

Surveyor: Taufik DOI: 25/5/18 Date / Time: 24/5/18  
 Registered in Merimen: 24/5/18

Pre-assign / CCU / FTE



Insured Vehicle No.: SJA 1251 L  
 Name of Insured: Mok Kai Man  
 Insured Tel No.: 96738922 HP: 23/05/2018  
 Excess Sec II :SS  
 Is driver the owner? ( YES / NO ) Nature of Accident:

Claim No.: 052868583736  
 Policy No.: 2100057242  
 Make / Model: T. Corolla 1.6  
 Place of Accident: Sim Ave

If NO, Driver Name / Age: OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO  
 Driver Tel No.: (V/L: YES / NO) Insured Liability: % Final ? Yes / No

SDV 7531 A



INSRS:  
 WSP: Wolfsgraben  
 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:	<u>24/5/18</u>
		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: S\$ ( days) Reduction: % Email ☐ Call ☐

FINAL SETTLEMENT Date/Time: 3/9/18 Confirm with Mei Email ☐ Call ☐

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No.: 27

Repair Cost: W/1/15 S\$ 3508.81

Loss of Rental (LOR): S\$ ( days)

Loss of Use (LOU): S\$ 180.00 (\$60 x 3 days)

Loss of Income (LOI): S\$ ( \$ x days)

LOR only ☐ LOU only ☒ LOR + LOU ☐ LOR + LOI ☐ [Tick only one]

GIA/LTA Search S\$ 2.00

Medical: S\$ -

Disbursement: S\$ - (e.g. Tow/ Independent)

Legal Cost S\$ -

Total: S\$ 3690.81 Global Sum S\$:

FINAL PAYMENT Date/Time: 3/9/18 Confirm with: Mei Email ☐ Call ☐

Payee 1: S\$ 3690.81 Name 1: Volkanagen Centre Singapore

Payee 2: (Strike if N.A.) S\$ Name 2:

Payee 3: (Strike if N.A.) S\$ Name 3:

Taufan

Alt

9460

Tripas

17

Ref: 25052018

Estimate / Cost

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

Transport Vehicle No

SDV 7531A

At Workshop now

Volkswagen

at

247 Alexandra Rd

Insured

Policy No

Claims No

Sum Insured

Excess

(Client's Record)

Make of Veh

(Policy Condition)

430pm

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



Bal. or Market Value

IDAC Accident Report

Consistent? Yes or No

GLA / RR Seen

Consistent? Yes or No

Est Repairs

3

days

Res

Yes or No

Lynn Sum

4

3 Val

Yes or No

CA / REV / REP / 24 HRS

Date

Person Contacted

Vehicle: IN / OUT

Date / Time

Action / Instruction

Ref

SDV7531A

Ref

20/8 Feb

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

Truck / Trailer

Make

Volkswagen Tiguan

1395

Color

Blue

A/C

Insured / Std / NI / NA

Sp Reading

5546

T/Ratio

Insured / Std / NI / NA

Eng No

C/Nr

WVG2225N2JW340934

Gen Cond

Good / Fair / Poor / Burnt

Steering

In order / Jammed / Leaked / Burnt or

Brake

In order / Jammed / Leaked / Burnt or

Mod

Nil / A/Rim / STD A/Rim or

Tyre Size

F:

235/55R18

R:

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

TOYO / YOKO or

Continental

Front

Rear

R/Bal

6

mm

R/Bal

6

mm

L/Bal

6

mm

L/Bal

6

mm

D.O.A

D.O.I

25/5/18 @ 140

Survey held at

1/W Alexandra

Des of Damages

Frt / Rear / O/S / N/S / U/C / Rooftop or

Rear N/S

This U/C / Chassis frame / Body Structure affected due to collision

PIP # 3279.26 Creel # 4087.08 / 55%

Cost / Time / Trip



Profit Report

Days Of Repair

1



Final Report

Resurvey No. of Trip

Survey Fee

Rate / Time / Trip

Resurvey Fee

Add Fee:



Site Insp: 15



Phot: 15



Draw: 15



Admin: 15

Report Format

Print / Sup / LB /



## New Arteon.

This is high performance art.



## PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SVN1251L

Claimant's Vehicle No. SDV 7521A

Accident on 23.5.18 involving vehicle/s No. \_\_\_\_\_  
\_\_\_\_\_ along/at P16  
\_\_\_\_\_

### BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 3508.81 Payable to Volkswagen Centre Singapore
2. Loss-of-Use/  
Car Rental S\$ 80 x 3 days = 240 Payable to NG KEE HARK
3. ~~Medical and~~  
Search Fees S\$ 2 Payable to Volkswagen Centre Singapore

Remarks : \_\_\_\_\_

Service Adviser \_\_\_\_\_

Contact No./H/P. \_\_\_\_\_

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Saturday, 1 September 2018 8:16 AM  
**To:** 'Kong, Charmaine (VWG Singapore)'; Cheong, Pearlyn (VWG Singapore)  
**Cc:** Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; Taufikh (LKKAUTO)  
**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/T1pa3

### Without Prejudice

Hi Charmaine,

We refer to the above matter.

We propose settlement as follows :-

1. Cost of Repair(w/GST)	\$ 3,508.81
2. Loss of Use (3days x \$60.00)	\$ 180.00
3. LTA/ GIA Search Fee	\$ 2.00
Total	<b><u>\$ 3,690.81</u></b>

Please confirm acceptance.

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

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

**From:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Monday, 16 July 2018 6:45 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo, John (VWG Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/T1pa3

Hi,

LOD invoices attached for your actions please.

## Hsiao Tong (LKKAuto)

---

**From:** Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Monday, 3 September 2018 1:04 PM  
**To:** Hsiao Tong (LKKAuto); Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Cc:** Foo, John (VWG Singapore); Admin A; Taufikh (LKKAuto)  
**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/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](mailto: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](mailto:chewht@lkkauto.com)]  
**Sent:** Saturday, September 01, 2018 8:16 AM  
**To:** Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)  
**Cc:** Wong, Mely (VWG Singapore); Foo, John (VWG Singapore); Admin A; Taufikh (LKKAuto)  
**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/T1pa3

**Without Prejudice**

Hi Charmaine,

We refer to the above matter.

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Please confirm acceptance.

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Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Monday, 16 July 2018 6:45 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Cheong, Pearlyn (VWG Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo, John (VWG Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/T1pa3

Hi,

LOD invoices attached for your actions please.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643



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

**Sent:** Monday, 2 July, 2018 1:14 PM

**To:** Cheong, Pearlyn (VWG Singapore); Taufikh (LKKAuto); Hsiao Tong (LKKAuto)

**Cc:** Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; Admin-D (LKKAuto)

**Subject:** RE: SDV7531A - FINALISE \*\*\*LKK REF: CC3/AIG18009460/T1pa3

Dear Sir / Madam,

Thank you for your email.

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

Please note that: -

LKK ref	Officer in charge
CC3/AIG18009460/T1pa3	Hsiao Tong

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Friday, 29 June, 2018 3:11 PM

**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong, Mei (VWG Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo, John (VWG Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** SDV7531A - FINALISE

Dear Taufikh,



Please confirmed

COR \$ 3279.26 before GST

Total 3 working days repair

Best regards,

Pearlyn Cheong  
Service Advisor  
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7288  
Mobile : +65 9236 1336  
Main line: +65 6305 7299  
Main Fax: +65 6474 3643  
[pearlyn.cheong@vw.com.sg](mailto:pearlyn.cheong@vw.com.sg)  
<http://www.vw.com.sg>





Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563501 FAX : (065) 62564315

Our Ref: CC3/AIGI8009460/T1pa3

05 JUNE 2018

**MOK KAI MIAN**  
BLK 86 LORONG 2 TOA PAYOH  
#10-339  
SINGAPORE 310088

Dear Sir/Madam,

**ACCIDENT INVOLVING SJA 1251L & SDV 7531A ON 23/05/2018**

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

We have received a claim from SDV 7531A against your motor insurance policy.

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

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

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

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

c.c. *AIG Asia Pacific Insurance Pte Ltd*  
*(Motor Claims Dept)*

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

### AUTHORIZATION TO ACT

#### (AIG Asia Pacific - Express Third Party Claim)

I, NH KEE HAU (the third party claimant) of 290B BUKIT BATOK STREET 24 #07-69 S 653290 (address), owner of SDV7531A (vehicle no.) hereby authorize Volkswagen Centre Singapore ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SDV7531A that was damaged pursuant to the accident which occurred on 23/05/2018 (date) along PIE TOWARDS AIRPORT (location) involving vehicle no/s SJA1251L ("the accident").

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

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

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



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

VOLKSWAGEN  
GROUP  
SINGAPORE



Signed by "the workshop"  
81030001  
(with chop)

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

**RELEASE VOUCHER**

**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for S\$ 3508.81 (Repair Cost), S\$ 180.00 (Loss of Use/Rental), S\$ 2.00 (Disbursement) for vehicle no. SDV 7531A that was damaged pursuant to the accident which occurred on 23.05.18 (date) along PIE towards Airport (location) involving vehicle no/s SJA1251L. This is pursuant to the inspection conducted on 25.05.18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Ng Kee Haur ("the third party claimant") of vehicle no. SDV 7531A make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SDV 7531A (vehicle no.) as a result of the accident.

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

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

Dated this 03 (day) of 09 (month) 20 18 (year)



MTH

Signed by appointed surveyor



Signed by "the workshop" (with chop)

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P28858

Biz Reg. No. 53103059E  
GST No. M20098505-2

SERVICE ORDER NO: 18IP1410

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way  
#07-16 AIG Building  
Singapore

Post Code: 079120

VEH NO.: SDV7531A

DATE: 29/06/18

Pickup:

VIN NO.: WVGZZZ5NZJW340934

KM: 7,510

GEARBOX CODE:

Engine No.:

MODEL: Tiguan NF 1.4 TSI CL110 D6EQP

SA: Kong Charmaine

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
<b>AIG DIRECT SETTLEMENT</b>					
<b>DOA 23.5.2018</b>					
<b>SURVEYOR LKK</b>					
<b>TP VEHICLE SJA1251L</b>					
	Labor				
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
7	LOADING LIP PROTECTION-SILVER	1.00	PCS	338.88	338.88
8	SPOILER	1.00	PCS	208.34	208.34
9	STRIP	1.00	PCS	68.62	68.62
10	SENSOR BRACKET	1.00	PCS	21.15	21.15
11	SENSOR BRACKET	1.00	PCS	21.15	21.15
12	SENSOR BRACKET	1.00	PCS	21.15	21.15
13	SENSOR BRACKET	1.00	PCS	21.15	21.15
14	2KADHESIVE	1.00	PCS	103.66	103.66

# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P28858

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

SERVICE ORDER NO: 18IP1410

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way  
#07-16 AIG Building  
Singapore

Post Code: 079120

VEH NO.: SDV7531A

DATE: 29/06/18

Pickup:

VIN NO.: WVGZZZ5NZJW340934

KM : 7,510

GEARBOX CODE:

Engine No.:

MODEL: Tiguan NF 1.4 TSI CL110.D3EQP

SA: Kong Charmaine

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	BONDAGENT	1.00	PCS	74.16	74.16

GST (7%) AMOUNT: 229.55

TOTAL AMOUNT: 3,508.81

For Volkswagen Group Singapore Pte Ltd



Customer

## NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2528214002 Swift Code: DEUTSG33 Please indicate Customer Name and Invoice Number in the payment

Phone : Fax :



RECORDS MANAGEMENT CENTRE

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

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

**Third Party Insurer Enquiry**

Our Ref No: GR-18-079145

Date of Request: 24/05/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159834

Dear Sir/Madam,

Enquiry Date: 24/05/2018

Enquiry By: Charmaine Kong Mei Kwan

TP Vehicle No: SJA1251L

Accident Date: 23/05/2018

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJA1251L	AIG Asia Pacific Insurance Pte. Ltd.	28/11/2017-27/11/2018	65-6419-3000

Thank You.

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

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

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

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

**TAX INVOICE**

Our Ref No: GR-18-079145

Date of Request: 24/05/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 24/05/2018

Enquiry By Charmaine Kong Mei Kwan

TP Vehicle No. SJA1251L

Accident Date 23/05/2018

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

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque



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

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	25 May 2018 <a href="#">Edit Reg</a>		25 May 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$3,279.26</b> <a href="#">Edit Estimates</a>	<b>S\$3,279.26</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS		[Created by adjuster]							
Insured:	MOK KAI MIAN, ID: S1721869G								
Main Claimant:	NG KEE HAUR, ID: S7601969Z								
Vehicle Reg. No.:	SDV7531A	Date of Loss:	23/05/2018 10:00 - :59 [3 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0528685837SG	Policy/Cover Note No.:	2100052242 (Comprehensive)						
Vehicle Reg. No. (Insured):	SJA1251L	Policy No. (Claimant):	50506538						
		Excess:							
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by MdNoor, Norsiah] Norsiah.MdNoor@aig.com								
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 05/06/2018]								
<b>ASSOCIATED MAIL RECEIVED</b> <a href="#">View All</a> <a href="#">Compose Case Mail</a>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SDV7531A (0528685837SG)  
[SJA1251L]  
TP  
NG KEE HAUR  
May 23 2018 10:00AM  
[MOK KAI MIAN]  
Volkswagen Centre Singapore

<a href="#">Upload Documents</a>   <a href="#">Upload Photos</a>   <a href="#">Compose New Letter</a>   <a href="#">Upload Video</a>   <a href="#">Upload Audio</a>			<b>View</b> <a href="#">View in Browser</a>	
<b>Letters/Correspondences</b>				
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	1 per page	<input checked="" type="checkbox"/>
1	(Draft)	Third Party Express Settlement – Payment Breakdown		<a href="#">Edit</a>   <a href="#">Print</a>
<b>Photos/Images</b>				
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	3 per page	<input checked="" type="checkbox"/>
1	25/08/18 11:18	Odometer Reading		<a href="#">Load JPG</a>   <a href="#">Print</a>
2	25/08/18 11:18	Chassis Number		<a href="#">Load JPG</a>   <a href="#">Print</a>
3	25/08/18 11:18	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
4	25/08/18 11:18	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
5	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
6	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
7	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
8	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
9	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
10	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
11	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
12	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
13	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
14	25/08/18 11:19	General View		<a href="#">Load JPG</a>   <a href="#">Print</a>
<b>Documentation</b>				
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	1 per page	<input checked="" type="checkbox"/>
1	24/05/18 15:12	NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT		<a href="#">Load PDF</a>   <a href="#">Print</a>
2	05/06/18 10:46	TP ESTIMATE - MARKED		<a href="#">Load PDF</a>   <a href="#">Print</a>
3	06/09/18 14:08	WORKSHOP INVOICE		<a href="#">Load PDF</a>   <a href="#">Print</a>
4	06/09/18 14:08	AUTHORISATION TO ACT FORM		<a href="#">Load PDF</a>   <a href="#">Print</a>
5	06/09/18 14:08	Release Voucher		<a href="#">Load PDF</a>   <a href="#">Print</a>
6	06/09/18 14:08	GIA SEARCH		<a href="#">Load PDF</a>   <a href="#">Print</a>
7	06/09/18 14:08	LETTER TO OI		<a href="#">Load PDF</a>   <a href="#">Print</a>
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		
1	25/05/18 15:12	OI GIA REPORT		<a href="#">Load PDF</a>   <a href="#">Print</a>

## Documents Checklist

<b>DOCUMENTS CHECKLIST</b>			<a href="#">Reset</a>   <a href="#">Save</a>   <a href="#">Print</a>
There are no document checklists configured.			

**Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)****Show Remarks To:** ☐ Handling InsurerNote: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM \_\_\_\_\_

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJA1251L (Insd veh)	Model:	VOLKSWAGEN TIGUAN 1.4
	SDV7531A (TP veh)		TSI (A)
Date of Accident:	23/05/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	7,881.98
Final Repair Cost	:	\$	3,508.81
Loss of Use	:	\$	180.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	2.00
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	3,690.81

3.00 days at \$60.00 per day  
days

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	:	\$ 3,690.81
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

06 Sep  
2018

LKK Auto Consultants Pte Ltd

Date

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

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

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

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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG18009460/T1PA3Q2

Date: 06/09/2018

### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100052242  
**Claimant Vehicle No :** SDV7531A **Insured Vehicle No :** SJA1251L  
 Date of Loss: 23/05/2018 Nature of Claim: TP Claim No: 0528685837SG

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SDV7531A**  
 Make & Model: VOLKSWAGEN TIGUAN, 1.4 TSI (A) Engine No: CZE545631  
 Reg. Date: 12/02/2018 (Man. Year: 2017) Chassis No: WVGZZZ5NZJW340934  
 Colour: Blue Odometer: 5546 km  
 Engine Capacity: 1395 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): **Market Value/New Car Price**

### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

### CONDITION OF TYRES

Front Tyre Size: 235/55 R18 Rear Tyre Size: 235/55 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	2,486.34	879.26	1,607.08	64.64
Miscellaneous Items	0.00	0.00	0.00	
Labour	4,880.00	2,400.00	2,480.00	50.82
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>7,366.34</b>	<b>3,279.26</b>	<b>4,087.08</b>	<b>55.48</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>515.64</b>	<b>229.55</b>	<b>286.09</b>	<b>55.48</b>
<b>Nett Amount (S\$)</b>	<b>7,881.98</b>	<b>3,508.81</b>	<b>4,373.17</b>	<b>55.48</b>
<b>+ Loss of Use (3.0 x S\$60.00/day) (S\$)</b>		180.00		
<b>+ Doc/Search Fee (S\$)</b>		2.00		
<b>Nett Liability (S\$)</b>		<b>3,690.81</b>		

### INSPECTION

Date of Assignment: 25/05/2018  
 Date Inspected: 25/05/2018 Inspected At: Volkswagen Centre Singapore (HQ)  
 247 Alexandra Road  
 Singapore 159934  
 Estimated Period of Repair: 3.0 days

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**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

### Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*LOADING LIP PROTECTION -SILV TIGUAN	Necessary	338.88 FS	*338.88 FS
2	1		*BUMPER REINFORCEMENT	Not Necessary	470.55 FS	*- FS
3	1		*BUMPER GUIDE LH	Not Necessary	44.07 FS	*- FS
4	1		*BUMPER BRACKET LH	Not Necessary	44.07 FS	*- FS
5	1		*REAR BUMPER COVER	Repair	1,048.39 FS	*- FS
6	1		*SPOILER	Cut	209.34 FS	*209.34 FS
7	1		*STRIP	Cut	68.62 FS	*68.62 FS
8	1		*SENSOR BRACKET	Necessary	21.15 FS	*21.15 FS
9	1		*SENSOR BRACKET	Necessary	21.15 FS	*21.15 FS
10	1		*SENSOR BRACKET	Necessary	21.15 FS	*21.15 FS
11	1		*SENSOR BRACKET	Necessary	21.15 FS	*21.15 FS
12	1		*2KADHESIVE	Necessary	103.66 FS	*103.66 FS
13	1		*BONDAGENT	Necessary	74.16 FS	*74.16 FS
Total Parts (\$\$)					2,486.34	879.26

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	LABOUR	New	2,520.00	840.00
2	SPRAY PAINT	New	1,600.00	800.00
3	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
4	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
Gross Labour Cost (S\$)			4,880.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >