

ASS. REC. BY:

REF: CS/MSH18008024 / Tlvber

Special Instruction:

INVALID

Merimen

Joufildy

ASSIGNMENT (Office)

From (Person): Clara Milah Yeo of MSH Date/Time: 02052018 4:18 pm

Estimated Cost: Bill to:

(1) / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No: SKT 1778Y Insured:

at Workshop n/s Volkswagen Tel: 922 3502

of 1 Kampong Ampet off Macpherson Rd

Policy No: A2876232AVW Claim No: 556574

Sum Insured: Excess: \$ 500.00

Make of Veh: D.O.A. 25042018

(Client's Record)

CA / REV / REP. / REV 24 HRS 03052018 @ 2pm H.O.D. Endorsement:

Date/Time: 02062018 4:27pm Person Contacted: Charmaine Vehicle IN / OUT

Date/Time Action/Instruction (✓) Estimate

SKT 1778Y - x

4/5/18 Revert by merimen.

4/5/18 Recd approved limit \$11000 from Chen How by merimen

4/5/18 Informed Shu Shi c/A not exceeding \$11000 ex \$500 by email

7/5/18 @ 1008am Mila said repairer asking for repair cost \$12000

Tan Jia

ASSIGNMENT

From: Date: 03052018

Estimated Cost:

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

To Inspect Vehicle No: SKT 1778Y

at Workshop n/s

of

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

\$500.00

(Client's Record)

Make of Veh:

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Report:

GIA / PR Seen:

Est. Repairs:

Lump Sum:

CA / REP. / 24 HRS

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

Type:

Truck / Trailer or

Make:

Colour:

Sp. Reading

Eng/No:

C/No:

Gen. Cont:

Steering:

Brake:

Modi:

Tyre Size:

R:

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

Front

R/Bal.

L/Bal.

D.O.A.

Survey held at

Des. of Damages: Frt / Rear / O/S / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision

Date / Time Action / Instruction

7/5/18 Email w/s repair limit \$11k.

7/5/18 Re-Seek mandate \$12000

7/5/18 Rece approved \$12000 from Chen How by merimen

7/5/18 Informed Charmaine CIA not exceeding \$15000 ex \$500 by email

30/5/18 Final fig \$11,912.56 (Reel 9193.57, 4470 confirmed by email)

RECEIVED 30 MAY 2018

Date/Time. File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time. File Return to?

30/5- typist

Days Of Repair:

8

Resurvey No. of Trip:

1

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Insp (\$

☐

: Weekend (\$

Survey Fee

Transportation:

1 \$ + P.C. \$

2 Photos

3 Other

TOTAL:

200

10

210

Report Format:

merimen

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

11,912.56

28/5/2018

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	25 Apr 2018		02 May 2018 16:03 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS		[Created by insurer]							
Insured:	CHONG RUI FANG, ID: S8729171E, Tel: +6582825359								
Vehicle Reg. No.:	SKT1778Y	Date of Loss:	25/04/2018 07:00 - :59 [39 Months and 24 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 556574	Policy/Cover Note No.:	A2876232AVW (Comprehensive) Coverage: 26/05/2017 - 25/05/2018						
		Excess:	S\$500.00						
Repairer:	Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT, 368314 Macpherson - Tel:								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Clara Milah Yeo]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 03/05/2018]								
Driver/Custodian:	KEOK CHEE REN (27 / Male), NRIC: S9113733Z, Tel: +6582825359								
Adj Asg. Remarks:	Survey on 03/05/18(Thu), 10am. Owner waiting. REVERT CASE. Please contact us ASAP if you are not able to attend this assignment.								
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.									

View Received Message

This mail is associated with :

***SKT1778Y (556574)**

OD

Apr 25 2018 7:00AM

[CHONG RUI FANG]

Volkswagen Centre Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 28/05/2018 17:10 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$11912.56) - SKT1778Y - Claim Handler: Clara Milah Yeo

Approved:11912.56:repair limit is \$12000

DOCUMENTS SUMMARY

There are no documents.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way #21-01 SGX Centre 2 Singapore 068807	From: LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
Attn: Clara Milah Yeo	Date: 28 May 2018
<u>Preliminary Advice</u>	

Vehicle No	: SKT1778Y	Accident Date	: 25/04/2018
Make	: VOLKSWAGEN JETTA	Policy No.	: A2876232AVW
Assignment Date	: 02/05/2018	Excess	: S\$500.00
Date of Inspection	: 03/05/2018	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON) 1 KAMPONG AMPAT SINGAPORE 368314		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	21,106.13 (incl.supplementary \$400)
Revised Amount	:S\$	11,912.56 (incl.supplementary \$400)
Check Items (Estimated)	:S\$	0.00
Total	:S\$	11,912.56
Lump Sum Repair	:S\$	
Total Loss Consideration		
New for Old Value	:S\$	
Pre-Accident Value	:S\$	66,000.00
COE / PARF Rebate	:S\$	54,251.00
Salvage Value	:S\$	
Margin for Repair	:S\$	11,749.00

Remarks

- (x) The vehicle is economical for repair.
- () The above survey was conducted on a 'without prejudice' basis.

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 7 May 2018 11:09 AM
To: Charmaine.Kong@vw.com.sg
Cc: SUR; Cheong, Pearlyn (VWG Singapore); Ong, Germaine (VWG Singapore); Foo, John (VWG Singapore); Oh, Aik Seong (VWG Singapore); 'Tang, Shu Shi (VWG Singapore); Tan, Evelyn (VWG Singapore); Wong, Meiy (VWG Singapore)
Subject: RE: SKT 1778Y REPAIR LIMIT

Dear Charmaine,

As instructed by our client , please proceed to repair the insured vehicle **SKT 1778Y not exceeding \$12,000/- (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAuto)
Sent: Friday, 4 May 2018 5:10 PM
To: Charmaine.Kong@vw.com.sg
Cc: SUR <sur@lkkauto.com>
Subject: FW: SKT 1778Y REPAIR LIMIT

Dear Charmaine,

Please refer attached.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Veron Chen (LKKAUTO)

Sent: Friday, 4 May 2018 4:42 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; SUR <sur@lkkauto.com>

Subject: RE: SKT 1778Y REPAIR LIMIT

Dear Shu Shi,

As instructed by our client, please proceed to repair the insured vehicle **SKT 1778Y not exceeding \$11,000/- (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Friday, 4 May 2018 3:41 PM

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

Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Subject: RE: SKT 1778Y REPAIR LIMIT

Hi Taufikh,

The vehicle is scrapped at \$53,625 and the market value based on Sgcarmart is minimum at \$67K. For this vehicle, it is of higher specification compared to those Jetta (normal headlamp) advertised in the Sgcarmart. Furthermore this vehicle comes with HID Xenon Headlamp . Please increase to \$14K repair limit.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Taufikh (LKK Auto) [<mailto:taufikh@lkkauto.com>]

Sent: Friday, 4 May, 2018 9:22 AM

To: Kong, Charmaine (VWG Singapore); Tang, Shu Shi (VWG Singapore)

Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Mely (VWG Singapore); 'Veron Chen (LKKAuto)'

Subject: SKT 1778Y REPAIR LIMIT

Hi All,

Please take note repair limit for this car is \$11,000 . Kindly revert if repair can be done within the repair limit as we need to revert to MSIG, thank you.

Regards

Taufikh

Lkk Auto

View Received Message

This mail is associated with :

***SKT1778Y (556574)**

OD

Apr 25 2018 7:00AM

[CHONG RUI FANG]

Volkswagen Centre Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 07/05/2018 10:46 AM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$12000.00) - SKT1778Y - Claim Handler: Clara Milah Yeo

Approved:12000.00:repair limit is \$12000

DOCUMENTS SUMMARY

There are no documents.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Clara Milah Yeo

Date: 07 May 2018

Preliminary Advice

Vehicle No	: SKT1778Y	Accident Date	: 25/04/2018
Make	: VOLKSWAGEN JETTA	Policy No.	: A2876232AVW
Assignment Date	: 02/05/2018	Excess	: S\$500.00
Date of Inspection	: 03/05/2018	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON) 1 KAMPONG AMPAT SINGAPORE 368314		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	20,706.13
Revised Amount	:S\$	12,782.00
Check Items (Estimated)	:S\$	5,049.18
Total		17,831.18

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	66,000.00
COE / PARF Rebate	:S\$	54,251.00
Salvage Value	:S\$	
Margin for Repair	:S\$	11,749.00

Remarks

() The vehicle is economical/not economical for repair.

(X) Repairer asking for repair cost \$12,000/-

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Friday, 4 May 2018 4:42 PM
To: 'Tang, Shu Shi (VWG Singapore)'; Taufikh (LKKAUTO); Kong, Charmaine (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Meiy (VWG Singapore); SUR
Subject: RE: SKT 1778Y REPAIR LIMIT

Dear Shu Shi,

As instructed by our client , please proceed to repair the insured vehicle **SKT 1778Y not exceeding \$11,000/- (Excess \$500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Friday, 4 May 2018 3:41 PM
To: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Subject: RE: SKT 1778Y REPAIR LIMIT

Hi Taufikh,

The vehicle is scrapped at \$53,625 and the market value based on Sgcarmart is minimum at \$67K. For this vehicle, it is of higher specification compared to those Jetta (normal headlamp) advertised in the Sgcarmart. Furthermore this vehicle comes with HID Xenon Headlamp . Please increase to \$14K repair limit.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Taufikh (LKK Auto) [<mailto:taufikh@lkkauto.com>]

Sent: Friday, 4 May, 2018 9:22 AM

To: Kong, Charmaine (VWG Singapore); Tang, Shu Shi (VWG Singapore)

Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, MeiY (VWG Singapore); 'Veron Chen (LKKAuto)'

Subject: SKT 1778Y REPAIR LIMIT

Hi All,

Please take note repair limit for this car is \$11,000 . Kindly revert if repair can be done within the repair limit as we need to revert to MSIG, thank you.

Regards
Taufikh
Lkk Auto

View Received Message

This mail is associated with :

***SKT1778Y (556574)**

OD

Apr 25 2018 7:00AM

[CHONG RUI FANG]

Volkswagen Centre Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 04/05/2018 16:21 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$11000.00) - SKT1778Y - Claim Handler: Clara Milah Yeo

Approved:11000.00:repair limit is \$11000

DOCUMENTS SUMMARY

There are no documents.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

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

Attn: Clara Milah Yeo

Date: 04 May 2018

Preliminary Advice

Vehicle No	: SKT1778Y	Accident Date	: 25/04/2018
Make	: VOLKSWAGEN JETTA	Policy No.	: A2876232AVW
Assignment Date	: 02/05/2018	Excess	: S\$500.00
Date of Inspection	: 03/05/2018	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (MACPHERSON) 1 KAMPONG AMPAT SINGAPORE 368314		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	20,706.13
Revised Amount	:S\$	12,782.00
Check Items (Estimated)	:S\$	5,049.18
Total	:S\$	17,831.18

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	66,000.00
COE / PARF Rebate	:S\$	54,251.00
Salvage Value	:S\$	
Margin for Repair	:S\$	11,749.00

Remarks

() The vehicle is economical/not economical for repair.

(X) Kindly advice on offer repair cost to repairer. Please note the margin repair cost is \$11,749.00
Repairer asking for repair cost \$14,000/-

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd. 4 Shenton Way #21-01 SGX Centre 2 Singapore 068807	From: LKK Auto Consultants Pte Ltd 51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park Singapore 408933
Attn: Clara Milah Yeo	Date: 04 May 2018
<u>Preliminary Advice</u>	

Vehicle No	: SKT1778Y	Accident Date	: 25/04/2018
Make	: VOLKSWAGEN JETTA	Policy No.	: A2876232AVW
Assignment Date	: 02/05/2018	Excess	: S\$500.00
Date of Inspection	: 03/05/2018	Est. Duration of Repair	: 8.00
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Total	:S\$	17,831.18

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	66,000.00
COE / PARF Rebate	:S\$	54,251.00
Salvage Value	:S\$	
Margin for Repair	:S\$	11,749.00

Remarks

<input type="checkbox"/>	The vehicle is economical/not economical for repair.
<input checked="" type="checkbox"/>	Kindly advice on offer repair cost to repairer. Please note the margin repair cost is \$11,749.00

Enquire PARF/COE Rebate for Registered Vehicle**Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC

Owner ID: 9171E

Vehicle Details

Vehicle No.: SKT1778Y

Vehicle to be
Exported: NoIntended De-
registration Date: 04 May 2018

Vehicle Make: VOLKSWAGEN

Vehicle Model: JETTA GP 1.4 TSI 90
A/T CL 1633G5

Primary Colour: Blue

Manufacturing Year: 2014

Engine No.: CAXF10752

Chassis No.: WVVZZZ16ZFM001840

Maximum Power
Output: 90.0 kW (120 bhp)

Open Market Value: \$19,684.00

Original Registration
Date: 26 May 2015First Registration
Date: 26 May 2015

Transfer Count: 0

Actual ARF Paid: \$9,684.00

Intended PARF Rebate Details

PARF Eligibility: Yes

PARF Eligibility Expiry
Date: 25 May 2025

PARF Rebate Amount: \$7,263.00

Intended COE Rebate Details

COE Expiry Date: 25 May 2025

COE Category: A - Car up to 1600cc &
97kW (130bhp)

COE Period(Years): 10

QP Paid: \$66,590.00

COE Rebate Amount: \$46,988.00

Total Rebate Amount: \$54,251.00

The information contained herein is correct as at 04 May 2018

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	25/04/2018 10:41
Date Of Accident	25/04/2018 07:30
Exact Location Of Accident	PIE TWDS CHANGI
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKT1778Y
Insured/Policyholder	
Name Of Registered Owner	CHONG RUI FANG
NRIC No	S8729171E
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-82825359
Alternative Phone No	OFFICE-82825359

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	JETTA TSI (DSG) SPORTLINE
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 28722328 AVW
Cover Note Number	

Driver

Name of Driver	KEOK CHEE REN
NRIC No	S9113733Z
Date Of Birth	21/04/1991
Occupation	INDOOR
Date Of Driving Pass	22/06/2011
Driving Experience	6 YEARS AND 10 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-82825359
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	BLK 415C FERNVALE LINK #08-62
Postcode	793415
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	SPOUSE
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - CHANGE/CROSS LANE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	YES
Was any injured conveyed to hospital by ambulance?	YES
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	0

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	BEDOK SOUTH NEIGHBOURHOOD POLICE CENTRE
Police Station Address	ROAD: 20 CHAI CHEE DRIVE , POSTCODE: 469045 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-2448999 - FAX NO: 62446558
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

refer to police report

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	FBL4930C
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	MOTORCYCLE
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	

No. Of Passenger (Including Driver)

DETAILS OF INJURED PERSON 1

Name UNKNOWN

Approximate Age

Injuries Sustain

Injured person in which vehicle? FBL4930C

Were seat belts worn?

Was this injured conveyed to hospital by ambulance? YES

Address

Postcode

SKETCH PLAN

IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature
Date & Time:

Driver's Signature
(If driver is not the policyholder)
Date & Time:

Reporting Centre Personnel's Signature
Name: **81030002**
NRIC/FIN No.:
VOLKSWAGEN GROUP SINGAPORE
25/4/18

Diagram illustrating the flow of information from the *Eunos* (left) to the *Motorist* (right) via the *SKT1738Y* (top) and *FBL4930C* (bottom) components.

Refer to police report

I/We declare the foregoing particulars are true in every respect.

Driver's Signature _____
(If driver is not the policyholder)
Date & Time: _____

VOLKSWAGEN GROUP SINGAPORE

 Reporting Officer's Signature: 25/4/18
 Name: 81030002
 NRIC/FIN No.:



**SINGAPORE
POLICE FORCE**



T/20180425/2023

1 of 3

Police Station Of Origin:
Bedok South N.P.C
20 Chai Chee Drive SINGAPORE 469045
Tel No: 1800-2448999

Report No. T/20180425/2023

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 25/04/2018 09:42		Vide Report No.:		Station Diary No.: 18	
Informant's Particulars					
Name of Informant: KEOK CHEE REN			Address: APT BLK 415C FERNVALE LINK #08-62 SINGAPORE 793415		
ID Type / ID No.: NRIC NO / S9113733Z			Contact No.: Home/Office: Mobile: 82825359		
Nationality: SINGAPORE CITIZEN			Email:		
Sex: Male	Age: 27	Date of Birth: 21/04/1991	Type of Informant: Driver		
Race: Chinese			Language: English		Institution / School Name:
Occupation: SALES			Driving Licence Information: Class: 3 Date of Expiry:		

General Information of the Accident

Type of Accident:	Injury Attended by Police	Drink Drive: No	Date/Time of Accident: 25/04/2018 07:30	Type of Location: Straight Road
Location: Along Road 1 PAN ISLAND EXPRESSWAY Towards Changi Airport, 11.2km mark				
Weather: Clear		Road Surface: Dry		Road Speed Limit:
Traffic Flow:		Traffic Control:		Traffic Volume: Moderate
Type of Collision: Between Moving Vehicles - Head To Side				Anyone conveyed by ambulance: Yes

Details of Vehicle Involved

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
FBL4930C	Motorcycle	HONDA		White		0
SKT1778Y	Car	VOLKSWAGO N	JETTA	Blue	Slightly Damaged	0

Details of Person Involved

Any Pedestrian Involved: No	
No. of Pedestrians Injured: NIL	Use of Pedestrian Crossing: NA



**SINGAPORE
POLICE FORCE**



T/20180425/2023

2 of 3

Police Station Of Origin:
Bedok South N.P.C
20 Chai Chee Drive SINGAPORE 469045
Tel No: 1800-2448999

Report No. T/20180425/2023

CONTINUATION OF REPORT

Driver			
Name	KEOK CHEE REN	ID No.	S9113733Z
Related Vehicle	SKT1778Y (Car)	Contact No.	82825359
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

On the 25/04/18 at about 0730hrs, I was driving my vehicle bearing registration number SKT1778Y, along PIE towards Changi Airport. I had no passenger with me. The traffic at that point of time was moderate.

Just after the Paya Lebar exit, while I was travelling on the lane 1, I signaled my intention to filter into lane 2. Both lane 2 and 3 were quite empty at that point of time. However, while about to filter into the said lane, the car in front of me applied the brakes abruptly. Thus, to avoid a collision with the said car, I had to swerve into lane 2, when all of a sudden, one motorcycle bearing registration number FBL4930C collided onto the left side of my vehicle.

The collision caused another motorcycle coming from the rear, to collide onto the first motorcycle.

Both police and ambulance were at scene. Both riders were conscious but are believed to have been conveyed by ambulance.

I wish to state that my car sustained damages on the left side of my vehicle and I did not sustain any injuries.

I have a front and rear in-car camera which captured the said incident.

I am lodging this report reference G/20180425/0059.



**SINGAPORE
POLICE FORCE**



T/20180425/2023

Police Station Of Origin:
Bedok South N.P.C
20 Chai Chee Drive SINGAPORE 469045
Tel No: 1800-2448999

3 of 3



Report No. T/20180425/2023

CONTINUATION OF REPORT

Sketch Plan

Informant is not able to provide sketch plan

IMPORTANT: Please attach a copy of your vehicle's Insurance Certificate to this report. If you don't have the certificate with you now, please fax a copy to 65474885 stating the report number as reference.

Signature Of Officer Recording The Report: G / Sgt 3 MUHAMMAD AZHAR BIN MISSUAN	Signature Of Informant: 
Signature Of Interpreter: Not applicable	Date/Time: 25/04/2018 09:42
Officer In Charge Of Case: TP / GIT / Staff Sgt MUHAMMAD KHAIRIL BIN KAMAL Contact No.: 65476131	Classification Of Case:
Authentication Stamp NP168 SIGNATURE 	

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. **S9113733Z**



Name

KEOK CHEE REN

郭智仁

Race

CHINESE

Date of Birth

21-04-1991

Sex

M

Country of Birth

SINGAPORE

S9113733Z





GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE
 6 Raffles Quay #18-00 Singapore 048580
 Tel (65) 6224 0010 Fax (65) 6224 0030
 Operating Hours : Monday to Friday, 09:00 – 17:00
 UEN: S665500200 / GST Reg. No.: M400017735

IMPORTANT NOTE: Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM

(A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No : T/20180425/2023 Vehicle Registration No: SK7178Y
 Name (as shown in NRIC) : KEOLC CHEE KEN NRIC/FIN/Passport No : S9113733Z
 (*Vehicle Driver / ~~Vehicle Owner~~) (*) Please delete as appropriate
 Address : BLK HSC Fernvale LMK #08-62 ~~54874~~ Singapore (291415)
 Contact (Tel) : _____ Mobile No. : 82825359
 Email Address : IRANAN @gmail.com
 Date of Accident : 25-04-2018 Time of Accident : 7.40
 Place of Accident : P1E
 Insurance Company : MSIG

(B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

will be claiming own insurance

 Policyholder / Driver's Signature
 Date:

VOLKSWAGEN GROUP SINGAPORE
 Report Centre Personnel's Signature
 Name: 28/4/18
 Date: 28/04/2018

PDI TUAS

PDI TUAS

CHONG RUI FANG
(ZHANG RUIFANG)
415C FERNVALE LINK
#08-62
Singapore, 793415
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV029611
Quote No. SER/QUO/1800736
QuoteDate 28/04/18
Salesperson Lawrence Tan Say Ch
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) SPORTLINE	99,117	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SKT1778Y	WVWZZZ16ZFM001840	26/05/15	Lawrence Tan Say Chuan
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F10752	1633G5

Continued			12,932.30
P 5C6831055G	LHS FRONT DOOR Predecessor 5C6831055E	1 Pieces	735.69 bt 1,292.81
P 5C6833055E	LH REAR DOOR Use 5C6833055C or 5C6833111A	1 Pieces	1254.45 bt 2,090.75
P 5C6837249A	CHECK ROD Use Predecessor 5C6837249	1 Pieces	nn X ? 112.43
P 5C6837431 5AP	CHANNEL SEAL	1 Pieces	nn X ? 367.83
P 5C6837461K	REGULATOR SISL Recall 101-2015	1 Pieces	bt 366.20 ? 510.33
P 5C6837477B 5AP	LHS DOOR TOP MLDG Predecessor 5C6837477 5AP	1 Pieces	nn X ? 105.42
P 5C6837651	LF FRONT DOOR SEAL	1 Pieces	36.05 nn 60.09
P 5C6839699D	DOOR SEAL Predecessor 5C6839699C	1 Pieces	98.45 nn 164.09
P 5C6845201B	LHS FRT DOOR GLASS	1 Pieces	180.32 nn 300.54
P 5C6857521C	LHS MIRROR GLASS	1 Pieces	116.78 nn 194.64
P 5C8857507J	LHS MIRROR HOUSING	1 Pieces	177.39 nn 295.65
P 5G0010029J	STICKER (AIRBAG)	1 Pieces	nec 10.63 ? 17.72
P 5K0073147C 88Z	ALLOY WHEELS 17" SILEX With Tyre 225/45 R17 Pirelli	1 Pieces	661.43 nn 1,102.38
P 5K2837015E	DOOR LOCK	1 Pieces	nn X ? 486.35
P 5N0837885H	SUPPORT DOOR HANDLE Use Predecessor 5N0837885G	1 Pieces	57.61 nn 96.02
P 7D0000279A	STICKER (CHASSIS NO)	1 Pieces	nec 144.14 ? 235.23
P 7L6868243	DOOR BOARD CLIP	14 Pieces	18.65 nn 31.08
P 8K0831401H	HINGE UPPER	1 Pieces	nn X ? 89.25
Sum carried forward			20,484.88

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

PDI TUAS

PDI TUAS

CHONG RUI FANG
(ZHANG RUIFANG)
415C FERNVALE LINK
#08-62
Singapore, 793415
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV029611
Quote No. SER/QUO/1800736
QuoteDate 28/04/18
Salesperson Lawrence Tan Say Ch
Page 3

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Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) SPORTLINE	99,117	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SKT1778Y	WVWZZZ16ZFM001840	26/05/15	Lawrence Tan Say Chuan
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F10752	1633G5

Continued			20,484.88
P 8K0831401H	HINGE LOWER	1 Pieces	nn x ? 89.25
P D 378500A2	DOOR INSULATOR	1 Pieces	32 all 53.34
P D 378500A2	DOOR INSULATOR	1 Pieces	32 all 53.34
P N 10516801	NUT	6 Pieces	4.48 all 7.47
P N 90346302	RIVET	10 Pieces	1072 all 17.85
	Sum Item		8,921.13

21,106.13

Sum Labor	11,785.00
Sum Item	8,921.13

Total	SGD	20,706.13
7% GST		1,449.48
Total SGD Incl. GST		22,155.61

Explanations
P = Proportionately Charged

Payment Terms No Credit

Veron Chen (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 4 May 2018 3:41 PM
To: Taufikh (LKKAuto); Kong, Charmaine (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Mei (VWG Singapore); Veron Chen (LKKAuto)
Subject: RE: SKT 1778Y REPAIR LIMIT

Hi Taufikh,

The vehicle is scrapped at \$53,625 and the market value based on Sgcarmart is minimum at \$67K. For this vehicle, it is of higher specification compared to those Jetta (normal headlamp) advertised in the Sgcarmart. Furthermore this vehicle comes with HID Xenon Headlamp . Please increase to \$14K repair limit.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Taufikh (LKK Auto) [mailto:taufikh@lkkauto.com]
Sent: Friday, 4 May, 2018 9:22 AM
To: Kong, Charmaine (VWG Singapore); Tang, Shu Shi (VWG Singapore)
Cc: Ong, Germaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Wong, Mei (VWG Singapore); 'Veron Chen (LKKAuto)'
Subject: SKT 1778Y REPAIR LIMIT

Hi All,

Please take note repair limit for this car is \$11,000 . Kindly revert if repair can be done within the repair limit as we need to revert to MSIG, thank you.

Regards

Taufikh

Lkk Auto

Veron Chen (LKKAUTO)

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Sent: Monday, 21 May 2018 4:53 PM
To: Taufikh (LKKAUTO); SUR
Cc: Tang, Shu Shi (VWG Singapore)
Subject: SKT1778Y - SUPPLEMENTARY
Attachments: SKT1778YSUPPLEMENTARY.xls; 1504182.pdf

Dear Taufikh

Please see attached supplementary

Solar film need to replace as door glass replaced.

Please see attached sales agreement for approval

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

HP: +65 92361588
Germaine.ong@vw.com.sg
<http://www.vw.com.sg>



Volkswagen Centre Singapore (Alexandra)
247 Alexandra Road
Singapore 159934
Tel: 6474 8288
Fax: 6471 1022

Volkswagen Centre Singapore (MacPherson)
1 Kampong Ampat
Singapore 368314
Tel: 6922 3555
Fax: 6284 4057



Cn. Reg No.: S8108049E
OST Reg. No.: M2009803-2

Vehicle Sales Agreement (Passenger)

Name: CHONG RUI FANG (ZHANG RUIFANG) Agreement No.: 1504182
Address: BLK YISC FERNVALE LINK #08-62 Date: 25-04-15
S (793415)
Sales Representative: CANON CH TAN
NRIC/PP No.: 5872971E
Contact No.: 96836739 Email Address: crui.fang-AB7@hotmail.com

Model: <u>JETTA SPORTUNE 1.4 TSI</u>	Capacity: <u>1390CC</u>	Chassis No.: <u>WUNZZ16ZFM001840</u>
Colour: <u>2B JM SILK BLUE</u>	Upholstery: <u>LEATHER</u>	Engine No.: <u>CAXF10752</u>
YOM: <u>2014</u>	Trim: <u>BLACK</u>	Comm No.: <u>611802</u>

List Price (Price inclusive of COE, Number Plate, Registration Fee, 12 month Road Tax and GST)	<u>144300</u>
Factory Options: <u>LEATHER SEATS</u>	<u>INCLUSIVE</u>
Factory Options:	
Local Accessories A: <u>SOLAR FILM</u>	<u>[FOC]</u>
Local Accessories B: <u>\$500 PETROL VOUCHER</u>	<u>[FOC]</u>
Local Accessories C:	
Number Retention Fee (No.)	
Total Car Price	<u>144300</u>
In-House Finance (<u>1000</u>) & Insurance Discount (<u>500</u>) (A minimum of <u>50%</u> and loan tenure of <u>5</u> years is required)	<u>1500</u>
CEVS Rebate/ Penalty:	<u>10000</u>
Discount: <u>PROMO DISC (\$4500) + CARL @ EXPO DISC (\$5000)</u>	<u>9500</u>
Special Promotion: <u>AD</u>	<u>1500</u>
Nett Car Price	<u>121800</u>
Deposit (non refundable):	<u>10000</u>
Payment	
Loan Amount (Bank: DBS / Standard Chartered) <u>DBS \$60900 x 2.28% x 5yrs.</u>	
Balance Due	

Remarks

Indy note that there will be an administration fee of \$1,000 for per change of model/colour 3 days after the agreement has been signed

3 Year or 100,000km (whichever is earlier) Warranty

☒ 8 rounds of non-guarantee COE bidding, COE rebate at (\$ 55500)
☐ 6 rounds of guaranteed COE bidding, COE rebate at (\$)

3 free servicing at 15,000 km, 30,000 km and 45,000 km

A minimum ARF flooring of \$5,000 applies for vehicle whose ARF is less than \$5,000 after deduction of the CEVS rebate

☐ Inland Stock: Estimated Arrival: Estimated Delivery: /

Discounts given are subjected to registration in the month of successful COE

Vehicle must be registered by 30 June 2015, vehicle registered after June will be subjected to the new CEVS scheme

* CUSTOMER CAN REGISTER THE CAR IN MAY 15 UPON COE SUCCESSFUL.

AD - 1500

I do hereby confirm: - purchase the above said vehicle (hereinafter called "the vehicle") at the above stated price and on the terms and conditions specified herein.

THIS AGREEMENT IS SUBJECT TO CONFIRMATION BY THE COMPANY'S DIRECTOR/GENERAL MANAGER/SALES MANAGER. All cheques should be issued "Account payee/for Negotiable" and made payable to "Volkswagen Centre Singapore".

Customer's Signature/Official Stamp:

Sales Representative's Signature:

FOR OFFICIAL USE ONLY	
TRADE-IN (MAKE)	-
TRADE-IN (MODEL)	-

LOCATION OF SALE
ALEXANDRA / MACPHERSON

Supplementary or Omitted List



VEHICLE NUMBER: SKT1778Y

MODEL JETTA

CLAIMS DETAILS

LABOUR DESCRIPTION		AMOUNT		
SOLAR FILM -FRT LHS DOOR GLASS		400		<i>ml</i>
		Qty	Unit	Amount
Total				\$400.00

No.	Item No.	Description	Qty	Unit Pricing	Discount	Amount

Total Labour & Parts

\$400.00

Survey By

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Wednesday, 30 May 2018 8:01 AM
To: 'Tang, Shu Shi (VWG Singapore)'; SUR; Taufikh (LKKAUTO)
Cc: Ong, Germaine (VWG Singapore)
Subject: RE: FINALISATION SKT1778Y

Dear Shu Shi,

Confirmed amount \$11,912.56 before excess \$500 @ 8 working days

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Friday, 25 May 2018 8:58 AM
To: SUR <sur@lkkauto.com>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>
Cc: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Subject: FINALISATION SKT1778Y

Dear Taufikh

Please see attached finalisation

COR: As per attached

8 working days

Please revert

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



Service Order Confirmation

SERVICE ORDER NO: 18IP1181

CUSTOMER NO.: CV029611

CUSTOMER NAME: CHONG RUI FANG

TELEPHONE NO.:

ADDRESS: 415C FERNVALE LINK #08-62

Singapore

VEH No.: SKT1778Y

Order Date: 03/05/18

Reg Date: 28/05/15

KM: 102,008

VIN NO.: WVVZZZ16ZFM001840

ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) SPORTLINE

MODEL NO.: 1633G5

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	200	15	170
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	360	15	306
3	B&P MECH R&R D/BOARD TO R&R DOOR HINGE	2	TU	475	15	807.5
4	B&P MECH R&R RIM & BALANCE	1	TU	50	15	42.5
5	B&P WHEEL ALIGNMENT B&P WHEEL ALIGNMENT NETT	1	TU	300	15	255
6	B&P INSURANCE EXCESS INSURANCE EXCESS / DEDUCTIBLE	1	TU	-500		-500
7	B&P MACP LABOUR LABOUR	4	UNIT	475		1,900
8	B&P MACP PAINT SPRAY PAINT+ 1 panel 'B' pillar	6	UNIT	500		3,000
9	B&P MACP LABOUR TRANSFER DOOR MECHANISM	1	UNIT	475		475
10	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
11	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
12	3MFOILING SOLAR FILM -FRT LHS DOOR GLASS	1		400		400 (A)
Item						
13	5C6821105A FENDER LH	1	PCS	691.67	40	415.00
14	5C6805911N LHS FENDER LINER	1	PCS	132.62	40	79.57
15	5C6821111A FENDER ELEMENT	1	PCS	30.71	40	18.43
16	5C6857507J LHS MIRROR HOUSING	1	PCS	295.60	40	177.39
17	5C6857537 GRU LHS MIRROR COVER	1	PCS	181.95	40	109.17
18	5C6857521C LHS MIRROR GLASS	1	PCS	194.64	40	116.78
19	5C6831055Q LHS FRONT DOOR	1	PCS	1,292.81	40	775.69
20	5C6837651 LF FRONT DOOR SEAL	1	PCS	60.09	40	36.05
21	D 378500A2 DOOR INSULATOR	1	PCS	53.34	40	32.00
22	N 90346303 RIVET	10	PCS	1.79	40	10.71
23	5N0837885H SUPPORT DOOR HANDLE	1	PCS	96.02	40	57.61
24	5C6845201B LHS FRT DOOR GLASS	1	PCS	300.54	40	180.32
25	N 10516801 NUT	6	PCS	1.25	40	4.48
26	5C6833055E LH REAR DOOR	1	PCS	2,090.75	40	1,254.45
27	5C6839699D DOOR SEAL	1	PCS	164.09	40	98.45
28	D 378500A2 DOOR INSULATOR	1	PCS	53.34	40	32.00

Service Order Confirmation

SERVICE ORDER NO: 18P1181

CUSTOMER NO.: CV029611

CUSTOMER NAME: CHONG RUI FANG

TELEPHONE NO.:

ADDRESS: 415C FERNVALE LINK #08-62
Singapore

VEH No.: SKT1778Y

Order Date: 03/05/18

Reg Date: 26/05/15 KM: 102,008

VIN NO.: WVVZZZ16ZFM001840 ENGINE NO:

SA: Tang Shu Shi

MODEL: JETTA TSI (DSG) SPORTLINE MODEL NO.: 183305

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	7L6868243 DOOR BOARD CLIP	14	PCS	2.22	40	18.65
30	5K0073147C 86Z ALLOY WHEELS 17" SILEX	1	PCS	1,102.38	40	661.43
31	311601361 RUBBER VALVE	1	PCS	1.73	40	1.04
32	5G0010029J STICKER (AIRBAG)	1	PCS	17.72	40	10.63
33	7D0000279A STICKER (CHASSIS NO)	1	PCS	235.23	40	141.14
34	5C6837461K REGULATOR	1	PCS	510.33	40	306.20
35	5C6807183A BUMPER SIDE BRACKET LH	1	PCS	32.26	40	19.36

Remarks : MSIG (IN-HOUSE) CO CLAIM

DOA: 25/04/2018

SURVEY BY: TAUFIK (LKK)

EXCESS: \$500

REPAIR LIMIT: \$12,000

11,912.56

TOTAL	11,412.56
GST AMOUNT	798.88
TOTAL AMOUNT	12,211.44

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	25 Apr 2018		02 May 2018 16:03 Edit Adj Rpt	\$511,912.56 Edit Estimates	\$511,912.56 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	CHONG RUI FANG , ID: S8729171E, Tel: +6582825359								
Vehicle Reg. No.:	SKT1778Y	Date of Loss:	25/04/2018 07:00 - :59 [34 Months and 30 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 556574	Policy/Cover Note No.:	A2876232AVW (Comprehensive) Coverage: 26/05/2017 - 25/05/2018						
		Excess:	S\$500.00						
Reparer:	Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT, 368314 Macpherson - Tel:								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Clara Milah Yeo]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 01/06/2018]								
Driver/Custodian:	KEOK CHEE REN (27 / Male), NRIC: S9113733Z, Tel: +6582825359								
Adj Asg. Remarks:	Survey on 03/05/18(Thu), 10am. Owner waiting. REVERT CASE. Please contact us ASAP if you are not able to attend this assignment.								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> MSIG_SG (28/05/2018): Alert - Adj Mandate Approved (\$511912.56) - SKT1778Y - Claim Handler: Clara Mila... MSIG_SG (07/05/2018): Alert - Adj Mandate Approved (\$512000.00) - SKT1778Y - Claim Handler: Clara Mila... MSIG_SG (04/05/2018): Alert - Adj Mandate Approved (\$511000.00) - SKT1778Y - Claim Handler: Clara Mila... 									
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



















































*SKT1778Y (556574)
OD
Apr 25 2018 7:00AM
[CHONG RUI FANG]
Volkswagen Centre Singapore

[Upload Documents](#) |
 [Upload Photos](#) |
 [Compose New Letter](#)

View View in Browser

Assessment Reports				1 per page	<input checked="" type="checkbox"/>
No	Finalized On		Thumbnail	Print	
1	25/04/18 14:48	Volkswagen Centre Singapore (HQ)		Load HTM	
Assessment Reports					
No	Finalized On		Thumbnail	Print	
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4	28/05/18 11:24	Adjuster Immediate Advice		Load HTM	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder		Thumbnail	Print	
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Assessment Reports			1 per page	<input checked="" type="checkbox"/>
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Assessment Reports				1 per page	<input checked="" type="checkbox"/>
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Volkswagen Centre Singapore (HQ)					
Documentation				1 per page	<input checked="" type="checkbox"/>
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MSIG Insurance (Singapore) Pte. Ltd. (HQ)					
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2	30/04/18 09:35	Repair Estimate		Load PDF	
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LKK Auto Consultants Pte Ltd (HQ)					
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2	28/05/18 11:20	1ST MARK ESTIMATE		Load PDF	
3	28/05/18 11:20	SUPPLEMENTARY		Load PDF	

Linked Accident Report Documents

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3	28/04/18 11:44	Accident Statement Addm. #1		Load HTM	
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Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 100px; width: 100%;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

LKK Auto Consultants Pte Ltd

(Co.Reg.No.199807198R)

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

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG18008024/T1VBE2

Date: 04/06/2018

REFERENCE

Insured/Claimant:	CHONG RUI FANG	Policy No:	A2876232AVW	Claim No:	556574
Date of Loss:	25/04/2018	Nature of Claim:	OD		

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKT1778Y	Engine No:	CAXF10752
Make & Model:	VOLKSWAGEN JETTA, 1.4 (A)	Chassis No:	WVWZZZ16ZFM001840
Reg. Date:	26/05/2015 (Man. Year: 2014)	Odometer:	101125 km
Colour:	Blue		
Engine Capacity:	1390 cc		
Market Value/New Car Price:	S\$66,000.00		
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:	225/45 R17	Rear Tyre Size:	225/45 R17
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	8,921.18	4,556.56	4,364.62	48.92
Miscellaneous Items	0.00	0.00	0.00	
Labour	12,185.00	7,356.00	4,829.00	39.63
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	21,106.18	11,912.56	9,193.62	43.56
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	20,606.18	11,412.56	9,193.62	44.62
+ GST 7.00/7.00% (S\$)	1,442.43	798.88	643.55	44.62
Nett Amount (S\$)	22,048.61	12,211.44	9,837.17	44.62

INSPECTION

Date of Assignment: 02/05/2018
Date Inspected: 03/05/2018 Inspected At:

Volkswagen Centre Singapore
(MacPherson)
1 KAMPONG AMPAT
Singapore 368314

Estimated Period of Repair: 8.0 days

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** VERON CHEN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference

Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 04 Jun 2018)
Parts: 143	VOLKSWAGEN JETTA 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code: (Unsubmitted, no print-code for SKT1778Y)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RUBBER VALVE	Necessary	1.73 FS	*1.04 FS
2	1		*LHS MIRROR COVER	Cut	181.95 FS	*109.17 FS
3	1		*LHS FENDER LINER	Deformed	132.62 FS	*79.57 FS
4	1		*FRT BUMPER SIDE BRACKET LH	Necessary	32.26 FS	*19.36 FS
5	1		*FRT BUMPER SIDE BRACKET RH	Not Necessary	31.11 FS	*- FS
6	1		*FENDER LH	Bent	691.67 FS	*415.00 FS
7	1		*FENDER ELEMENT	Necessary	30.71 FS	*18.43 FS
8	1		*LHS FENDER BRACKET	Not Necessary	45.27 FS	*- FS
9	1		*LHS FRONT DOOR	Bent	1,292.81 FS	*775.69 FS
10	1		*LH REAR DOOR	Bent	2,090.75 FS	*1,254.45 FS
11	1		*CHECK ROD	Not Necessary	112.43 FS	*- FS
12	1		*CHANNEL SEAL	Not Necessary	367.83 FS	*- FS
13	1		*REGULATOR	Bent	510.33 FS	*306.20 FS
14	1		*LHS DOOR TOP MLDG	Not Necessary	105.42 FS	*- FS
15	1		*LF FRONT DOOR SEAL	Necessary	60.09 FS	*36.05 FS
16	1		*DOOR SEAL	Necessary	164.09 FS	*98.45 FS
17	1		*LHS FRT DOOR GLASS	Cut	300.54 FS	*180.32 FS
18	1		*LHS MIRROR GLASS	Cracked	194.64 FS	*116.78 FS
19	1		*LHS MIRROR HOUSING	Cracked	295.65 FS	*177.39 FS
20	1		*STICKER (AIRBAG)	Necessary	17.72 FS	*10.63 FS
21	1		*ALLOY WHEELS 17 SILEX WITH TYRE 225/45 R17 PIRELLI	Cut	1,102.38 FS	*661.43 FS
22	1		*DOOR LOCK	Not Necessary	486.35 FS	*- FS
23	1		*SUPPORT DOOR HANDLE	Cut	96.02 FS	*57.61 FS
24	1		*STICKER (CHASSIS NO)	Necessary	235.23 FS	*141.14 FS
25	1		*DOOR BOARD CLIP (14PCS)	Necessary	31.08 FS	*18.65 FS
26	1		*HINGE UPPER	Not Necessary	89.25 FS	*- FS
27	1		*HINGE LOWER	Not Necessary	89.25 FS	*- FS
28	1		*DOOR INSULATOR	Necessary	53.34 FS	*32.00 FS
29	1		*DOOR INSULATOR	Necessary	53.34 FS	*32.00 FS
30	1			Necessary	7.47 FS	*4.48 FS

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
31	1		*NUT (6PCS)			
			*RIVET (10PCS)	Necessary	17.85 FS	*10.72 FS
F=Franchise part. S=SpcNett.						
				Total Parts (S\$)	8,921.18	4,556.56

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	VEHICLE ON BENCH - CELETTE	New	1,500.00	0.00
2	LABOUR	New	3,800.00	1,900.00
3	TRANSFER DOOR MECHANISM	New	950.00	475.00
4	SPRAY PAINT	New	3,000.00	3,000.00
5	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	306.00
6	CHECK WIRE HARNESS, ECU, S	New	280.00	170.00
7	R&R D/BOARD TO R&R DOOR HI	New	1,425.00	807.50
8	R&R RIM & BALANCE	New	50.00	42.50
9	B&P WHEEL ALIGNMENT	New	300.00	255.00
10	SOLAR FILM - FRT LHS DOOR GLASS	New	400.00	400.00
Gross Labour Cost (S\$)			12,185.00	7,356.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >