

Surveyor:

DOI:

Date / Time:

LKK:
IDAC:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability: %

Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

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:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

SS

Loss of Rental (LOR):

SS

days

Loss of Use (LOU):

SS

480.00 (\$60 x 8 days)

Loss of Income (LOI):

SS

(\$ x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search:

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost:

SS

Total:

SS

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

RECEIVED 12 JUL 2010

GAP SENT 11/7/2018



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
AXA INSURANCE PTE LTD		Ref : CC4/AXA18009249/T1pa3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 21-05-2018		
		Code : AXA2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SHC 5740D	Veh. Inspected	SKK 8332B	
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	17/05/2018	Inspection Date	23/05/2018	
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.				

Service Order Confirmation

Tau-fitch 97495749

up

23/5/18 @ 12pm

Resurvey before part
5 days

SERVICE ORDER NO.: 18P1381

CUSTOMER NO.: CVD22589

CUSTOMER NAME: TAN ZHI YAO, AARON

TELEPHONE NO.:

ADDRESS: 32 GENTLE ROAD

Singapore

VEH No.: SKK8332B

Order Date: 23/05/18

Reg Date: 23/05/13

KM: 55,481

VIN NO.: WVVZZZAUZDW110635

ENGINE NO:

MODEL: GOLF A7 SPORT 1.4 TSI(DSG)-E-MODEL NO.: 5G14J2

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:

SA: Cheong Pearlyn

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	4	UNIT	840	3360 1680
4	B&P ALEX LABOUR	TRANSFER BOOT LID PARTS	1	UNIT	840	840 X
5	B&P ALEX LABOUR	RE+REINSTALLED WSCREEN	1	UNIT	840	840 X
6	B&P ALEX PAINT	SPRAY PAINT	4	UNIT	800	3200 1600
Item						
7	5G6807417APGRU	REAR BUMPER COVER	1	PCS	1,149.75	1,149.75
8	5G0998492 GRU	SENSOR BRACKET (1 SET OF 2 PCS)	1	PCS	32.19	32.19
9	5G0919491	SENSOR BRACKET	2	PCS	14.70	29.40
10	5G0919491A	SENSOR BRACKET	1	PCS	14.70	14.70
11	5G0919492A	SENSOR BRACKET	1	PCS	14.70	14.70
12	5G6807580 989	REAR LOWER SPOILER	1	PCS	322.86	322.86
13	5G0807306E	BUMPER REINFORCEMENT	1	PCS	725.80	725.80
14	5G6807863A	REAR CENTER STRIP	1	PCS	67.06	67.06
15	5G6807393	BUMPER BRACKET LHS	1	PCS	36.45	36.45
16	5G6807394	BUMPER BRACKET RHS	1	PCS	36.45	36.45
17	5G6807393A	BUMPER RETAINER LHS	1	PCS	36.45	36.45
18	5G6807394A	BUMPER RETAINER RHS	1	PCS	36.45	36.45
19	5G6827029Q	REAR LID	1	PCS	1,355.49	1,355.49
20	5G0853687 2ZZ	NAME PLATE GOLF	1	PCS	69.66	69.66
21	5G0853675M AFM	NAME PLATE BLUEMOTION	1	PCS	61.66	61.66
22	5G0853675B JZQ	NAME PLATE TSI	1	PCS	61.93	61.93
23	5G6827469F FOD	MECHANISM VW LOGO	1	PCS	692.94	692.94
24	D 822150A1	BONDAGENT	1	PCS	74.16	74.16
25	D 180KL2A1	2KADHESIVE	1	PCS	103.66	103.66
26	D 004660M2	2K GLUE	1	PCS	183.87	183.87
27	D 00920002	PRIMER	1	PCS	32.19	32.19
28	D 00950025	APPLICATOR	2	PCS	11.19	22.38

Service Order Confirmation

SERVICE ORDER NO: 18/P1361

CUSTOMER NO.: CV022589

CUSTOMER NAME: TAN ZHI YAO, AARON

TELEPHONE NO.:

ADDRESS: 32 GENTLE ROAD
Singapore

VEH No.: SKK8332B

Order Date: 23/05/18

Reg Date: 23/05/13 KM: 55,481

VIN NO.: WVVZZZAUJZDW110635 ENGINE NO:

SA: Cheong Pearlyn

MODEL: GOLF A7 SPORT 1.4 TSI(DSG)+6 MODEL NO.: 5G14JZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	D 181802M1 ACTIVATOR	1	PCS	29.46		nn ✓ 29.46 77
30	D 002000A2 CLEANER	1	PCS	147.85		nn ✓ 147.85 3 *

TOTAL 14,337.53

GST AMOUNT 1,003.63

TOTAL AMOUNT 15,341.16

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Hsiao Tong (LKKAuto)

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Sent: Wednesday, 30 May 2018 1:43 PM
To: Taufikh (LKKAuto); CS A Team; Admin A
Cc: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: Supplementary SKK8332B
Attachments: IMG_8675.JPG; IMG_8674.JPG; IMG_8673.JPG; IMG_8672.JPG; IMG_8671.JPG; IMG_8670.JPG; IMG_8666.JPG; IMG_8665.JPG; IMG_8664.JPG; IMG_8663.JPG; IMG_8662.JPG; IMG_8661.JPG

Dear Taufikh

Please see attached supplementary photo

One day labour - \$840 – to repair end panel
One panel spray painting - \$800 to spray end panel

3 supp

Total 7 working days

Please revert

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>



Service Order Confirmation

SERVICE ORDER NO.: 18IP1361

CUSTOMER NO.: CV022589

CUSTOMER NAME: TAN ZHI YAO, AARON

TELEPHONE NO.:

ADDRESS: 32 GENTLE ROAD

Singapore

VEH No.: SKK8332B

Order Date: 23/05/18

Reg Date: 23/05/13 KM: 58,610

VIN NO.: WVVZZZAUZDW110635 ENGINE NO:

SA: Cheong Pearlyn

MODEL: GOLF A7 SPORT 1.4 TSI(DSG)+E MODEL NO.: 5G14JZ

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 repair end panel	3	UNIT	840	2,520
4	B&P ALEX PAINT	SPRAY PAINT + 1 end panel	3	UNIT	800	2,400
5	B&P NUMBER PLATE	B&P NUMBER PLATE-NETT	1	ST	80	80 ✓ (M)
6	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0	0
7	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0	0
Item						
8	5G6807417APGRU	REAR BUMPER COVER	1	PCS	1,149.75	1,149.75 ✓
9	5G0998492 GRU	SENSOR BRACKET (1 SET OF 2 PCS)	1	PCS	36.45	36.45 ✓
10	5G0919491	SENSOR BRACKET	2	PCS	14.70	29.40 ✓
11	5G0919491A	SENSOR BRACKET	1	PCS	14.70	14.70 ✓
12	5G0919492A	SENSOR BRACKET	1	PCS	14.70	14.70 ✓
13	5G6807568D 989	REAR LOWER SPOILER	1	PCS	322.88	322.88 ✓
14	5G6807863A	REAR CENTER STRIP	1	PCS	67.06	67.06 ✓
15	D 822150A1	BONDAGENT	1	PCS	74.16	74.16 ✓
16	D 180KU2A1	2KADHESIVE	1	PCS	103.66	103.66 ✓
17	5G0853675B JZQ	NAME PLATE TSI	1	PCS	61.93	61.93 ✓
18	5G0853675M AFM	NAME PLATE BLUEMOTION	1	PCS	61.68	61.68 ✓
19	5G0853687 ZZZ	NAME PLATE GOLF	1	PCS	69.99	69.99 ✓

Remarks : DIRECT SETTLEMENT

DOA: 17/05/2018

TP VEHICLE NO: SHC57480

SURVEYOR: TAUFIKH

Service Order Confirmation

SERVICE ORDER NO: 18IP1381
CUSTOMER NO.: CV022589
CUSTOMER NAME: TAN ZHI YAO, AARON
TELEPHONE NO.:
ADDRESS: 32 GENTLE ROAD
Singapore

VEH No.: SKK8332B

Order Date: 23/05/18
Reg Date: 23/05/13 KM: 58,510
VIN NO.: WVVZZZALZDW110635 ENGINE NO: SA: Cheong Pearlyn
MODEL: GOLF A7 SPORT 1.4 TSI(DSG)+E MODEL NO.: 5G14JZ

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

TOTAL	7,766.34
GST AMOUNT	543.64
TOTAL AMOUNT	8,309.98

On Behalf Of "COMPANY" Certified Goods/Service received:

Authorized Signature	Customer
----------------------	----------

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Hsiao Tong (LKKAuto)

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Sent: Thursday, 31 May 2018 2:19 PM
To: Taufikh (LKKAuto)
Cc: CS A Team; Admin A; Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, MeiY (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: FINALISATION SKK8332B
Attachments: SKK8332B_DIRECT.pdf; IMG_8661.JPG; IMG_8662.JPG; IMG_8663.JPG; IMG_8664.JPG; IMG_8665.JPG; IMG_8666.JPG; IMG_8670.JPG; IMG_8671.JPG; IMG_8672.JPG; IMG_8673.JPG; IMG_8674.JPG; IMG_8675.JPG; IMG_8676.JPG; IMG_8677.JPG; IMG_8678.JPG; IMG_8679.JPG; IMG_8680.JPG

Dear Taufik

Please see attached finalisation

COR: As per attached

7 working days

Please revert

*please note that the surveyor marking on that day itself there is an error on the quotation, Charmaine had send the revise to your company via email.

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>



[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type:	Singapore NRIC
Owner ID:	1243G

Vehicle Details

Vehicle No.:	SKK8332B
Vehicle to be Exported:	Yes
Intended De-registration Date:	24 May 2018
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF A7 1.4 TSI AT BMT 5G14JZ SR HID
Primary Colour:	White
Manufacturing Year:	2013
Engine No.:	CHP113469
Chassis No.:	WVWZZZAUZDW110635
Maximum Power Output:	103.0 kW (138 bhp)
Open Market Value:	\$29,096.00
Original Registration Date:	23 May 2013
First Registration Date:	23 May 2013
Transfer Count:	0
Actual ARF Paid:	\$17,735.00

Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	22 May 2023
PARF Rebate Amount:	\$12,414.00

Intended COE Rebate Details

COE Expiry Date:	22 May 2023
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10
QP Paid:	\$62,999.00
COE Rebate Amount:	\$31,452.00
Total Rebate Amount:	\$43,866.00

The information contained herein is correct as at 24 May 2018.

OK

X

Tamika 97495744
wp
23/5/18 @ 120 pm
Reservy before pm
5 days
sun @ lake and so on

Phone No.
Fax No.
E-Mail

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

- 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: _____

Service Quote

Customer No. CV022589
Quote No. SER/QUO/1800822
QuoteDate 17/05/18
Salesperson Francis Lee
Page 1

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Make/Model:	Model Description
Volkswagen Passeng	GOLF A7 SPORT 1.4 TSI(DSG)+EQP
License No.	VIN
SKK8332B	WVWZZZAUZDW110635
Engine Code	Labor Type
	1T

Mileage
55,481
Initial Registration
23/05/13
Engine No.
CHP 113469

Service Advisor
Cheong Pearlyn
Sales Advisor
Francis Lee
Model Code
5G14JZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	4	UNIT		1680 3,360.00
P B&P ALEX LABOUR	TRANSFER BOOT LID PARTS	1	UNIT		x 840.00
P B&P ALEX LABOUR	RE+REINSTALLED WSCREEN	1	UNIT		x 840.00
P B&P ALEX PAINT	SPRAY PAINT	4	UNIT		1600 3,200.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		/ 480.00
P B&P MECH	COMPULSORY TO DO AFTER AC				
	CHECK WIRE HARNESS, ECU, S	1	Time Un		/ 280.00
	Nett				
	Sum Labor				9,000.00
P 5G0807305B	BUMPER REINFORCEMENT	1	Pieces		? 483.87
	Successor 5G0807305D				
P 5G0853675B JZQ	NAME PLATE TSI	1	Pieces		del 41.29
P 5G0853675M AFM	NAME PLATE BLUEMOTION	1	Pieces		del 41.12
P 5G0853687 2ZZ	NAME PLATE GOLF	1	Pieces		del 46.66
P 5G0919491	SENSOR BRACKET	2	Pieces		del 19.60
P 5G0919491A	SENSOR BRACKET	1	Pieces		del 9.80
P 5G0919492A	SENSOR BRACKET	1	Pieces		del 9.80
P 5G0998492 GRU	SENSOR BRACKET (1 SET OF 2	1	Pieces		del 21.46
P 5G6807393	BUMPER BRACKET LHS	1	Pieces		? 24.30
P 5G6807393A	BUMPER RETAINER LHS	1	Pieces		? 24.30
P 5G6807394	BUMPER BRACKET RHS	1	Pieces		? 24.30
P 5G6807394A	BUMPER RETAINER RHS	1	Pieces		? 24.30
P 5G6807417APGRU	REAR BUMPER	1	Pieces		erm 766.50
	Predecessor 5G6807417ARGRU				
P 5G6807568D 9B9	REAR LOWER SPOILER	1	Pieces		ant 215.24
	Use Predecessor 5G6807568D				

Sum carried forward	10.752.54
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Payments to: - BBN: - Acc.-No.:

PDI TUAS

TAN ZHI YAO, AARON
32 GENTLE ROAD
Singapore, 309151
Singapore

PDI TUAS

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV022589
Quote No. SER/QUO/1800822
QuoteDate 17/05/18
Salesperson Francis Lee
Page 2

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Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 SPORT 1.4 TSI(DSG)+EQP	55,481	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SKK8332B	WVWZZZAUZDW110635	23/05/13	Francis Lee
Engine Code	Labor Type	Engine No.	Model Code
	1T	CHP 113469	5G14JZ

		Continued	10,752.54
P 5G6807863A	REAR CENTER STRIP	1 Pieces	44.71
	Use Predecessor 5G6807863		
P 5G6827025Q	REAR LID	1 Pieces	903.66
	Use Predecessor 5G6827025H		
P 5G6827469F FOD	MECHANISM VW LOGO	1 Pieces	461.96
P D 002000A2	CLEANER	1 Pieces	98.57
P D 004660M2	2K GLUE	1 Pieces	122.58
P D 00920002	PRIMER	1 Pieces	21.46
P D 00950025	APPLICATOR	2 Pieces	14.92
P D 180KU2A1	2KADHESIVE	1 Pieces	69.11
P D 181802M1	ACTIVATOR	1 Pieces	19.64
P D 822150A1	BONDAGENT	1 Pieces	49.44
	Sum Item		3,558.59

Sum Labor	9,000.00
Sum Item	3,558.59

Total SGD	12,558.59
7% GST	879.10
Total SGD Incl. GST	13,437.69

Explanations

P = Proportionately Charged

Payment Terms No Credit

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



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 24/5/2018

Survey Details:

Date of loss	17-May-18
Date of appointment	18-May-18
Date of survey	23-May-18
Location of survey	Volkswagen Group Singapore P/L

Vehicle Details:

Claim Type:	Third party
Vehicle number	SKK 8332B
Make and Model	VOLKSWAGEN GOLF - 1395cc
Date of registration	23-May-13
Excess	
Market Value	\$ 57,000.00
Part Rebate	\$ 43,866.00
Nett Loss	\$ 13,134.00

Repair details:

Initial Estimate	\$ 12,558.59
------------------	--------------

Proposed/Revised repair cost:

Parts	\$ 1,216.18
Check items (estimate)	\$ 1,438.75
Labour	\$ 4,040.00
Total	\$ 6,694.93
Lump Sum(if applicable)	TBA

Number of days for repair	<u>5 days</u>
---------------------------	---------------

Hsiao Tong (LKKAUTO)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Thursday, 24 May 2018 9:35 AM
To: Hsiao Tong (LKKAUTO); Taufikh (LKKAUTO)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; assignments
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018 *** LKK REF: CC4/AXA18009249/pa3
Attachments: MyDocument_2018_05_24_09_26_32.pdf

Dear Hsiao Tong/Taufikh,

Please kindly note that the estimate which my colleague had forwarded to you initially during survey had a system error on the pricing. Hereby attached the correct pricing on the estimate. Please kindly make the necessary changes in your report.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, 23 May, 2018 3:24 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A;

assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018
*** LKK REF: CC4/AXA18009249/pa3

Without Prejudice

Hi Sirs,

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

Sent: Wednesday, 23 May 2018 3:17 PM

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

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

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018

*** LKK REF: CC4/AXA18009249/pa3

Dear Hsiao Tong,

Please revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



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

Sent: Tuesday, 22 May, 2018 9:48 AM

To: Goh, Edmund (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Hsiao Tong (LKKAUTO); Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Admin A; assignments

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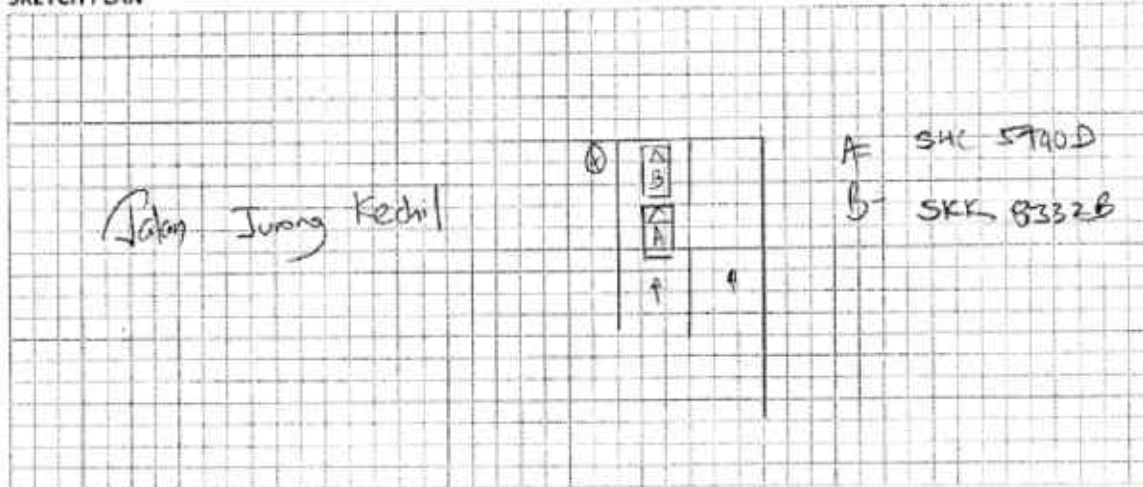
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SKETCH PLAN**DESCRIBE CIRCUMSTANCES OF THE ACCIDENT**

pls see attach G/A Report

Circumstances of Accident

On 17.05.2018 at about 1345Hours, I was travelling straight on the extreme left lane along Jalan Jurong Kechil when the traffic light turn green, I move forward. I realise Vehicle B (SKK8332B) in front of me did not move. I immediately apply brake to avoid collision but to no avail my taxi hit onto Vehicle B rear portion.

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.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018
Attachments: MyDocument_2018_05_18_09_01_11.pdf; SKK8332B- MSIG WINNER VS.pdf; MyDocument_2018_05_18_09_20_33.pdf
Categories: Namrata

Dear Claims,

Please revert on liability & survey arrangements.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
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Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
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Direct line: +65 6305 7133
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To: Hsiao Tong (LKKAUTO)
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 SKK8332B & SHC5740D ON 17/05/2018 *** LKK REF: CC4/AXA18009249/pa3
Attachments: MyDocument_2018_06_22_02_28_32.pdf

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LOD attached for your payment actions please.

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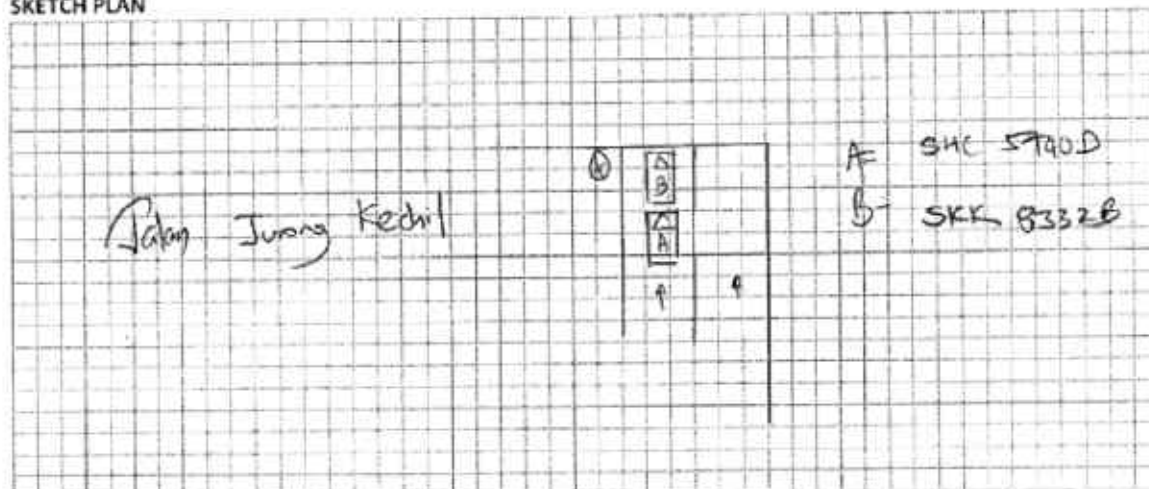
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Categories: Namrata

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Thanks and Best Regards,

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edmund.goh@vw.com.sg
<http://www.vw.com.sg>

Volkswagen Centre Singapore



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

DISCHARGE VOUCHER

I / We TAN ZHI YAO ARON (Passport No. S83412436) the
owner of vehicle number SKK 8332B 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
SKK 8332B & 3HC 5740D along TOH YI DR & JLN JURONG KEONG
on 17/05/2018 TOWARDS TOH TUCK RD.

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 06/06/2018 (DD/MM/YYYY)

(Signature of owner / Company stamp) X

Name λ : Tan Zhi Yao Aron

NRIC No. λ : S 83412436

Date λ : 06/6/18

X

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 May 2018 10:12	Cim Veh Model Changed	(202493) RENAULT LATITUDE 2.0 CVT ABS (A).	[I] Namrata Dhiwar
2	18 May 2018 10:12	Cim Created	Reg No: SKK8332B. Policy No: P1680520. Acct Date: 2018/05/17. Claim Type: TP, Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (-). Ins.Status => Incoming Claim	[I] Namrata Dhiwar
3	18 May 2018 17:05	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):: RR Region: AXA 6 Month Rotation AJAX/LKK. Suggested Adj. : LKK Auto Consultants Pte Ltd.	[I] Cynthia Loh
4	18 May 2018 17:05	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2018/05/30	[I] Cynthia Loh
5	18 May 2018 17:05	Adj Mandate Set	Approved:8000.00.Reinsp:Adj decides.	[I] Cynthia Loh
6	18 May 2018 17:19	Assignment 1st Accessed		[A] Nivitha Govindasamy
7	18 May 2018 17:23	Label Added	(469):VNI.	[A] Nivitha Govindasamy
8	21 May 2018 21:10	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	24 May 2018 14:43	Label Removed	(469):VNI.	[A] HOW MEI KWAN
10	24 May 2018 16:20	Cim Veh Model Changed	(202493) -> (205760) VOLKSWAGEN GOLF 1.4 A7 TSI AT BMT 5G14JZ SR HID (A).	[I] Merimen Administrator
11	02 Jul 2018 14:08	Adj Mandate Request	Cur.Req:8789.98:Liability:Insured rear-ended third party. Informed insured on third party claim, agreed to settle and aware NCD issue. Quantum: (a)CORW/GST:\$8,309.98 + (b) LOU(8days x \$60.00):\$ 480.00 = Total: \$8,789.98. For your approval please.	[A] CHEW HSIANG TONG

Date From



Date To



Audit Type None



Go

ACTIVITY

[18/05/2018 17:23] Nivitha Govindasamy:
Vehicle not in workshop, repairer will arrange.

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

Print Received Message

This mail is associated with :

***SKK8332B (C0473749)**

[SHC5740D]

TP

TAN ZHI YAO, AARON

May 17 2018 1:00PM

[TRANS-CAB SERVICES PTE LT]

Volkswagen Group Singapore Pte Ltd

From AXA Insurance Pte Ltd (HQ) (AXA_SG), sent on 02/07/2018 14:23 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$8789.98) - SKK8332B - Claim Handler: Cynthia Loh

Approved:8789.98.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 7 July 2018 10:09 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018 *** LKK REF: CC4/AXA18009249/T1pa3

Without Prejudice

Hi Charmaine,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 8,309.98
2. Loss of Use (8days x \$60.00)	\$ 480.00
TOTAL	<u>\$ 8,789.98</u>

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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: Friday, 22 June 2018 2:31 PM

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

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

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Hi,

LOD attached for your payment actions please.

Thanks.

Best Regards,

Charmaine Kong

Hsiao Tong (LKKAUTO)

From: Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Monday, 9 July 2018 1:23 PM
To: Hsiao Tong (LKKAUTO); Kong, Charmaine (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Admin A; Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKK8332B & SHC5740D ON 17/05/2018 *** LKK REF: CC4/AXA18009249/T1pa3

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: Saturday, July 07, 2018 10:09 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
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New Arteon.

This is high performance art.



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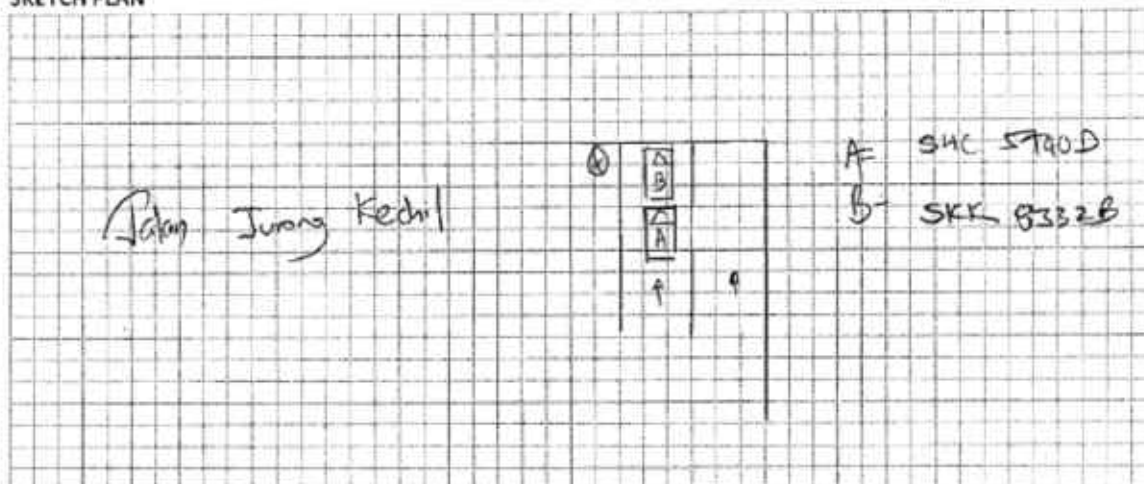
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Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

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

LETTER OF DEMAND

Your Ref: CC4/AXA/8009249/P93
Our Ref: SKK 8332 B

To: AXA INSURANCE PTE LTD

Dear Sirs,

ACCIDENT INVOLVING SKK 8332 B & SHC 5740 D ON 17.5.18

We are claiming on behalf of our client TAN ZHIYAO AARON owner of

vehicle number SKK 8332 B involved in accident on 17.5.18

with vehicle SHC 5740 D along/at TOT YI DR & JIN JIANG KECIL

Description of claims:

Cost of Repairs \$ 7766.34 + 7% GST = \$ 8309.98

Loss of Use/Rental \$ 80 X 8 Days = \$ 640

Medical Fee \$ _____ + 7% GST = \$ _____

Search Fee \$ _____ + 7% GST = \$ _____

TOTAL \$ 8949.98

We are claiming in full and final settlement of \$ 8949.98

Cost of repair & search fee \$ 8309.98 to be payable to Volkswagen Centre Singapore.

Loss of use/Rental ~~amount~~/Medical fee of \$ 640 to be payable to TAN ZHIYAO AARON

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 22 JUN 2018

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 1 June 2018 8:31 AM
To: claims@transcab.com.sg
Cc: 'carrisalee@ava-ins.com'; 'icewong@ava-ins.com'; 'ireneng@ava-ins.com'; 'foonghon@ava-ins.com'
Subject: ACCIDENT INVOLVING SHC 5740D & SKK 8332B ALONG/AT JALAN JURONG KECHIL ON 17/05/2018

01 JUNE 2018

Transcab Taxi
Singapore

Dear Sir,

OUR REF : CC4/AXA18009249/T1pa3

YOUR REF : P1680520 (SHC 5740D)

ACCIDENT INVOLVING SHC 5740D & SKK 8332B ALONG/AT JALAN JURONG KECHIL ON 17/05/2018

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

We have received a claim from VOLKSWAGEN GROUP SINGAPORE PTE LTD acting on behalf of the owner of SKK 8332B against your motor insurance policy.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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

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

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

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

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

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

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

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

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

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Volkswagen Centre Singapore



Biz Reg. No. S3103069E
GST No. M2009B505-2

LETTER OF AUTHORITY

ACCIDENT INVOLVING SFK8332B and SHC5740D on 17/05/2018
along TOH YI DR & JLN JURONG KECHIL TOWARDS TOH TUCK ROAD
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, TAN ZHIYAO ARON
of S83412436 Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SFK8332B Own vehicle's number hereby irrevocable appoint **Volkswagen Centre Singapore**

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents or 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 A70429858 ANW 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 06 of the month

JUNE Year 2018

Signed & Delivered By:

[Signature] X
Policy Holder

Witness By:

[Signature]



redefining / insurance

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

CLAIM REF : C0473749
INSURED : TRANS-CAB SERVICES PTE LTD

DISCHARGE VOUCHER

We/I, TAN ZHI YAO, AARON, NRIC NO. S8341243G hereby agree to accept the sum of dollars EIGHT THOUSAND SEVEN HUNDRED EIGHTY NINE AND CENTS NINETY EIGHT ONLY (S\$8,789.98) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. SHC 5740D as a result of an accident along TOH YI DRIVE & JLN JURONG KECHIL TOWARDS TOH TUCK ROAD on 17/05/2018 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SKK 8332B.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SHC 5740D in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SHC 5740D.

Dated this 10 day of July 2018

Claimant's Signature : 
NRIC no./ Company Stamp : S8341243G
Occupation/ Business : Manager
Address : 32 Gentle Road (S309151)
Telephone No. : 81134932
Witness's Name : Robert Tan
Witness's Signature : 
Witness's NRIC No. : 0003430D

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P24183

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

SERVICE ORDER NO: 18IP1361

SERVICE CUSTOMER NO.: CVC00066

SERVICE CUSTOMER NAME.: AXA Insurance Pte Ltd

TELEPHONE NO.:

ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore

Post Code: 068811

VEH NO.: SKK8332B

DATE: 31/05/18 Pickup:

VIN NO.: WVVZZZAUZDW110635 KM: 58,610

GEARBOX CODE: PNB Engine No.:

MODEL: GOLF A7 SPORT 1.4 TSI(DSG)+EQP

SA: Cheong Paarllyn

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
DIRECT SETTLEMENT					
DOA: 17/05/2018					
TP VEHICLE NO: SHC5740D					
SURVEYOR: TAUFIKH					
Labor					
1	LABOUR*1 repair end panel	3.00	UNIT	840.00	2,520.00
2	SPRAY PAINT + 1 end panel	3.00	UNIT	800.00	2,400.00
3	B&P NUMBER PLATE -NETT	1.00	ST	80.00	80.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	PROGRAMMING & CALIBRATION* NETT	1.00	TU	480.00	480.00
7	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
Item					
8	NAME PLATE TSI	1.00	PCS	61.93	61.93
9	NAME PLATE BLUEMOTION	1.00	PCS	61.68	61.68
10	NAME PLATE GOLF	1.00	PCS	69.99	69.99
11	SENSOR BRACKET	2.00	PCS	14.70	29.40
12	SENSOR BRACKET	1.00	PCS	14.70	14.70
13	SENSOR BRACKET	1.00	PCS	14.70	14.70
14	SENSOR BRACKET (1 SET OF 2 PCS)	1.00	PCS	36.45	36.45

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P24183

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

SERVICE ORDER NO: 18IP1361
SERVICE CUSTOMER NO.: CVG00066
SERVICE CUSTOMER NAME: AXA Insurance Pte Ltd
TELEPHONE NO.:
ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore
Post Code: 068811

VEH NO.: SKK8332B
DATE: 31/05/18 Pickup:
VIN NO.: WWWZZZALZDW110635 KM: 58,910
GEARBOX CODE: PNB Engine No.:
MODEL: GOLF AT SPORT 1.4 TSI(DSG)+EQP
SA: Cheong Paarllyn
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	REAR BUMPER COVER	1.00	PCS	1,149.75	1,149.75
16	REAR LOWER SPOILER	1.00	PCS	322.86	322.86
17	REAR CENTER STRIP	1.00	PCS	67.06	67.06
18	2KADHESIVE	1.00	PCS	103.66	103.66
19	BONDAGENT	1.00	PCS	74.16	74.16

Sub Total 7,766.34
GST (7%) AMOUNT 543.64
TOTAL AMOUNT 8,309.98

for Volkswagen Group Singapore Pte Ltd



Customer

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	18 May 2018		18 May 2018 17:05 Edit Adj Rpt	S\$7,766.34 Edit Estimates	S\$7,766.34 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	TRANS-CAB SERVICES PTE LTD, Co. Reg. No.: 200303878K, Email: CLAIMS@TRANSCAB.COM.SG		
Main Claimant:	TAN ZHI YAO, AARON, ID: S8341243G		
Vehicle Reg. No.:	SKK8332B	Date of Loss:	17/05/2018 13:00 - :59 [59 Months and 24 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / C0473749	Policy/Cover Note No.:	P1680520 (Third Party Only)
Vehicle Reg. No. (Insured):	SHC5740D	Policy No. (Claimant):	A80429858AVW
		Excess:	S\$5,000.00
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288 ... [Handled by Stacey Ng - 6880 4351]		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 30/05/2018]		
Driver/Custodian (Insured):	ANG SIAK THYE (67 / Male), NRIC: S0601509C, Tel: +6596914678		

ASSOCIATED MAIL RECEIVED

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

- AXA_SG (02/07/2018): Alert - Adj Mandate Approved (S\$8789.98) - SKK8332B - Claim Handler: Cynthia Loh
- AXA_SG (18/05/2018): New TP Assignment - C0473749/P1680520

ALL ASSOCIATED TASKS

[View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SKK8332B (C0473749)
[SHC5740D]
TP
TAN ZHI YAO, AARON
May 17 2018 1:00PM
[TRANS-CAB SERVICES PTE LTD]
Volkswagen Centre Singapore

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser <input type="button" value="v"/>	
Letters/Correspondences				
1 per page <input type="button" value="v"/>			<input checked="" type="checkbox"/>	
No	Finalized On		Thumbnail	Print
1	(Draft)	LKK Auto Consultants Pte Ltd (HQ) Third Party Express Settlement - Payment Breakdown	 Edit	
Documentation				
1 per page <input type="button" value="v"/>			<input checked="" type="checkbox"/>	
No	Finalized On		Thumbnail	Print
1	18/05/18 10:21	AXA Insurance Pte Ltd (HQ) SKK8332B TP GIA REPROT	 Load PDF	
2	18/05/18 10:21	SHC5740D insd gia report	 Load PDF	
3	18/05/18 10:21	ESTIMATE	 Load PDF	
4	18/05/18 10:21	EMAIL RECEIVED FROM WORKSHOP	 Load PDF	
5	18/05/18 10:21	CO_CLAIMANT	 Load PDF	
No	Relabel/Reorder		Thumbnail	Print
1	01/06/18 08:28	LKK Auto Consultants Pte Ltd (HQ) TP ESTIMATE_MARKED	 Load PDF	
2	01/06/18 08:28	Immediate Advice	 Load PDF	
3	01/06/18 08:34	LKK Survey Photos	 Load PDF	
4	02/07/18 14:04	LKK Resurvey Photos 1	 Load PDF	
5	02/07/18 14:04	LKK Resurvey Photos 2	 Load PDF	
6	02/07/18 14:04	Immediate Advice (with mandate) dd 020718	 Load PDF	
7	02/07/18 14:05	Authorisation to Act	 Load PDF	
8	13/07/18 08:54	WORKSHOP INVOICE	 Load PDF	
9	13/07/18 08:54	AUTHORISATION TO ACT FORM	 Load PDF	
10	13/07/18 08:54	DISCHARGE VOUCHER	 Load PDF	
11	13/07/18 08:54	LOD	 Load PDF	
12	13/07/18 08:54	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)		
<input type="button" value="v"/> <input type="button" value="v"/>		
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:	SHC5740D (Insd veh)	Model:	VOLKSWAGEN GOLF 1.4 A7
	SKK8332B (TP veh)		TSI AT BMT 5G14JZ SR HID
Date of Accident:	17/05/2018		(A)

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Repair Estimate	:	\$		15,431.67
Final Repair Cost	:	\$		8,309.98
Loss of Use	:	\$		480.00
				8.00 days at \$60.00 per day
Rental (if any)	:	\$		0.00
				days
LTA / GIA Search Fee	:	\$		0.00
Others:	:	\$		0.00
	:	\$		
Final Settlement Sum	:	\$		8,789.98

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	:	\$ 8,789.98
2)		:	\$

JOANNE LEE KHANG MIN

16 Jul
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: CC4/AXA18009249/T1PA3Q2

Date: 13/07/2018

REFERENCE

Handling Insurer:	AXA Insurance Pte Ltd	Policy No:	P1680520
Claimant Vehicle No :	SKK8332B	Insured Vehicle No :	SHC5740D
Date of Loss:	17/05/2018	Nature of Claim:	TP
		Claim No:	C0473749

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKK8332B		
Make & Model:	VOLKSWAGEN GOLF, 1.4 A7 TSI AT BMT 5G14JZ	Engine No:	CHP113469
Reg. Date:	23/05/2013 (Man. Year: 2013)	Chassis No:	WVWZZZAUZDW110635
Colour:	White	Odometer:	58343 km
Engine Capacity:	1395 cc		
Market Value/New Car Price:	N/A		
Sum Insured (\$\$):	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:	225/40 R18	Rear Tyre Size:	225/40 R18
Front Left Side:	Continental 6 mm	Rear Left Side:	Continental 6 mm
Front Right Side:	Continental 6 mm	Rear Right Side:	Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,422.12	2,086.34	3,335.78	61.52
Miscellaneous Items	0.00	0.00	0.00	
Labour	9,000.00	5,680.00	3,320.00	36.89
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (\$\$)	14,422.12	7,766.34	6,655.78	46.15
+ GST 7.00/7.00% (\$\$)	1,009.55	543.64	465.91	46.15
Nett Amount (\$\$)	15,431.67	8,309.98	7,121.69	46.15
+ Loss of Use (8.0 x S\$60.00/day) (\$\$)		480.00		
Nett Liability (\$\$)		8,789.98		

INSPECTION

Date of Assignment:	18/05/2018	
Date Inspected:	23/05/2018	Inspected At: Volkswagen Centre Singapore (HQ) 247 Alexandra Road Singapore 159934
Estimated Period of Repair:	5.0 days	

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** CHEW HSIAO TONG

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

REPAIR DETAILS

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 13 Jul 2018)
Parts:	144	VOLKSWAGEN GOLF 1.4 A7 TSI AT BMT 5G14JZ SR HID (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SKK8332B)	
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		*REAR BUMPER (CONSISTENT)	Cracked	1,149.75 FS	*1,149.75 FS
2	1		*SENSOR BRACKET (1SET OF 2 PCS) (CONSISTENT)	Necessary	36.45 FS	*36.45 FS
3	2		*SENSOR BRACKET (CONSISTENT)	Necessary	29.40 FS	*29.40 FS
4	1		*SENSOR BRACKET (CONSISTENT)	Necessary	14.70 FS	*14.70 FS
5	1		*SENSOR BRACKET (CONSISTENT)	Necessary	14.70 FS	*14.70 FS
6	1		*REAR LOWER SPOILER (CONSISTENT)	Cut	322.86 FS	*322.86 FS
7	1		*BUMPER REINFORCEMENT (CONSISTENT)	Not Necessary	725.80 FS	*- FS
8	1		*REAR CENTER STRIP (CONSISTENT)	Necessary	67.06 FS	*67.06 FS
9	1		*BUMPER BRACKET LHS (CONSISTENT)	Not Necessary	36.45 FS	*- FS
10	1		*BUMPER BRACKET RHS (CONSISTENT)	Not Necessary	36.45 FS	*- FS
11	1		*BUMPER RETAINER LHS (CONSISTENT)	Not Necessary	36.45 FS	*- FS
12	1		*BUMPER RETAINER RHS (CONSISTENT)	Not Necessary	36.45 FS	*- FS
13	1		*REAR LID (CONSISTENT)	Repair	1,355.49 FS	*- FS
14	1		*NAME PLATE GOLF (CONSISTENT)	Necessary	69.99 FS	*69.99 FS
15	1		*NAME PLATE BLUEMOTION (CONSISTENT)	Necessary	61.68 FS	*61.68 FS
16	1		*NAME PLATE TSI (CONSISTENT)	Necessary	61.93 FS	*61.93 FS
17	1		*MECHANISM VW LOGO (CONSISTENT)	Not Necessary	692.94 FS	*- FS
18	1		*BONDAGEN (CONSISTENT)	Necessary	74.16 FS	*74.16 FS
19	1		*2KADHESIVE (CONSISTENT)	Necessary	103.66 FS	*103.66 FS
20	1		*2K GLUE (CONSISTENT)	Not Necessary	183.87 FS	*- FS
21	1		*PRIMER (CONSISTENT)	Not Necessary	32.19 FS	*- FS
22	2		*APPLICATOR (CONSISTENT)	Not Necessary	22.38 FS	*- FS
23	1		*ACTIVATOR (CONSISTENT)	Not Necessary	29.46 FS	*- FS
24	1		*CLEANER (CONSISTENT)	Not Necessary	147.85 FS	*- FS
25	1		*B&P NUMBER PLATE (CONSISTENT)	Bent	80.00 FS	*80.00 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$)	5,422.12	2,086.34
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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	PROGRAMMING & CALIBRATION	New	480.00	480.00
2	CHECK WIRE HARNESS.ECU SENSOR SOCKET	New	280.00	280.00
3	TRANSFER BOOT LID PARTS	New	840.00	0.00
4	RE+REINSTALLED WSCREEN	New	840.00	0.00
5	LABOUR +1 REPAIR END PANEL	New	3,360.00	2,520.00
6	SPRAY PAINT +1 END PANEL	New	3,200.00	2,400.00
Gross Labour Cost (S\$)			9,000.00	5,680.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >