

Taylor M

f

ASSIGNMENT

From: _____ Date: 07062018

Estimated Cost: _____

OD TP WS TP RES CD RES EVA INV MV

To inspect Vehicle No: SKJ 311K

at Workshop no: Volkswagen

of: 247 Alexandra Rd

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

10-30cm

(Policy Condition)

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

Bat. or Market Value: _____

IDAC Accident Rpt: _____ Consistent? : Yes or No

GIA / PR Seen: _____ Consistent? : Yes or No

Est. Repairs: 3 days Res: Yes or No

Lum Sum: 302 % 3 Val. Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

Veh No: SKJ 311K Yr Regn: 2017 July

Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover / Truck / Trailer or _____

Make: Volkswagen. Power CC 1395

Colour: Black A/C. Insured / Std / NI / NA

Sp. Reading: 11580 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WV G 222 / TEHW 087360

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or _____

Brake: Inorder / Jammed / Leaked / Burnt or _____

Modl: Nil / SRim / STD A/Rim or _____

Tyre Size: F: 215/55R17
R: 215/55R17

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

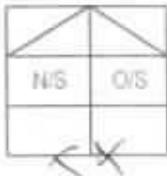
Front	R/Bal	6 mm	Rear	R/Bal	6 mm
	L/Bal	6 mm		L/Bal	6 mm

D.O.A: _____ D.O.I: 7/6/18 @ 2030

Survey held at: VW Alexandra

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

The UIC / Chassis frame / Body Structure affected due to collision.



Date / Time	Action / Instruction
<p>plg 4,550.62 (Rudif 3,062.17 / 40.22%)</p>	

Date/Time File Pass to: : Preli. Report

File: : Final Report

Date/Time File Return to: _____

Report Format: _____

Lump Sum / I.B.I: \$ _____

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

Add Fee: Site Insp \$ _____

Interview \$ _____

Tech Insp \$ _____

Weekend \$ _____

TOTAL: _____



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

EQ INSURANCE COMPANY LTD

Ref : CC4/EQ118010392/fb3

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEX SINGAPORE 069110

Date : 07-06-2018



Code : EQI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLC 4985Z	Veh. Inspected	SKJ 3111K
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	07/06/2018

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

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5. General Information

Accident Date	03/06/2018	Inspection Date	
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD 247 ALEXANDRA ROAD SINGAPORE 159934		

5a. Remarks

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



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

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

Your ref: To Be Advised
Our ref: CC4/EQ118010392/T11b3

Date: 08.06.2018

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SKJ3111K

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 07.06.2018 at the premises of M/s Volkswagen Group Singapore Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	<u>7,612.79</u>
Revised Estimate Amount	: S\$	<u>4,550.62</u>
"Check" Items Amount	: S\$	<u>567.67</u>
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

NTUC VS BLS UNJ
Scene video 4/18

PDI TUAS

Tanpin 9249549
-wp'
2/6/18 @ 1050
03 days
Kearny before paint
Sur @ 1/1/18/18

PDI TUAS
LIM YANZHEN
31 LORONG CHUAN
#09-06
Singapore, 556820
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV040209
Quote No. SER/QUO/1800903
QuoteDate 05/06/18
Salesperson
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Touran 7 1.4 TSI CL EQP	10,514	
License No.	VIN	Initial Registration	Sales Advisor
SKJ3111K	WVGZZZ1TZH087360	14/07/17	
Engine Code	Labor Type	Engine No.	Model Code
	1N	CZD 290981	5T13NZ

No.	Description	Qty.	UoM	Unit Price	Amount
B&P ALEX LABOUR	LABOUR	3	UNIT	840.00	840 2,520.00
B&P ALEX PAINT	SPRAY PAINT	2	UNIT	800.00	800 1,600.00
B&P SENSOR	SUPPLY & INSTALL REVERSE SE	1	Pieces	400.00	X? 400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		✓ 480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		✓ 280 200.00
	Nett				
	Sum Labor				5,200.00
P 5TA807393	BUMPER SIDE BRACKET LH	1	Pieces		mX? 37.87
P 5TA807394	BUMPER SIDE BRACKET RH	1	Pieces		mX? 37.87
P 5TA807417 GRU	REAR BUMPER	1	Pieces		de 2,150.62
P 5TA807453	TAILLIGHT LOWER BRACKET LH	1	Pieces		m 47.25
P 5TA807454	TAILLIGHT LOWER BRACKET RH	1	Pieces		m 47.25
P 5TA807863	BUMPER CENTRE BRACKET	1	Pieces		mX? 91.93
	Sum Item				2,412.79

LKK Auto Consultants hence notify
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer
Signature:
Date:

Sum Labor		5,200.00
Sum Item		2,412.79
Total SGD		7,612.79
7% GST	7,612.79	532.90
Total SGD Incl. GST		8,145.69

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

Service Order Confirmation

SERVICE ORDER NO: 18IP1517

CUSTOMER NO.: CV040209

CUSTOMER NAME: LIM YANZHEN

TELEPHONE NO.:

ADDRESS: 31 LORONG CHUAN #09-08
Singapore

VEH No.: SKJ3111K

Order Date: 12/06/18

Reg Date: 14/07/17

KM: 11,915

VIN NO.: WVGZZZ1T2HW087360

ENGINE NO.:

SA: Cheong Pearlyn

MODEL: Tauran 7 1.4 TSI CL EOP

MODEL NO.: 5T13NZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labour						
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 ALEX LABOUR LABOUR	1	UNIT	840		840
4	B&P ALEX 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	STA807417 GRU REAR BUMPER	1	PCS	2,150.82		2,150.82

Remarks : EQ DIRECT SETTLEMENT

DOA 03/06/2018

SURVEYOR LKK

TP VEHICLE SLC48652

TOTAL	4,550.82
GST AMOUNT	318.54
TOTAL AMOUNT	4,869.36

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

PDI TUAS

PDI TUAS

LIM YANZHEN
31 LORONG CHUAN
#09-06
Singapore, 556820
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV040209
Quote No. SER/QUO/1800903
QuoteDate 05/06/18
Salesperson
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Touran 7 1.4 TSI CL EQP	10,514	
License No.	VIN	Initial Registration	Sales Advisor
SKJ3111K	WVGZZZ1TZH087360	14/07/17	
Engine Code	Labor Type	Engine No.	Model Code
	1N	CZD 290981	5T13NZ

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

Nivitha (LKK Auto)

From: Francis Ng <francis.ng@eqinsurance.com.sg>
Sent: Wednesday, 6 June 2018 3:40 PM
To: assignments
Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18
Attachments: SLC4985Z 03.06.2018.PDF; MyDocument_2018_06_05_08_54_09.pdf; SKJ3111K-NTUC VS EQ.PDF

3:45pm @ 6/6/18
vehicle not in
Person @ Mei
arrange on 7/6/18

Dear Sirs,

Please conduct PRS as requested by the workshop below.

Regards,
Francis Ng
Executive | Claims



EQ Insurance Company Limited
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
www.eqinsurance.com.sg

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

From: Goh, Edmund (VWG Singapore) [mailto:edmund.goh@vw.com.sg]
Sent: Wednesday, June 6, 2018 2:54 PM
To: Francis Ng <francis.ng@eqinsurance.com.sg>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18

Dear Francis,

please assign to LKK.

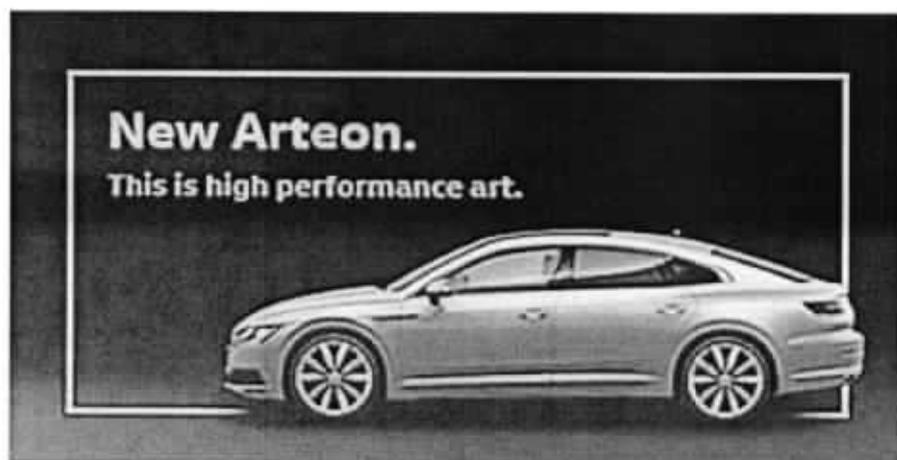
Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133

Main Line: +65 6305 7299
Main Fax: +65 6474 3643
edmund.goh@vw.com.sg
<http://www.vw.com.sg>



From: Francis Ng [mailto:francis.ng@eqinsurance.com.sg]
Sent: Wednesday, 6 June, 2018 2:17 PM
To: Goh, Edmund (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Mely (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18

To: VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dear Edmund,

Without Prejudice

We refer to your email below.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please **revert within 2 working days** if you agree or have any objections to the appointment of any of the motor surveyors.

If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us.

Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Hui Lian

5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Ricky Teng	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328 Contact Person: Edna Lee	

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Regards,
Francis Ng
 Executive | Claims

EQ Insurance Company Limited
 5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
 did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190
www.eqinsurance.com.sg



Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify t

From: Goh, Edmund (VWG Singapore) [mailto:edmund.goh@vw.com.sg]
Sent: Tuesday, June 5, 2018 11:30 AM
To: Elaine Cheong <elaine.cheong@eqinsurance.com.sg>; Bazlin Ahmad <bazlin.ahmad@eqinsurance.com.sg>; Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18

Dear Claims,

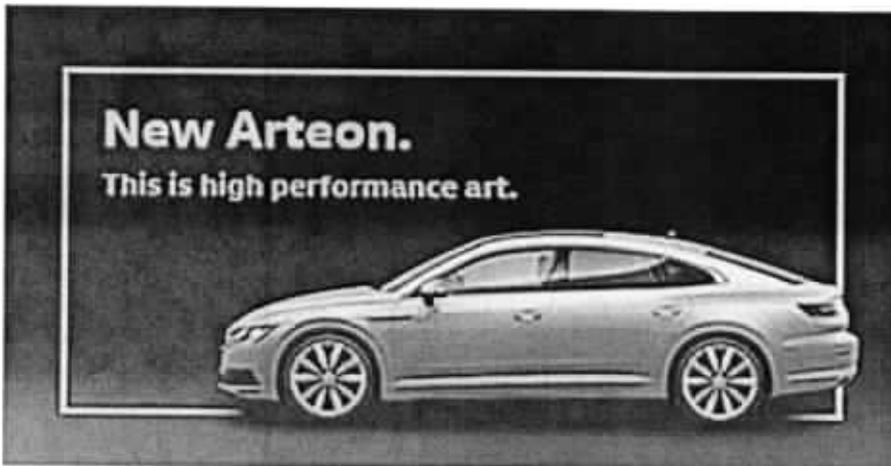
For your approval please.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
edmund.goh@vw.com.sg
<http://www.vw.com.sg>



Total Control Panel

[Login](#)

To: hazlin.ahmad@eqinsurance.com.sg [Remove](#) this sender from my allow list
From: edmund.goh@vw.com.sg

You received this message because the sender is on your allow list.

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Thursday, 20 June 2019 3:14 PM
To: Wong MeiY (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Cc: KKLau; Hsiao Tong (LKKAuto); Admin A; Kong Charmaine (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)
Subject: RE: URGENT!!!! LONG OVERDUE !!!!! DV + OFFER REQUSET - FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18; EQ REF: DM18HO01419/FN

Importance: High

"Without Prejudice"

"Save as to Costs"

Our Ref: CC4/EQJ18010392/T1fb3

Your Ref: SKJ 3111K

Dear MeiY,

We refer to the below matter.

Thank you for acceptance.

Please be informed that **no DV is require** on this matter and we will proceed closing this matter for payment processing.

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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Public
Company
No 1202

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Poh Kin (LKKAuto)

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Thursday, 20 June 2019 3:08 PM
To: Poh Kin (LKKAuto); Foo John (VGS - SG/Singapore)
Cc: KKLau; Hsiao Tong (LKKAuto); Admin A; Kong Charmaine (VGS - SG/Singapore);
Cheong Pearlyn (VGS - SG/Singapore)
Subject: RE: URGENT!!!! LONG OVERDUE !!!!! DV + OFFER REQUESET - FOR ACCDT
INVOLVING SKJ3111K & SLC4985Z ON 03.06.18; EQ REF: DM18HO01419/FN

Dear Poh Kin,

Offer accepted. Please forward us DV, if any, and kindly process payment. Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. Think Blue.

Internal

From: Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Sent: Thursday, 20 June 2019 2:52 PM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Foo John (VGS - SG/Singapore)
<John.Foo@vw.com.sg>
Cc: KKLau <kklau@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Thursday, 20 June 2019 2:52 PM
To: Wong MeiY (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Cc: KKLau; Hsiao Tong (LKKAuto); Admin A; Kong Charmaine (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)
Subject: RE: URGENT!!!! LONG OVERDUE !!!!! DV + OFFER REQUSET - FOR ACCDT INVOLVING SKJ3111K & SLC4985Z ON 03.06.18; EQ REF: DM18HO01419/FN

Importance: High

"Without Prejudice"
"Save as to Costs"

Our Ref: CC4/EQ118010392/T1fb3
Your Ref: SKJ 3111K

Dear MeiY,

We refer to the below matter.

Thank you for your patient waiting on this matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we offer settlement at below:-

1. Cost of Repair (w/gst)	S\$ 4,869.16
2. Loss of Rental (3 days x \$100.00+7%gst)	S\$ 321.00
3. GIA search fee	<u>S\$ 2.00</u>
	S\$ 5,192.16

kindly confirm acceptance on this matter.

Your prompt reply will be very much appreciated.

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

Biz Reg. No. S3103049E
GST No. M20098505-2

LETTER OF DEMAND

Your Ref: DM18H001419 / FN
Our Ref: SKJ 311K

To: ER

Dear Sirs,

ACCIDENT INVOLVING SKJ 311K & SLC 4985Z ON 3-6-18

We are claiming on behalf of our client LIM YAN ZHEN owner of

vehicle number SKJ 311K involved in accident on 3-6-18

with vehicle SLC 4985Z along/at SLIP RD AMK AVE 1 INTO UPP. THOMSON RD.

Description of claims:

Cost of Repairs \$ 4550.62 + 7% GST = \$ 4869.16

~~Loss of Use/Rental~~ \$ 120 X 3 Days = \$ 360

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

Search Fee \$ _____ + 7% GST = \$ 2

TOTAL \$ 5231.16

We are claiming in full and final settlement of \$ 5231.16.

Cost of repair & search fee \$ 4871.16 to be payable to Volkswagen Centre Singapore.

~~Loss of use/Rental amount/Medical fee~~ of \$ 360 to be payable to
LIM YAN ZHEN

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

Dated this _____ of 04 JUL 2018

Poh Kin (LKKAuto)

From: Poh Kin (LKKAuto)
Sent: Tuesday, 11 June 2019 4:20 PM
To: woonyuyee@gmail.com
Cc: Admin A
Subject: Our Ref: CC4/EQ18010392/K1fb3; Your Veh: SLC 4985Z
Attachments: IMG_7511.JPG; IMG_7512.JPG; IMG_7513.JPG; IMG_7514.JPG; IMG_7515.JPG; IMG_7516.JPG; IMG_7518.JPG; IMG_7519.JPG; IMG_7520.JPG

Importance: High

Our Ref: CC4/EQ18010392/K1fb3
Your Veh: SLC 4985Z

WOON YU YEE
Policy Holder

Dear Mr Woon,

ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SLC 4985Z AND SKJ 3111K ALONG SLIP ROAD OF ANG MO KIO AVENUE 1 ON 03.06.2018.

We refer to the above matter and our tele conversation.

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

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

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 call us if you have further queries.

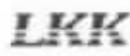
Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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

 LKK Auto Consultants Pte Ltd *Save the Earth. Print only when necessary.*

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LETTER OF AUTHORITY

ACCIDENT INVOLVING SKS311K and SLC4985E on 03/06/2018
Own vehicle's number Other vehicle's number Date of accident
along SLIP ROAD OF ANH MOPO AVE 1 INTO UPPER THOMSON RD
Accident location

BY THE LETTER OF AUTHORITY, I/we, LAM YANZHEN
Name of Policy Holder & IC / Passport number
of S 8138361E owner of Vehicle Registration

Number SKS311K hereby irrevocable appoint Volkswagen Centre Singapore
Own vehicle's number

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

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number 5092486951 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of Volkswagen Centre Singapore and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

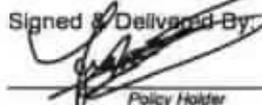
*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done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

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

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

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 22th of the month JUNE Year 2018.

Signed & Delivered By:


Policy Holder X

Witness By:





DISCHARGE VOUCHER

I / We LIM YAN ZHEN (Passport No. S8138861E) the
owner of vehicle number SKJ 311K hereby accept from
_____ (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SKJ311K & SLC495E along SLIP ROAD OF DAH HUI KU AVE 1 INTO UPPER
on 03/06/2017 THOMSON RD.

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

The lost of use (transport allowance rental receipts) to be payable to
Lim Yan zhen.

Dated this on 22/06/2017 (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name : lim yan zhen

NRIC No. : S8138861E

Date : 22 Jun 17

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P27941

Bus Reg. No. 53103069E
GST No. M30099505-2

SERVICE ORDER NO: 18IP1517
SERVICE CUSTOMER NO.: E1878004
SERVICE CUSTOMER NAME: EQ INSURANCE COMPANY LIMITED
TELEPHONE NO.:
ADDRESS:

VEH NO.: SKJ3111K
DATE: 25/06/18 Pickup:
VIN NO.: WVGGZZ17Z1W087360 KM: 11,915
GEARBOX CODE: Engine No:
MODEL: Touran 7 1.4 TSI CL EQP
SA: Chong Pearty
Next Appointment Date:
Next Appointment Mileage: 0

Post Code: 069257

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
EQ DIRECT SETTLEMENT					
DOA 03/06/2018					
SURVEYOR LKK					
TP VEHICLE SLC4985Z					
Labor					
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
Item					
7	REAR BUMPER	1.00	PCS	2,150.62	2,150.62

Sub Total 4,550.62
GST (7%) AMOUNT 318.54
TOTAL AMOUNT 4,869.16

for Volkswagen Centre Singapore Pte Ltd

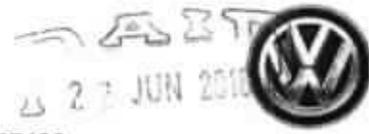


81030001
Authorized Signatory

Customer

Phone : Fax :

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P27486

BY:

Bus Reg. No. 53100069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP1606

SERVICE CUSTOMER NO.: CV040208

SERVICE CUSTOMER NAME: LIM YANZHEN

TELEPHONE NO.:

ADDRESS: 31 LORONG CHUAN
#08-06
Singapore

Post Code: 558820

VEH NO.: SLV2719P

DATE: 22/06/18 Pickup:

VIN NO.: WVVZZZAUJ2GW544784 KM: 3,557

GEARBOX CODE: Engine No.:

MODEL: SPORTSVAN 1.4 TSI CL

SA: Goh Edmund

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
1	Labor B&P VW DRIVEEASY RENTAL/LOAN CAR	3.00	TU	112.15	336.45

Sub Total 336.45
GST (7%) AMOUNT 23.55
TOTAL AMOUNT 360.00

for Volkswagen Group Singapore Pte Ltd

Customer

Authorized Signatory

Phone : Fax :

lot 34



Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SKJ 3111K
Model:	Touran
Name:	Ng Kim Hwat
Address:	31 Lorong Chuan #09-05 (556820)
Office Tel:	Residence Tel:
Occupation:	Hp: 97363596
P.P.L.C No:	Nationality: s'pore
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No:	SLV271AP	
Model:	Sportvan	
Collection Out	Date & Time	Mileage Out
	19/06/18 @ 9:15	5244
Return In	Date & Time	Mileage In
	22/06/18 @ 3:45 pm	5436
OUT		
EMPTY	FULL	EMPTY FULL

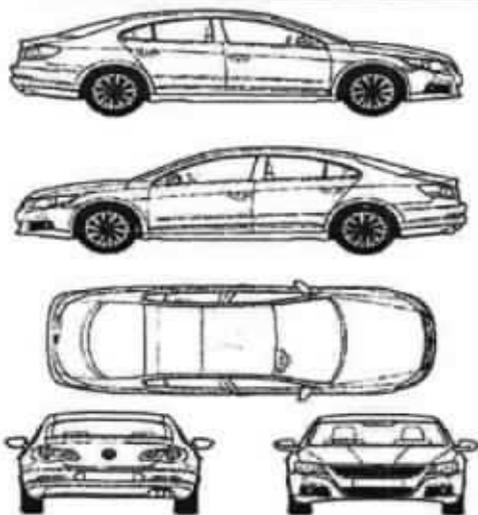
ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P.L.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT CAR CHARGES		
	Days	Total
Days @ \$ 112.15 Per Day	3	336.45

ADDITIONAL CHARGES		
PETROL TOP-UP CHARGES		
MISC		
TOTAL CHARGES (incl 7% GST)		336.45

Remarks:
Rental fee will only collected upon car collection.

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P.L.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	



Kindly top up the petrol before you return us the replacement car. Otherwise, there will be charges added to your payment.

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

CHECKED OUT BY: Mert

CHECKED IN BY: Mert

Rental Car Terms & Conditions

1. I hold a valid Singapore driving licence, as provided herein, for the operation of the loan car ("the Car").
2. For the avoidance of doubt, 1 day is equivalent to 24-hour period from when the Car was rented out. When the loan period is less or equal to 5 hours after 1 day, I will incur a half day day charge. When the rental period exceeds 5 hours after 1 day, I will incur a full day charge.
3. In the event of vehicle breakdown, Volkswagen Group Singapore will only replace another rental vehicle on the next working day subject to availability of the rental vehicle.
4. I acknowledge that Volkswagen Group Singapore is fully entitled to request for the return of the Car at any time, giving 1 day notice, when your car is ready for collection.
5. The Car shall be issued and returned during the operating hours of the Service Centres.
6. I have checked and accepted the Car in the current condition and agree to return it to you in the same condition, failing which, I agree bear all cost and expenses necessary to restore the Car to its initial condition.
7. I agree to take full responsibility for the Car and at all times exercising reasonable care when using the Car, and only the authorized driver may drive the rental vehicle.
8. There will be additional charges of \$50 per day for Malaysia Usage
9. I shall take good care on the cleanliness of the Car and shall not eat, drink and smoke in the Car.
10. I shall not permit anything to be done that may void or affect the Car's insurance in any way, eg. driving under influence of alcohol/medication, participating in racing, etc. Under such circumstances, I will bear all cost to restore the Car to the initial condition, or to replace the Car.
11. I take full responsibility and shall promptly pay for any damage or loss, however caused to the Car during the loan period.
12. I shall pay for all traffic violations, fines and penalties imposed on the Car during the rental period.
13. All claims, damages, losses, increased insurance premiums, insurance claim excess amounts, costs and expenses (including legal costs on a full indemnity basis), whatsoever and however brought against, suffered or incurred by you in respect of the Car or the use or operation of the Car during the rental period.
14. In the event when the Car is damaged, I shall pay the insurance claims excess stated below (please tick the relevant):
 - \$2,500 excess amount - applicable for non-sport models and/or with engine capacity less than 2,500cc (Polo, Beetle, Jetta, Passat, CC, Touran and Sharan).
 - Applicable to sports, coupe and cabriolet models, including Scirocco and Golf Cabriolet.
 - Applicable to vehicle with engine capacity above 2,500cc, including Touareg and Phaeton.
 - \$5,000 excess amount - applicable for sports, coupe and cabriolet models and/or with engine capacity above 2,500cc (Scirocco, Golf Cabriolet, Touareg and Phaeton)
 - \$5000 Excess Amount - Applicable for drivers below 26 years old and above 62 years old and with driving experience less than 2 years
15. I shall return the same level of petrol in which the Car was loan out, when I returning the Car. Otherwise, I shall be charged for topping up of petrol to the same level in which the Car was rented out when returning the car back to VGS.
16. I agree that I shall settle all outstanding payment before I am able to collect my own car from the workshop.
17. I have read, fully understand and agreed with the terms and conditions herein.

Customer / Hirer's Signature :





**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-18-084533

Date of Request: 04/06/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 04/06/2018

Enquiry By Wong Yen Mei

TP Vehicle No. SLC4985Z

Accident Date 03/06/2018

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



**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-18-084533
 Date of Request: 04/06/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
 247 Alexandra Road
 Singapore 159934

Dear Sir/Madam,

Enquiry Date: 04/06/2018
 Enquiry By: Wong Yen Mei
 TP Vehicle No.: SLC4985Z
 Accident Date: 03/06/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLC4985Z	EQ Insurance Company Ltd	17/05/2018-16/05/2019	6223 9433

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.



To : M/s EQ INSURANCE COMPANY LTD

Date: 02/07/2019

THIRD PARTY DIRECT SETTLEMENT

Vehicle No.	SLC 4985Z (Insd Veh)	Your Ref. No. : DM18HO01419/FN
	SKJ 3111K (TP Veh)	Our Ref. No. : C4/EQI18010392/T1fb3q2
Date of Accident	3/6/2018	

Liability	100%	
Final Repair Cost	: \$ 4,869.16	
Loss of Use	: \$	days
Rental (If any)	: \$ 321.00	3 days
Others:	: \$ 2.00	
	: \$	
	5,192.16	
Final Settlement Sum	: \$ 5,192.16	
Remarks	:	

<u>Payment Instruction: Payee's Breakdown</u>		
1)	VOLKSWAGEN CENTRE SINGAPORE	: \$ 5,192.16
		: \$

JOANNE LEE
LKK Auto Consultants Pte Ltd



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

EQ INSURANCE COMPANY LTD

Ref : CC4/EQI18010392/T1fb3q2

5 MAXWELL ROAD
#17-00 TOWER BLOCK
MND COMPLEXSINGAPORE 069110

Date : 02-07-2019



Code : EQI

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLC 4985Z	Veh. Inspected	SKJ 3111K
Policy No.	DMPPHQ18-002246	Coverage (\$)	0.00
Claim No.	DM18HO01419/FN	Excess (\$)	0.00
Assign From	FRANCIS	Assign Date	07/06/2018

2. Vehicle Particulars & Condition

Make & Model	VOLKSWAGEN TOURAN	c.c	1395
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	WVGZZZ1TZHW087360	Colour	BLACK
Odometer	11580	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	215/55 R17	PIRELLI	6 mm
L/H Front Tyre	215/55 R17	PIRELLI	6 mm
R/H Rear Tyre	215/55 R17	PIRELLI	6 mm
L/H Rear Tyre	215/55 R17	PIRELLI	6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.
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5. General Information

Accident Date	03/06/2018	Inspection Date	07/06/2018
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.
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5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
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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

Page No. 1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKJ 3111K

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	BUMPER SIDE BRACKET LH (SN)	NOT NECESSARY	37.87	-
1	BUMPER SIDE BRACKET RH (SN)	NOT NECESSARY	37.87	-
1	REAR BUMPER (SN)	DEFORMED	2,150.62	2,150.62
1	TAILLIGHT LOWER BRACKET LH (SN)	NOT NECESSARY	47.25	-
1	TAILLIGHT LOWER BRACKET RH (SN)	NOT NECESSARY	47.25	-
1	BUMPER CENTRE BRACKET (SN)	NOT NECESSARY	91.93	-
			2,412.79	2,150.62
LABOUR				
	LABOUR.		2,520.00	840.00
	SPRAY PAINT.		1,600.00	800.00
	SUPPLY & INSTALL REVERSE SE.	NOT NECESSARY	400.00	-
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
	CHECK WIRE HARNESS ,ECU,S		280.00	280.00
			5,280.00	2,400.00
GRAND TOTAL			7,692.79	4,550.62
RECOMMENDED COST OF REPAIRS				4,550.62

Report Ref No. CC4/EQ118010392/T1fb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

Joanne Lee (LKK Auto)

From: Joanne Lee (LKK Auto) <report@lkkauto.com>
Sent: Friday, 5 July 2019 11:58 AM
To: 'eqiprs@eqinsurance.com.sg'
Cc: 'chewht@lkkauto.com'
Subject: TP Direct Settlement - Accident Involving SLC 4985Z (OI) and SKJ 3111K (TP) on 03/06/2018
Attachments: LKK REPORT & PHOTO.pdf; TP DS SUPPORTING DOCUMENT.pdf

Dear Sir/Madam,

Please be informed that the above-mentioned case had been settled.

Enclose herewith final report & relevant documents for your necessary action please.

Thank you.

Best Regards,

JOANNE | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

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