PANON .	At many 1 - PCM 2	T-171 0/20 // JUKK (A)->17
Lie CASE OWNER	Stally CC4 HOM TO	551, 12eby 4= 10AC (A)->17
* Surveyor:	Thutith DOI: ASSIGNMENT	Date / Tim
		Registered in Merimen:
Pre-assign / CCU	SEI VOL	laim No. : S&MOOETM (41629)
Insured Vehicle No	N 1 1	Profitors 1
Name of Insured		olicy No.
Insured Tel No.	HP:M	fake / Model :
Excess Sec II :S\$	AND THE RESERVE AND ADDRESS OF THE PARTY OF	lace of Accident :
Is driver the owner	(YES / NO) Nature of Accident	
If NO, Driver Nan	THE CLEEK	I GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
Driver Tel 1	No.: (V/L: YES / NO.) In	sured Liability: % Final ? Yes / No
SLP 379	bS → →	
INSRS:	INSRS:	INSRS INSRS
WSP: alVo	WAY WSP:	WSP: WSP:
Tel: U.D.C.	H Tel:	Tel: Tel:
RMKS:	No -10	Liability : Liability : RMKS : RMKS
Date/ Time		A A A A A A A A A A A A A A A A A A A
Date, time	CUDANTOS -4 NETIVE-4	STAGE DATE/PIC
	1. 1.	Non-Reporting fir (1sec. 1-5-15)
		Non-Reporting ltr (2nd): 13-7-18 18f Ag. Non-Reporting ltr (Final):
	of smort daim	Notification by (if non-pickup)
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7/7	stat out ist letter	After call lit to Ol:
VV.	1101 003 531 10 Hrs	Documentation Check List: Handler Typist Notification ltr (if non-pickup)
17-7-19	SENT OUT IN AE NON REPORTAGE LETTER	After call lit to OE
		Amborination To Act:
7.8.18	PAR INFORM NON REPORTING	Release Voucher:
le	NAME AND ADDRESS OF THE PARTY O	Final Repair Bill: Car Rental Invoice:
15.0.6	the inform TV River on Curyon.	Towing Invoice
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	RECEIVED 1 9 GCT	2018 Medical Bill:
		MR: +
		Mandate/Reject Instruction:
		LOD Payment Breakdown Form:
RELIMINARY ADVICE	Date/Time: Sent By:	Post-Repair Photos:
		Others:
NALIZATION	Date/Time: Confirm with:	Confirm by:
epair Cost: INAL SETTLEMENT	SS (days) Reduction: % Date/Time: Confirm with	
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IA/LTA Search	SS IJJR + IJJ IJJR + IJJ IICK only one	- 1
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isbursement:	SS (e.g. Tow/Independent.)	2) Report Format:
egal Cost	SS Cubul Sun SS	3) Survey fee: +300
otal: NAL PAYMENT	S\$ Global Sum SS: Date/Time: Confirm with:	Email Call
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ayee 3: (Strike if N.A.)	SS Name 3:	

Tech Invs (\$

Weekend (\$

1 Others

COTAL

Report Format :

Lump Sum / I.B.I: (5)

Taylor 97495749 3-14/1501pm

PDI TUAS

Phone No. Fax No. E-Mail

PDITUAS

QUEK JING TING, MABLE (GUO JINGTING)

66 JALAN DERMAWAN

Singapore, 6690 LACK Auto Consultants hence notify

Singapore

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

Volkswagen Passeng GOLF A7 1.4 CL 92 (DSG) EQP

License No.

SLP3296S **Engine Code** WVWZZZAUZHW124139

Labor Type

11

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

Service Quote

Customer No.

CV037690

Quote No.

SER/QUO/1800703

QuoteDate

23/04/18

Salesperson

KENNY WONG

Page

THIS IS NOT AN OFFICIAL TAX INVOICE

Mileage

239

Initial Registration

31/05/17

Engine No. CZC 153845 Service Advisor

Kong Charmaine Sales Advisor

KENNY WONG Model Code

5G13HZ

	No.	Description	Qty.	UoM	Unit Price	Amount
-	DED ALEY LADOUR	L ADOLID		LIANT		1680 200000
1	B&P ALEX LABOUR	LABOUR		UNIT		76 00 3,360.00
P	B&P ALEX PAINT	SPRAY PAINT		UNIT		41444
P	B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		∠ 480.00
		COMPULSORY TO DO AFTER AC		- 00		
Р	B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
		Nett				
		Sum Labor				7,320.00
p	5G0807050A	BUMPER BRACKET RH	14	Pieces		? 19.54
n	5G0807217BPGRU	FRT BUMPER COVER	- 4			de-1,152.82
-			- 4	Pieces		? 27.60
P	5G0807724D	BUMPER SUPP PART RH	- 1	Pieces		
P	5G0809561	RH FENDER BRACKET	0.75	Pieces		? 37.58
P	5G0821106A	FENDER RHF	1	Pieces		64/406.99
		Use Predecessor 5G0821106				
P	5G0821136B	FENDER SUPPORT RH	1	Pieces		? 27.58
		Use Predecessor 5G0821136A				
P	5G0919493	SENSOR BRACKET	1	Pieces		mec-14.70
P	5G0919493A	SENSOR BRACKET	2	Pieces		29.40
P	5G0919494	SENSOR BRACKET	1	Pieces		ALC 14.70
P	5G0998399 GRU	SENSOR Bracket	1	Pieces		HL1 32.19
P	D 180KU2A1	2KADHESIVE	1	Pieces		103.66
P	D 822150A1	BONDAGENT	1	Pieces		~4.16
				Sum carr	ied forward	9,260.92

PDI TUAS

Phone No. Fax No. E-Mail

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

Service Quote

Customer No. CV037690

Quote No. SER/QUO/1800703 QuoteDate 23/04/18

Salesperson KENNY WONG

Page

THIS IS NOT AN OFFICIAL TAX INVOICE

Make Volkswagen Passeng

License No. SLP3296S

Engine Code

POLTUAS

Singapore

QUEK JING TING, MABLE

66 JALAN DERMAWAN Singapore, 669014

(GUO JINGTING)

Model Description

GOLF A7 1.4 CL 92 (DSG) EQP

WVWZZZAUZHW124139

Labor Type

Mileage 239

Initial Registration 31/05/17

Engine No. CZC 153845 Service Advisor Kong Charmaine

Sales Advisor KENNY WONG Model Code 5G13HZ

Continued

9,260.92

1,940.92

Sum Item

Sum Labor 7,320.00 Sum Item 1,940.92

Total SGD 9,260.92 7% GST 9,260.92 648.26 Total SGD Incl. GST 9,909.18

Explanations

P = Proportionately Charged

Payment Terms

No Credit

· Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type:

Owner ID:

Vehicle Details

Vehicle No.:

Vehicle to be Exported:

Intended De-registration Date:

Vehicle Make:

Vehicle Model: Primary Colour:

Manufacturing Year:

Engine No.:

Chassis No.:

Maximum Power Output:

Open Market Value: Original Registration Date:

First Registration Date:

Transfer Count:

Actual ARF Paid:

Intended PARF Rebate Details

PARF Eligibility:

PARF Eligibility Expiry Date:

PARF Rebate Amount:

Intended COE Rebate Details

COE Expiry Date:

COE Category:

COE Period(Years):

QP Paid:

QF Faid:

COE Rebate Amount: Total Rebate Amount:

The information contained herein is correct as at 02 May 2018

Singapore NRIC

7029Z

SLP3296S

No

02 May 2018

VOLKSWAGEN

GOLF 1.4 TSI AT 5G13HZ HID SR

Silver 2016

CZC153845

WVWZZZAUZHW124139

92.0 kW (123 bhp)

2.0 KVV (12.3 OND)

\$23,833.00 31 May 2017

31 May 2017

0

\$15,367.00

Yes

30 May 2027

\$11,525.00

30 May 2027

E - Open - all except motorcycle

10

\$52,000.00

\$42,190.00

\$53,715.00

OK

Charmains of 10.02 am



Service Request Details

Claim

58M00EZM

Reference

None @

Loss Date

April 22, 2018

Request Date

April 24, 2018

Due Date

May 2, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions Next Step Agree to perform service Decline Work Accept Work

Vehicle Information

Incident Vehicle Registration # SLP3296S

Make

TPVD VOLKSWAGEN

Menu

Service Address

...

Primary Contact/Insured

HO CHI KWONG 5 THOMSON LANE, #09-02, 297724, Singapore

EVECHONG_23@HOTMAIL.COM

Claim Handler

NG Stacey 6568804351 stacey.ng@axa.com.sg

Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

New Message



51 UBLAVE 1, #01-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

17 JULY 2018

A.R Registered & Normal Post 1*! Reminder

HO CHI KWONG 5 THOMSON LANE #09-02 SINGAPORE 297724

Dear Madam,

Your Ref: SKT 26R

Our Ref: CC4/ASM18007551/T1eb3 / S8M00EZM

Accident involving SKT 26R & SLP 3296S ALONG ION ORCHARD CARPARK ON 22/04/2018

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

We refer to our letter of 07.05.2018 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. Please report the accident within the next 07 days, i.e by noon of 24,07,2018

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

We are under strict obligations to inform the <u>Traffic Police</u> of the non-reporting if we do not hear from you. The Traffic Police may thereafter contact you and or the driver to attend at their office to make a statement or they may commence investigations into the matter.

We hope this would not be necessary and it would only further inconvenience you as well as the driver. We look forward to hearing from you soon.

Moreover, the owner of SLP 3296S has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fail to hear from you by 24.07.2018, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

Yours faithfully

This is a computer generated letter and no signature is required.



51 UHLAVE 1, #01-25 PAYA UHI INDUSTRIAL PARK, SINGAPORE 400933 TEL: #065 62563561 FAX: #065 62564315

10 September, 2018

2ND REMINDER

HO CHI KWONG 5 THOMSON LANE #09-02 SINGAPORE 297724

Dear Sir.

Your Ref: SKT 26R

Our Ref: CC4/ASM18007551/T1eb3 / S8M00EZM

Accident involving SKT 26R & SLP 3296S ALONG ION ORCHARD CARPARK ON 22/04/2018

We refer to our letters of 07 MAY 18 and 1st reminder letter dated 17 JUL 2018 requesting for your reporting of the above accident.

We have checked our records and we are unable to trace your reporting of the accident to our office. For the purpose of assessing the claim lodged by the third party, we would require a report of the accident together with the original/coloured photocopied photocopied photographs showing the damages to your vehicle (if any) from you or your driver at the material time of the accident. This report is in a pre-set electronic form and has to be lodged through any of AXA Premium Workshops. Please refer to the back/folder accompanying your Certificate of Insurance for the list of our Premium Workshops conveniently located throughout Singapore. Please report the accident within the next 05 days, i.e by noon of 15 SEPT 2018.

Please note that with the effect of 1st Jun 2008, under the Motor Claims Framework (MCF), you are required to report any accident at our Premium Workshops or reporting centres (if applicable) with your accident vehicle (whether damage or not) within 24 hours or by the next working day of the occurrence of the accident. Any non-compliance of this condition will result in a loss of your No Claim Discount upon renewal of your policy and your claim will be prejudiced. The primary purpose of this reporting is to provide your version of the accident and does not automatically render you liable for the accident.

Please take note that we shall inform the Traffic Police of the non-reporting if we do not hear from you then.

Furthermore, the owner of vehicle SLP 3296S has submitted a claim against you and we are unable to revert on their claim as a result of your non-reporting of the above accident. If we fall to hear from you by 15 SEPT 2018, we shall assume that indemnification under the Policy is not sought, and we shall refer the third party claim to you for direct handling.

If you need any clarification, please do not hesitate to contact us at xxxxxxxx at our operating hours 9:00am to 5:30pm or YOUR EMAIL. Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,

This is a computer generated letter and no signature is required.

Asher Sng (LKKAuto)

From:

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

Sent:

Monday, 15 October 2018 4:12 PM

To:

Asher Sng (LKKAuto); Cheong, Pearlyn (VWG Singapore)

Cc:

Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Admin-D

(LKKAuto)

Subject:

RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R

ON 22.4.18 ****LKK REF:CC4/ASM18007551/eb3

Dear Asher,

As spoken, customer had reverted to OD recovery for this claim.

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.sq



From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Wednesday, 16 May, 2018 3:54 PM

To: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)

Cc: Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; Admin-D (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Without Prejudice

Hi Pearlyn,

We refer to the email below.

Please note that our insured yet to report till date.

Shall revert to you once our insured reported.

Thank You.

Best Regards.

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Bik 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(408933)

From: Cheong, Pearlyn (VWG Singapore) [mailto:Pearlyn.cheong@vw.com.sg]

Sent: Wednesday, 16 May 2018 3:45 PM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore)

<edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com> Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Dear Asher,

Kindly update on this case if your insured have reported, thanks

Best regards,

Pearlyn Cheong Service Advisor Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra) 247 Alexandra Road Singapore 159934

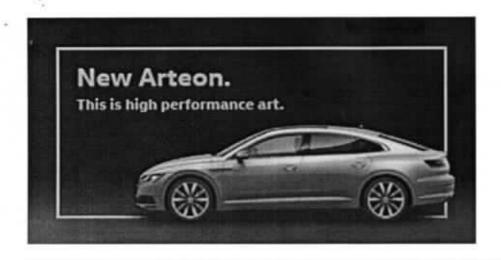
Direct line: +65 6305 7288

Mobile : +65 9236 1336 Main line: +65 6305 7299

+65 6305 7299

Main Fax: +65 6474 3643 pearlyn.cheong@vw.com.sq

http://www.vw.com.sg



From: Kong, Charmaine (VWG Singapore) Sent: Friday, 11 May, 2018 2:06 PM

To: Asher Sng (LKKAuto)

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

D (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Dear Asher,

Can help me to check again if your insured had reported as my client will like to consider if she wants to revert OD by today.

Thanks.

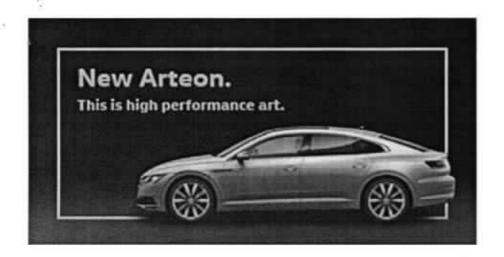
Best Regards,

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: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, 10 May, 2018 2:00 PM To: Kong, Charmaine (VWG Singapore)

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

D (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Without Prejudice

Hi Charmaine,

We refer to the email below.

Please note that our insured yet to report till date.

Shall revert to you once our insured reported.

Thank You.

Best Regards.

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: <u>ashersna@lksauto.com</u> | fax: 6741-4108

Bik 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, 10 May 2018 1:49 PM

To: Asher Sng (LKKAuto) < Asher Sng@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-</pre>

a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Hi Asher,

Has your insured report?

Thanks.

Best Regards,

Charmaine Kong Insurance Service Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

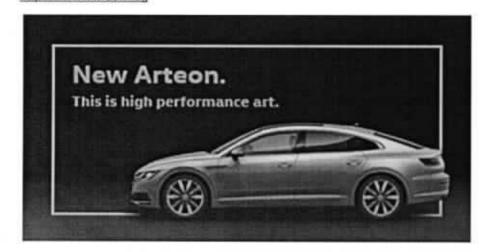
Direct line +65 6305 7176

Main Line +65 6305 7299

Main Fax +65 6474 3643

charmaine kong@vw.com.sg

http://www.vw.com.sg



From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

Sent: Monday, 7 May, 2018 4:21 PM To: Kong, Charmaine (VWG Singapore)

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

D (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Without Prejudice

Hi Charmaine,

We refer to the email below.

Please note that our insured yet to report till date.

Shall revert to you once our insured reported.

Thank You.

Best Regards.

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

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

Sent: Monday, 7 May 2018 3:45 PM

To: Asher Sng (LKKAuto) < Asher Sng@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>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Dear Asher,

Please revert on liability. Scene video had been forwarded on 24.4.18 as attached.

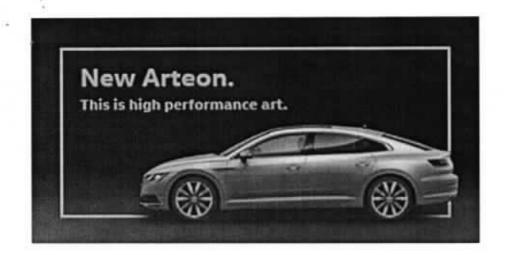
Thanks

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: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]

Sent: Tuesday, 24 April, 2018 3:41 PM **To:** Kong, Charmaine (VWG Singapore)

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

D (LKKAuto); Asher Sng (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18 ****LKK

REF:CC4/ASM18007551/eb3

Dear Charmaine,

Please be informed that our insured haven't reporting the said accident.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

Thank you.

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: <u>shupei@lkkauto.com</u> | 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: Tuesday, 24 April 2018 10:21 AM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@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>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22:4:18

Hi,

Scene video 2 attached. Please revert on liability.

Survey to be on Monday 1pm as confirmed with Catherine...

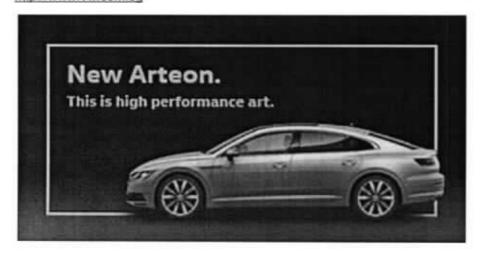
Thanks.

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: Monday, 23 April, 2018 4:23 PM

To: motor.survey@axa.com.sg

Cc: Wong, Meiy (VWG Singapore) (meiy.wong@vw.com.sg); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG

Singapore)

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLP3296S & SKT26R ON 22.4.18

Dear Claims,

Please revert on liability & survey arrangements.

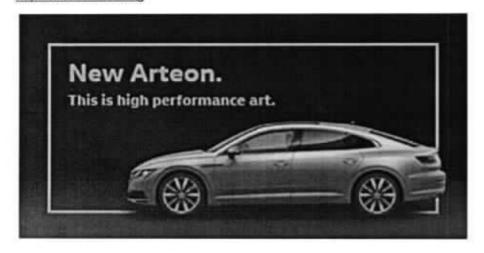
Thanks.

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



From: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]

Sent: Monday, 23 April, 2018 4:21 PM To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP



submit WP report

Type

Question

Message

TP already convert to OD claim. Pls submit WP report.

Reply



(New New 1987) (473-45) 10 Europ Road 8 #66-32 Singapora Fret Centre Tec. mes Fee: 4842 5714 on your registered articless), please your

POSTING RECEIPT FOR REGISTERED ARTICLE(S)

MOTES:	46	Separate forms are to be used for insured and Non-insured segistered Arti
	16)	Please provide all information required and produce this receipt for all and

c) * Please tick where applicable. It shall be assumed so Advice of Receipt (AR) is required or delivery by air is requested if relevant * is left blank.

ii) Please indicate the return address on the item(s) to ensure prompt return in event of non-delivery to the addressee(s).

e) Please post item(s) at the post office counter according to the sequence stated below.

Name & Address of Addressee HO CHI KWONG	AR*:()Y ()N By*:()AIR ()SUR	For Official Use Only (Item numbers are printed in order of pasting at counter)
5 THOMSON LANE #90-02 SINGAPORE 297724	Insurance*:()YS\$ N	
OLVEH: SKT26R / TP.VEH: SLP3296S	Contents	
2 Nume & Address of Addressee	AR*:()Y ()N By*:()AIR ()SUR	
	lesurance*:() Y SS I J M	
	Contents:	
Sender's Agreement	LKT.	

I have read, understood and agreed to the terms and conditions of posting overleaf. I accept the maximum liability payable for Registered Mail Service and cartify that all information provided by me is true and the itemis) does not centain any hazardons or prohibited itemis).

Name & Signature Date

08/2016

SINGAPORE POST MACPHERSON RD

GST Reg. Add: SINGAPORE POST CENTRE 10 EUNOS ROAD 8

SINGAPORE 408600

BST Reg. No : M2-0105651-9

Date: 18 Jul 2018 Time: 10:50:10

Description Amount(S\$) GST#7%

Ref. No: PSL01/1924/199/0052

Postage Label

LOCAL 7. X

2.54

17.78

SUB TOTAL

17.78 1.16

TOTAL AMOUNT

GST COLLECTED BY SINGPOST

1.16

1.15

MOP: CASH

\$17.78

Enjoy up to 3% cashback on eligible online and retail spend with the Spree Credit Card.No minimum spend required.T&Cs apply. Sign up now at singpost.com/spreecard

Pay any bills on SAM and earn LinkPoints now! Terms & conditions apply

Thank you for visiting Singapore Post

#Zero-rated for GST

*Exempt

+Out of Scope

**Supplier Item

Price inclusive of 7% BST where applicable I have checked & confirmed the product is visually good, functional & performed within expectation.



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 Interna	itionale Des Experts En Autor	nobile
AX.	INSURANCE PT	ELTD	Ref : CC4/ASM1800	7551/T1eb3q2
AX/	HENTON WAY #24 A TOWERSINGAPO N:STACEY NG		Date: 04-12-2018 Code: ASM	
1.		Policy Particula	rs :- THIRD PARTY CLA	IM
	Insured Veh.	SKT 26R	Veh. Inspected	SLP 3296S
	Policy No.	.2	Coverage (\$)	0.00
	Claim No.	S8M00EZM	Excess (\$)	0.00
	Assign From		Assign Date	24/04/2018
2.	QUELLO E	Vehicle Pa	rticulars & Condition	and the same
	Make & Model	VOLKSWAGEN GOLF	c.c	1395
	Engine No.	HIDDEN	Year of Reg.	2017
	Chassis No.	WWZZZAUZHW124139	Colour	SILVER
	Odometer	11766	Steering	IN ORDER
	Brakes	IN ORDER	Modification	SPORTS RIM
	General	GOOD		
3.		Conc	litions of Tyres	
		Size	Make	Balance
	R/H Front Tyre	225/40 R18	PIRELLI	6 mm
	L/H Front Tyre	225/40 R18	PIRELLI	6 mm
	R/H Rear Tyre	225/40 R18	PIRELLI	6 mm
	L/H Rear Tyre	225/40 R18	PIRELLI	6 mm
4.			otion of Damages	
	THE VEHICLE SU	STAINED DAMAGES AT THE I	FRONT O/S PORTION.	
	DAMAGES SEE D	ETAILS.		
5.	VA T VETTICS	Gene	ral Information	DIVENIE SEE
	Accident Date	22/04/2018	Inspection Date	30/04/2018
	Survey held at	VOLKSWÄGEN CENTRE SIN	IGAPORE	1
		247 ALEXANDRA ROAD SINGAPORE 159934		
5a.	1-1-192-01		Remarks	
	A)THE INSPECTION B)IN ACCORDANGE	ON WAS CONDUCTED ON A"VICE TO YOUR INSTRUCTIONS.	WE HAVE NOT AUTHORIS	SIS. SED REPAIRS.
5b.			te Days of Repair	
	ESTIMATED NOR	MAL PERIOD FOR REPAIR	5 Working Day	15



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. SLP 3296S

(EXCLUDE CHECK ITEMS \$\$112.30 NETT)

Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
REPLACEMENT OF PARTS			
BUMPER BRACKET RH (SN) (CONSISTENT)	· CHECK	19.54	
FRT BUMPER COVER (SN) (CONSISTENT)	DEFORMED	1,152.82	1,152.82
BUMPER SUPP .PART RH (SN) (CONSISTENT)	* CHECK	27.60	
RH FENDER BRACKET (SN) (CONSISTENT)	* CHECK	37.58	
FENDER RHF (SN) (CONSISTENT)	BENT	406.99	406.99
FENDER SUPPORT RH (SN) (CONSISTENT)	* CHECK	27.58	
SENSOR BRACKET (SN) (CONSISTENT)	NECESSARY	14.70	14.70
SENSOR BRACKET (SN) (CONSISTENT)	NECESSARY	29.40	29.40
SENSOR BRACKET (SN) (CONSISTENT)	NECESSARY	14.70	14.70
SENSOR BRACKET (SN) (CONSISTENT)	NECESSARY	32.19	32.19
2KADHESIVE (SN) (CONSISTENT)	NECESSARY	103.66	103.66
BONDAGENT (SN) (CONSISTENT)	NECESSARY	74.16	74.16
		1,940.92	1,828.62
LABOUR			
LABOUR.		3,360.00	1,680.00
SPRAY PAINT.		3,200.00	1,600.00
PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
CHECK WIRE HARNESS ,ECU ,S.		280.00	280.00
		7,320.00	4,040.00
GRAND TOTAL		9,260.92	5,868.62
RECOMMENDED COST OF REPAIRS			5,868.62
	REPLACEMENT OF PARTS BUMPER BRACKET RH (SN) (CONSISTENT) FRT BUMPER COVER (SN) (CONSISTENT) BUMPER SUPP .PART RH (SN) (CONSISTENT) RH FENDER BRACKET (SN) (CONSISTENT) FENDER RHF (SN) (CONSISTENT) FENDER SUPPORT RH (SN) (CONSISTENT) SENSOR BRACKET (SN) (CONSISTENT) 2KADHESIVE (SN) (CONSISTENT) BONDAGENT (SN) (CONSISTENT) LABOUR LABOUR LABOUR . SPRAY PAINT. PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC. CHECK WIRE HARNESS ,ECU ,S.	REPLACEMENT OF PARTS BUMPER BRACKET RH (SN) (CONSISTENT)	Section of Parts Condition Workshop (\$)

Report Ref No. CC4/ASM18007551/T1eb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

HO LEONG CHUAN

Automotive Assessor

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

SERVICE REQUESTS

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MESSAGES

CLAIMS

Service Request Details

TPVD VOLKSWAGEN 4700 Vehicle Information Service Address Incident Vehicle Registration # Model Make Walt for: Approve invoke Mext Step Actions CC4/ASM18007551/T1eb3q2 22 April 2018 24 April 2018 SIMOSEZM Request Date

Loss Date

Reference

5 THOMSON LANE, #09-02, 297724, Singapore EVECHONG 23@HOTMAIL.COM Primary Contact/Insured HO CHI KWONG

LICK AUTO CONSULTANTS PITE.

Vendar Name

Due Date

UDUTH

Pending verification - Direct Settlement

Services

Third Party Which Damage

Type of Loss.

stacev.ng@axa.com.sg Claim Handler NG Stacey 6568804351

Additional Instructions

Messages invoices	History	Documents	Assessment	Metrics	Notes		
Cument Type	Dacum	nent Solitype					
			٠				
Month December							
HAME			THE		SUB-TYPE	AUTHOR	DATE
Accident Statement			Reports & Statement	ement		Merimen	
Uddinosce1 pdf			Bracke		Surveyor/ Assessor expense	LINK AUTO CONSULTANTS PTE CTD (TP)	12 December 2018

NAME	THE	SUB-TYPE	AUTHOR	UNIONDED
TKKinspertionand	Firem / Claim Documents	Others	LKK AUTO CONSULTANTS FTE. LTD (TP)	12 December 2018
Licitadjantmentta (1) pdf	Forms / Claim Documents	Others	LICK AUTO CONSULTANTS PTE LTD (TP)	12 December 2018
EMAIL FROM WSP OD 151018 pell	Letters and Correspondence	Workshop	LKK AUTO CONSULTANTS PTE LTD (TP)	17 October 2016
LION Survey Photo priff	Reports & Statement	Others	LKK ALITO CONSULTANTS PTE LTD (TP)	17 October 2018
294D NON REPORTING LETTER pat	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	10 September 2018
15T AR YOM REPORTING LETTER, but	Letters and Correspondence	Others	LKN AUTO CONSULTANTS PTE LTD (TP)	17 July 2018
MON-REPORTING LETTER pull	Letters and Correspondence	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 June 2018
inmediate Advice pdf	Reports & Statement	Estimate / Quotation	LKX AUTO CONSULTANTS PTE LTD (TP)	9 May 2018
TP ESTINATE-MARRED putf	Reports & Statement	Estimate / Quotation	UNX AUTO CONSULTANTS PTE LTD (TP)	2 May 2018
■ DAAL TORN WORKSHOP WITH SUDDESTP GIAnne	Forms / Claim Documents	Others	KLIMAR Shullendra	24 April 2018