743643
Survey Type	WITHOUT PREJUDICE:	
Appointed Surveyor	LKK AUTO CONSULTANTS PTE LTD	
Contact Person	NA	Fax No. 68416315
Contact Number.	NA	

*12042018 @ 9:28am
 Charmaine vsh ref in*

16042018 @ 11am

FOR DIRECT SETTLEMENT

Please submit to us the Tax Invoice together with letter of claim for Rental OR Loss of use (based on NIMA Benchmark rates) together with your survey report.

THIRD PARTY SURVEY REQUEST

Cc : Workshop	VOLKSWAGEN GROUP SINGAPORE PTE LTD	Attention. NIL
Cc : TP Solicitor	NA	TP Solicitor Fax No. NA
Officer Incharge	KARENT	

IMPORTANT NOTE

Kindly submit the survey report via CWS within 14 days for survey assignment and 7 days for re-inspection.
 This is a computer generated letter, no signature required.

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 15 May 2018 2:58 PM
To: Cheong, Pearlyn (VWG Singapore); Taufikh (LKKAuto); SUR; Admin A; Admin-D (LKKAuto)
Cc: Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: SLN3383J - FINALISE

Dear Pearlyn,

Confirm final fig \$9,742.23 before GST and 7 repair days.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Cheong, Pearlyn (VWG Singapore) [mailto:Pearlyn.cheong@vw.com.sg]
Sent: Thursday, 10 May 2018 11:00 AM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: SLN3383J - FINALISE

Dear Taufikh,

Please confirmed

COR \$9742.23 before GST

Total 7 working days repairs.

Best regards,

Pearlyn Cheong
Service Advisor
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Mobile : +65 9236 1336
Main line: +65 6305 7299
Main Fax: +65 6474 3643
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Tuesday, 17 April 2018 4:26 PM
To: Admin-D (LKKAuto); 'Claim Workflow System'; assignments
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG; SUR
Subject: RE: SURVEY ASSESSMENT - D18002820MFSH/1
Attachments: PRELI ADVISED SLN 3383J.pdf

Dear Sir/Madam,

Enclosed preliminary revised of vehicle **SLN 3383J**

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto)
Sent: Thursday, 12 April 2018 9:30 AM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: KARENTAN@MSFIRSTCAPITAL.COM.SG; SUR <sur@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D18002820MFSH/1

Dear Sir / Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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: Claim Workflow System [<mailto:cwsmotorclaims@msfirstcapital.com.sg>]
Sent: Wednesday, 11 April, 2018 5:00 PM
To: ASSIGNMENTS@LKKAUTO.COM
Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; KARENTAN@MSFIRSTCAPITAL.COM.SG
Subject: PRI: SURVEY ASSESSMENT - D18002820MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

Best Regards,
Admin Team

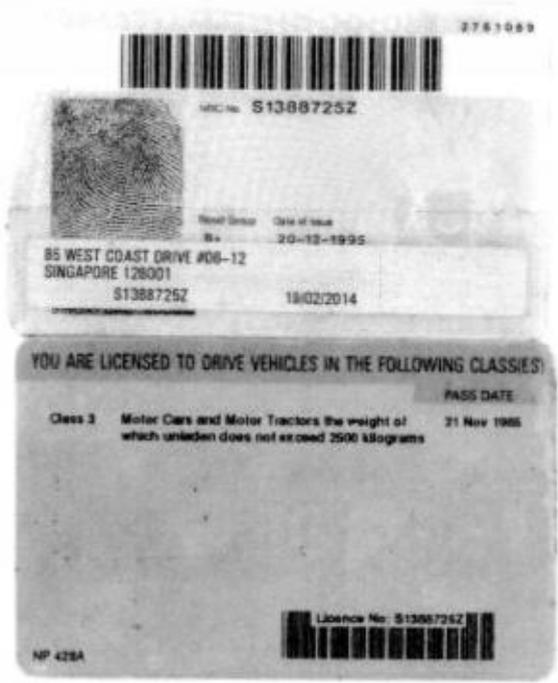
Sketch Plan #3

SLN33833
A 2898 4881 AUV
EXCESS: \$500
NCD: 50%, ✓

9026 2882

PASSENGERS

- 1: Eugene Ang ShengHsi
MALK



PDI TUAS

Tanfhr 97495749
WP 16/4/18 @ 1150
Resurvey before paint.
sur @ LKK auto-w.m.
7B days

PDI TUAS

TANG HUI SIAN
85 WEST COAST DRIVE
#06-12
Singapore, 128001
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV008857
Quote No. SER/QUO/1800621
QuoteDate 10/04/18
Salesperson Nicholas Chua
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

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

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	SPORTSVAN 1.4 TSI HL	16,972	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SLN3383J	WVWZZZAUZH511078	30/06/17	Nicholas Chua
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 583510	AM14HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	R&R RIM & BALANCE	1	UNIT		50.00 ✓
P B&P ALEX LABOUR	LABOUR	6	UNIT		5,040.00 ✓
P B&P ALEX LABOUR	TRANSFER DOOR MECHANISM	1	UNIT		840.00 ✓
P B&P ALEX PAINT	SPRAY PAINT	5	UNIT		4,200.00 ✓
P B&P RIM	B&P RIM -NETT	1	UNIT		2,200.00 ✓
P B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT -NETT	1			380.00 ✓
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00 ✓
	COMPULSORY TO DO AFTER AC				
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00 ✓
	Nett				
P B&P PARTS	WHEEL VALVE	1	Time Un		2.53 ✓
	KEY-IN-PARTS-NUMBER				
	Sum Labor				13,452.53
P 510833055N	DOOR	1	Pieces		1,851.64 ✓
	Use Predecessor 510833055M				
P 510839699D	DOOR SEAL	1	Pieces		86.48 ✓
	Predecessor 510839699C				
P D 378500A2	DOOR INSULATOR	1	Pieces		46.22 ✓
	Sum Item				1,984.34

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

PDI TUAS

PDI TUAS

TANG HUI SIAN
85 WEST COAST DRIVE
#06-12
Singapore, 128001
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV008857
Quote No. SER/QUO/1800621
QuoteDate 10/04/18
Salesperson Nicholas Chua
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make Volkswagen Passeng	Model Description SPORTSVAN 1.4 TSI HL	Mileage 16,972	Service Advisor Kong Charmaine
License No. SLN3383J	VIN WVWZZZAUZHW511078	Initial Registration 30/06/17	Sales Advisor Nicholas Chua
Engine Code	Labor Type 1T	Engine No. CZC 583510	Model Code AM14HZ

Sum Labor	13,452.53
Sum Item	1,984.34
Total SGD	15,436.87
7% GST	15,436.87 1,080.58
Total SGD Incl. GST	16,517.45

Explanations

P = Proportionately Charged

Payment Terms No Credit

15438.59

Service Order Confirmation

SERVICE ORDER NO: 18IP1110

CUSTOMER NO.: CV008857

CUSTOMER NAME: TANG HUI SIAN

TELEPHONE NO.:

ADDRESS: 85 WEST COAST DRIVE #06-12

Singapore

VEH No.: SLN3383J

Order Date: 25/04/18

Reg Date: 30/06/17

KM: 16,972

VIN NO.: WVVZZZAUZH511078

ENGINE NO:

SA: Kong Charmaine

MODEL: SPORTSVAN 1.4 TSI HL

MODEL NO.: AM14HZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
2	B&P ALEX LABOUR R&R RIM & BALANCE	1	UNIT	50		50
3	B&P ALEX LABOUR LABOUR	3	UNIT	840		2,520
4	B&P WHEEL ALIGNMENT B&P WHEEL ALIGNMENT -NETT	1		360		360
5	B&P ALEX PAINT SPRAY PAINT	3	UNIT	800		2,400
6	B&P ALEX LABOUR TRANSFER DOOR MECHANISM PARTS	0.5	UNIT	840		420
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
8	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
9	510833055N DOOR	1	PCS	1,851.64		1,851.64
10	510839899D DOOR SEAL	1	PCS	86.48		86.48
11	D 378500A2 DOOR INSULATOR	1	PCS	46.22		46.22
12	5G0601025G 88Z 18" DURBAN RIM ONLY	1	PCS	1,526.17		1,526.17
13	311601361 RUBBER VALVE	1	PCS	1.72		1.72

Remarks : FIRST CAPITAL DIRECT SETTLEMENT

DOA 09.04.2018

SURVEYOR LKK

TP VEHICLE SHA7946A

Service Order Confirmation

SERVICE ORDER NO: 18IP1110
CUSTOMER NO.: CV008857
CUSTOMER NAME: TANG HUI SIAN
TELEPHONE NO.:
ADDRESS: 85 WEST COAST DRIVE #06-12
Singapore

VEH No.: SLN3383J

Order Date: 25/04/18

Reg Date: 30/06/17

KM: 16,972

SA: Kong Charmaine

VIN NO.: WVVZZZAUZH511078

ENGINE NO:

MODEL: SPORTSVAN 1.4 TSI HL

MODEL NO.: AM14HZ

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
------------	--------------------	------------	------------	-------------------	---------------	---------------

TOTAL	9,742.23
GST AMOUNT	681.96
TOTAL AMOUNT	10,424.19

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



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				
FIRST CAPITAL INSURANCE LTD			Ref : CS/FCI18006775/T1qbn2	
36 ROBINSON ROAD #16-01 CITY HOUSESINGAPORE 068877			Date : 16-05-2018	
			Code : FCI2	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHA 7946A	Veh. Inspected	SLN 3383J	
Policy No.		Coverage (\$)	0.00	
Claim No.	D18002820MFSH	Excess (\$)	0.00	
Assign From	KARENT	Assign Date	11/04/2018	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN SPORTSVAN	c.c	1395	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	WWWZZZAUZH511078	Colour	SILVER	
Odometer	20940	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	225/40 R18	DUNLOP	7 mm	
L/H Front Tyre	225/40 R18	DUNLOP	7 mm	
R/H Rear Tyre	225/40 R18	DUNLOP	7 mm	
L/H Rear Tyre	225/40 R18	DUNLOP	7 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE N/S BODY. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	09/04/2018	Inspection Date	16/04/2018	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A) DAMAGES CONSISTENT TO ACCIDENT REPORT. B) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. C) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		7 Working Days		



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

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLN 3383J

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	WHEEL VALVE (SN)	NOT NECESSARY	2.53	-
1	DOOR (SN)	BENT	1,851.64	1,851.64
1	DOOR SEAL (SN)	NECESSARY	86.48	86.48
1	DOOR INSULATOR (SN)	NECESSARY	46.22	46.22
1	RUBBER VALVE (ADDITIONAL)(SN)	NECESSARY	1.72	1.72
1	B&P RIM (SN)	CUT	2,200.00	1,526.17
			4,188.59	3,512.23
LABOUR				
	R&R RIM & BALANCE.		50.00	50.00
	LABOUR.		5,040.00	2,520.00
	TRANSFER DOOR MECHANISM.		840.00	420.00
	SPRAY PAINT.		4,200.00	2,400.00
	B&P WHEEL ALIGNMENT.		360.00	360.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
	CHECK WIRE HARNESS,ECU,S.	NOT NECESSARY	280.00	-
			11,250.00	6,230.00
GRAND TOTAL			15,438.59	9,742.23
RECOMMENDED COST OF REPAIRS				9,742.23

Report Ref No. CS/FC18006775/T1qbn2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

ADRIAN LING WAI PING

B.Eng,AMSOE,AMIRTE,AMSAE-A,M.MATAI

Licensed Appraiser

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