

CC 4/III1800 9183, T 663

LKK:
IDAC:

Surveyor:

Chunren

DOI:

ASSIGNMENT

26/5/18

Date / Time:

21/5/18

Registered in Merimen:

21/5/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHN 3215C

Name of Insured:

YPL

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

15/5/18

Is driver the owner?

(YES ☒ NO ☐)

Nature of Accident:

If NO, Driver Name / Age:

YOW TIAN TOH

Driver Tel No.:

(V/L: ☒ YES / NO ☐)

Claim No.:

MVT 1805041X

Policy No.:

MUM0016

Make / Model:

Hyundai

Place of Accident:

61M MOH TWS MOHAI

SINAI RD

OIGIA REPORT:

YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

%

Final? Yes / No

SPQ 88082



INSRS:

WSP:

Tel:

Liability:

RMKS:

volksvagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time		STAGE	DATE / PIC
23/5/18	SPQ 88082 - X	Non-Reporting ltr (1st):	
	SPQ 88082 - X	Non-Reporting ltr (2nd):	
		Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
		Call OE	
25.5.18	SEEK MANDATE FOR LIABILITY.	After call ltr to OE	
21.06.18	MANDATE APPROVE LIABILITY.	Documentation Check List: Handler	Typist
	EMAIL WSP LIABILITY CLEAR.	Notification ltr (if non-pickup)	
		After call ltr to OE	
		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:
Repair Cost:	FFP	SS 5,463.44	(3 days) Reduction: 44 %
FINAL SETTLEMENT		Date/Time: 06.06.18	Confirm with MIA
Final Liability:	SS 100	(Agreed / Assessed) BOLA S/N No.:	21
Repair Cost:	0165	SS 5,463.44	010 REPAIR BOND TP.
Loss of Rental (LOR):	SS -	(days)	
Loss of Use (LOU):	SS 150.00	(5.50 x 3 days)	
Loss of Income (LOI):	SS -	(5 x days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	(Tick only one)	
GIA/LTA Search	SS -		
Medical:	SS -		
Disbursement:	SS -	(e.g. Tow/Independent)	
Legal Cost	SS -		
Total:	SS 5,995.86	Global Sum SS:	
FINAL PAYMENT		Date/Time: 10.06.18	Confirm with MIA
Payee 1:	SS 5,995.86	Name 1:	9055555555 (B-TR) Singapore
Payee 2: (Strike if N.A.)	SS	Name 2:	
Payee 3: (Strike if N.A.)	SS	Name 3:	

RECEIVED 10 OCT 2018

COPY SENT 10/10/18

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: TP
- 3) Survey fee: \$500

ASSIGNMENT

From: Date: 28052018

Estimated Cost:

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

To Inspect Vehicle No. SFQ 8808Z

at Workshop n/s: Volkswagen

of 247 Alexandra Rd

Insured

Policy No

Claims No

Sum Insured Excess:

(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 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

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: 9FQ8808Z Yr Regn: 2016 Jan

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Tiguan CC 1390

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

Sp. Reading: 26235 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WVWZ7775N7G4032671

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modl: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 255/40 R19

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A. D.O.I. 28/5/18

Survey held at: VW Alexandra

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

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

Date / Time Action / Instruction

PR: 5,463.44 (RED: 3,209.87 49%)

Date/Time: File Pass to?

☐ : Preli. Report

☐ : Final Report

0

Date/Time: File Return to?

3

Report Format :

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

Days Of Repair:

Resurvey No. of Trip:

Add Fee: ☐ Site Insp (\$)

☐ Interview (\$)

☐ Tech Invs (\$)

☐ Weekend (\$)

Survey Fee:

Transportation:

☐ S + RS ☐ SI

☐ Petrol

☐ Others

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				
INDIA INTERNATIONAL INSURANCE PL			Ref : CC4/III18009183/eb3	
64 CECIL STREET #05-02 IOB BUILDING SINGAPORE 049711			Date : 21-05-2018	
			Code : III2	
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHA 3215C	Veh. Inspected	SFQ 8808Z	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	21/05/2018	
2. Vehicle Particulars & Condition				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
4. Description of Damages				
5. General Information				
Accident Date	15/05/2018	Inspection Date		
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				

PDI TUAS

Tanpin 97493749
- WP
28/5/18 @ 12pm
3 days

Phone No.
Fax No.
E-Mail

PDI TUAS

G GEETA MRS. GEETA VELU
62 MOUNT SINAI AVENUE
Singapore, 277201
Singapore

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

277201
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:

Resurvey before paint
Sub @ 11h 40m

Service Quote

Customer No. CV005748
Quote No. SER/QUO/1800820
QuoteDate 17/05/18
Salesperson Jimmy Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make Volkswagen Passeng
License No. SFQ8808Z
Engine Code
Model Description TiguanGP 1.4 TSI 118 DSG6 RECY
VIN WVZZZ5NZGW032671
Labor Type 1H

Mileage 23,447
Initial Registration 12/01/16
Engine No. CTH 234303

Service Advisor Cheong Pearlyn
Sales Advisor Jimmy Lee
Model Code 5N22QY

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	4	UNIT		840 3,360.00
P B&P ALEX PAINT	SPRAY PAINT	4	UNIT		1200 3,200.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		80.00
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				7,400.00
P 1T0919133C 9B9	PARKING SENSOR O RING	6	Pieces		4.50
P 5N0807305	RR BUMPER REINFORCEMENT	1	Pieces		554.95
P 5N0807393E	BUMPER BRACKET LHS Use Predecessor 5N0807393B	1	Pieces		27.46
P 5N0807394D	BUMPER BRACKET RHS Use Predecessor 5N0807394B	1	Pieces		27.46
P 5N0807421G GRU	REAR BUMPER	1	Pieces		1,313.65
P 5N0807521AFGRU	SPOILER	1	Pieces		459.45
P 5N0807568 2Z0	LOWER SPOILER INSERT Use Predecessor 5N0807568	1	Pieces		509.38
P 5N0919397	SENSOR BRACKET	1	Pieces		15.42
P 5N0919398	SENSOR BRACKET	1	Pieces		15.42
P 5N0919503F	SENSOR BRACKET	2	Pieces		30.84
P 5N0919504B	SENSOR BRACKET	2	Pieces		59.22
P 5N0945105	REFELCTOR REAR LH	1	Pieces		77.74
P D 180KU2A1	2KADHESIVE	1	Pieces		103.66
P D 822150A1	BONDAGENT	1	Pieces		74.16
	Sum carried forward				10,673.31

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

PDI TUAS

PDI TUAS

G GEETA MRS. GEETA VELU
62 MOUNT SINAI AVENUE
Singapore, 277200
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV005748
Quote No. SER/QUO/1800820
QuoteDate 17/05/18
Salesperson Jimmy Lee
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	TiguanGP 1.4 TSI 118 DSG6 RECY	23,447	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SFQ8808Z	WVGZZZ5NZGW032671	12/01/16	Jimmy Lee
Engine Code	Labor Type	Engine No.	Model Code
	1H	CTH 234303	5N22QY

Continued 10,673.31

Sum Item 3,273.31

Sum Labor 7,400.00

Sum Item 3,273.31

Total SGD 10,673.31

7% GST 10,673.31 747.13

Total SGD Incl. GST 11,420.44

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

Catherine Chong (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Monday, 21 May, 2018 10:44 AM
To: Kong, Charmaine (VWG Singapore); 'sur@lkkauto.com'; Catherine Chong (LKK Auto)
Cc: Manivel Priyadarshini
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SFQ8808Z & SHA3215C ON 15.05.18
Attachments: MyDocument_2018_05_18_09_17_00.pdf; MyDocument_2018_05_18_09_01_23.pdf; SFQ8808Z- MSIG WINNER VS FIRST CAP 16-05-18.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SFQ8808Z and let us have your report urgently.

This claim will be handled by Ms Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: 21 May, 2018 10:13 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SFQ8808Z & SHA3215C ON 15.05.18

Hi,

Please assign to LKK.

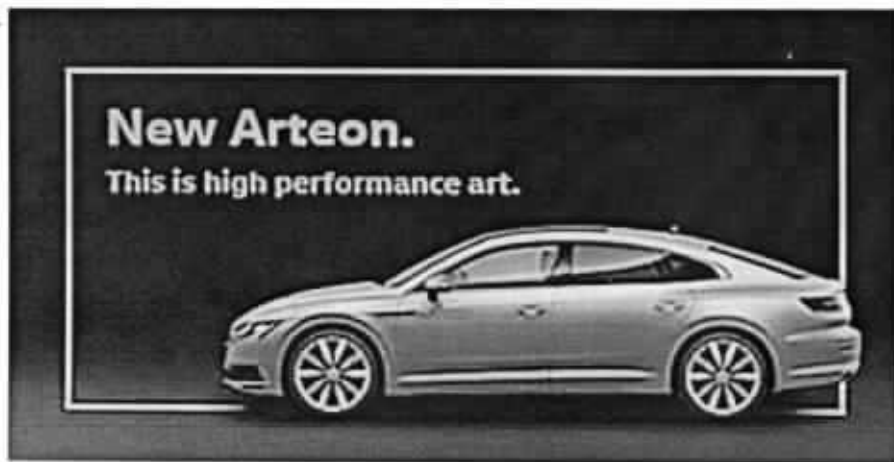
Thanks.

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



From: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Monday, 21 May, 2018 9:41 AM

To: Kong, Charmaine (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SFQ8808Z & SHA3215C ON 15.05.18

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,

Gabriel Wee

Motor Claims Dept.

India International Insurance Pte Ltd

64 Cecil Street | #05 IOB Building | Singapore 049711

Tel: 6347 6100, Ext - 248

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

Sent: 21 May, 2018 8:50 AM

To: Motor Claim - III <motorclaim@iii.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>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SFQ8808Z & SHA3215C ON 5.3.18

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Goh, Edmund (VWG Singapore)
Sent: Friday, 18 May, 2018 9:35 AM
To: Claim Workflow System (cwsmotorclaims@msfirstcapital.com.sg)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SFQ8808Z & SHA3215C ON 5.3.18

Dear Claims,

Please revert on liability & survey arrangements.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133
Main Line: +65 6305 7299
Main Fax: +65 6474 3643



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 May 2018 17:38	Clim Veh Model Changed	(204180) VOLKSWAGEN TIGUAN 1.4 TSI (A).	[A] Lau Shu Pei
2	21 May 2018 17:38	Clim Created	Reg No: SFQ8808Z. Acct Date: 2018/05/15. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (-)	[A] Lau Shu Pei
3	21 May 2018 17:38	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	21 May 2018 17:38	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/05/31	[A] Lau Shu Pei
5	21 May 2018 17:38	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei
6	21 May 2018 17:39	Label Added	(30653):Direct Settlement.	[A] Lau Shu Pei
7	21 May 2018 17:39	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
8	22 May 2018 19:35	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
9	22 May 2018 19:35	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
10	25 May 2018 09:39	Adj Mandate Request	Cur.Reg:0.00;PODS: LIABILITY: 100% REMARK: B:27 OLD REAR ENDED TP	[A] Asher Sng Rong Yi
11	25 May 2018 10:02	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/05/31	[I] Priya
12	25 May 2018 10:02	Adj Mandate Set	Approved:0.00.	[I] Priya
13	26 Sep 2018 02:23	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	26 Sep 2018 02:23	Clim Dtl Modified	Claimant's ID: -> -.	[A] JOANNE LEE KHANG MIN
15	26 Sep 2018 02:23	Clim Dtl Modified	JPJ Reg. Date: -> 2016/01/12.	[A] JOANNE LEE KHANG MIN
16	26 Sep 2018 02:23	Clim Details Notified		[A] JOANNE LEE KHANG MIN
17	03 Oct 2018 14:43	Adj Mandate Request	Cur.Reg:5995.88;PODS: LIABILITY: 100% QUANTUM: (a) COR w/GST: \$5,845.88 + (b) LOU : \$150.00 (3days x \$50) Total: a+b = \$5,995.88 VEH MODEL: VOLKSWAGEN TIGUAN 1390cc PLEASE REVERT WITH YOUR APPROVAL / MANDATE / INSTRUCTIONS, IF ANY.	[A] Asher Sng Rong Yi

Date From



Date To



Audit Type None

Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
1927072	26/09/2018 02:23	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SFQ8808Z	SHA3215C	10.70

Print Received Message

This mail is associated with :

***SFQ8808Z (MCT18050417)**
[SHA3215C]

TP

G GEETA MRS. GEETA VELU
May 15 2018 6:00PM
[COMFORT TRANSPORTATION PTE LTD]
Volkswagen Group Singapore Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 03/10/2018 16:43 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$5995.88) - SFQ8808Z - Claim Handler: Priya

Approved:5995.88.



DISCHARGE VOUCHER

I / We G GEETA MANJ GEETA VELU (Passport No. S1645265C) the
owner of vehicle number SFDW882 hereby accept from
_____ (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SFDW882 & SHASZISC along GHIM MUH ROAD
on 15/05/2018.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to
_____.

Dated this on 10/08/2018 (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name

NRIC No

Date

Greta Velu
164 576 511
11/08/2018

Volkswagen Centre Singapore

247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299



Biz Reg. No. 53103049E
GST No. M20098505-2

LETTER OF DEMAND

Your Ref: SHA 7715C
Our Ref: SFO 8208Z

To: SHDIA

Dear Sirs,

ACCIDENT INVOLVING SFO 8208Z & SHA 3215C ON 15-5-18

We are claiming on behalf of our client G GEETA MRS GEETA VELLU owner of
vehicle number SFO 8208Z involved in accident on 15-5-18
with vehicle SHA 3215C along/at GHIM M-H RD.

Description of claims:

Cost of Repairs	\$ _____ + 7% GST = \$ <u>5245.22</u>
Loss of Use/ Rental	\$ <u>80</u> X <u>3</u> Days = \$ <u>240</u>
Medical Fee	\$ _____ + 7% GST = \$ _____
Search Fee	\$ _____ + 7% GST = \$ _____
TOTAL \$ <u>6025.22</u>	

We are claiming in full and final settlement of \$ 6025.22.

Cost of repair & search fee \$ 5245.22 to be payable to Volkswagen Centre Singapore.

Loss of use/~~Rental~~ amount/~~Medical~~ fee of \$ 240 to be payable to
G GEETA MRS GEETA VELLU.

Kindly send us a written acknowledgement within 14 days from receipt of this document.
Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to meiy.wong@vw.com.sg

Dated this _____ of 30 AUG 2018

Volkswagen Centre Singapore



Bus Reg. No. S3103069E
GST No. M20098505-2

LETTER OF AUTHORITY

ACCIDENT INVOLVING SFQ8808Z and SHA3215C on 15/05/2018
Own vehicle's number Other vehicle's number Date of accident
along GHIM MOH ROAD
Accident location

BY THE LETTER OF AUTHORITY, I/we, G GEETA MRS. GEETA VELU
Name of Policy Holder & IC / Passport number
of S1645265C owner of Vehicle Registration

Number SFQ8808Z hereby irrevocable appoint **Volkswagen Centre Singapore**
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number A28669982AVW taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 10th of the month

AUG Year 2018

Signed & Delivered By:

Policy Holder

Witness By:

EXPRESS SETTLEMENT
 Provide always that this discharge of my claim
 relating to the damage to my vehicle
 shall not prejudice or affect or preclude me
 making a further claim for general and special
 damages for my personal injuries sustained
 in the same accident

India Ref: MCT18050417
 Claimant Ref: SFO8808Z

We/I, VOLKSWAGEN CENTRE SINGAPORE ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of Surveyor) with respect to the amount claimed for S\$ 5,845.88 (repair cost), S\$ 150.00 (loss of use/rental), S\$ — (search fee), vehicle no. SFO 8808Z that was damaged pursuant to the accident which occurred on 15/05/2018 (date) at SHIM MOH ROAD (location) involving vehicle no. SHA 3215C (insured vehicle). This is pursuant to the inspection conducted on 25/05/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner G GEETA MRS GEETA VELLU ("the third party claimant") of vehicle no. SFO 8808Z 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SFO 8808Z (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 5,995.88 to VOLKSWAGEN CENTRE SINGAPORE

Dated this 10 day of 10 20 18

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Mely Wong
 Insurance Advisor
 Tel: 6305 7299 Ext: 216
 Mobile: 8121 4681
 Fax: 6474 3643
 Email: mely.wong@vw.com.sg

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



MTH
 Signed by appointed Surveyor

LKK AUTO CONSULTANTS PTE LTD

199607198R

51 UBI AVE 1, PAYA UBI INDUSTRIAL PARK

#02-25 SINGAPORE 408933

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P34795

Biz Reg. No. S3103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP1398
SERVICE CUSTOMER NO.: CV000179
SERVICE CUSTOMER NAME: INDIA INTERNATIONAL INSURANCE
TELEPHONE NO.:
ADDRESS: 64 CECIL STREET
#04-05 IOB BUILDING
Singapore
Post Code: 049711

VEH NO.: SFQ8808Z
DATE: 10/08/18 Pickup:
VIN NO.: WVGZZZ5NZGW032871 KM: 23,447
GEARBOX CODE: Engine No.:
MODEL: TiguanGP 1.4 TSI 118 DSG6 RECY
SA: Cheong Pearlyn
Next Appointment Date:
Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
INDIA DIRECT SETTLEMENT					
DOA 15/05/2018					
SURVEYOR LKK					
TP VEHICLE SHA3215C					
	Labor				
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.50	UNIT	800.00	1,200.00
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	PARKING SENSOR O RING	6.00	PCS	0.75	4.50
8	REAR BUMPER	1.00	PCS	1,313.65	1,313.65
9	SPOILER	1.00	PCS	459.45	459.45
10	LOWER SPOILER INSERT	1.00	PCS	509.38	509.38
11	SENSOR BRACKET	1.00	PCS	15.42	15.42
12	SENSOR BRACKET	1.00	PCS	15.42	15.42
13	SENSOR BRACKET	2.00	PCS	15.42	30.84
14	SENSOR BRACKET	2.00	PCS	29.61	59.22

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P34795

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

SERVICE ORDER NO: 18IP1398

SERVICE CUSTOMER NO.: CV000179

SERVICE CUSTOMER NAME: INDIA INTERNATIONAL INSURANCE

TELEPHONE NO.:

ADDRESS: 64 CECIL STREET
#04-05 10B BUILDING
Singapore
Post Code: 049711

VEH NO.: SFQ8808Z

DATE: 10/08/18 Pickup:
VIN NO.: WVGZZZ5NZGW032671 KM: 23,447
GEARBOX CODE: Engine No.:
MODEL: TiguanDP 1.4 TSI 118 DSG6 REC.
SA: Cheong Pearlyn
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	REFLECTOR LIGHT LH	1.00	PCS	77.74	77.74
16	2KADHESIVE	1.00	PCS	103.66	103.66
17	BONDAGENT	1.00	PCS	74.16	74.16

GST (7%) AMOUNT: 382.44

TOTAL AMOUNT: 5,845.88

For Volkswagen Group Singapore Pte Ltd



Customer

Authorised Signatory

NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd : Bank Account: 2526214002 Swift Code: DEUTSGSG Please indicate Customer Name and Invoice Number in the payment.

Phone : Fax :

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

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	22 May 2018 Edit Reg		03 May 2018 00:00 Edit Adj Rpt	\$45,463.44 Edit Estimates	\$45,463.44 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -		
Main Claimant:	G GEETA MRS. GEETA VELU, ID: S1645265C		
Vehicle Reg. No.:	SFQ8808Z	Date of Loss:	15/05/2018 18:00 - :59 [28 Months and 3 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT18050417	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SHA3215C	Policy No. (Claimant):	A28669982AVW
		Excess:	
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 31/05/2018]		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- III_SG (03/10/2018): Alert - Adj Mandate Approved (\$5995.88) - SFQ8808Z - Claim Handler: Priya
- III_SG (25/05/2018): Alert - Adj Mandate Approved (\$0.00) - SFQ8808Z - Claim Handler: Priya

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

*SFQ8808Z (MCT18050417)
[SHA3215C]

TP

G GEETA MRS. GEETA VELU

May 15 2018 6:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

Upload Documents Upload Photos Compose New Letter			View View in Browser		
Photos/Images			3 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	03/10/18 14:41	Odometer Reading		Load JPG	<input checked="" type="checkbox"/>
2	03/10/18 14:41	Chassis Number		Load JPG	<input checked="" type="checkbox"/>
3	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
4	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
5	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
6	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
7	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
8	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
9	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
10	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
11	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
12	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
13	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
14	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
15	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
16	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
17	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
18	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
19	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
20	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
21	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
22	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
23	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
24	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
25	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
26	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
27	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
28	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
29	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
30	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
31	03/10/18 14:41	General View		Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	21/05/18 17:39	EMAIL FROM III DD 21052018		Load PDF	
2	21/05/18 17:39	TP ESTIMATE		Load PDF	
3	21/05/18 17:39	TP GIA REPORT		Load PDF	
4	31/05/18 20:12	TP ESTIMATE- MARKED		Load PDF	

Photos/Images			3 per page	<input type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
5	22/10/18 10:34	WORKSHOP INVOICE	 Load PDF	
6	22/10/18 10:34	AUTHORISATION TO ACT FORM	 Load PDF	
7	22/10/18 10:34	DISCHARGE VOUCHER	 Load PDF	
8	22/10/18 10:34	LOD	 Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	22/05/18 08:46	Singapore Accident Statement	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)
<div style="border: 1px solid black; 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: 199607198R)

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III18009183/T1EB3Q2

Date: 22/10/2018

REFERENCE

Handling Insurer: India International Insurance Pte Ltd

Policy No:

MCOM0015

Claimant Vehicle No: SFQ8808Z

Insured Vehicle No: SHA3215C

Date of Loss: 15/05/2018

Nature of Claim:

TP

Claim No: MCT18050417

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SFQ8808Z

Make & Model: VOLKSWAGEN TIGUAN, 1.4 TSI (A)

Engine No: CTH234303

Reg. Date: 12/01/2016 (Man. Year: 2015)

Chassis No: WVGZZZ5NZGW032671

Colour: White

Odometer: 26235 km

Engine Capacity: 1390 cc

Market Value/New Car

N/A

Price:

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: 255/40 R19

Rear Tyre Size:

255/40 R19

Front Left Side: Dunlop 6 mm

Rear Left Side:

Dunlop 6 mm

Front Right Side: Dunlop 6 mm

Rear Right Side:

Dunlop 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,273.31	2,663.44	609.87	18.63
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,400.00	2,800.00	4,600.00	62.16
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	10,673.31	5,463.44	5,209.87	48.81
+ GST 7.00/7.00% (S\$)	747.13	382.44	364.69	48.81
Nett Amount (S\$)	11,420.44	5,845.88	5,574.56	48.81
+ Loss of Use (3.0 x S\$50.00/day) (S\$)		150.00		
	Nett Liability (S\$)	5,995.88		

INSPECTION

Date of Assignment: 03/05/2018

Date Inspected: 28/05/2018

Inspected At:

Volkswagen Centre Singapore
247 ALEXANDRA ROAD
Singapore 159934

Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** Asher Sng Rong Yi

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: 26 Sep 2018)
Parts:	M1-SUV	VOLKSWAGEN TIGUAN 1.4 TSI (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SFQ8808Z)	
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	6		*PARKING SENSOR O RING	Necessary	4.50 FS	*4.50 FS
2	1		*RR BUMPER REINFORCEMENT	Not Necessary	554.95 FS	*- FS
3	1		*BUMPER BRACKET LHS	Not Necessary	27.46 FS	*- FS
4	1		*BUMPER BRACKET RHS	Not Necessary	27.46 FS	*- FS
5	1		*REAR BUMPER	Deformed	1,313.65 FS	*1,313.65 FS
6	1		*SPOILER	Cut	459.45 FS	*459.45 FS
7	1		*LOWER SPOILER INSERT	Cut	509.38 FS	*509.38 FS
8	1		*SENSOR BRACKET	Necessary	15.42 FS	*15.42 FS
9	1		*SENSOR BRACKET	Necessary	15.42 FS	*15.42 FS
10	2		*SENSOR BRACKET	Necessary	30.84 FS	*30.84 FS
11	2		*SENSOR BRACKET	Necessary	59.22 FS	*59.22 FS
12	1		*REFLECTOR REAR LH	Cracked	77.74 FS	*77.74 FS
13	1		*2KADHESIVE	Necessary	103.66 FS	*103.66 FS
14	1		*BONDAGENT	Necessary	74.16 FS	*74.16 FS

F=Franchise part. S=SpchNett.

Total Parts (S\$)	3,273.31	2,663.44
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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	3,360.00	840.00
2	SPRAY PAINT	New	3,200.00	1,200.00
3	B&P NUMBER PLATE	New	80.00	0.00
4	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	CHECK WIRE HARNESS,ECU ,S	New	280.00	280.00
Gross Labour Cost (S\$)			7,400.00	2,800.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >