

INS. CASE OWNER:

Stacey | CC 4, AXA 1800 7288, (1) pa3

LAB IDAC

Surveyor:

Tom Billa

DOI:

ASSIGNMENT

20/4/18

Date / Time:

18/04/18

Registered in Meritmen:

17/04/18

Pre-assign / CCU / FTE

SHC 5179A



Insured Vehicle No.

Claim No. :

C0473075

Name of Insured

TRANS-CAB SERVICES PLC

Policy No. :

P1680520

Insured Tel No.

HP:

Make / Model :

R. Latitude

Excess Sec II :SS

(5,000.00)

D.O.A:

15/4/18

Place of Accident :

Cross Junction of Belsit Trunk Rd & Whistley Rd

Is driver the owner?

(YES / NO)

Nature of Accident :

If NO, Driver Name / Age:

Lee Han Nam

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No. :

9771189

(V/L-YES/NO)

Insured Liability :

%

Final ? Yes/No

5327102



INSRS:

WSP: V/L Han Nam

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

8/5/18
LHT

5327102 * SHC5179A *

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

* Stacey 17/5/18 (By email)

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

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:

8/5/18

Email to TP: Liability under.

17/5/18

Sent letter to OI: Request for video.

8/5/18

12/2/19

File -> Mei wan tucloe (up)

PRELIMINARY ADVICE

Date/Time:

23/4

Sent By:

LSP

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$S

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No. :

If NO or B 28, Ass. Lia :

Repair Cost:

\$S

Loss of Rental (LOR):

\$S

(

days)

Loss of Use (LOU):

\$S

(\$

x

days)

Loss of Income (LOI):

\$S

(\$

x

days)

LOR only LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

\$S

Medical:

\$S

Disbursement:

\$S

(e.g. Tow/Independent)

Legal Cost

\$S

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

13/2/19

\$2500

(up)

Total:

\$S

Global Sum \$S:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$S

Name 1:

Payee 2: (Strike if N.A.)

\$S

Name 2:

Payee 3: (Strike if N.A.)

\$S

Name 3:

ASSIGNMENT

From: **20042018**
 Date: **20042018**
 Estimated Cost: **0**
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To Inspect Vehicle No: **GJZ 2101Z**
 at Workshop m/s: **Volkswagen**
 of: **247 Alexandra Rd**
 Insured: _____
 Policy No: _____
 Claims No: _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____
 (Policy Condition) **11am**
 Remark: The veh had commenced its repair at the time of inspection.
 Bal. or Market Value: _____
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: **5** days Res: Yes or No
 Lum Sum: _____ % 3 Val: Yes or No
 CA / REV / REP. / 24 HRS
 Date: _____ Person Contacted: _____ Vehicle: IN / OUT

N/S	O/S

Veh No: **35Z 2101Z** Yr Regn: **2017** **Oct**
 Type: **Car** / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: **Volkswagen Golf** CC: **1395**
 Colour: **Blue** A/C: Insured / Std / NI / NA
 Sp. Reading: **4617** T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: **WVW ZZZ 4M7 HW 23550**
 Gen. Cond: **Good** / Fair / Poor / Burnt
 Steering: Inorder / Jammed / Leaked / Burnt or
 Brake: Inorder / Jammed / Leaked / Burnt or
 Mod: Nil / S/Rim / STD A/Rim or
 Tyre Size: F: **215/60R17**
 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: **20/4/18 01115**
 Survey held at: **VW Alexandra**
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or
Frt N/S
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	Submit PIP # 11578-36 (Red # 7209-73 / 38%) - excluded clunk items \$926.75

Date/Time, File Pass to? : Prel. Report : Final Report

1) _____

Date/Time, File Return to? _____

2) _____

Report Format : _____

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

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

S + RE: _____

Photos: _____

Other: _____

Add Fee: Site Insp (\$) Interview (\$) Tech Invs (\$) Weekend (\$)

TOTAL _____



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			
AXA INSURANCE PTE LTD		Ref : CC4/AXA18007288/T1pa3	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 19-04-2018	
		Code : AXA2	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SHC 5179A	Veh. Inspected	SJZ 2101Z
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	19/04/2018
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			
5. General Information			
Accident Date	15/04/2018	Inspection Date	20/04/2018
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 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.			

PDI TUAS

PDI TUAS

TONG LAI KUEN
1A PINE GROVE
#03-01
Singapore, 590001
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV011656
Quote No. SER/QUO/1800668
QuoteDate 17/04/18
Salesperson Shawn Lim
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG) EQP	12	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SJZ2101Z	WVWZZZAUZHW123550	26/10/17	Shawn Lim
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 162900	5G13HZ

			Continued	12,842.78
P	5G0809561	FENDER BRACKET LH	1 Pieces	? 18.79
P	5G0821105A	FENDER LHF	1 Pieces	331.69
		Use Predecessor 5G0821105		
P	5G0821135B	FENDER SUPPORT LH	1 Pieces	? 28.99
		Use Predecessor 5G0821135A		
P	5G0823031J	BONET HOOD	1 Pieces	1,206.39
P	5G0853211E 9B9	FOGLAMP GRILLE LH	1 Pieces	? 25.72
P	5G0853651A ZLL	RADIATOR GRILLE	1 Pieces	? 509.37
P	5G0853665 9B9	VENT GRILLE LH	1 Pieces	? 93.82
P	5G0853677 9B9	CENTER LOWER VENT GRILLE	1 Pieces	134.01
P	5G0919493	SENSOR BRACKET	1 Pieces	14.70
P	5G0919493A	SENSOR BRACKET	1 Pieces	14.70
P	5G0919494	SENSOR BRACKET	1 Pieces	14.70
P	5G0941661	LH FOGLAMP	1 Pieces	290.04
P	5G0998399 GRU	SENSOR Bracket	1 Pieces	32.19
P	5G0998399 GRU	SENSOR Bracket	1 Pieces	32.19
P	5G2941753	HEADLAMP LH	1 Pieces	2,959.69
P	D 180KU2A1	2KADHESIVE	1 Pieces	103.66
P	D 822150A1	BONDAGENT	1 Pieces	74.16
		Sum Item		7,995.06

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

PDI TUAS

PDI TUAS

TONG LAI KUEN
1A PINE GROVE
#03-01
Singapore, 590001
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV011656
Quote No. SER/QUO/1800668
QuoteDate 17/04/18
Salesperson Shawn Lim
Page 3

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG) EQP	12	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SJZ2101Z	WVWZZZAUZHW123550	26/10/17	Shawn Lim
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 162900	5G13HZ

Sum Labor	10,732.53
Sum Item	7,995.06
Total SGD	18,727.59
7% GST	18,727.59 1,310.93
Total SGD Incl. GST	20,038.52

Explanations

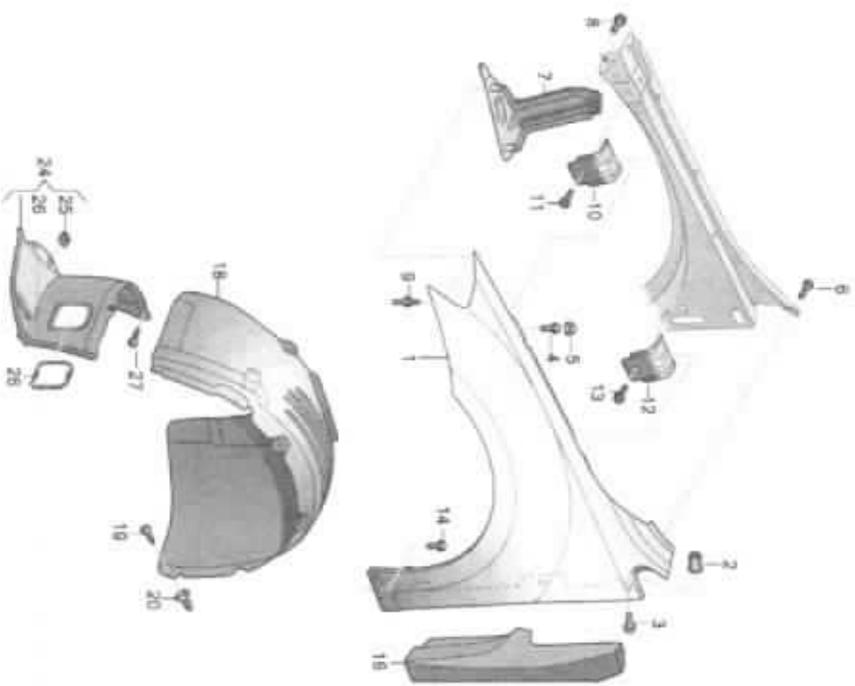
P = Proportionately Charged

Payment Terms No Credit

Model	Year	MG	SG	Illustration	Restrictions	UPD	11:37	17.04.2018	 ETKA
GOLF	2017	8	21	821-000	Golf 5G1***	1219			

EC	TC	ITC	VIN	Production	Sales Type
CZCA	RRE	CJ	WWWZZZAUZHWW123550	08.11.2016	5G13HZ

F1 SUGGESTION



Pos	Part Number	Description	Remark	Qty	Model
18	500 805 969 G	Wheel housing liner, plastic D - 02.11.2015**	Front- 863-020	1	
(18)	900 805 970 G	Wheel housing liner, plastic D - 02.11.2015**	Right-	1	
19	N 909 747 01	Hexagon socket head panel bolt expanding nut	SK16	14	
20	6M0 809 966 A		4.8	14	

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: AXA Insurance Pte Ltd
8 Shenton Way #24-01
AXA Tower
Singapore 068811

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

Attn: Stacey Ng

Date: 23 Apr 2018

Preliminary Advice

Insured Vehicle No	: SHC5179A	Accident Date	: 15/04/2018
TP Vehicle No	: SJZ2101Z	Assignment Date	: 18/04/2018
Make	: VOLKSWAGEN GOLF A7	Est. Duration of Repair	: 5/Days
Date of Inspection	: 20/04/2018		
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE		

Point of Impact / General Description of Damages

The vehicle sustained impact / damagesFront N/S... portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	18,727.59
Revised Amount	:S\$	11,518.36
Check Items (Estimated)	:S\$	926.75
Total	:S\$	12,445.11
Lump Sum Repair	:S\$	

Total Loss Consideration

New for Old Value	:S\$
Pre-Accident Value	:S\$
COE / PARF Rebate	:S\$
Salvage Value	:S\$
Margin for Repair	:S\$

Remarks

- () The vehicle is repairable at our adjusted amount. We have also confirmed excess and policy coverage. Kindly let us have your authorisation.
- () The vehicle is uneconomical to be repaired, you are advised to invite tender for the wreck.
- (x) Other comments :We have not authorized repairs.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 8 May 2018 5:07 PM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: 'Wong, Meiy (VWG Singapore)'; 'Cheong, Pearlyn (VWG Singapore)'; 'Goh, Edmund (VWG Singapore)'; Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 *** LKK REF: CC4/AXA18007288/pa3

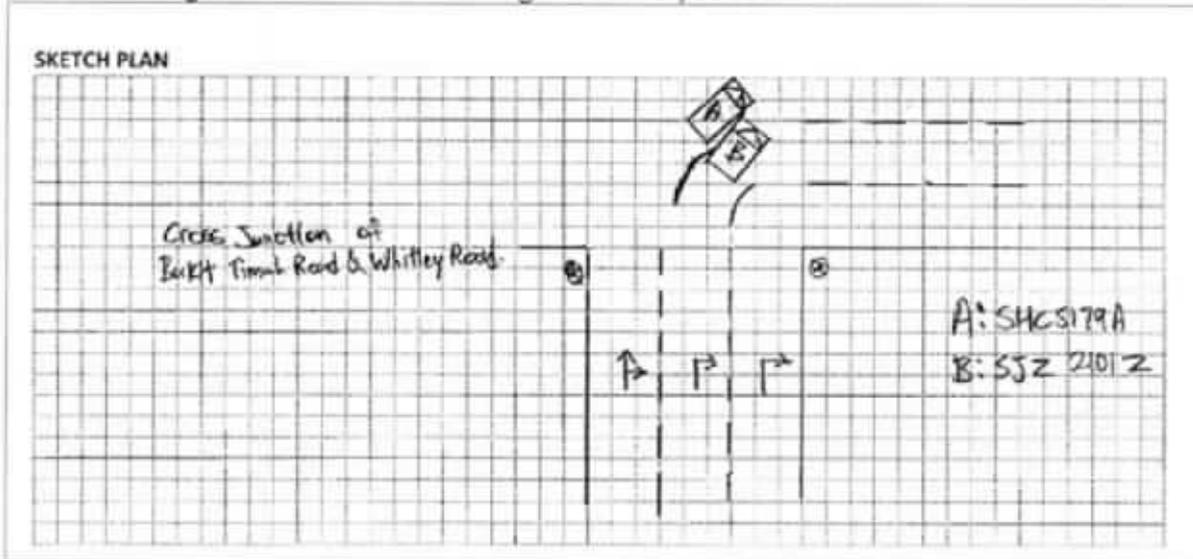
Without Prejudice

Hi Charmaine,

We refer to the above matter.

Please be informed that liability is unclear. Our insured driver reported that your client encroached into his lane while he was turning right.

We are looking into the matter and will get back to you soon.



Brief Details.

On 15/04/2018 at about 1845hrs, I was on duty driving my taxi bearing registration plate no. SHC5179A along Bukit Timah Road. I was ferrying 2 passengers at that moment. When I am turning right into Whitley Rd at the road junction, one vehicle bearing registration plate no. SJZ2101Z from the lane on my right had collided into the right side of my vehicle.

I manage to exchange particulars with the other driver namely Ng Swee Poh, nric: S8213219H, HPN: 98380132. One of my passenger also agreed to be a witness and his name is Tan Liang Kwang, nric: S9103788B, HPN: 96340397.

My passengers was alright, however I was hurt as the collision hit close to my side of the door.

The entire right side of my vehicle sustained serious dents, the other vehicle sustained minor dents on the front left bumper (tyre guard)

I wish to state that I was travelling on the third lane of a 3 lane road. The first and second lane are turn right only lane. The vehicle that collided me seems to want to go straight on a turn right only lane which caused the accident to occur. My vehicle is mounted with CCTV and footages can be retrieved and I had photos of the scene taken.

No police nor paramedic attended to the accident.

I went a family clinic to get my injuries checked on and I was given 3 days MC due to soreness and pain on my right arm and body.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 8 May 2018 9:04 AM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Cc: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 *** LKK
REF: CC4/AXA18007288/pa3

Without Prejudice

Hi Charmaine,

We are checking with AXA.

By copy to Mei Kwan,

FYNA. CC4/AXA18007288/pa3

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Monday, 7 May 2018 3:45 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 *** LKK
REF: CC4/AXA18007288/pa3

Dear Hsiao Tong,

Please revert on liability status ASAP.

Thanks

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

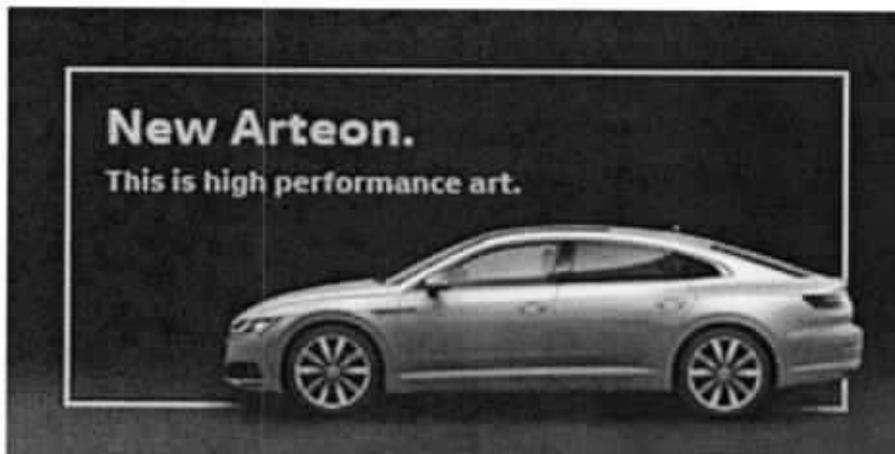
Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

charmaine.kong@vw.com.sg

<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)
Sent: Friday, 27 April, 2018 5:49 PM
To: 'Hsiao Tong (LKKAuto)'
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 ***
LKK REF: CC4/AXA18007288/pa3

Dear Hsiao Tong,

Customer was informed by MSIG that your insured had already reported to AXA since 17.4.18. Please kindly chase AXA to expedite to upload the report.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 27 April, 2018 7:28 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 ***
LKK REF: CC4/AXA18007288/pa3

Without Prejudice

Hi Charmaine,

We are still pending for our insured GIA report from our principal. Therefore, we are unable to advise liability at this moment.

Hi Mei Kwan,

Kindly assist to follow up on OI GIA, CC4/AXA18007288/T1pa3

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 26 April 2018 5:56 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 *** LKK REF: CC4/AXA18007288/pa3

Dear Hsiao Tong,

Please revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: Kong, Charmaine (VWG Singapore)

Sent: Tuesday, 24 April, 2018 10:24 AM

To: 'Hsiao Tong (LKKAuto)'

Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 ***
LKK REF: CC4/AXA18007288/pa3

Hi,

Have you received your insured's report?

Thanks

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Friday, 20 April, 2018 7:34 AM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 ***
LKK REF: CC4/AXA18007288/pa3

Without Prejudice

Hi Charmaine,

Thank you for your photos.

We will get back to you once we receive our insured GIA report.

Hi Mei Kwan,

Kindly assist to follow up on OI GIA, CC4/AXA18007288/pa3

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 19 April 2018 5:09 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 *** LKK
REF: *** LKK REF: CC4/AXA18007288/pa3

Dear Hsiao Tong,

Scene photos attached for your perusal. Please revert on liability once your insured report.

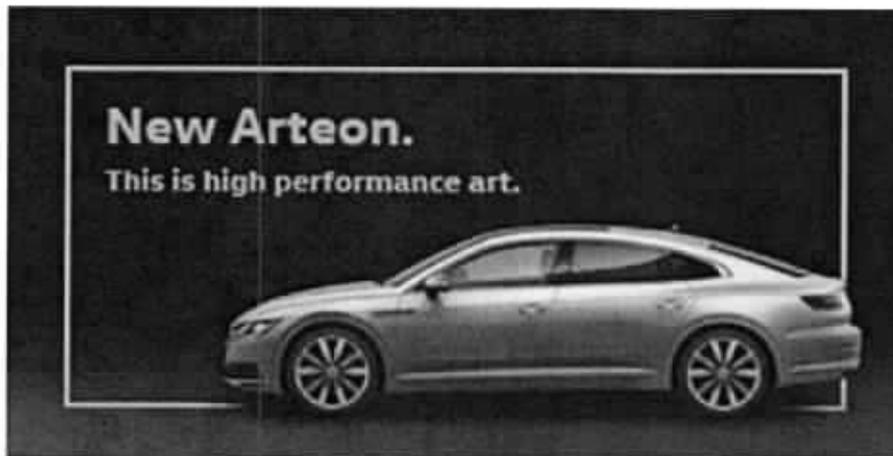
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 19 April, 2018 3:31 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: Re: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18 ***

LKK REF: *** LKK REF: CC4/AXA18007288/pa3

Dear Charmaine,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

Please note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Meanwhile, please provide us evidence i.e. video/ scene photo and arrange appointment for survey.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, April 17, 2018 2:37 PM
To: SG AXA Insurance SM AXA SGP - Motor Survey
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SJZ2101Z & SHC5179A ON 15.4.18
Attachments: MyDocument_2018_04_17_02_31_14.pdf
Categories: Mateen

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 17 May 2018 4:02 PM
To: claims@transcab.com.sg
Cc: 'carrisalee@ava-ins.com'; 'ireneng@ava-ins.com'; 'icewong@ava-ins.com'; 'foonghon@ava-ins.com'
Subject: ACCIDENT INVOLVING SHC 5179A(AXA) & SJZ 2101Z ALONG/AT CROSS JUNCTION OF BUKIT TIMAH ROAD & WHITLEY ROAD ON 15/04/2018

17 MAY 2018

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/AXA18007288/T1pa3

YOUR REF : P1680520 (SHC 5179A)

ACCIDENT INVOLVING SHC 5179A(AXA) & SJZ 2101Z ALONG/AT CROSS JUNCTION OF BUKIT TIMAH ROAD & WHITLEY ROAD ON 15/04/2018

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from VOLKSWAGEN CENTRE SINGAPORE against your motor insurance policy.

Based on the accident report and accident scenario, both parties had given a conflict of version.

We also wish to advise that there is an excess of **S\$5,000.00** attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim.

AXA shall keep you informed of the third party claim settlement and thereafter kindly let AXA have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

As Insurers, AXA shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons

in connection with this accident, please forward it to AXA immediately. You may email it to cst@axa.com.sg / chewht@lkkauto.com or deliver it by hand to our Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Print Sent Message

This mail is associated with :

***SJZ2101Z (C0473075)**
[SHC5179A]
TP
TONG LAI KUEN
Apr 15 2018 12:00AM
[TRANS-CAB SERVICES PTE LTD]
Volkswagen Centre Singapore

From LKK Auto Consultants Pte Ltd (LKK_HQ), sent on 12/02/2019 16:40 PM.
To stacey.ng@axa.com.sg
CC AXA_SG; chewht@lkkauto.com; admin-a@lkkauto.com
Subject <Submit WP Report> C0473075

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that liability is unclear and we have requested evidence(if any) from third party since 08/05/2018. However there was no response/feedback/follow up from third party up-to-date.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Thank you.

Hsiao Tong

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

Non-Reporting

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	17 Apr 2018		18 Apr 2018 21:41 Edit Adj Rpt	S\$11,518.36 Edit Estimates	S\$11,518.36 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	TRANS-CAB SERVICES PTE LTD , Co. Reg. No.: 200303878K								
Main Claimant:	TONG LAI KUEN , ID: S0145625C								
Vehicle Reg. No.:	SJZ2101Z	Date of Loss:	15/04/2018 00:00 - :59 [5 Months and 20 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / C0473075	Policy/Cover Note No.:	P1680520 (Third Party Only)						
Vehicle Reg. No. (Insured):	SHC5179A	Policy No. (Claimant):	A29040564AVW						
		Excess:	S\$5,000.00						
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Stacey Ng - 6880 4351]								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 27/04/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AXA_SG (18/04/2018): WP / New TP Assignment - C0473075/P1680520									
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

*SJZ2101Z (C0473075)
[SHC5179A]
TP
TONG LAI KUEN
Apr 15 2018 12:00AM
[TRANS-CAB SERVICES PTE LTD]
Volkswagen Centre Singapore

Upload Documents	Upload Photos	Compose New Letter	Upload Video	Upload Audio	View View in Browser ▼
Assessment Reports					1 per page ▼ <input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	23/04/18 16:30	Adjuster Immediate Advice		1 Load HTML	
Documentation					1 per page ▼ <input checked="" type="checkbox"/>
No	Finalized On	AXA Insurance Pte Ltd (HQ)		Thumbnail	Print
1	17/04/18 14:56	EMAIL		1 Load PDF	
2	17/04/18 14:56	CO CLAIMANT THIRD PARTY & GIA REPORT		1 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	20/04/18 07:34	TP SCENE PHOTO 1		1 Load JPG <input checked="" type="checkbox"/>	
2	20/04/18 07:34	TP SCENE PHOTO 2		1 Load JPG <input checked="" type="checkbox"/>	
3	20/04/18 07:34	TP SCENE PHOTO 3		1 Load JPG <input checked="" type="checkbox"/>	
4	23/04/18 19:24	TP ESTIMATE- MARKED		1 Load PDF	
5	08/05/18 09:27	OI GIA REPORT		1 Load PDF	
6	12/02/19 16:55	LKK Survey Photos		1 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset Save Print
There are no document checklists configured.	
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)	
<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right;"> ^ v </div> </div>	
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>	

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

Our File No: CC4/AXA18007288/T1PA3Q2
Date: 14/02/2019

REFERENCE

Handling Insurer: AXA Insurance Pte Ltd	Policy No: P1680520	
Claimant Vehicle No : SJZ2101Z	Insured Vehicle No : SHC5179A	
Date of Loss: 15/04/2018	Nature of Claim: TP	Claim No: C0473075

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SJZ2101Z	Engine No:	CZC162900
Make & Model:	VOLKSWAGEN GOLF A7, 1.4 (A)	Chassis No:	WVWZZZAUZH123550
Reg. Date:	26/10/2017 (Man. Year: 2016)	Odometer:	4617 km
Colour:	Blue		
Engine Capacity:	1395 cc		
Market Value/New Car Price:	N/A		
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):	Engine Modification:	No	Pre-accident Condition:	

CONDITION OF TYRES

Front Tyre Size:	215/60 R17	Rear Tyre Size:	215/60 R17
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	10,197.59	7,068.36	3,129.23	30.69
Miscellaneous Items	0.00	0.00	0.00	
Labour	8,530.00	4,450.00	4,080.00	47.83
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	18,727.59	11,518.36	7,209.23	38.50
+ GST 7.00/7.00% (S\$)	1,310.93	806.29	504.64	38.49
Nett Amount (S\$)	20,038.52	12,324.65	7,713.87	38.50
Global Sum Settlement (S\$)	0.00			

INSPECTION

Date of Assignment:	18/04/2018	
Date Inspected:	20/04/2018	Inspected At: Volkswagen Centre Singapore (HQ) 247 Alexandra Road Singapore 159934
Estimated Period of Repair:	5.0 days	

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHEW HSIAO TONG

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: 14 Feb 2019)
Parts: 143	VOLKSWAGEN GOLF A7 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SJZ2101Z)	
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		*B&P RIM (CONSISTENT)	Cut	2,200.00 FS	*2,200.00 FS	
2	1		*WHEEL VALVE (CONSISTENT)	Necessary	2.53 FS	*2.53 FS	
3	1		*HEADLAMP BRACKET LH (CONSISTENT) (NPA)	Not Necessary	0.00 FS	*- FS	
4	1		*RETAINER (CONSISTENT)	*Check	187.63 FS	*- FS	
5	1		*HEADLAMP BRACE LH (CONSISTENT)	*Check	34.83 FS	*- FS	
6	1		*WHEEL HOUSING LH (CONSISTENT)	Deformed	97.00 FS	*97.00 FS	
7	1		*BUMPER GUIDE LH (CONSISTENT)	Necessary	19.54 FS	*19.54 FS	
8	1		*BUMPER REINFORCEMENT (CONSISTENT)	Not Necessary	531.87 FS	*- FS	
9	1		*FRONT BUMPER COVER (CONSISTENT)	Deformed	1,152.82 FS	*1,152.82 FS	
10	1		*FOAM INSER (CONSISTENT)	Not Necessary	40.17 FS	*- FS	
11	1		*BUMPER SUPP .PART LH (CONSISTENT)	*Check	27.60 FS	*- FS	
12	1		*FENDER BRACE LH (CONSISTENT)	Necessary	18.79 FS	*18.79 FS	
13	1		*FENDER BRACKET LH (CONSISTENT)	*Check	18.79 FS	*- FS	
14	1		*FENDER LHF (CONSISTENT)	Bent	331.69 FS	*331.69 FS	
15	1		*FENDER SUPPORT LH (CONSISTENT)	*Check	28.99 FS	*- FS	
16	1		*BONET HOOD (CONSISTENT)	Not Necessary	1,206.39 FS	*- FS	
17	1		*FOGLAMP GRILLE LH (CONSISTENT)	*Check	25.72 FS	*- FS	
18	1		*RADIATOR GRILLE (CONSISTENT)	*Check	509.37 FS	*- FS	
19	1		*VENT GRILLE LH (CONSISTENT)	*Check	93.82 FS	*- FS	
20	1		*CENTER LOWER VENT GRILLE (CONSISTENT)	Not Necessary	134.01 FS	*- FS	
21	1		*SENSOR BRACKET (CONSISTENT)	Necessary	14.70 FS	*14.70 FS	
22	1		*SENSOR BRACKET (CONSISTENT)	Necessary	14.70 FS	*14.70 FS	
23	1		*SENSOR BRACKET (CONSISTENT)	Necessary	14.70 FS	*14.70 FS	
24	1		*LH FOGLAMP (CONSISTENT)	Not Necessary	290.04 FS	*- FS	
25	1		*SENSOR BRACKET (CONSISTENT)	Necessary	32.19 FS	*32.19 FS	
26	1		*SENSOR BRACKET (CONSISTENT)	Necessary	32.19 FS	*32.19 FS	
27	1		*HEADLAMP LH (CONSISTENT)	Cracked	2,959.69 FS	*2,959.69 FS	
28	1		*2KADHESIVE (CONSISTENT)	Necessary	103.66 FS	*103.66 FS	
29	1		*BONDAGENT (CONSISTENT)	Necessary	74.16 FS	*74.16 FS	
					Total Parts (\$\$)	10,197.59	7,068.36

F=Franchise part, S=SpcNett.

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	3,360.00	1,680.00
2	SPRAY PAINT	New	4,000.00	1,600.00
3	R&R RIM & BALANCE	New	50.00	50.00
4	B&P WHEEL ALIGNMENT	New	360.00	360.00
5	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
6	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
Gross Labour Cost (S\$)			8,530.00	4,450.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >