

INS. CASE OWNER:

Shawn

CC 3 / AIG1800

7417

R1/pb39

LKK

IDAC

Surveyor:

Kasul

DOI:

ASSIGNMENT

3/5/18

Date / Time:

30/4/18

Registered in Merimen:

30/4/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLD 5307U

Name of Insured:

LIAN TELE FEONH

Insured Tel No.:

HP: 96674710

Excess Sec II :SS

D.O.A:

30/4/18

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

5718087549

Policy No.:

700478126-01010

Make / Model:

BMW

Place of Accident:

ESPLANADE VR TNS

RAPPLER 4444

If NO, Driver Name / Age:

Driver Tel No.:

(V/L-YES/NO)

OI GIA REPORT: YES NO : TP GIA REPORT: YES NO

Insured Liability: %

Final ? Yes / No

SKJ 5127M



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

3/5/18

LH

3/5/18 @ 3:32pm called OI, Mr Chien. Not pick up.
@ 5:11pm called OI, Mr Chien. Not pick up.

7/5/18 - A/G Shawn replied: NO issue on comp. policy. Proceed DS.

7/5/18 @ 11:22am called OI, Mr Chien to inform him that A/G will proceed to settle the TP claim. He agreed & aware NCD issue.

21/6/18 - File pass to Shu Pei to close.

RECEIVED 21 JUN 2018

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

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:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

21/6/18

Confirm with:

Meiy

Email

Call

Final Liability:

%

(

Agreed / Assessed)

BOLA S/A No.:

77

If NO or B 28, Ass. Lia:

Repair Cost:

W/657

SS

5913.46

Loss of Rental (LOR):

SS

(

days)

Loss of Use (LOU):

SS

180.00 (\$60 x 3 days)

Loss of Income (LOI):

SS

(\$ x days)

LOR only ☐ LOU only ☒

SS

2.00

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

Legal Cost

SS

(e.g. Tow/Independent)

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320 + \$20

Total:

SS

6095.46

Global Sum SS:

FINAL PAYMENT

Date/Time:

21/6/18

Confirm with:

Meiy

Email

Call

Payee 1:

SS

6095.46

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

REF:

Alt

25524

ASSIGNMENT

From: _____ Date: 03052018

Estimated Cost: _____

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

To Inspect Vehicle No: SKJ 5192m

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) 11cm

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

N/S	O/S
-----	-----

Bal. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / 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: SKJ 5192m Yr Regn: 2013 / APR

Type: C / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
Truck / Trailer or

Make: Volkswagen PASSAT 1.4 C.C. 1390

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

Sp. Reading: 76711 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WVVZ223CZ0P003342

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: 215/55R16
R: 215/55R16

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
TOYO / YOKO or

Front	Rear
R/Bal. <u>6</u> mm	R/Bal. <u>6</u> mm
L/Bal. <u>6</u> mm	L/Bal. <u>6</u> mm
D.O.A. <u>30/04/18</u>	D.O.I. <u>03/05/18</u>

Survey held at Volkswagen

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

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

Date / Time Action / Instruction

PIP \$ 5526.60 (Reel \$ 3878.11 / 41%).

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:

) S + RS \$

) Photos

) Others

Report Format :

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

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				
AIG ASIA PACIFIC INSURANCE PTE LTD		Ref : CC3/AIG18007917/pb3		
78 SHENTON WAY #08-16 CHARTIS BUILDING SINGAPORE 079120		Date : 30-04-2018		
		Code : AIG		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SLD 5307U	Veh. Inspected	SKJ 5192M	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	30/04/2018	
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	30/04/2018	Inspection Date		
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

HO TECK LIM HAROLD
8 LORONG 39 GEYLANG#06-09 SI
SINGAPORE, 387882
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV006097
Quote No. SER/QUO/1800739
QuoteDate 30/04/18
Salesperson
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Passat B7 1.4 TSI	74,560	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKJ5192M	WVWZZZ3CZDP003342	12/04/13	
Engine Code	Labor Type	Engine No.	Model Code
	1P	CAX B45126	3623A7

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,320.00
P B&P ALEX PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	CHECK WIRE HARNESS, ECU, S Nett	1	Time Un		280.00
	Sum Labor				5,680.00
P 1S0919275C GRU	SENSOR Predecessor 1S0919275C	1	Pieces		202.03
P 1T0919133C 9B9	PARKING SENSOR O RING	1	Pieces		0.75
P 3AA807305	BUMPER REINFORCEMENT	1	Pieces		387.16
P 3AE807377	BUMER GUIDE LH	1	Pieces		37.78
P 3AE807393A	BUMPER BRACKET LH Use Predecessor 3AE807393	1	Pieces		42.54
P 3AE807417R GRU	REAR BUMPER COVER	1	Pieces		2,021.41
P 3AE807459 2ZZ	CHROME MOLDING LH	1	Pieces		163.53
P 3AE807460 2ZZ	CHROME MOLDING RH	1	Pieces		163.53
P 3AE807521 9B9	SPOILER	1	Pieces		340.44
P 3AE807665	FOAM LHR	1	Pieces		13.90
P 3AE807863	STRIP	1	Pieces		66.73
P 3AE998490	SENSOR BRACKETS	1	Pieces		57.09
P D 180KU2A1	2KADHESIVE	1	Pieces		103.66
P D 822150A1	BONDAGENT	1	Pieces		74.16
	Sum carried forward				9,354.71

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

PDI TUAS

PDI TUAS

HO TECK LIM HAROLD
8 LORONG 39 GEYLANG#06-09 SI
SINGAPORE, 387882
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV006097
Quote No. SER/QUO/1800739
QuoteDate 30/04/18
Salesperson
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description
Volkswagen Passeng	Passat B7 1.4 TSI
License No.	VIN
SKJ5192M	WVWZZZ3CZDP003342
Engine Code	Labor Type
	1P

Mileage
74,560
Initial Registration
12/04/13
Engine No.
CAX B45126

Service Advisor
Kong Charmaine
Sales Advisor
Model Code
3623A7

Continued 9,354.71

Sum Item 3,674.71

Sum Labor 5,680.00
Sum Item 3,674.71

Total SGD 9,354.71
7% GST 654.83
Total SGD Incl. GST 10,009.54

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:

Resue
Hp 90010068
3 days ✓
03/05/18 @ 1110
Resue by part

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

Service Order Confirmation

SERVICE ORDER NO.: 18P1209

CUSTOMER NO.: CV006097

CUSTOMER NAME: HO TECK LIM HAROLD

TELEPHONE NO.:

ADDRESS: 8 LORONG 39 GEYLANG#06-09 SI
SINGAPORE

VEH No.: SKJ5192M

Order Date: 07/05/18

Reg Date: 12/04/13 KM: 77,495

VIN NO.: WVWZZZ3CZDP003342

ENGINE NO:

SA: Kong Charmaine

MODEL: Passat B7 1.4 TSI MODEL NO.: 3623A7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
2	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280 ✓
3	B&P ALEX LABOUR LABOUR	1	UNIT	840		840 ✓
4	B&P ALEX PAINT SPRAY PAINT	1	UNIT	800		800 ✓
Item						
5	3AE807417R GRU REAR BUMPER COVER	1	PCS	2,021.41		2,021.41 ✓
6	3AE807521 9B9 SPOILER	1	PCS	340.44		340.44 ✓
7	3AE80745B 2ZZ CHROME MOLDING LH	1	PCS	163.53		163.53 ✓
8	3AE807460 2ZZ CHROME MOLDING RH	1	PCS	163.53		163.53 ✓
9	3AE998490 SENSOR BRACKETS	1	PCS	57.09		57.09 ✓
10	1T0919133C 9B9 PARKING SENSOR O RING	1	PCS	0.75		0.75 ✓
11	1S0919275C GRU SENSOR	1	PCS	202.03		202.03 ✓
12	D 822150A1 BONDAGENT	1	PCS	74.16		74.16 ✓
13	D 180KU2A1 2KADHESIVE	1	PCS	103.66		103.66 ✓

Remarks: AIG DIRECT SETTLEMENT

DOA 30.4.2018

SURVEYOR LKK RASUL

TP VEHICLE SLD5307U

Service Order Confirmation

SERVICE ORDER NO: 18IP1209

CUSTOMER NO.: CV006097

CUSTOMER NAME: HO TECK LIM HAROLD

TELEPHONE NO.:

ADDRESS: 8 LORONG 39 GEYLANG#06-09 SI
SINGAPORE

VEH No.: SKJ5192M

Order Date: 07/05/18

Reg Date: 12/04/13 KM: 77,495

VIN NO.: WVVZZZ3CZDP00334Z ENGINE NO: SA: Kong Charmaine

MODEL: Passat B7 1.4 TSI MODEL NO.: 3623A7

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

TOTAL	5,526.60
GST AMOUNT	386.86
TOTAL AMOUNT	5,913.46

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: Thursday, 24 May 2018 2:08 PM
To: 'Cheong, Pearlyn (VWG Singapore)'; Rasul (LKKAuto); Hsiao Tong (LKKAuto)
Cc: Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto)
Subject: FW: SKJ5192M - FINALISE
Attachments: SKJ5192M- AIG DS LKK.pdf

Dear Sir / Madam,

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
CC3/AIG18007917/R1pb3	Rasul /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: shupe@lkkauto.com | fax: 6741-4108

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: Wednesday, 23 May 2018 1:42 PM
To: Rasul (LKKAuto) <Rasul@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: SKJ5192M - FINALISE

Dear Rasul,

Please confirmed

COR \$ 5526.60 before GST

Total 3 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>



Hsiao Tong (LKKAuto)

From: Wui, Shawnkaijye <Shawnkaijye.Wui@aig.com>
Sent: Thursday, 3 May 2018 4:08 PM
To: Hsiao Tong (LKKAuto)
Subject: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018

Dear Hsiao Tong,

We refer to aforementioned matter and our conversation earlier.

Please assist to contact OI to obtain the information below,

- 1) Maintenance Records for his vehicle.
- 2) Is it a warning sound or warning light at the dashboard ✓



- 3) Whether Oi is claiming OD? -109 -
- 4) Any abnormal symptom while driving his vehicle?
- 5) How long that OI started his journey until the accident happened and how far is the journey? (Approximate)

Shall you have any queries, please do not hesitate to contact us.

Thanks and Regards,

Shawn Wui

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1959 | Fax +(65) 6835 7416

Shawnkaijye.Wui@aig.com | www.aig.com.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 4 May 2018 9:42 AM
To: 'CTECKKEO@DSO.ORG.SG'
Subject: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Your Ref: **SLD 5307U**
Our Ref: CC3/AIG18007917/pb3

Dear Mr Chian,

ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

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

As per our tele-conversation earlier, we would like to clarify the information as shown below: -

- 1) Maintenance Records for your vehicle.
- 2) Is it a warning sound or warning light at the dashboard?



- 3) Are you claiming OD?
- 4) Any abnormal symptom while driving your vehicle?
- 5) How long that you started your journey until the accident happened and how far is the journey? (Approximate)

Shall you have any queries, please do not hesitate to contact us.

Thank you.

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)

Hsiao Tong (LKKAuto)

From: Chian Teck Keong <cteckkeo@dso.org.sg>
Sent: Monday, 7 May 2018 8:13 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018
Attachments: DSC_1335.JPG; _20180505_101821.JPG

Dear Hsiao Tong

Please see my replies:

- 1) Maintenance Records for your vehicle.
Please see attached photo (DSC_1335.jpg).
- 2) Is it a warning sound or warning light at the dashboard?



It is both a warning sound and message, please see attached photo (_20180505_101821.jpg). Subsequently, on the same day, when making a report at Eurokars, the workshop informed that a nail was found embedded in the right rear tyre; exactly what the warning message was telling me.

- 2) Are you claiming OD?
Yes, I am claiming OD.
- 3) Any abnormal symptom while driving your vehicle?
There is no abnormal symptom.
- 5) How long that you started your journey until the accident happened and how far is the journey? (Approximate)
I have travelled for about 15 minutes. The distance travelled is about 10km.

=====
Chian
64504092

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 4 May 2018 9:43 AM
To: Chian Teck Keong <cteckkeo@dso.org.sg>
Subject: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Your Ref: **SLD 5307U**
Our Ref: CC3/AIG18007917/pb3

Dear Mr Chian,

ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

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

As per our tele-conversation earlier, we would like to clarify the information as shown below: -

- 1) Maintenance Records for your vehicle.
- 2) Is it a warning sound or warning light at the dashboard?



- 3) Are you claiming OD?
- 4) Any abnormal symptom while driving your vehicle?
- 5) How long that you started your journey until the accident happened and how far is the journey? (Approximate)

Shall you have any queries, please do not hesitate to contact us.

Thank you.

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)

Eurokars Habitat Pte. Ltd.

Service History

Record of maintenance for

Model **MINI COOPER**

Maintenance date **09/04/2018**

Vehicle identification Number **WMWWG320003C42399**

Mileage **23,950 Kilometres**

Manually created








Dealer data

Service workshop **Eurokars Habitat Pte. Ltd.**
27 Leng Kee Road
159098 Singapore

Telephone **0065 6473 3777**
 E-mail **MINI.info@eurokars.com.sg**

Today, we performed the following work on your vehicle:

Service data (CBS)

Scope of maintenance work	Service status	Remaining distance	Remaining runtime	Status
 Standard scope				<input checked="" type="checkbox"/>
 Engine oil	due (5l)	1,100 Kilometres	03/2018	<input checked="" type="checkbox"/>
 Microfilter (consider further additional job(s) if appropriate)	combined with Engine oil	1,100 Kilometres	03/2018	<input checked="" type="checkbox"/>
 Vehicle check	due (5l)	41,000 Kilometres	03/2018	<input checked="" type="checkbox"/>
 Spark plugs				<input checked="" type="checkbox"/>
 Air filter element				<input type="checkbox"/>
 Brake fluid				<input type="checkbox"/>
			04/2019	<input type="checkbox"/>

Legend

Service which has a due date listed to another service item



Service carried out



Service due, but not carried out



Service not carried out

2000 km

Remaining distance when due

~2000 km

Excess distance

0 km

Excess distance

It is hereby confirmed that the vehicle owner or the driver of the above vehicle has been informed by the logged-on service workshop, that the data on this proof of maintenance is processed at BMW AG Munich and transferred to the vehicle to ensure a tamper-proof and transparent service history, if this is supported by the vehicle.

The data will be disclosed for these purposes to BMW Group companies and the BMW Retailer Organisation. The logged-on service workshop expressly confirms that the consent to data processing by BMW AG was received from the owner or driver of the vehicle.

Singapore, 09/04/2018

Stamp and signature

WMWWG320003C42399

PRINTED: 04/2018 6:40 PM

1/1

OK



Right rear tyre pressure low

**Stop carefully. Check tyre pressure.
On cars with run-flat tyres ("RSC"
symbol), the journey can be continued
at speeds of up to 80 km/h.
See Owner's Handbook for important**



BAND

MODE



1

2

3

4

5

6



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 7 May 2018 8:16 AM
To: 'Wui, Shawnkaijye'
Subject: RE: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018
Attachments: RE: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Hi Shawn,

We refer to your below email.

Kindly refer to the attached email from OI which is self-explanatory.

Kindly let us have your instruction if we may proceed direct settlement with third party.

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: Wui, Shawnkaijye [mailto:Shawnkaijye.Wui@aig.com]
Sent: Thursday, 3 May 2018 4:08 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018

Dear Hsiao Tong,

We refer to aforementioned matter and our conversation earlier.

Please assist to contact OI to obtain the information below,

- 1) Maintenance Records for his vehicle.
- 2) Is it a warning sound or warning light at the dashboard



- 3) Whether Oi is claiming OD?
- 4) Any abnormal symptom while driving his vehicle?
- 5) How long that Oi started his journey until the accident happened and how far is the journey? (Approximate)

Shall you have any queries, please do not hesitate to contact us.

Thanks and Regards,

Shawn Wui

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1959 | Fax +(65) 6835 7416

Shawnkaiye.Wui@aig.com | www.aig.com.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

Hsiao Tong (LKKAUTO)

From: Wui, Shawnkaijye <Shawnkaijye.Wui@aig.com>
Sent: Monday, 7 May 2018 9:06 AM
To: Hsiao Tong (LKKAUTO)
Subject: RE: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018

Dear Hsiao Tong,

We refer to your email earlier.

Thanks for the clarification and please proceed with TP claim as there is not sign that insured has breached the policy terms and conditions.

Thanks and Regards,
Shawn Wui
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1959 | Fax +(65) 6835 7416

Shawnkaijye.Wui@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Monday, May 07, 2018 8:16 AM
To: Wui, Shawnkaijye
Subject: RE: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018

Hi Shawn,

We refer to your below email.

Kindly refer to the attached email from OI which is self-explanatory.

Kindly let us have your instruction if we may proceed direct settlement with third party.

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: Wui, Shawnkaijye [<mailto:Shawnkaijye.Wui@aig.com>]

Sent: Thursday, 3 May 2018 4:08 PM

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

Subject: Our ref.: 5711808152SG-003; Accident involving SLD 5307U and SKJ 5192M on 30 April 2018

Dear Hsiao Tong,

We refer to aforementioned matter and our conversation earlier.

Please assist to contact OI to obtain the information below,

1. Maintenance Records for his vehicle.
2. Is it a warning sound or warning light at the dashboard



3. Whether Oi is claiming OD?
4. Any abnormal symptom while driving his vehicle?
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AIG

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Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

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Shawnkaijye.Wui@aig.com | www.aig.com.sg

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Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 7 May 2018 11:06 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore; Cheong, Pearlyn (VWG Singapore; Goh, Edmund (VWG Singapore; Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ5192M & SLD5307U ON 30.4.18 ***LKK REF:CC3/AIG18007917/pb3

Without Prejudice

Dear Sirs/ Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Shu Pei (LKKAUTO)
Sent: Monday, 30 April 2018 5:27 PM
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>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ5192M & SLD5307U ON 30.4.18 ***LKK REF:CC3/AIG18007917/pb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Kindly 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.

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: shupeil@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, 30 April, 2018 12:17 PM

To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>; Mei Kwan (LKK Auto) (Meikwan@lkkauto.com) <Meikwan@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: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ5192M & SLD5307U ON 30.4.18

Dear Catherine,

As spoken, survey to be on 3.5.18 Thursday at 11am. Please advise who is the claim officer for me to forward scene video.

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.



Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 30 May 2018 8:06 AM
To: 'Cheong, Pearlyn (VWG Singapore)'
Cc: Kong, Charmaine (VWG Singapore; Wong, Mei (VWG Singapore; Foo, John (VWG Singapore; Admin A; SUR; Admin-D (LKKAUTO); Rasul (LKKAUTO)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3
Attachments: SKJ5192M- AIG DS LKK.PDF

Without Prejudice

Dear Pearlyn,

We refer to your below email.

For COR, recommended amount at P/P **\$5,526.60(before GST) with 03 repair days.**

Kindly provide the before paint photos.

*** Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Shu Pei (LKKAUTO)

Sent: Thursday, 24 May 2018 2:08 PM

To: 'Cheong, Pearlyn (VWG Singapore)' <Pearlyn.cheong@vw.com.sg>; Rasul (LKKAUTO) <Rasul@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Kong, Charmaine (VWG Singapore <charmaine.kong@vw.com.sg>; Wong, Mei (VWG Singapore <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Subject: FW: SKJ5192M - FINALISE

Dear Sir / Madam,

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
CC3/AIG18007917/R1pb3	Rasul /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: Cheong, Pearlyn (VWG Singapore) [<mailto:Pearlyn.cheong@vw.com.sg>]

Sent: Wednesday, 23 May 2018 1:42 PM

To: Rasul (LKKAuto) <Rasul@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: SKJ5192M - FINALISE

Dear Rasul,

Please confirmed

COR \$ 5526.60 before GST

Total 3 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>

New Arteon.

This is high performance art.



Hsiao Tong (LKKAuto)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Saturday, 16 June 2018 12:49 PM
To: Hsiao Tong (LKKAuto); Cheong, Pearlyn (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto); Rasul (LKKAuto)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3
Attachments: MyDocument_2018_06_16_12_45_38.pdf; IMG_8178.JPG; IMG_8179.JPG; IMG_8180.JPG; IMG_8181.JPG; IMG_8182.JPG

Hi,

LOD & paint photos attached for your payment actions please.

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: Wednesday, 30 May, 2018 8:06 AM
To: Cheong, Pearlyn (VWG Singapore)
Cc: Kong, Charmaine (VWG Singapore); Wong, MeiY (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto); Rasul (LKKAuto)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Without Prejudice

Dear Pearlyn,

We refer to your below email.

For COR, recommended amount at P/P **\$5,526.60(before GST) with 03 repair days.**

Kindly provide the before paint photos.

*** Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

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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: Shu Pei (LKKAuto)

Sent: Thursday, 24 May 2018 2:08 PM

To: 'Cheong, Pearlyn (VWG Singapore)' <Pearlyn.cheong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@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>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: FW: SKJ5192M - FINALISE

Dear Sir / Madam,

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
CC3/AIG18007917/R1pb3	Rasul /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: Cheong, Pearlyn (VWG Singapore) [<mailto:Pearlyn.cheong@vw.com.sg>]

Sent: Wednesday, 23 May 2018 1:42 PM

To: Rasul (LKKAuto) <Rasul@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: SKJ5192M - FINALISE

Dear Rasul,

Please confirmed

COR \$ 5526.60 before GST

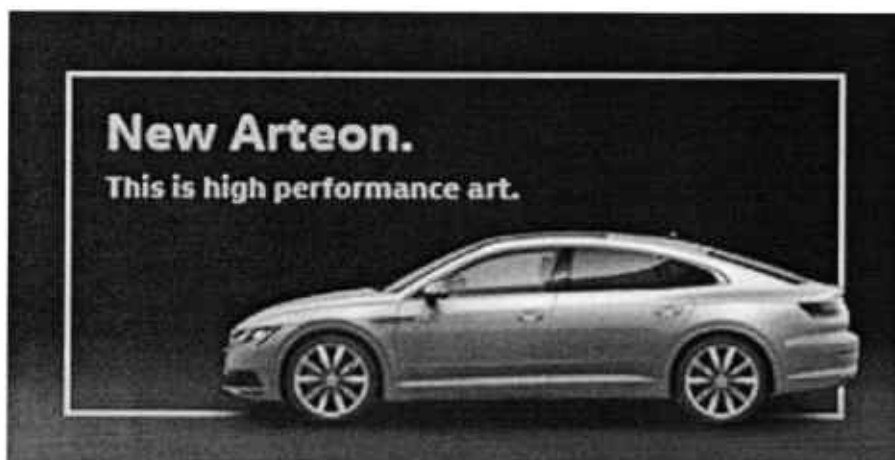
Total 3 working days repairs

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>



PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SLD53074

Claimant's Vehicle No. *J 5192M

Accident on 3.4.18 involving vehicle/s No. _____

_____ along/at _____

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 5913.46 Payable to Volkswagen Centre Singapore

2. Loss-of-Use \$80 x 3 days
Car Rental S\$ 240 Payable to Mr. TEE LIM HAROLD

3. Medical and 2 Volkswagen Centre Singapore
Search Fees S\$ _____ Payable to _____

Remarks : _____

Service Adviser _____

Contact No./P. _____

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 18 June 2018 11:31 AM
To: 'Kong, Charmaine (VWG Singapore)'; Cheong, Pearlyn (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAUTO); Rasul (LKKAUTO)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Without Prejudice

Hi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 5,913.46
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/GIA search fee	\$ 2.00
TOTAL	<u>\$ 6,095.46</u>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

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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: Saturday, 16 June 2018 12:49 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>
Cc: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; Rasul (LKKAUTO) <Rasul@lkkauto.com>
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Hi,

LOD & paint photos attached for your payment actions please.

Hsiao Tong (LKKAuto)

From: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Monday, 18 June 2018 7:34 PM
To: Hsiao Tong (LKKAuto); Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)
Cc: Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto); Rasul (LKKAuto)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Dear Hsiao Tong,

Offer accepted. Please forward us DV, if any, and kindly process payment.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



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

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, June 18, 2018 11:31 AM
To: Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto); Rasul (LKKAuto)
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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: Saturday, 16 June 2018 12:49 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>

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

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

Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Hi,

LOD & paint photos attached for your payment actions please.

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: Wednesday, 30 May, 2018 8:06 AM
To: Cheong, Pearlyn (VWG Singapore)
Cc: Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; SUR; Admin-D (LKKAuto); Rasul (LKKAuto)
Subject: RE: SKJ5192M - FINALISE *LKK REF: CC3/AIG18007917/R1pb3

Without Prejudice

Dear Pearlyn,

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For COR, recommended amount at P/P **\$5,526.60(before GST) with 03 repair days.**

Kindly provide the before paint photos.

*** Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

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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: Shu Pei (LKKAuto)
Sent: Thursday, 24 May 2018 2:08 PM
To: 'Cheong, Pearlyn (VWG Singapore)' <Pearlyn.cheong@vw.com.sg>; Rasul (LKKAuto) <Rasul@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@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>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: FW: SKJ5192M - FINALISE

Dear Sir / Madam,

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
CC3/AIG18007917/R1pb3	Rasul /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: shupe@lkkauto.com | fax: 6741-4108
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: Wednesday, 23 May 2018 1:42 PM
To: Rasul (LKKAuto) <Rasul@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: SKJ5192M - FINALISE

Dear Rasul,

Please confirmed

COR \$ 5526.60 before GST

Total 3 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>



Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 7 May 2018 11:04 AM
To: 'CTECKKEO@DSO.ORG.SG'
Subject: RE: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Hi Mr Chian,

We refer to the above matter and our tele-conversation earlier.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

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: Monday, 7 May 2018 8:53 AM
To: 'CTECKKEO@DSO.ORG.SG' <CTECKKEO@DSO.ORG.SG>
Subject: RE: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Hi Mr Chian,

Thank you for your email.

We will look into the matter and get back to you if there is any issue.

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: Chian Teck Keong [<mailto:cteckkeo@dso.org.sg>]

Sent: Monday, 7 May 2018 8:13 AM

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

Subject: RE: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Dear Hsiao Tong

Please see my replies:

- 1) Maintenance Records for your vehicle.
Please see attached photo (DSC_1335.jpg).
- 2) Is it a warning sound or warning light at the dashboard?



It is both a warning sound and message, please see attached photo (_20180505_101821.jpg). Subsequently, on the same day, when making a report at Eurokars, the workshop informed that a nail was found embedded in the right rear tyre; exactly what the warning message was telling me.

- 2) Are you claiming OD?
Yes, I am claiming OD.
- 3) Any abnormal symptom while driving your vehicle?
There is no abnormal symptom.
- 5) How long that you started your journey until the accident happened and how far is the journey? (Approximate)
I have travelled for about 15 minutes. The distance travelled is about 10km.

=====
Chian
64504092

From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 4 May 2018 9:43 AM
To: Chian Teck Keong <cteckkeo@dso.org.sg>
Subject: ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

Your Ref: **SLD 5307U**
Our Ref: CC3/AIG18007917/pb3

Dear Mr Chian,

ACCIDENT INVOLVING SLD 5307U(AIG) & SKJ 5192M ON 30/04/2018

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

As per our tele-conversation earlier, we would like to clarify the information as shown below: -

- 1) Maintenance Records for your vehicle.
- 2) Is it a warning sound or warning light at the dashboard?



- 3) Are you claiming OD?
- 4) Any abnormal symptom while driving your vehicle?
- 5) How long that you started your journey until the accident happened and how far is the journey? (Approximate)

Shall you have any queries, please do not hesitate to contact us.

Thank you.

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)

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

I, HAROLD HO TECK LIM (the third party claimant) of 8 LURONG 39 #01 GERANJ #06-09 (address), owner of SKJ5192M (vehicle no.) hereby authorize Volkswagen Centre Singapore ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SKJ5192M that was damaged pursuant to the accident which occurred on 30/04/18 (date) along ESPLANADE DRIVE (location) involving vehicle no/s SLD5307M ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 23 (day) of MAY (month) 2018 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

RELEASE VOUCHER
(AIG Asia Pacific – EXPRESS THIRD PARTY CLAIM)

"We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte. Ltd, LKK Auto Consultants Pte Ltd ("name of surveyor") with respect to the amount claimed for S\$ 5913.46 (repair costs), S\$ 180.00 (loss of use/rental) S\$ 2.00 (search fees) for vehicle no. SKJ 5192M that was damaged pursuant to the accident which occurred on 30.04.18 (date) along Esplanade Drive (location) involving vehicle no/s SLD 5307U.

This is pursuant to the inspection conducted on 03.05.18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Ho Teck Lim Harold ("third party claimant") of vehicle no. SKJ 5192M to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte. Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SKJ 5192M (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 21 day of 06 (month) 2018 (year)



MRB

Signed by AIG appointed surveyor

VOLKSWAGEN
GROUP
SINGAPORE



Chopped & Signed By the workshop"

81030001

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P22918

Biz Reg. No. 53103069E
GST No. M20078505-2

SERVICE ORDER NO: 18IP1209
SERVICE CUSTOMER NO.: F01089R
SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L
TELEPHONE NO.:
ADDRESS: 75 Shenton Way
#07-15 AIG Building
Singapore
Post Code: 079120

VEH NO.: SKJ5192M
DATE: 23/05/18 Pickup:
VIN NO.: WVVZZZ3CZDP003342 KM: 77,495
GEARBOX CODE: NTZ Engine No.:
MODEL: Passat B7 1.4 TSI
SA: Kong Charmaine
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AIG DIRECT SETTLEMENT DOA 30.4.2018 SURVEYOR LKK RASUL TP VEHICLE SLD5307U					
	Labor				
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
7	SENSOR	1.00	PCS	202.03	202.03
8	PARKING SENSOR O RING	1.00	PCS	0.75	0.75
9	REAR BUMPER COVER	1.00	PCS	2,021.41	2,021.41
10	CHROME MOLDING LH	1.00	PCS	163.53	163.53
11	CHROME MOLDING RH	1.00	PCS	163.53	163.53
12	SPOILER	1.00	PCS	340.44	340.44
13	SENSOR BRACKETS	1.00	PCS	57.09	57.09
14	2KADHESIVE	1.00	PCS	103.66	103.66

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P22918

Biz Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP1209

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-18 AIG Building
Singapore

Post Code: 079120

VEH NO.: SKJ5192M

DATE: 23/05/18

Pickup:

VIN NO.: WVWZZZ3CZDP003342

KM: 77,495

GEARBOX CODE: NTZ

Engine No.:

MODEL: Passat B7 1.4 TSI

SA: Kong Charmaine

Next Appointment Date:

Next Appointment Mileage: 0

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
15	BONDAGENT	1.00	PCS	74.16	74.16

Sub Total 5,526.60
GST (7%) AMOUNT 386.86
TOTAL AMOUNT 5,913.46

for Volkswagen Group Singapore Pte Ltd



Customer

Phone : Fax :



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-064604

Date of Request: 30/04/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 30/04/2018

Enquiry By Charmaine Kong Mei Kwan

TP Vehicle No. SLD5307U

Accident Date 30/04/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLD5307U	AIG Asia Pacific Insurance Pte. Ltd.	21/06/2017-20/06/2018	65-6419-3000

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735**TAX INVOICE**

Our Ref No: GR-18-064604

Date of Request: 30/04/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 30/04/2018
Enquiry By Charmaine Kong Mei Kwan
TP Vehicle No. SLD5307U
Accident Date 30/04/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque

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

Express





























CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	30 Apr 2018 Edit Reg		03 May 2018 00:00 Edit Adj Rpt	\$5,526.60 Edit Estimates	\$5,526.60 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: CHIAN TECK KEONG , ID: S1583790Z									
Main Claimant: HO TECK LIM HAROLD , ID: S1672592G									
Vehicle Reg. No.: SKJ5192M		Date of Loss: 30/04/2018 07:00 - :59 [60 Months and 18 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 5711808152SG		Policy/Cover Note No.: 2100478136							
Vehicle Reg. No. (Insured): SLD5307U		Policy No. (Claimant): VPX/P1454430							
		Excess:							
Repairer: Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Wui, Shawn-KJ] Shawnkaijye.Wui@aig.com									
Claimant's Insurer: AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 10/05/2018]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SKJ5192M (5711808152SG)
[SLD5307U]
TP
HO TECK LIM HAROLD
Apr 30 2018 7:00AM
[CHIAN TECK KEONG]
Volkswagen Centre Singapore

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser	
Letters/Correspondences			1 per page <input type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	(Draft)	Third Party Express Settlement - Payment Breakdown	 Edit	
Assessment Reports			1 per page <input type="checkbox"/>	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	02/05/18 09:51	Accident Statement <small>From: SC - Reg. No: SLD5307U, Claimant: CHIAN TECK KEONG</small>	 Load HTM	
Photos/Images			3 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	18/06/18 11:08	Odometer Reading	 Load JPG	<input checked="" type="checkbox"/>
2	18/06/18 11:08	Chassis Number	 Load JPG	<input checked="" type="checkbox"/>
3	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
4	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
5	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
6	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
7	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
8	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
9	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
10	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
11	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
12	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
13	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
14	18/06/18 11:08	General View	 Load JPG	<input checked="" type="checkbox"/>
15	18/06/18 11:08	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
16	18/06/18 11:08	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
17	18/06/18 11:08	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
18	18/06/18 11:08	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
19	18/06/18 11:08	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page <input type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	30/04/18 16:57	TP EST & GIA REPORT	 Load PDF	
2	07/05/18 18:24	TP ESTIMATE- MARKED	 Load PDF	
3	25/06/18 13:46	WORKSHOP INVOICE	 Load PDF	
4	25/06/18 13:46	AUTHORISATION TO ACT FORM	 Load PDF	
5	25/06/18 13:46	Release Voucher	 Load PDF	
6	25/06/18 13:46	GIA SEARCH	 Load PDF	
7	25/06/18 13:46	LETTER TO OI	 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></div>
Show Remarks To: <input type="checkbox"/> Handling Insurer
<small>Note: Remarks are private unless you show it to other parties.</small>

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SLD5307U (Insd veh)	Model:	VOLKSWAGEN PASSAT 1.4
	SKJ5192M (TP veh)		TSI (B7) (A)
Date of Accident:	30/04/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	: \$	10,009.54	
Final Repair Cost	: \$	5,913.46	
Loss of Use	: \$	180.00	3.00 days at \$60.00 per day
Rental (if any)	: \$	0.00	days
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$	0.00	
	: \$		
Final Settlement Sum	: \$	6,095.46	

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: ____

BOLA Liability: ____ (%) Assessed Liability (*): ____ (%)

** Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	Volkswagen Centre Singapore	: \$	6,095.46
2)		: \$	
3)		: \$	

JOANNE LEE KHANG MIN

25 Jun
2018

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

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: CC3/AIG18007917/R1PB3Q2

Date: 25/06/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100478136
 Claimant Vehicle No: SKJ5192M Insured Vehicle No: SLD5307U
 Date of Loss: 30/04/2018 Nature of Claim: TP Claim No: 5711808152SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKJ5192M
 Make & Model: VOLKSWAGEN PASSAT, 1.4 TSI (B7) (A) Engine No: CAXB45126
 Reg. Date: 12/04/2013 (Man. Year: 2012) Chassis No: WVVZZZ3CZDP003342
 Colour: White Odometer: 76711 km
 Engine Capacity: 1390 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): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 215/55 R16 Rear Tyre Size: 215/55 R16
 Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm
 Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,674.71	3,126.60	548.11	14.92
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,680.00	2,400.00	3,280.00	57.75
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	9,354.71	5,526.60	3,828.11	40.92
+ GST 7.00/7.00% (S\$)	654.83	386.86	267.97	40.92
Nett Amount (S\$)	10,009.54	5,913.46	4,096.08	40.92
+ Loss of Use (3.0 x S\$60.00/day) (S\$)		180.00		
+ Doc/Search Fee (S\$)		2.00		
Nett Liability (S\$)		6,095.46		

INSPECTION

Date of Assignment: 03/05/2018
 Date Inspected: 03/05/2018 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 3.0 days

Adjuster: MOHD RASUL**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

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*SENSOR	Necessary	202.03 FS	*202.03 FS
2	1		*PARKING SENSOR O RING	Necessary	0.75 FS	*0.75 FS
3	1		*BUMPER REINFORCEMENT	Not Necessary	387.16 FS	*- FS
4	1		*BUMPER GUIDE LH	Not Necessary	37.78 FS	*- FS
5	1		*BUMPER BRACKET LH	Not Necessary	42.54 FS	*- FS
6	1		*REAR BUMPER COVER	Deformed	2,021.41 FS	*2,021.41 FS
7	1		*CHROME MOLDING LH	Necessary	163.53 FS	*163.53 FS
8	1		*CHROME MOLDING RH	Necessary	163.53 FS	*163.53 FS
9	1		*SPOILER	Deformed	340.44 FS	*340.44 FS
10	1		*FOAM LHR	Not Necessary	13.90 FS	*- FS
11	1		*STRIP	Not Necessary	66.73 FS	*- FS
12	1		*SENSOR BRACKETS	Necessary	57.09 FS	*57.09 FS
13	1		*2KADHESIVE	Necessary	103.66 FS	*103.66 FS
14	1		*BONDAGENT	Necessary	74.16 FS	*74.16 FS
Total Parts (S\$)					3,674.71	3,126.60

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
<u>Labour Items</u>				
1	LABOUR	New	2,520.00	840.00
2	SPRAY PAINT	New	2,400.00	800.00
3	COMPULSORY TO DO AFTER AC	New	480.00	480.00
4	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
Gross Labour Cost (S\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >