

INS. CASE OWNER

Norrisah

CC 3 / AIG1800

9855, R1P63

LKK
IDAC

Surveyor:

Rasul

DOI:

ASSIGNMENT

06/06/18

Date / Time:

31/5/18

Registered in Merimen:

31/5/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLB 34835

Name of Insured:

DRAINER FLEET MANAGEMENT (S) PTE LTD

Insured Tel No.:

HP:

(S) PTE LTD

Excess Sec II :SS

D.O.A.:

23/6/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

MICHAEL SOH SAR LHWAN

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

47554122664

Policy No.:

22222580

Make / Model:

MERCEDES

Place of Accident:

BET TIMAH RD

OI GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

Final? Yes / No

SLN 68605



INSRS:

WSP:

Tel:

Liability:

RMKS:

volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

5/6/18

MT

RECEIVED 3 OCT 2018

5/6/18 @ 12.07pm called Oid, Mr Michael. Confirm accident. He was the staff of OI company. Inform TP claim. He said that minor damage to both vehicles. He agreed to let insurance settle. He will send photos via email.

13/6/18

Rec'd TP video.
Sent up video (screen) to Nough

31/8/18 @ 11.11am called Oid, Mr Michael to inform final amount. Not pick up.
4/9/18 @ 3.40pm called Oid, Mr Michael. Inform final amount. He felt that it is on high side. But he would like to see

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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: But he would like to see

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

HNO or B 28, Ass. Lia:

Repair Cost:

SS

3490.80

Loss of Rental (LOR):

SS

321.00

(

3 days) x \$110

Loss of Use (LOU):

SS

-

(

5 x days)

Loss of Income (LOI):

SS

-

(

5 x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

(Tick only one)

GLA/LTA Search

SS

7.45

Medical:

SS

-

Disbursement:

SS

-

Legal Cost:

SS

-

Total:

SS

4319.25

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

4319.25

Name 1:

Volkswagen Group Singapore Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

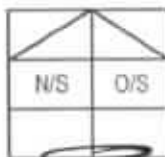
Surveyor Pome

REF:

98638

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To Inspect Vehicle No: SLN 68605
 at Workshop m/s _____
 of _____
 Insured: _____
 Policy No. _____
 Claims No. _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____



(Policy Condition)
 Remark: The veh had commenced its
 repair at the time of inspection.

Bal. or Market Value: _____
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 03 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: SLN 68605 Yr Regn: 2015 / Jan
 Type: M. Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or

Make: Volkswagen Touran 1.6 c.c. 1598
 Colour: Black A/C: Insured / Std / NI / NA
 Sp. Reading: 78387 T/Radio: Insured / Std / NI / NA

Eng/No: _____
 C/No: WVZ 2221T2F-W011818

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

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

Tyre Size: F: 225/50R17
 R: _____

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

Front 6 mm R/Bal. 6 mm
 L/Bal. 6 mm
 D.O.A. 23/05/18 D.O.I. 06/06/18

Survey held at Volkswagen KE any of

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

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

Date / Time Action / Instruction

PIP \$ 3729.72 (Red \$ 4423.65/54%).

Date/Time: File Pass to?

☐ : Preli. Report
☐ : Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS. \$

Photos

Others

TOTAL

1) Date/Time: File Return to?

2)

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/AIG18009885/pb3

78 SHENTON WAY #08-16
CHARTIS BUILDING
SINGAPORE 079120

Date : 31-05-2018



Code : AIG

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLB 3483S	Veh. Inspected	SLU 6860S
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	23/05/2018	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

YE SHENGWEI
486 JURONG WEST AVENUE 1
#08-121
Singapore, 640486
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV039904
Quote No. SER/QUO/1800875
QuoteDate 30/05/18
Salesperson
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Touran 6 1.6 TDI (DSG7) BMT	72,016	Ong Germaine
License No.	VIN	Initial Registration	Sales Advisor
SLU6860S	WVGZZZ1TZFW011818	02/01/15	
Engine Code	Labor Type	Engine No.	Model Code
	1N	CAY AF9592	1T332Z

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	3	UNIT		840 2,520.00
P B&P MACP PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	CHECK WIRE HARNESS, ECU, S Nett	1	Time Un		280.00
	Sum Labor				5,680.00
P 1T0807305D	REAR REINFORCEMENT	1	Pieces		560.31
P 1T0807421K GRU	REAR BUMPER	1	Pieces		1,329.72
P 1T0807521H GRU	SPOILER	1	Pieces		520.07
P 1T0807863D	CENTRE BRACKET	1	Pieces		63.27
	Sum Item				2,473.37

Facul

Hp 90010068

3 days

06/06/18 @ 1500

Reservy b4 paint

Sum Labor	5,680.00
Sum Item	2,473.37
Total SGD	8,153.37
7% GST	570.74
Total SGD Incl. GST	8,724.11

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

Service Order Confirmation

SERVICE ORDER NO.: 18IP1525

CUSTOMER NO.: CV039904

CUSTOMER NAME: YE SHENGWEI

TELEPHONE NO.:

ADDRESS: 486 JURONG WEST AVENUE 1 #08-121

Singapore

VEH No.: SLU6860S

Order Date: 13/06/18

Reg Date: 02/01/15

KM: 80,800

VIN NO.: WVGGZZ1T2FW011818

ENGINE NO.:

SA: Tang Shu Shi

MODEL: Touran 6 1.6 TDI (DSG) BMT

MODEL NO.: 1T332Z

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	1	UNIT	840		840 ✓
4	B&P MACP PAINT SPRAY PAINT	1	UNIT	800		800 ✓
5	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
6	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
7	1T0807421K GRU REAR BUMPER	1	PCS	1,329.72		1,329.72

Remarks: AIO DIRECT SETTLEMENT

DOA: 23/05/2018

TP VEHICLE: SLB34835

SURVEY BY: RASUL (LKK)

TOTAL

3,729.72 ✓

GST AMOUNT

261.08

TOTAL AMOUNT

3,990.80

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Hsiao Tong (LKKAuto)

From: Shu Pei (LKKAuto)
Sent: Monday, 25 June 2018 11:49 AM
To: Ong, Germaine (VWG Singapore); Rasul (LKKAuto); Hsiao Tong (LKKAuto)
Cc: CS A Team; Admin A
Subject: FW: FINALISATION SLU6860S
Attachments: SLU6860S_direct.pdf; IMG_9774.JPG; IMG_9775.JPG; IMG_9776.JPG; IMG_9777.JPG; IMG_9778.JPG

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/AIG18009885/R1pb3	Rasul /Hsiao Tong

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Ong, Germaine (VWG Singapore) [mailto:Germaine.ong@vw.com.sg]

Sent: Monday, 25 June 2018 11:46 AM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FINALISATION SLU6860S

Dear Rasul

Please see attached finalisation

COR: As per attached

3 working days

Please revert

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore

17 Tuas Ave 9
Singapore 639197

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



Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 June 2018 11:01 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3
Attachments: Statement of SLB 3483S.pdf

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal.

Our insured driver mentioned that it was very slight touch and there was no damage to your client vehicle.

Kindly advise if there is any accident scene photos taken by your client. If so, kindly let us have a copy of it for our necessary action.

"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: Wednesday, 13 June 2018 8:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

How long you can revert as owner want to participate on some event for his car

Best Regards,

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 13 June 2018 11:22 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

Please see attached below drop box link

<https://www.dropbox.com/sh/h48e7bjl9a0jn3i/AAAsVcbqsnPGOj803GZRfDSa?dl=0>

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, 13 June, 2018 11:01 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 June 2018 12:44 PM
To: 'Md Noor, Norsiah'
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]
Attachments: SLU 6860S vs SLB 3483S - TP VIDEO_REAR.mp4

Hi Norisah,

We confirmed that OID was an authorised driver.

Attached is a copy of video footage from third party for your easy reference. Liability is not in OID favour.

We will proceed to direct settlement with third party.

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: Md Noor, Norsiah [mailto:Norsiah.MdNoor@aig.com]

Sent: Thursday, 7 June 2018 11:37 AM

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

Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

No issue if OID was authorize to drive the vehicle.

Thank you

Norsiah Md Noor

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte Ltd

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419-1606 | Fax +(65) 6835-7417

Norsiah.MdNoor@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, June 07, 2018 10:51 AM
To: Md Noor, Norsiah
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to our below email.

Kindly advise as third party repairer (Volkswagen Centre Singapore) is chasing for update/outcome.

Thank you.

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: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 5 June 2018 12:25 PM
To: Md Noor, Norsiah (Norsiah.MdNoor@aig.com) <Norsiah.MdNoor@aig.com>
Subject: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Your ref: **4358413236SG**

Our Ref: CC3/AIG18009885/pb3

Dear Norsiah,

ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018

We refer to the above matter and our tele-conversation earlier.

We understand that the driver Mr Michael Soh San Chwan is an employee of insured's company.

Kindly advise if there is any policy issue and whether we can proceed direct settlement with third party.

Thank you.

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)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 June 2018 12:46 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Without Prejudice

Hi,

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.

"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: Wednesday, 13 June 2018 11:22 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

Please see attached below drop box link

<https://www.dropbox.com/sh/h48e7bjl9a0ln3i/AAAsVcbqsnPGOj803GZRfDSa?dl=0>

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, 13 June, 2018 11:01 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal.

Our insured driver mentioned that it was very slight touch and there was no damage to your client vehicle.

Kindly advise if there is any accident scene photos taken by your client. If so, kindly let us have a copy of it for our necessary action.

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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: Wednesday, 13 June 2018 8:40 AM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK

REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

How long you can revert as owner want to participate on some event for his car

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 10:54 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Admin A; CS A Team; assignments

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

Our principal is checking and verify validity of our insured's policy.

Please hold.

"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 10:43 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi,

May I know 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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 4 June, 2018 4:24 PM
To: Tang, Shu Shi (VWG Singapore); assignments
Cc: Admin A; CS A Team
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Shu Shi,

Thank you for your email.

Dear Assignments team,

FYI. Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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, 4 June 2018 4:18 PM
To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

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: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]
Sent: Thursday, 31 May, 2018 6:53 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Shu Shi,

We refer to the below email.

Please be informed that we are currently pending for our insured's 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.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Wednesday, 30 May 2018 6:27 PM

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

Subject: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018

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 6:24 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 20 July 2018 4:49 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3
Attachments: MyDocument_2018_07_20_04_46_25.pdf

Hi,

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, 13 June, 2018 12:46 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi,

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.

"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: Wednesday, 13 June 2018 11:22 AM

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

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK

REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

Please see attached below drop box link

<https://www.dropbox.com/sh/h48e7bjl9a0jn3i/AAAsVcbqsnPj803GZRfDSa?dl=0>

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat

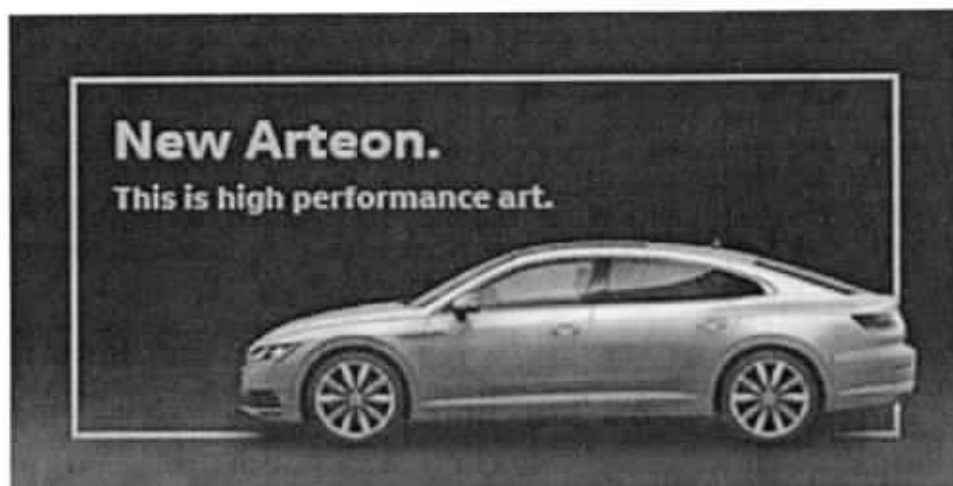
Singapore 368314

DID: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, 13 June, 2018 11:01 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

Attached is a copy of our insured accident report for your perusal.

Our insured driver mentioned that it was very slight touch and there was no damage to your client vehicle.

Kindly advise if there is any accident scene photos taken by your client. If so, kindly let us have a copy of it for our necessary action.

"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: Wednesday, 13 June 2018 8:40 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Hsiao Tong

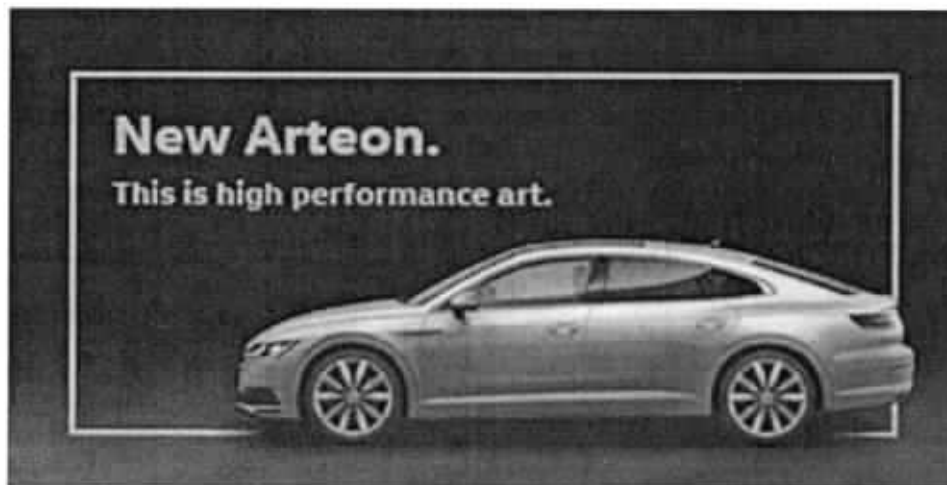
How long you can revert as owner want to participate on some event for his car

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 10:54 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

Our principal is checking and verify validity of our insured's policy.

Please hold.

"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 10:43 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi,

May I know 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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 4 June, 2018 4:24 PM

To: Tang, Shu Shi (VWG Singapore); assignments

Cc: Admin A; CS A Team

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Shu Shi,

Thank you for your email.

Dear Assignments team,

FYI. Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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, 4 June 2018 4:18 PM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi,

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

Please revert to confirm.

Best Regards,

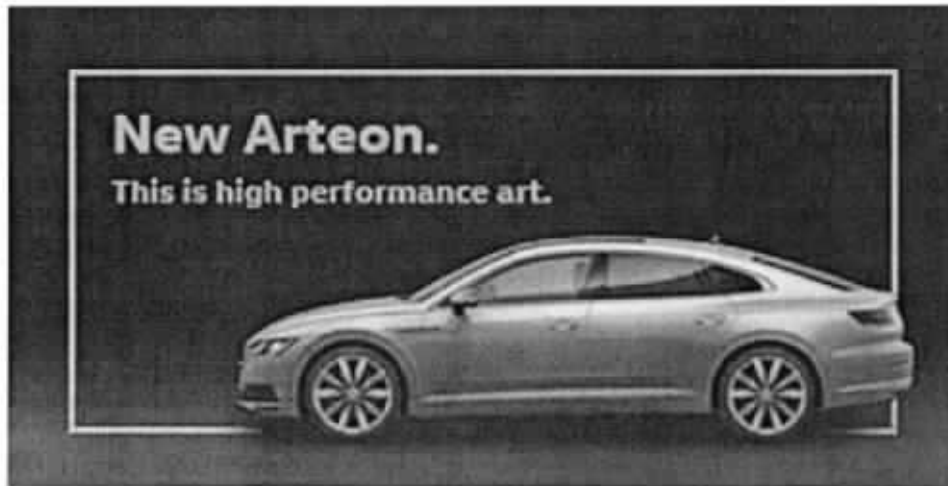
Tang Shu Shi

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Thursday, 31 May, 2018 6:53 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team
Subject: FW: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Dear Shu Shi,

We refer to the below email.

Please be informed that we are currently pending for our insured's 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.

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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: Wednesday, 30 May 2018 6:27 PM
To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018

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 6:24 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SLB 34835

Claimant's Vehicle No. SLN 68605

Accident on 23/5/18 involving vehicle/s No. _____
along/at Bukit Timah Rd
off Evans Rd.

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 3,990.80 Payable to Volkswagen Group Singapore Pte Ltd
2. Loss-of-Use/
Car Rental S\$ 120 x 3 = \$360 Payable to Ye Shengwei
medical \$39.
3. Medical and
Search Fees S\$ 7.45 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: Wednesday, 5 September 2018 10:00 AM
To: 'Md Noor, Norsiah'
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]
Attachments: Medical Fee Receipt.pdf

Hi Norsiah,

We refer to the above matter.

Please informed that Third Party driver is claiming for medical fee of \$39.00 under PD claim.

Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

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: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 13 June 2018 12:44 PM
To: 'Md Noor, Norsiah' <Norsiah.MdNoor@aig.com>
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We confirmed that OID was an authorised driver.

Attached is a copy of video footage from third party for your easy reference. Liability is not in OID favour.

We will proceed to direct settlement with third party.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 19 September 2018 11:50 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We noted that your client had submitted a medical fee at \$39.00.

Kindly advise if there is any doctor's memo and please confirm with your client that he is not seeking any medical treatment due to this accident and no further pain and suffering claims.

We will get back to you once we hear from you.

Thank 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) <shushi.tang@vw.com.sg>
Sent: Friday, 20 July 2018 4:49 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi,

Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 19 September 2018 11:54 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Hi,

There is no doctor memo, customer just went to GP to seek treatment after accident, there is no further injury claim.

Thank you.

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, 19 September, 2018 11:50 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We noted that your client had submitted a medical fee at \$39.00.

Hsiao Tong (LKKAUTO)

From: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>
Sent: Wednesday, 19 September 2018 1:56 PM
To: Hsiao Tong (LKKAUTO)
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

Please proceed to settle the claim and request for a copy of original receipt.

Thank you

Norsiah Md Noor
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419-1606 | Fax +(65) 6835-7417
Norsiah.MdNoor@aig.com | www.aig.com.sg

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, September 19, 2018 12:02 PM
To: Md Noor, Norsiah
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

Kindly refer to the email below from third party repairer which is self-explanatory.



Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

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: Md Noor, Norsiah <Norsiah.MdNoor@aig.com>

Sent: Tuesday, 18 September 2018 12:13 PM

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

Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

Any doctor's memo and please confirm with TP's claimant that he is not seeking any medical treatment due to this accident.

Thank you

Norsiah Md Noor
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419-1606 | Fax +(65) 6835-7417
Norsiah.MdNoor@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, September 14, 2018 3:50 PM
To: Md Noor, Norsiah
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to our below email.

Please informed that Third Party driver is claiming for medical fee of \$39.00 under PD claim.

Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 5 September 2018 10:00 AM
To: 'Md Noor, Norsiah' <Norsiah.MdNoor@aig.com>
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to the above matter.

Please informed that Third Party driver is claiming for medical fee of \$39.00 under PD claim.

Kindly advise if we can settle the abovementioned medical claim alongside with the PD claim.

Thank you.

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: Hsiao Tong (LKKAuto)

Sent: Wednesday, 13 June 2018 12:44 PM

To: 'Md Noor, Norsiah' <Norsiah.MdNoor@aig.com>

Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norisah,

We confirmed that OID was an authorised driver.

Attached is a copy of video footage from third party for your easy reference. Liability is not in OID favour.

We will proceed to direct settlement with third party.

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: Md Noor, Norsiah [<mailto:Norsiah.MdNoor@aig.com>]

Sent: Thursday, 7 June 2018 11:37 AM

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

Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Dear Hsiao Tong,

No issue if OID was authorize to drive the vehicle.

Thank you

Norsiah Md Noor
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte Ltd
78 Shenton Way #08-16 Singapore 079120
Tel +(65) 6419-1606 | Fax +(65) 6835-7417
Norsiah.MdNoor@aig.com | www.aig.com.sg

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Thursday, June 07, 2018 10:51 AM
To: Md Noor, Norsiah
Subject: RE: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Hi Norsiah,

We refer to our below email.

Kindly advise as third party repairer(Volkswagen Centre Singapore) is chasing for update/outcome.

Thank you.

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: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 5 June 2018 12:25 PM
To: Md Noor, Norsiah (Norsiah.MdNoor@aig.com) <Norsiah.MdNoor@aig.com>
Subject: Your ref: 4358413236SG *Our Ref: CC3/AIG18009885/pb3 [ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018]

Your ref: **4358413236SG**
Our Ref: CC3/AIG18009885/pb3

Dear Norsiah,

ACCIDENT INVOLVING SLB 3483S(OI) & SLU 6860S(TP) ON 23/05/2018

We refer to the above matter and our tele-conversation earlier.

We understand that the driver Mr Michael Soh San Chwan is an employee of insured's company.

Kindly advise if there is any policy issue and whether we can proceed direct settlement with third party.

Thank you.

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)

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Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 19 September 2018 5:08 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK REF:CC3/AIG18009885/pb3
Attachments: RENTAL AGREEMENT.pdf

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,990.80
2. Loss of Rental (3days x \$100.00)*	\$ 300.00
3. LTA/ GIA Search Fee	\$ 7.45
4. Medical Fee**	\$ 39.00
TOTAL	<u>\$ 4,337.25</u>

*Kindly let us have a clearer copy of rental agreement.

**For medical claim, kindly let us have the original receipt.

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: Wednesday, 19 September 2018 11:54 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK REF:CC3/AIG18009885/pb3

Hi,

Hsiao Tong (LKKAUTO)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 20 September 2018 9:26 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Hi Hsiao Tong,

Please revised the rental to \$100 = 7% GST, thank you.

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, 19 September, 2018 5:08 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to the above matter.

We propose settlement as follows: -

- | | |
|---------------------------------------|-------------|
| 1. Cost of Repair (w/GST) | \$ 3,990.80 |
| 2. Loss of Rental (3days x \$100.00)* | \$ 300.00 |

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 21 September 2018 8:51 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

We refer to your below email.

We are prepared to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 3,990.80
2. Loss of Rental (3days x \$100.00) (w/GST)*	\$ 321.00
3. LTA/ GIA Search Fee	\$ 7.45
4. Medical Fee**	\$ 39.00
TOTAL	<u>\$ 4,358.25</u>

*Kindly let us have a clearer copy of rental agreement.

**For medical claim, kindly let us have the original receipt.

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: Thursday, 20 September 2018 9:26 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi Hsiao Tong,

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 21 September 2018 1:49 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Hi Hsiao Tong,

I had made a call to the owner to get the original medical bill, he mentioned that he had passed it to the lawyer to assist in this claim.

Please kindly remove the medical from our claim.

Apologized for the inconvenience, Thank you.

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: Friday, 21 September, 2018 10:11 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

Kindly send us the original rental agreement together with your client medical receipt.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 1 October 2018 2:24 PM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Admin A; CS A Team; assignments
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018
***LKK REF:CC3/AIG18009885/pb3

Without Prejudice

Hi Shu Shi,

Further to your below email.

We confirm settlement as follows: -

1. Cost of Repair (w/GST)	\$ 3,990.80
2. Loss of Rental (3days x \$100.00) (w/GST)*	\$ 321.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$ 4,319.25</u>

* Kindly send us the original rental agreement for our necessary action.

"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, 21 September 2018 1:49 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLU6860S & SLB3483S ON 23/05/2018 ***LKK
REF:CC3/AIG18009885/pb3

Hi Hsiao Tong,

I had made a call to the owner to get the original medical bill, he mentioned that he had passed it to the lawyer to assist in this claim.

Please kindly remove the medical from our claim.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Saturday, 9 June 2018 9:39 AM
To: 'michael.soh@daimler.com'
Subject: ACCIDENT INVOLVING SLB 3483S(AIG) & SLU 6860S ON 23/05/2018

Dear Mr Michael Soh,

Your Ref: SLB 3483S
Our Ref: CC3/AIG18009885/R1pb3
ACCIDENT INVOLVING SLB 3483S(AIG) & SLU 6860S ON 23/05/2018

We refer to the above 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 SLU 6860S against your motor insurance policy.

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

Your full co-operation in the handling of the claim is required and kindly let us have the following documents for our necessary action: -

- Coloured photographs of accident scene and photographs of damage to all vehicles involved.
- A copy of authorisation letter from your company(registered car owner) to authorise you as a driver.

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.

"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)


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

I, Ye Sheng Wei (the third party claimant")
of B1K 486 Juvonj west ave 1 # 08-121 CS) 640486 (address), owner
of SLU68605 (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 SLU68605 that was damaged pursuant to the accident which occurred
on 23/05/2018 (date) along Bukit Timah Rd At 1 Evans Rd (location)
involving vehicle no/s SLB34835 ("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 20 (day) of 7 (month) 2018 (year)



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



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 SS 3990.80 (Repair Cost), SS 321.00 (Loss of Use/Rental), SS 7.45 (Disbursement) for vehicle no. SLN 6860S that was damaged pursuant to the accident which occurred on 23.5.18 (date) along Bukit Timah Rd Att Evans Rd. (location) involving vehicle no/s SLB 3485. This is pursuant to the inspection conducted on 06.06.18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Ye Shywei ("the third party claimant") of vehicle no. SLN 6860S 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 SLN 6860S (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 01 (day) of 10 (month) 2018 (year)



MLB
Signed by appointed surveyor

Signed by "the workshop" (with chop)



Volkswagen Centre Singapore

Service Tax Invoice No. SV18P27730



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

SERVICE ORDER NO.: 18IP1525

SERVICE CUSTOMER NO.: F01059R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-15 AIG Building
Singapore

Post Code: 079120

VEH NO.: SLU6860S

DATE: 25/05/18 Pickup:
VIN NO.: WVWZZZ1TZFW011018 KM: 80,800
GEARBOX CODE: QQW Engine No.:
MODEL: Touran 6 1.6 TDI (DSG) BMT
SA: Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	AIG DIRECT SETTLEMENT				
	DOA: 23/05/2018				
	TP VEHICLE: SLB3483S				
	SURVEY BY: RASUL (LKK)				
	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	460.00	460.00
6	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
7	REAR BUMPER	1.00	PCS	1,329.72	1,329.72

Sub Total 3,729.72
GST (7%) AMOUNT 261.08
TOTAL AMOUNT 3,990.80

for Volkswagen Group Singapore Pte Ltd



Authorised Signatory

Customer

Phone : Fax :

SKYWAY MOTOR PTE LTD

400 ORCHARD ROAD #15-06 ORCHARD TOWER, SINGAPORE 238875
Tel: 6333 6333 Fax: 6416 8555

TAX INVOICE

RCB: 199904194N GST: 199904194N

YE SHENGWEI

BLOCK 486 JURONG WEST AVE 1 #08-121
SINGAPORE 640486

INVOICE : AR201806-000895

DATE : 19/06/2018

TERMS : C.O.D

SALESMAN : JENNIFER

PO NO : RA03248

NO.	DESCRIPTION	UNIT	AMOUNT (\$\$)
1	Rental Billing From 19/06/2018 To 21/06/2018 (SLF9204X) Your Ref : SLU6860S Make and Model: VOLKSWAGEN JETTA 1.4 TSI (DSG)	3 day(s)	360.00

RECEIVED
19 JUN 2018
BY: WDP CC \$360

AMOUNT : \$\$


THREE HUNDRED AND SIXTY DOLLARS AND ZERO CENTS ONLY

Please issue cheque payable to SKYWAY MOTOR PTE LTD and send us a copy of
cheque image then bank in to our DBS Bank Ltd. Current A/C No. 003-947-267-6.

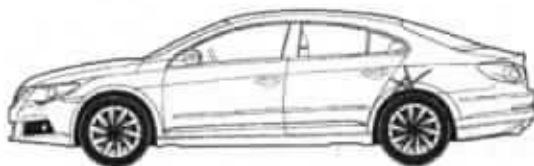
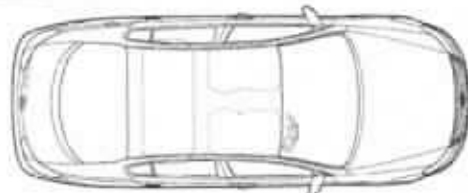
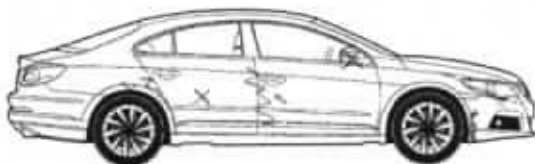
SUB TOTAL	336.45
GST 7%	23.55
TOTAL \$\$	360.00

HIRER'S PARTICULARS	
Owner's Vehicle No.:	2465615
Model:	TOYOTA
Name:	YF Sengwei
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp / Pgr No: 97500498
P.P / LC No.:	Nationality: S.P.O.
Date of Birth:	Place of Birth:
Dr. Licence No.:	
Date of Issue:	Country of Issue:

ADDITIONAL DRIVER'S PARTICULARS	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp / Pgr No:
P.P / LC No.:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No.:	
Date of Issue:	Country of Issue:
IMPORTANT: The vehicle will not be insured after the expiry of the hire period and in case of any accident the Hirer will be liable for all consequences.	

RENTAL VEHICLE PARTICULARS		
Rental Vehicle No.:	SF 9204 X	
Model:	Detha	
Collection Out:	Date & Time	Mileage Out
	19/6/13 @ 12pm	1447
Return In:	Date & Time	Mileage In
	21/6/13 @ 1745	41615
Petrol Level OUT  IN		

RENTAL CHARGES			
Months @ \$	per month		
Weeks @ \$	per week		
3 Days @ \$ 120	per day	360	00
Hours @ \$	per hour		
ADDITIONAL CHARGES			
PETROL TOP-UP CHARGES			
MISC			
TOTAL CHARGES (incl 7% GST)			
PAYMENT MODE <input checked="" type="checkbox"/> Master : 5446 3416 9030 8230 <input type="checkbox"/> VISA : <input type="checkbox"/> Cash : <input type="checkbox"/> Others :			



Remarks: NO REFUND.

CHECKED OUT BY	CHECKED IN BY
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[> Back to OneMotoring](#)

Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 30 May 2018 / 17:29:08

Receipt Date/Time : 30 May 2018 / 17:29:08

Tax Invoice/Receipt

Receipt No. : ITNET-00000-180530-001837

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SLB3483S As at 23 May 2018/19:40:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SLB3483S Enquiry Fee 20180530172743015703	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	20180530172810968	Direct Debit: eNETS Debit (Internet Banking)		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

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

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	31 May 2018 Edit Reg		06 Jun 2018 00:00 Edit Adj Rpt	S\$3,729.72 Edit Estimates	S\$3,729.72 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: DAIMLER FLEET MANAGEMENT SINGAPORE PTE. LTD. , Co. Reg. No.: 199803778Z									
Main Claimant: YE SHENGWEI , ID: S8629863E									
Vehicle Reg. No.: SLU6860S		Date of Loss: 23/05/2018 19:00 - :59 [40 Months and 21 Days From LTA Reg Date (Man Yr)]							
Claim Type: TP / 4358413236SG		Policy/Cover Note No.: 0999994749 (Comprehensive)							
Vehicle Reg. No. (Insured): SLB34835		Policy No. (Claimant): 5097037365							
		Excess:							
Repairer: Volkswagen Group Singapore Pte Ltd (-) 247 ALEXANDRA ROAD, 159934 Alexandra - Tel: 63057293									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by MdNoor, Norsiah] Norsiah.MdNoor@aig.com									
Claimant's Insurer: NTUC Income Insurance Co-operative Ltd (HQ) - Tel:									
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									
There are no mail for this case.									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLU6860S (4358413236SG)

[SLB3483S]

TP








YE SHENGWEI

May 23 2018 7:00PM

[DAIMLER FLEET MANAGEMENT SINGAPORE PTE. LTD.]

Volkswagen Group Singapore Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View View in Browser <input type="button" value="v"/>	
Video										1 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail		Print	
1	31/08/18 11:09	SLU 6860S vs SLB 3483S - TP VIDEO_REAR								Load MP4	
2	31/08/18 11:10	SLU 6860S vs SLB 3483S - TP VIDEO_FRONT								Load MP4	
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								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	13/06/18 09:41	Odometer Reading								Load JPG <input checked="" type="checkbox"/>	
2	13/06/18 09:41	Chassis Number								Load JPG <input checked="" type="checkbox"/>	
3	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
4	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
5	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
6	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
7	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
8	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
9	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
10	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
11	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
12	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
13	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
14	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
15	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
16	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
17	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
18	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
19	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
20	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
21	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
22	13/06/18 09:41	General View								Load JPG <input checked="" type="checkbox"/>	
23	30/06/18 13:46	Reinspection Photo								Load JPG <input checked="" type="checkbox"/>	
24	30/06/18 13:46	Reinspection Photo								Load JPG <input checked="" type="checkbox"/>	
25	30/06/18 13:46	Reinspection Photo								Load JPG <input checked="" type="checkbox"/>	
26	30/06/18 13:46	Reinspection Photo								Load JPG <input checked="" type="checkbox"/>	
27	30/06/18 13:46	Reinspection Photo								Load JPG <input checked="" type="checkbox"/>	
Documentation										1 per page <input type="button" value="v"/> <input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail		Print	

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	31/05/18 18:24	TP EST & GIA REPORT		Load PDF
2	07/06/18 19:08	TP ESTIMATE- MARKED		Load PDF
3	13/06/18 09:41	Authorisation Letter from OI		Load PDF
4	13/06/18 09:42	Photos from OI		Load PDF
5	05/09/18 09:58	Medical Fee Receipt		Load PDF
6	12/10/18 09:57	WORKSHOP INVOICE		Load PDF
7	12/10/18 09:57	AUTHORISATION TO ACT FORM		Load PDF
8	12/10/18 09:57	Release Voucher		Load PDF
9	12/10/18 09:57	RENTAL RECEIPT		Load PDF
10	12/10/18 09:57	LTA SEARCH		Load PDF
11	12/10/18 09:57	LETTER TO OI		Load PDF
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	04/06/18 13:06	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) <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SLB3483S (Insd veh)	Model:	VOLKSWAGEN TOURAN 1.6
	SLU6860S (TP veh)		(A)
Date of Accident:	23/05/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	8,724.11
Final Repair Cost	:	\$	3,990.80
Loss of Use	:	\$	_____ days at \$0.00 per day
Rental (if any)	:	\$	321.00 3 days
LTA / GIA Search Fee	:	\$	7.45
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	4,319.25

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	:	\$ 4,319.25
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

12 Oct
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/AIG18009885/R1PB3Q2

Date: 12/10/2018

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994749
Claimant Vehicle No : SLU6860S **Insured Vehicle No :** SLB3483S
 Date of Loss: 23/05/2018 Nature of Claim: TP Claim No: 4358413236SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SLU6860S**
 Make & Model: VOLKSWAGEN TOURAN, 1.6 (A) Engine No: CAYAF9592
 Reg. Date: 02/01/2015 (Man. Year: 2014) Chassis No: WVGZZZ1TZFW011818
 Colour: Black Odometer: 78387 km
 Engine Capacity: 1598 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: 225/50 R17 Rear Tyre Size: 225/50 R17
 Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm
 Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,473.37	1,329.72	1,143.65	46.24
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,680.00	2,400.00	3,280.00	57.75
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	8,153.37	3,729.72	4,423.65	54.26
+ GST 7.00/7.00% (S\$)	570.74	261.08	309.66	54.26
Nett Amount (S\$)	8,724.11	3,990.80	4,733.31	54.26
+ Car Rental (3.0 x S\$100.00/day + 7.00% GST) (S\$)		321.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		4,319.25		

INSPECTION

Date of Assignment: 06/06/2018
 Date Inspected: 06/06/2018 Inspected At: Volkswagen Group Singapore Pte Ltd (-)
 247 ALEXANDRA ROAD
 Singapore 159934
 Estimated Period of Repair: 3.0 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		*REAR REINFORCEMENT	Not Necessary	560.31 FS	*- FS
2	1		*REAR BUMPER	Deformed	1,329.72 FS	*1,329.72 FS
3	1		*SPOILER	Not Necessary	520.07 FS	*- FS
4	1		*CENTRE BRACKET	Not Necessary	63.27 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (S\$)	2,473.37	1,329.72
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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	840.00
2	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
3	CHECK WIRE HARNESS ,ECU ,S	New	280.00	280.00
4	SPRAY PAINT	New	2,400.00	800.00
Gross Labour Cost (S\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >