

Ming Yao
Rasul

003 / MG 1800 9840

K1pa39

Surveyor:

DOI:

ASSIGNMENT

06/06/18

Date / Time:

3/15/18

Registered in Merimen:

3/15/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKV 79924

Name of Insured:

Koh Beng Theng

Insured Tel No.:

HP:

Excess Sec II : S\$

D.O.A.:

29/05/2018

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

540073969556

Policy No.:

2100430571

Make / Model:

Mitsubishi Q80

Place of Accident:

Bukit Timah Shopping Centre

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

Insured Liability:

%

Final ? Yes / No

SKS 43817



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

2/6

cont

6/6

SKS 43817 - Call call to 607228 / 121312; 007: 05/11/16

SKV 79924 - X

007. Sent out first letter.

7/6/18

- Rec'd TP video.
- Sent TP video to Ming Yao

7/6/18

- Called OI, Mr Koh. Inform him that we received TP claim. TP has video to show that his car hit TP. He asked for the amount of TP claim as he wanted to private settle. He refused to lodge accident report.

- To check the amount & get back to OI

22/6/18

- ✓ OI GIA.

23/6/18

- Sent letter to OI.

24/6/18

- 4:45pm Call OI of Mr Koh. Inform est amount \$2000+. OI will let insurance to settle & OI

PRELIMINARY ADVICE Date/Time: had NCD protected Sent By:

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:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed)

BOLA S/N No. : 23.

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

5943.59

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

240.00 (360 x 4 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\$

-

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$320 + \$20.

Total:

S\$

6185.59

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

6185.59

Name 1:

Volkswagen Group Singapore Pte Ltd

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

REF: **Alh**

9840/p43 (P)

41580

ASSIGNMENT

From: Date: **06062018**

Estimated Cost:

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

To/Inspect Vehicle No: **SKS 11381T**

at Workshop m/s: **Volkswagen**

of: **1 Kampung Ampat off Maphasan Rd.**

Insured

Policy No.

Claims No.

Sum Insured: Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

3pm owner waiting

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: **04** days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: **SKS 4381T**

Yr Regn: **2015 / APR**

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

Truck / Trailer or

Make: **Volkswagen GOLF A71-Y** c.c. **1398**

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

Sp. Reading: **71016** T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: **WVWZZ2AU2FW 063077**

Gen. Cond: Good / ☒ Fair / Poor / Burnt

Steering: ☒ Good / Jammed / Leaked / Burnt or

Brake: ☒ Good / Jammed / Leaked / Burnt or

Modi: Nil / ☒ STD A/Rim or

Tyre Size: F: **225/45R17**

R: **225/45R17**

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

TOYO / YOKO or

Front

Rear

R/Bal. **6** mm R/Bal. **6** mm

L/Bal. **6** mm L/Bal. **6** mm

D.O.A. **29/05/18** D.O.I. **06/06/18**

Survey held at: **Volkswagen Kh Ampat**

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

o/s Frt

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

Date / Time Action / Instruction

PIP \$ 5554.76 (Reel \$ 3751.47 / 40%).

Date/Time: File Pass to?

☐ : Prel. Report
☐ : Final Report

1)

Date/Time: File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

) \$ + R\$: \$

) Photos

) Others

)

TOTAL

Report Format :

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

Add Fee: ☐ Site Insp (\$

☐ Interview (\$

☐ Tech Invs (\$

☐ Weekend (\$



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

AIG ASIA PACIFIC INSURANCE PTE LTD

Ref : CC3/AIG18009840/pa3

78 SHENTON WAY #08-16
CHARTIS BUILDING
SINGAPORE 079120

Date : 31-05-2018



Code : AIG

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKV 7992U	Veh. Inspected	SKS 4381T
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	31/05/2018

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	29/05/2018	Inspection Date
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934	

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
--

PDI TUAS

PDI TUAS

WU FU MIN
571 PASIR RIS STREET 53
#03-46
Singapore, 510571
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV029265
Quote No. SER/QUO/1800879
QuoteDate 30/05/18
Salesperson Visan Chan
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 TSI (DSG)RECAT	50,901	
License No.	VIN	Initial Registration	Sales Advisor
SKS4381T	WVWZZZAUZFW063077	15/04/15	Visan Chan
Engine Code	Labor Type	Engine No.	Model Code
	1T	CXS 220201	5G13GZ

Continued 9,306.23

Sum Item 2,826.23

Sum Labor 6,480.00

Sum Item 2,826.23

Total SGD 9,306.23

7% GST 651.47

Total SGD Incl. GST 9,957.70

Explanations

P = Proportionately Charged

Payment Terms

No Credit

Rasul
Hp 90010068
4 days
06/06/18 @ 1515
Rasul after repair

Payments to:

- BBN: - Acc.-No...



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Service Order Confirmation

SERVICE ORDER NO: 18IP1648

CUSTOMER NO.: CV029265

CUSTOMER NAME: WU FU MIN

TELEPHONE NO.:

ADDRESS: 571 PASIR RIS STREET 53 #03-46
Singapore

VEH No.: SKS4381T

Order Date: 27/05/18

Reg Date: 15/04/15 KM: 73,696

VIN NO.: WVWZZZALZFV063077 ENGINE NO:

SA: Tang Shu Shi

MODEL: GOLF AT 1.4 TSI (DSG)RECAT MODEL NO.: 5G13GZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
3	B&P MACP LABOUR LABOUR	2	UNIT	840		1,680
4	B&P MACP PAINT SPRAY PAINT	2	UNIT	800		1,600
5	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
7	5G2941006E HEADLAMP RH	1	PCS	1,073.04		1,073.04
8	5G0821106A FENDER RH	1	PCS	407.00		407.00
9	5G0821136B RHS FENDER BRACKET	1	PCS	27.59		27.59
10	N 90B17302 NUT	4	PCS	1.79		7.14

Remarks: AIG DIRECT SETTLEMENT

DOA: 29/05/2018

TIP VEHICLE: SKV7992U

SURVEY BY: RASUL



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Service Order Confirmation

SERVICE ORDER NO: 18IP1648

CUSTOMER NO.: CV029265

CUSTOMER NAME: WU FU MIN

TELEPHONE NO.:

ADDRESS: 671 PASIR RIS STREET 53 #03-46

Singapore

VEH No.: SKS4381T

Order Date: 27/06/18

Reg Date: 15/04/15

KM: 73,606

VIN NO.: WVVZZZAUZFW063077

ENGINE NO:

SA: Tang Shu Shi

MODEL: GOLF A7 1.4 TSI (DSG)RECAT MODEL NO.: 5G13GZ

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
------------	--------------------	------------	------------	-------------------	---------------	---------------

TOTAL	5,554.77
GST AMOUNT	388.83
TOTAL AMOUNT	5,943.60

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Hsiao Tong (LKKAuto)

From: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>
Sent: Thursday, 12 July 2018 7:04 PM
To: Rasul (LKKAuto)
Cc: Tang, Shu Shi (VWG Singapore); CS A Team
Subject: FINALISATION SKS4381T
Attachments: SKS4381T.pdf; IMG_1267.JPG; IMG_1268.JPG; IMG_1269.JPG; IMG_1270.JPG

Dear Rasul

Please see attached finalisation

Cor: as per attached

4 working days

Please revert

Best Regards,

Steven Chee
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<http://www.vw.com.sg>



Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 27 June 2018 4:48 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 ***
LKK REF: CC3/AIG18009840/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 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.

Please note that all finalisation subject insurer's approval.

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

Sent: Monday, 25 June 2018 12:56 PM

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

Cc: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

Any updates if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 21 June, 2018 5:46 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will check with AIG and get back to you soon.

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

Sent: Thursday, 21 June 2018 5:23 PM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Please find attached email from the traffic police to my insured.

Please advise.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Tang, Shu Shi (VWG Singapore)
Sent: Thursday, 21 June, 2018 9:52 AM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

May I know if insured reported?

According to the traffic police he have files the police report.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Monday, 18 June, 2018 7:54 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

Please be informed that our insured has yet lodge the accident report.

We will follow up and get back to you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Saturday, 16 June 2018 9:30 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsia Tong,

May I know if insured reported?

May we proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 7 June, 2018 9:36 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will follow up and get back to you.

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

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Thursday, 7 June 2018 9:26 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Attached requested.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 7 June, 2018 9:22 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Please be informed that our insured has yet lodge the accident report.

We would like to request a copy of **video footage** as stated in your client accident report for our necessary action.

Appreciate an early reply.

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

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto)

Sent: Monday, 4 June 2018 4:35 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Shu Shi,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 4 June, 2018 4:14 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Please arrange survey on 06/06/2018 @ 3pm, vw/ka, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

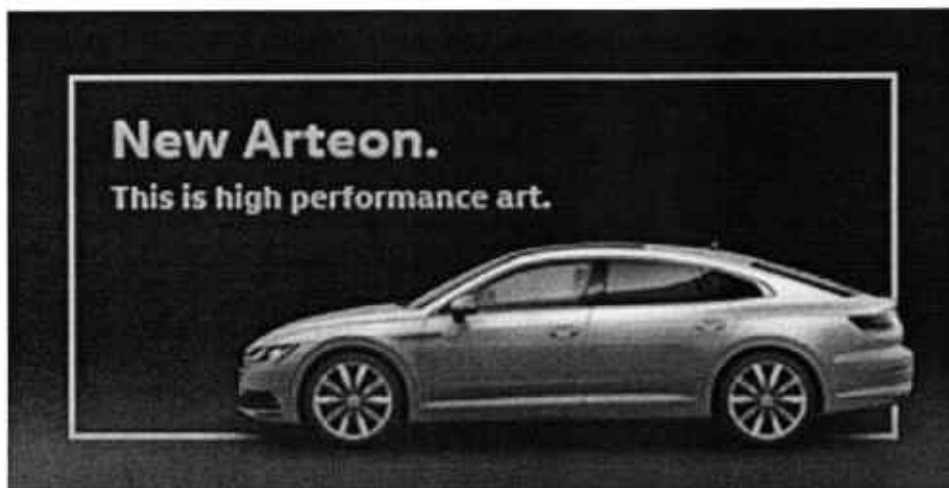
Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat

Singapore 368314

DID: +65 6922-3502

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



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 31 May, 2018 3:12 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Sir/ Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Meanwhile, please arrange appointment for survey.

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

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Wednesday, 30 May, 2018 6:55 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]
Sent: Wednesday, 30 May, 2018 6:54 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Hsiao Tong (LKKAUTO)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 20 July 2018 9:49 AM
To: Hsiao Tong (LKKAUTO)
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 ***
LKK REF: CC3/AIG18009840/pa3
Attachments: MyDocument_2018_07_20_09_46_23.pdf

Dear Claims,

Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, 27 June, 2018 4:48 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/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 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.

Please note that all finalisation subject insurer's approval.

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

Sent: Monday, 25 June 2018 12:56 PM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

Any updates if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 21 June, 2018 5:46 PM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will check with AIG and get back to you soon.

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

Sent: Thursday, 21 June 2018 5:23 PM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Please find attached email from the traffic police to my insured.

Please advise.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Tang, Shu Shi (VWG Singapore)
Sent: Thursday, 21 June, 2018 9:52 AM
To: 'Hsiao Tong (LKKAUTO)'
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

May I know if insured reported?

According to the traffic police he have files the police report.

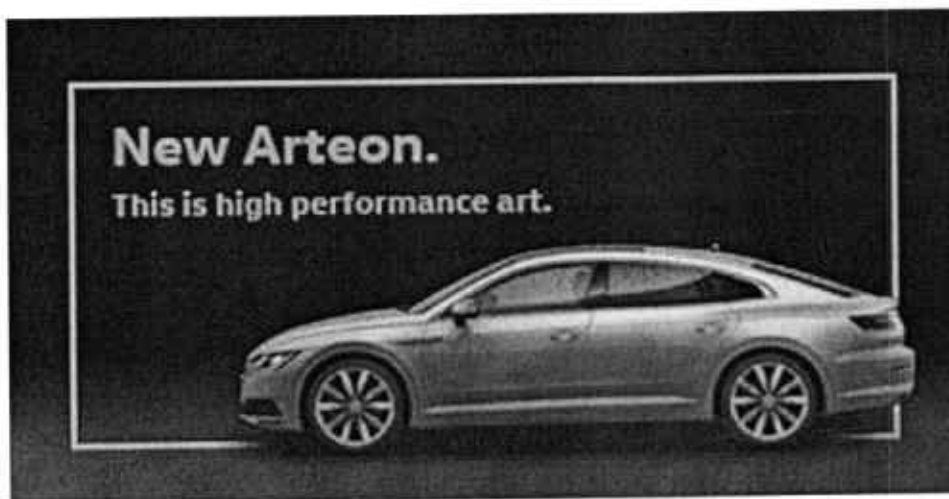
Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833

Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Monday, 18 June, 2018 7:54 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

Please be informed that our insured has yet lodge the accident report.

We will follow up and get back to you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Saturday, 16 June 2018 9:30 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsia Tong,

May I know if insured reported?

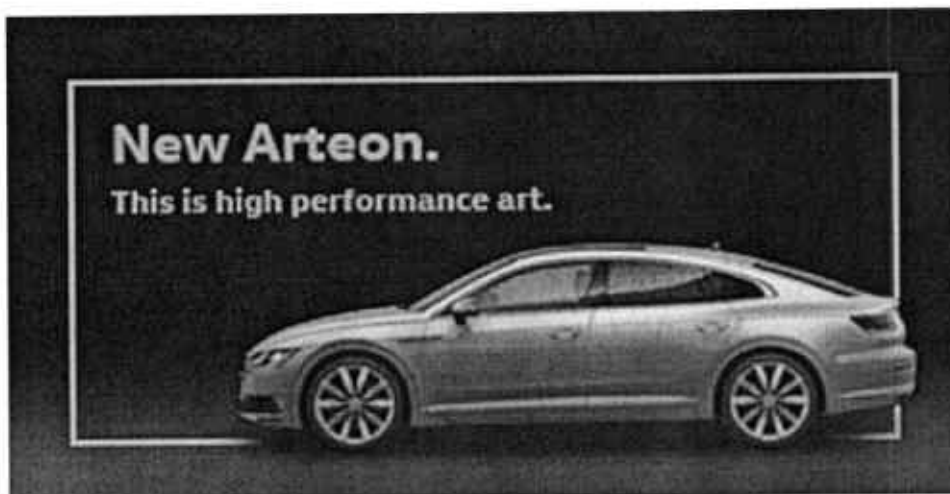
May we proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 7 June, 2018 9:36 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will follow up and get back to you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Thursday, 7 June 2018 9:26 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Attached requested.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Thursday, 7 June, 2018 9:22 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Please be informed that our insured has yet lodge the accident report.

We would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

"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: Admin-D (LKKAuto)

Sent: Monday, 4 June 2018 4:35 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng

(LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF:
CC3/AIG18009840/pa3

Dear Shu Shi,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 4 June, 2018 4:14 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng

(LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF:
CC3/AIG18009840/pa3

Hi,

Please arrange survey on 06/06/2018 @ 3pm, vw/ka, owner waiting.

Please revert to confirm.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 31 May, 2018 3:12 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Sir/ Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Meanwhile, please arrange appointment for survey.

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

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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Wednesday, 30 May, 2018 6:55 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Wednesday, 30 May, 2018 6:54 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SKV7992U -

Claimant's Vehicle No. SKS4381T - - -

Accident on 29/05/18 involving vehicle/s No. SKS4381T
Δ SKV7992U along/at BUKIT TIMAH
SHOPPING CENTRE CARPARK. - - -

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 5,943.59 ✓ Payable to Volkswagen Group Singapore Pte Ltd

2. Loss-of-Use/
Car Rental S\$ 80x4days = \$320 Payable to WU FU MIN 60x4 : 240.

3. Medical and
Search Fees S\$ 2 Payable to Volkswagen Group Singapore Pte Ltd

Remarks : - - - - -

- - - - -

Service Adviser Tang Shu Shi - - - - -

Contact No./H/P. 69223502 - - - - -

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 31 July 2018 12:02 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 ***
LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 5,943.59
2. Loss of Use (4days x \$60.00)	\$ 240.00
3. LTA/GIA search fee	\$ 2.00
TOTAL	<u>\$ 6,185.59</u>

Please confirm acceptance.

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

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: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 20 July 2018 9:49 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Claims,

Please find attached final bill for your processing.

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 3 August 2018 9:49 AM
To: Hsiao Tong (LKKAuto)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 ***
LKK REF: CC3/AIG18009840/pa3

Hi,

Offer accepted.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 31 July, 2018 12:02 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

- | | |
|----------------------------------|-------------|
| 1. Cost of Repair (w/GST) | \$ 5,943.59 |
| 2. Loss of Use (4days x \$60.00) | \$ 240.00 |

3. LTA/GIA search fee

\$ 2.00

TOTAL \$ 6,185.59

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 | fax: 6741-4108

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

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent: Friday, 20 July 2018 9:49 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Claims,

Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Wednesday, 27 June, 2018 4:48 PM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/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 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.

Please note that all finalisation subject insurer's approval.

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

Sent: Monday, 25 June 2018 12:56 PM

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

Cc: Joy Irene (LKKAUTO) <JoyIrene@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

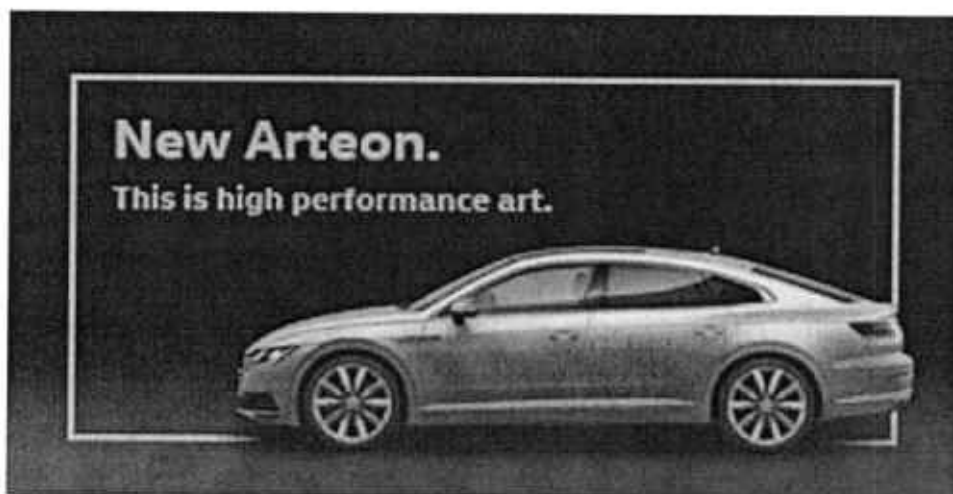
Any updates if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 21 June, 2018 5:46 PM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will check with AIG and get back to you soon.

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

Sent: Thursday, 21 June 2018 5:23 PM

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

Cc: Joy Irene (LKKAuto) <joylrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Please find attached email from the traffic police to my insured.

Please advise.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Tang, Shu Shi (VWG Singapore)

Sent: Thursday, 21 June, 2018 9:52 AM

To: 'Hsiao Tong (LKKAUTO)'

Cc: Joy Irene (LKKAUTO); Asher Sng (LKKAUTO); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsiao Tong,

May I know if insured reported?

According to the traffic police he have files the police report.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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

New Arteon.

This is high performance art.



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Monday, 18 June, 2018 7:54 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

Please be informed that our insured has yet lodge the accident report.

We will follow up and get back to you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Saturday, 16 June 2018 9:30 AM

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

Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi Hsia Tong,

May I know if insured reported?

May we proceed with DS?

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat

Singapore 368314

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 7 June, 2018 9:36 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

Received with thanks.

We will follow up and get back to you.

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

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

Best Regards,

Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Thursday, 7 June 2018 9:26 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Attached requested.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, 7 June, 2018 9:22 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Please be informed that our insured has yet lodge the accident report.

We would like to request a copy of **video footage** as stated in your client accident report for our necessary action.

Appreciate an early reply.

"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: Admin-D (LKKAuto)

Sent: Monday, 4 June 2018 4:35 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Shu Shi,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 4 June, 2018 4:14 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Hi,

Please arrange survey on 06/06/2018 @ 3pm, vw/ka, owner waiting.

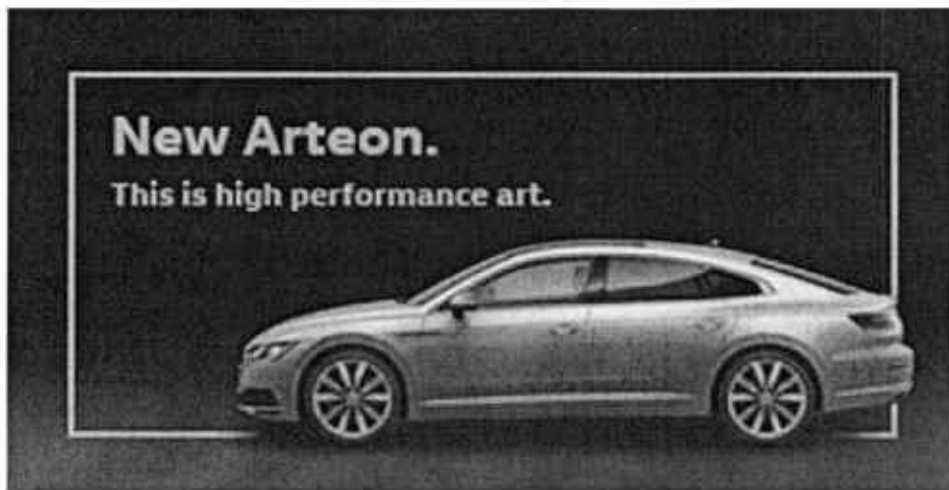
Please revert to confirm.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 31 May, 2018 3:12 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Hsiao Tong (LKKAuto); Joy Irene (LKKAuto); Asher Sng (LKKAuto); Admin A; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018 *** LKK REF: CC3/AIG18009840/pa3

Dear Sir/ Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Meanwhile, please arrange appointment for survey.

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

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

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

Sent: Wednesday, 30 May, 2018 6:55 PM

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

Subject: REQUEST DIRECT SETTLEMENT FOR SKS4381T & SKV7992U ON 29/05/2018

Dear Claims,

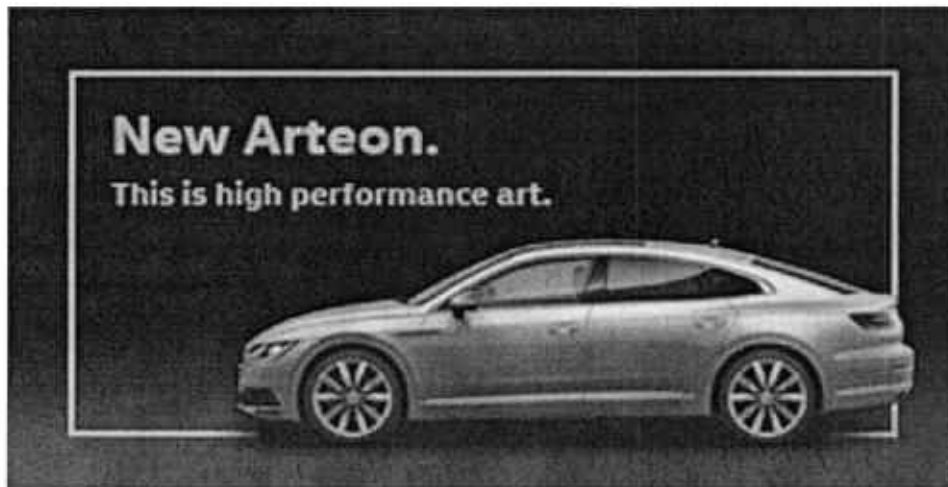
Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Wednesday, 30 May, 2018 6:54 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP



Auto
Consultants
Pte Ltd

51 UBI AVENUE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG18009840/R1pa3

28 JUNE 2018

KOH BENG THONG
25 HAZEL PARK TERRACE
#13-11
SINGAPORE 678948

Dear Sir/Madam,

ACCIDENT INVOLVING SKV 7992U & SKS 4381T ON 29/05/2018

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 SKS 4381T 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

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

AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, WU FU MIN (the third party claimant")
of BLK 571 PASIR RIS ST 53 #03-46 S(510571) (address), owner
of SKS43817 (vehicle no.) hereby authorize Volkswagen Group Singapore Pte Ltd ("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 SKS43817 that was damaged pursuant to the accident which occurred
on 29/5/2018 (date) along Bukit Timah Shopping Centre CP (location)
involving vehicle no/s SKV79924 ("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 13 (day) of 7 (month) 2018 (year)

吳復民

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



[Signature]
Signed by "the workshop"
(with chop)

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, Volkswagen Group Singapore Pte Ltd ("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\$5943.59 (Repair Cost), S\$ 240.00 (Loss of Use/Rental), S\$ 2.00 (Disbursement) for vehicle no. SXS 4381T that was damaged pursuant to the accident which occurred on 29/5/18 (date) along Bukit Timah Shopping Centre Carpark (location) involving vehicle no/s SV 79924. This is pursuant to the inspection conducted on 6/6/18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Mr Fu Min ("the third party claimant") of vehicle no. SXS 4381T 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 SXS 4381T (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 08 (month) 20 18 (year)



MRB

Signed by appointed surveyor



Signed by "the workshop" (with chop)

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P30659

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

SERVICE ORDER NO: 18IP1648

SERVICE CUSTOMER NO.: F01059R

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.: SKS4381T

DATE: 12/07/18

Pickup:

VIN NO.: WVWZZZAUZFVW063077

KM: 73,696

GEARBOX CODE:

Engine No.:

MODEL: GOLF A7 1.4 TSI (DSG)RECAT

SA: Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AIG DIRECT SETTLEMENT					
DOA: 29/05/2018					
T/P VEHICLE: SKV7992U					
SURVEY BY RASUL					
	Labor				
1	LABOUR	2.00	UNIT	840.00	1,680.00
2	SPRAY PAINT	2.00	UNIT	800.00	1,600.00
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	FENDER RH	1.00	PCS	407.00	407.00
8	RHS FENDER BRACKET	1.00	PCS	27.59	27.59
9	HEADLAMP RH	1.00	PCS	1,073.04	1,073.04
10	NUT	4.00	PCS	1.79	7.14

GST (7%) AMOUNT: 388.83

TOTAL AMOUNT: 5,943.59

For Volkswagen Group Singapore Pte Ltd

20 JUL 2018



Customer

NOTICE

1. All fund transfer payments should be made payable to: Volkswagen Group Singapore Pte Ltd Bank Account: 2528214002 Swift Code: DEUT5GSG 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-18-082426

Date of Request: 30/05/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 30/05/2018
Enquiry By Tang Shu Shi
TP Vehicle No. SKV7992U
Accident Date 29/05/2018**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKV7992U	AIG Asia Pacific Insurance Pte. Ltd.	01/10/2017-30/09/2018	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-18-082426

Date of Request: 30/05/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 30/05/2018
Enquiry By Tang Shu Shi
TP Vehicle No. SKV7992U
Accident Date 29/05/2018

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:

☒ 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	31 May 2018 Edit Reg		06 Jun 2018 00:00 Edit Adj Rpt	S\$5,554.76 Edit Estimates	S\$5,554.76 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:	Koh Beng Thong , ID: S12389011		
Main Claimant:	WU FU MIN , ID: S7864158D		
Vehicle Reg. No.:	SKS4381T	Date of Loss:	29/05/2018 11:00 - :59 [37 Months and 14 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 5490739695SG	Policy/Cover Note No.:	2100430571-02 (Comprehensive)
Vehicle Reg. No. (Insured):	SKV7992U	Policy No. (Claimant):	P1608490
		Excess:	
Repairer:	Volkswagen Group Singapore Pte Ltd (MacPherson) 1 Kampong Ampat, Singapore 368314, 368314 Macpherson - Tel: 63057299		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@aig.com		
Claimant's Insurer:	AXA Insurance Pte Ltd (HQ) - Tel: 6338 7288		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 11/06/2018]		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

- AIG_SG (01/06/2018): No OI GIA Report (SKV7992U VS SKS4381T)









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

*SKS4381T (5490739695SG)
[SKV7992U]
TP
WU FU MIN
May 29 2018 11:00AM
[Koh Beng Thong]
Volkswagen Group Singapore Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View		View in Browser	
Letters/Correspondences															1 per page		<input type="button" value="v"/>	<input checked="" type="checkbox"/>
No	Finalized On		LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print	
1	(Draft)		Third Party Express Settlement – Payment Breakdown												1	Edit		
Photos/Images															3 per page		<input type="button" value="v"/>	<input checked="" type="checkbox"/>
No	Relabel/Reorder		LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print	
1	25/06/18 08:16		Odometer Reading												1	Load JPG		<input checked="" type="checkbox"/>
2	25/06/18 08:16		Chassis Number												1	Load JPG		<input checked="" type="checkbox"/>
3	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
4	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
5	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
6	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
7	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
8	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
9	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
10	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
11	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
12	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
13	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
14	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
15	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
16	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
17	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
18	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
19	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
20	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
21	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
22	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
23	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
24	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
25	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
26	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
27	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
28	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
29	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
30	25/06/18 08:16		General View												1	Load JPG		<input checked="" type="checkbox"/>
31	31/07/18 11:59		Reinspection Photo												1	Load JPG		<input checked="" type="checkbox"/>
32	31/07/18 11:59		Reinspection Photo												1	Load JPG		<input checked="" type="checkbox"/>
33	31/07/18 11:59		Reinspection Photo												1	Load JPG		<input checked="" type="checkbox"/>
34	31/07/18 11:59		Reinspection Photo												1	Load JPG		<input checked="" type="checkbox"/>

Letters/Correspondences			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
				<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	31/05/18 15:09	NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT	 Load PDF	
2	07/06/18 09:08	Non reporting letter	 Load PDF	
3	09/06/18 17:06	TP ESTIMATE-MARKED	 Load PDF	
4	15/08/18 15:24	WORKSHOP INVOICE	 Load PDF	
5	15/08/18 15:24	AUTHORISATION TO ACT FORM	 Load PDF	
6	15/08/18 15:24	Release Voucher	 Load PDF	
7	15/08/18 15:24	LETTER TO OI	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	22/06/18 08:53	OI GIA REPORT	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST

Reset

Save

Print

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To:

☐ Handling Insurer

Note: 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:	SKV7992U (Insd veh)	Model:	VOLKSWAGEN GOLF 1.4 TSI
	SKS4381T (TP veh)		(A7) (5G13GZ) (A)
Date of Accident:	29/05/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	9,957.70
Final Repair Cost	:	\$	5,943.59
Loss of Use	:	\$	240.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	2.00
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	6,185.59

4.00 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 Group Singapore Pte Ltd	:	\$ 6,185.59
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

15 Aug
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/AIG18009840/R1PA3Q2

Date: 15/08/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100430571-02

Claimant Vehicle No : SKS4381T

Insured Vehicle No : SKV7992U

Date of Loss: 29/05/2018

Nature of Claim: TP

Claim No: 5490739695SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKS4381T

Make & Model: VOLKSWAGEN GOLF, 1.4 TSI (A7) (5G13GZ) (A)

Engine No: CXS220201

Reg. Date: 15/04/2015 (Man. Year: 2015)

Chassis No: WWWZZZAUZFW063077

Colour: White

Odometer: 71016 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: Yes

CONDITION OF TYRES

Front Tyre Size: 225/45 R17

Rear Tyre Size: 225/45 R17

Front Left Side: Pirelli 6 mm

Rear Left Side: Pirelli 6 mm

Front Right Side: Pirelli 6 mm

Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,826.26	1,514.76	1,311.50	46.40
Miscellaneous Items	0.00	0.00	0.00	
Labour	6,480.00	4,040.00	2,440.00	37.65
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	9,306.26	5,554.76	3,751.50	40.31
+ GST 7.00/7.00% (S\$)	651.44	388.83	262.61	40.31
Nett Amount (S\$)	9,957.70	5,943.59	4,014.11	40.31
+ Loss of Use (4.0 x S\$60.00/day) (S\$)		240.00		
+ Doc/Search Fee (S\$)		2.00		
Nett Liability (S\$)		6,185.59		

INSPECTION

Date of Assignment: 06/06/2018

Date Inspected: 06/06/2018 Inspected At:

Volkswagen Group Singapore Pte Ltd
(MacPherson)
1 Kampong Ampat, Singapore 368314
Singapore 368314

Estimated Period of Repair: 4.0 days

Adjuster: MOHD RASUL**Manager:** CHEW HSIAO TONG

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BUMPER SIDE BRACKET LH	Not Necessary	19.55 FS	*- FS
2	1		*BUMPER SIDE BRACKET RH	Not Necessary	19.55 FS	*- FS
3	1		*FRT BUMPER	Repair	1,152.83 FS	*- FS
4	1		*FENDER RH	Bent	407.00 FS	*407.00 FS
5	1		*RHS FENDER BRACKET	Necessary	27.59 FS	*27.58 FS
6	1		*FOG LAMP GRILLE UPPER RH	Not Necessary	25.73 FS	*- FS
7	1		*FOG LAMP GRILLE LOWER RH	Not Necessary	93.83 FS	*- FS
8	1		*HEADLAMP RH	Scratched	1,073.04 FS	*1,073.04 FS
9	1		*NUT (4 PCS)	Necessary	7.14 FS	*7.14 FS

F=Franchise part. S=SpcNett.

Total Parts (S\$)	2,826.26	1,514.76
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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	2,520.00	1,680.00
2	SPRAY PAINT	New	3,200.00	1,600.00
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\$)			6,480.00	4,040.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >