INS*CASE OWNER	CL	CC 4 / ASm 180	12318, P	Afas 9 LKK	55714
	escul	DOI- \( \sqrt{0} \)	7 2018	Date / Time :	17/2018
Pre-assign / CCU	000	1990X	Claim No. Policy No.	Registered in Merimen:  SMOON  VAI (GAL-84)	66 M
Insured Tel No.  Excess Sec II :SS  Is driver the owner	7 (10s / NO.)	HP: 91387952 D.O.A : 477 2018 Nature of Accident :	Make / Model Place of Accider	1- Actit Telok Blomgah	<u> </u>
If NO, Driver Nam Driver Tel 1	ne / Age : No. :	(V/L YP/NO)	OI GIA REPOR Insured Liability	T:  K / NO ; TP GIA REPO : % Final ? Y	V
Liability: RMKS:	INSR. WSP. Tel: Liabil RMK.	ity:	INSRS: WSP Tel: Liability: RMKS:	INSI WSP Tel: Liab RMB	ility:
Date/Time	-				
- 12   1   1   1   1   1   1   1   1   1		accident statement (278)	X ) intional IP	Non-Reporting ltr (1st): Non-Reporting ltr (2nd): Non-Reporting ltr (Final): Notification ltr (if non-pickup):	DATE/PIC
	find letter to 07	at other to people on a		Call Of: After call ltr to OI: Documentation Check List: H	(4/4
14/1/6/2	Is not madiste cap Emill Hobelly Green poss to tirelle	ended		Notification ltr (if non-pickup) After call ltr to Ol: Authorisation To Act Release Voucher Final Repair Bill	
\$/10			0 b <b>A</b> .	Car Rental Invoice: Towing Invoice LTA / GIA	
		RECEIVED 8 9 00		PIR.  Mandate/Reject Instruction:	
PRELIMINARY ADVICE	Date/Time: Date/	Sent By: WY	U(survey).	Payment Breakdown Form: Post-Repair Photos; Others:	
FINALIZATION	Date/Time:	Confirm with:		Confirm by:	
Repair Cost: FINAL SETTLEMENT Final Liability:		Confirm with   Ac  +   Assessed) BOLA S/N/No.		Email Call Email Call If NO or B 28, Ass. Lia	Call
Repair Cost: (\oldsymbol{\oldsymb	S\$ 4,700 £0 S\$ \$11.00 (3 S\$ - (5 x		1	Frest to pay	
Loss of Income (LOI):  LOR only LOU only  GIA/LTA Search  Medical:	SS 2.00	OR + LOI Tick only or		1) Claim status. Normal/Rejec	8 s/December Search
Medical: Disbursement: Legal Cost Total:	S\$ -  S\$ -  S\$ -  S\$ 5, 13, 60	(e.g. Tow/ Independe	mt)	2) Report Format: 1p 3) Survey fee: 425e.0	
FINAL PAYMENT	Date/Time:	Confirm with:		Email Call	
Puree 1: To visit (Stoke (FN.A.) Agree 5: (Stoke (FN.A.)	SS 5,113.60 SS	Name 1: Uniteswayer Central Name 2: Name 3:		Total Statement	

# ASSIGNMENT

From: Date:	Veh No. SKO 1810C Yr Regn. 2014 NOV
Estimated Cost	Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
OD FRIWS / TP RES / OD RES / EVA / INV / MV	Truck / Trailer or
To Inspect Vehicle No: SKO 18(oC	Make VOLKSWAGEN JETTA 1.4 == 1390
at Workshop m/s Vacksustum	Colour GREY A/C Insured / Std / NI / NA
7-7-	Sp Reading 545(2 T/Radio: Insured / Std / NI / NA
of 247 ALKTONORON PO Insured AYA	Eng/No.
Policy No	CINO WV W 222 1626 MO59 122
Claims No.	Gen. Cond: Good / Cab/ Poor / Burnt
Sum Insured Excess:	Steering: Inorder / Jammed / Leaked / Burnt or
(Client's Record)	Brake: horder / Jammed / Leaked / Burnt or
Make of Veh:	Modi: Nil / Rim / STD A/Rim or
Ham	Tyre Size: F: 205/75RIL
(Policy Condition)	R:
Remark: The veh had commenced its N/S O/S	BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU PIR / SUMI /
repair at the time of inspection.	TOYO/YOKO or
Ball or Market Value: '55K	Front Rear
IDAC Accident Rport: Consistent? : Yes or No	R/Bal 6 mm R/Bal 6 mm
GIA / PR Seen. Consistent?: Yes or No	L/Bal 6 mm L/Bal 6 mm
Est Repairs 4 days Res. Yes or No	DOA 04/07/18 , DOI 10/07/18
Lum Sum: 1,51 % 3 Val. Yes or No	5.0.A. 04/07/18 DOI 10/07/18 Survey held at Volkswarkan
NAME OF THE PARTY	Des. of Damages : Frt   Rep   O/S   N/S   U/C   Rooftop or
CA / REV / REP. / 24 HRS Vehicle: IN / OUT	
Date: Person Contacted:	The U/C / Chassis frame / Body Structure affected due to collision
Date / Time Action / Instruction	
	pp +448684 (Reli+3,571.14/44%)
	Days Of Repair:
Data/Time File Return to?	Resurvey No. of Trip: Survey Fee
Add Foo	: Site Insp (\$ ) _ 3 = 85 _54
Add Fee	Interview (\$ ) Photos
Deposit Format	Tech Invs (\$ ) Union
Report Format :	
Lump Sum / I.B.I: (\$	Weekend (\$
	2018

#### **PDI TUAS**

POLTUAS

SIM KIAN LIN 54 HUME AVENUE #10-02 Singapore, 596231 Singapore Phone No. Fax No. E-Mail

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

## Service Quote

Customer No.

CV027274

Quote No.

SER/QUO/1801075

QuoteDate Salesperson 05/07/18

Page

Alex Tan

ge

THIS IS NOT AN OFFICIAL TAX INVOICE

Make

Volkswagen Passeng

License No.

SKQ1810C Engine Code Model Description

JETTA A6 1.4 TSI DSG 90KW HL

VIN

WVWZZZ16ZEM059122

Labor Type

M4

Mileage 50,069

Initial Registration

10/11/14 Engine No. CAX E81357 Service Advisor Cheong Pearlyn

Sales Advisor Alex Tan Model Code 1624G5

	No.	Description	Qty.	UoM	Unit Price	Amount
P	B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,520.00
P	<b>B&amp;P ALEX PAINT</b>	SPRAY PAINT	3	UNIT		800 2,480.00
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	5C6807305	BUMPER REINFORGEMENT	1	Pieces		P# ? 514.20
P	5C6807393B	BUMPER BRACKET LHS Use Predecessor 5C6807393	1	Pieces		SULX ? 115.65
P	5C6807394B	BUMPER BRACKET RHS Use Predecessor 5C6807394	1	Pieces		SUCX? 104.08
P	5C6807421 GRU	REAR BUMPER COVER	1	Pieces		DE 1,061.34
P	5C6807433	LOWER SPOILER	1	Pieces		Su - 511.00
P	5C6807863	REAR CENTER STRIP Sum Item	1	Pieces		sn ≠ 77.46 2,383.73

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

PDI TUAS

54 HUME AVENUE

#10-02

Singapore, 596231

SIM KIAN LIN

Singapore

Phone No.

PDI TUAS

Fax No. E-Mail

VAT Registration No. M20098505-2

Tax No.

199101494Z

## Service Quote

Customer No.

CV027274

Quote No.

SER/QUO/1801075

QuoteDate Salesperson 05/07/18

Alex Tan

Page

THIS IS NOT AN OFFICIAL TAX INVOICE

Make

Model Description

Volkswagen Passeng

License No.

SKQ1810C

Engine Code

JETTA A6 1.4 TSI DSG 90KW HL

WVWZZZ16ZEM059122 Labor Type

M4

Mileage 50.069

Initial Registration

10/11/14

Engine No. CAX E81357 Service Advisor

Cheong Pearlyn Sales Advisor

Alex Tan

Model Code

1624G5

Sum Labor Sum Item

5,680.00 2.383.73

Total

SGD

8,063.73

7% GST

8.063.73

564.46

Total SGD Incl. GST

8,628,19

Explanations

P = Proportionately Charged

Payment Terms

No Credit

autorific.

Jourday (o patpossource

is amplied to treat approval from insurance Company BUT padawasus og senu (slums Americanis story +

- pawaget si (s)vojapiepou jednij cių e
- . Unit hour second is on a "Without Prejude" basis
  - s gaus bosse sue anglest ar spoultunation
  - · 10 daplay dumined beday duming reason of ·
    - Susped Ande Japaning of Journal of 4
    - :Bujwojoy sup jo Jumeden, sig

Appar could situate the delice and

Rasul Hp 90010068 3 days 10/07/18@16006s Rasury 54 paint

Payments to:

- BBN: - Acc.-No...

## Service Order Confirmation

SERVICE ORDER NO: 18IP1864

CUSTOMER NO.: CV027274

CUSTOMER NAME. SIM KIAN LIN

TELEPHONE NO.:

ADDRESS:

54 HUME AVENUE #10-02

Singapore

VEH No.: SKQ1810C

Order Date:

20/07/18

Reg Date:

50,069

VIN NO.:

WVWZZZ16ZEM059122

ENGINE NO:

SA: Checong Pearlyn

MODEL JETTA AS 1.4 TSI DSG 90KW HL. MODEL NO.: 1624G5

No.		RESCRIPTION						
	Labor		SIA	MOU	UNIT PRICE	DISC %	AMOUNT	
t	B&P DIAG	PROGRAMMING & CALIBRATION- NETT						
2	B&P MECH	CHECK WIRE HARNESS, ECU. SENSOR SOCKET	1	TU	480		480	
3	B&P ALEX LABOUR	LABOUR	1.7	TU	280		280	
4	B&P ALEX PAINT	SPRAY PAINT	1	UNIT	840		840	
5	EXT00037	Tow SVC- Quality Recovery Services		UNIT	800		800	
6	EXT00037		31.	UNIT	0		0	
	Rem	Tow SVC- Quality Recovery Services	*	UNIT	0		0	
7	506807421 GRU	REAR BUMPER COVER						
	SC6807433	LOWER SPOILER		PCS	1,061.34		1,061.34	
9	5C6807305	REINFORCEMENT	1	PCS	511.00		511.00	
Rem	INITE: AXA DIRECT SETTLEM		1	PCS	514.20		514.20	

Remarks: AXA DIRECT SETTLEMENT

DOA 4.7.2018

SURVEYOR LKK RASUL

TP VEHICLE SON990X

TOTAL 4,486.54 GST AMOUNT 314.06 TOTAL AMOUNT 4,800.60

On Behalf Of "COMPANY"

Certified Goods/Service received:

**Authorized Signature** 

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

From:

Poh Kin (LKKAuto)

Sent:

Friday, 5 October 2018 11:23 AM

To:

'Wong, Meiy (VWG Singapore)'

Cc:

Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG

Singapore)

Subject:

RE: OFFER + DV REQUEST- ACCDT INVOLVING SKQ1810C & SDN990X ON 4.7.18 \*\*\*

LKK REF: CC4/ASM18012318/fa3

Attachments:

DV SKQ 1810C.pdf

Importance:

High

#### WITHOUT PREJUDICE

Our Ref:

CC4/ASM18012318/R1fa3

Your Ref:

SKQ 1810C

Dear Meiy,

We refer to the above matter.

We hereby confirmed settlement as below:

1. Cost of Repair (\$4,486.54 +7% GST)	\$\$ 4,800.60
2. Loss of Rental (\$100.00 x 3 days)+7%	S\$ 321.00
3. GIA search fee	S\$ 2.00
	S\$ 5,123.60

Please duly sign the DV attached and return for payment processing.

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)

IKK Save the Earth Print only when necessary

From:

Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>

Sent:

Thursday, 4 October 2018 6:58 PM

To:

Poh Kin (LKKAuto)

Cc:

Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG

Singapore)

Subject:

RE: OFFER + DV REQUEST- ACCDT INVOLVING SKQ1810C & SDN990X ON 4.7.18 \*\*\*

LKK REF: CC4/ASM18012318/fa3

Dear Poh Kin,

Thanks your offer, please re-consider and re-vised as below:

	\$\$ 5,123.60
3. GIA search fee	S\$ 2.00
<ol><li>Loss of Rental (\$107.00 with 7% Gst x 3 days)</li></ol>	S\$ 321.00
1. Cost of Repair (\$4,486.54 +7% GST)	\$\$ 4,800.60

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

mely.wong@vw.com.sg http://www.vw.com.sg



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

From:

Poh Kin (LKKAuto)

Sent:

Thursday, 4 October 2018 3:55 PM

To:

'Wong, Meiy (VWG Singapore)'

Cc: Subject: 'John.Foo@vw.com.sg'; 'charmaine.kong@vw.com.sg'; 'Pearlyn.cheong@vw.com.sg' RE: OFFER + DV REQUEST- ACCDT INVOLVING SKQ1810C & SDN990X ON 4.7.18 \*\*\*

LKK REF: CC4/ASM18012318/fa3

Importance:

High

#### WITHOUT PREJUDICE

Our Ref:

CC4/ASM18012318/R1fa3

Your Ref:

SKQ 1810C

Dear Meiy,

We refer to the above matter.

Towards an amicable settlement and without admission of liability to our Insured's part, we offer settlement as below:

1. Cost of Repair (\$4,486.54 +7% GST)	S\$ 4,800.60
2. Loss of Rental (\$100.00 x 3 days)	S\$ 300.00
3. GIA search fee	S\$ 2.00
	\$\$ 5,102.00

Kindly confirm acceptance.

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)

IKK Save the Earth Print only when necessary

From:

Poh Kin (LKKAuto)

Sent:

Wednesday, 3 October 2018 4:34 PM

To:

'Pearlyn.cheong@vw.com.sg'

Cc:

'Wong, Meiy (VWG Singapore)'; 'John.Foo@vw.com.sg'; 'Kong, Charmaine (VWG

Singapore)'; Rasul (LKKAuto)

Subject:

RE: OFFER + DV REQUEST- ACCDT INVOLVING SKQ1810C & SDN990X ON 4.7.18 \*\*\*

LKK REF: CC4/ASM18012318/fa3

Importance:

High

Our Ref: CC4/ASM18012318/R1fa3

Your Ref: SKQ 1810C

Dear Sir/Madam,

#### REQUEST FOR "CHECK ITEM" PHOTO

We refer to the above matter.

kindly furnish us a copy of the damage photo for item "Bumper Reinforcement" for our necessary action.

In the meantime, kindly also furnish us a copy of the before paint photo for our file record.

Your prompt reply will be very much appreciated.

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)

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From: Wong, Meiy (VWG Singapore) [mailto:meiy.wong@vw.com.sg]

Sent: Thursday, 27 September 2018 7:15 PM To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: Foo, John (VWG Singapore) < John.Foo@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

From:

Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Sent:

Thursday, 30 August 2018 6:24 PM

To:

Cheong, Pearlyn (VWG Singapore); Rasul (LKKAuto); Poh Kin (LKKAuto)

Cc:

Wong, Meiy (VWG Singapore); Foo, John (VWG Singapore)

Subject:

RE: SKQ1810C - FINALISE -- LOD

Attachments:

MyDocument\_2018\_08\_30\_06\_20\_42.pdf

Categories:

clear

Dear Poh Kin,

LOD attached for your payment actions please.

Thanks.

Best Regards,

Charmaine Kong Insurance Service Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

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

http://www.vw.com.sg



From: Cheong, Pearlyn (VWG Singapore) Sent: Friday, 10 August, 2018 11:16 AM

To: Rasul (LKKAuto)

Cc: Kong, Charmaine (VWG Singapore); Wong, Mely (VWG Singapore); Foo, John (VWG Singapore)

Subject: SKQ1810C - FINALISE

From:

Poh Kin (LKKAuto)

Sent:

Friday, 20 July 2018 3:32 PM

To:

'Kong, Charmaine (VWG Singapore)'

Cc:

Hsiao Tong (LKKAuto); Admin A

Subject:

RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKQ1810C &

SDN990X ON 4.7.18 \*\*\* LKK REF: CC4/ASM18012318/fa3

Importance:

High

#### WITHOUT PREJUDICE

Our Ref:

CC4/ASM18012318/fa3

Your Ref:

**SKQ 1810C** 

Dear Charmaine,

We refer to above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

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)

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Menu



# Re:IA with mandate uploaded< S8M00NE6>

Type

Question

Message

Mandate approved

23/8/2013

Reply

Menu



# IA with mandate uploaded < S8M00NE6>

Type

Question

#### Message

Hi, Liability: Insured driver collided to rear of third party vehicle. Front to rear collision. Liability is down against our insured driver. We did clarify with insured the nature of the accident and he's agreed to settle and aware NCD (if any) is affected. Immediate Advice (with mandate) have been uploaded in SMART CLAIM. Propose settlement amount is between \$4,557.89 to \$5,426.09. All the relevant documents had been uploaded in SMART CLAIM. For your kind attention and instruction. Thank you. pohkin-18/07/2018

Reply

# Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934 Fax: 64743643 Tel: 63057299

Biz Reg. No. 53100069E GST No. M2009B505-2

## LETTER OF DEMAND

Your Ref: CC4   ASM 18-12312   fo	43
To: ANA INSURANCE PTE LT	
Dear Sirs,	1810C & 10N 990× ON 4-7-18
We are claiming on behalf of our clie	
vehicle number eko   200c	involved in accident on 4 - 7-1 E
with vehicle FDN 990X	involved in accident on 4-7-11  along/at TBLAK BLANGAH RO TWINKOL PALIR  PANIANG
	PARTING
Description of claims:	
Cost of Repairs \$	4 200 - 60 (Incl 7% GST)
Loss of Use/Rental S_	12. X 3 Days = \$ 36.
Medical Fee \$	( Incl 7% GST )
Search Fee S_	2 (Incl 7% GST)
TOTAL \$_	5162.60
We are claiming in full and final se	ettlement of \$ 516>.6.
Cost of repair & search fee S 48 Singapore.	to be payable to Volkswagen Centre
Loss of use/Rental amount/Medical	fee of S 360 to be payable to
sim kinn Lin	
Please note that finalization/settlem	dgement within 14 days from receipt of this document. ment offer of this claim should be within 8 weeks from the all settlement offers to meiy.wong@vw.com.sg
Dated this	of 3 D AUG 2018



51 UBLAVE 1, #01-25 PAYA UBUINDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (068) 62564315

18th July 2018

#### YONG KOK SIANG

Block 394 Yishun Avenue 6, #07-1094, Singapore 760394.

Dear Sir/Madam,

OUR REF : CC4/ASM180123218/R1fa3

YOUR REF : SDN 990X

ROAD TRAFFIC ACCIDENT INVOLVING SDN 990X AND SKQ 1810C ALONG TELOK BLANGAH ROAD ON 04.07.2018

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

We have received a claim from M/s Volkswagen Centre Singapore, acting on behalf of the owner of SKQ 1810C against your motor insurance policy.

Based on the accident report, accident scenario, it was reported that your vehicle had collided into the rear of Third Party vehicle SKQ 1810C. As such, liability is down against us.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

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

Your full co-operation in the handling of the claim is required and kindly submit the following to <a href="mailto:pohkin@lkkauto.com">pohkin@lkkauto.com</a> within 7 days from the date of this letter if not provided at AXA's reporting centre. The list below is not all inclusive and further document may be required:

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



51 UBLAVE 1, #01-25 PAYA UBLINDUSTRIAL PARK, SINGAPORE 408933 TEL.: (065) 62563561 FAX: (065) 62564315

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

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

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

If you need any clarification, please do not hesitate to contact us at 6841 2132 or email us at pohkin@lkkauto.com.

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

Yours sincerely,

Poh Kin, Chong Case Handler DID: 6841 2132

FAX: 6741 4108

Email: pohkin@lkkauto.com

c.c. AXA Insurance Pte Ltd (AXA) (Motor Claims Dept)

# Volkswagen Centre Singapore

2.



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

## LETTER OF AUTHORITY

ACCIDENT INVOLVING	SEQUIOL	and	SDN	1904		on O	107/2018
along	FRM TELOR BLAN	han I	RD Cothers	ehicle's num		PAN JANA	coldent
10000年		Accident	location				
BY THE LETTER OF AL	ITHORITY I/we		SIM	KIAN	LIN		
of		792A	Name of Po	licy Holder &			hicle Registration
Number SKQ181		revocable	appoint '	Volkswa	gen Ce	ntre Singa	pore
Own vehicle's (hereinafter refer to VGS Alexandra Road, Singa in * my / our name(s) on	), a company incorpo pore 159934, its age	nts of an	y person	authorize	ing its r	registered of SS to be *r	office at 247 ny / our Attorney and
To submit, resolve and n have against the other *p *party/parties or alternat pay the compulsory exc damage)/.	party/parties to the Ac	e Policy	nd under t number	he insura	1766	olicy/policie	es taken up by such ken up by *me/us an
To collect payment(s) du way of Cheque in favour							
For any of the purpose a	foresaid, to execute,	sign and	deliver al	docume	nts wha	atsoever in	relation thereto.
Generally do all such act	s as it shall deem ned	cessary f	for the pur	pose of s	ettling	such claim	
*I/We hereby declare that behalf by the Attorney, its effectual to all intents and own proper person(s) and by virtue of the authority	s agents or any perso d purposes whatsoev d *I/we hereby ratify a	on author er as if the and confi	rized by V he same h irm, all ac	GS in the ad been	t behall done o	f shall be a r executed	s good valid and by *me/us in *my/ou
*I/We hereby further dec	lare that the letter of	authorit	y hereby	conferre	d shal	l remain ir	revocable.
*I/We further confirm that discharge of *my/our clai					nt in re	spect of su	ch constitute the full
IN WITNESS WHEREOF	F, *I/we have hereunt	o to set *	my/our ha	and and s	ign this	08	of the month
	ear Zoy						
Signed & Delivered By:  Policy Holder  Witness By:	<b>_</b> ↓						
1910							



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

CLAIM REF

: S8MOONE6

INSURED

: YONG KOK SIANG

#### DISCHARGE VOUCHER

We/I <u>SIM KIAN LIN</u>, NRIC No. <u>S1286792/A</u>) hereby agree to accept the sum of dollars [<u>five thousand one hundred twenty-three and cents sixty only</u>] (\$\$ <u>5,123.60</u>) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. <u>SDN 990X</u> as a result of an accident along on <u>4<sup>th</sup> July 2018</u> of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. <u>SKQ 1810C</u>.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SDN 990X in connection directly or indirectly with the said accident and give our/my full and final discharge.

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

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SDN 990X.

Dated this	06	day of	10	2018
Claimant's Signature	:	84	1	
NRIC no./ Company Stamp	:_S	128679	2A.	
Occupation/ Business	: <i>Y</i>	Nanager	)	
Address	: 54	Hume Av	e #10-02	- 5/596231
Telephone No.	:			
Witness's Name	:	Meiy Wo		
Witness's Signature	:	Tel: 6305 7299 Mubile: 8121	Ext: 216	
Witness's NRIC No.	:	Fax: 64743 Email: mely wongs		

Tel: +65 6880 4888 Fax: +65 6338 2522 Website: www.axa.com.sg

# Volkswagen Centre Singapore





## DISCHARGE VOUCHER

I/We_	SIM KIAN LIN	(Pa	issport No	512567924	_) the
owner o	f vehicle number	ka wac	hereby acce	pt from	
		(Insurance C	Company) the	sum of	
	(total repair cos	t) in full and	final settleme	nt for the cost	of repairs
arising	from the loss damage o	f property as	a result of the	accident invo	lving
ste	1810C & SDN99	of along	TELOR	BLANGAH	KP TUD PULL
on	0467/2418	=-0=-1 - 2		PANCHAG	
107	the total cost of repair of use (transport allow	8		payable to	
	Dated this on	01/1/204	(DD/N	IM/YYYY)	
(Signatu	ure of owner / Company	stamp)			
Name	r;				
NRIC N	io. ;				
Date	Þ.	12			

## Volkswagen Centre Singapore



Service Tax Invoice No. SV18P34675

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

SERVICE ORDER NO: 18IP1864 VEH NO .: **SKQ1810C** SERVICE CUSTOMER NO.: CV000066 10/06/18 DATE SERVICE CUSTOMER NAME: AXA Insurance Par List VIN NO.: WVWZZZ18ZEM069122 55,044 TELEPHONE NO.: GEARBOX CODE: ADDRESS: 8 SHENTON WAY JETTA AS 1.4 TSI DSG BOKW HL. #27-01 AXA TOWER Cheong Peartyn Singapore Next Appointment Date : Post Code: Next Appointment Mileage : No. DESCRIPTION STY UNIT PRICE AMQUNT AXA DIRECT SETTLEMENT DOA 4.7.2018 SURVEYOR LKK RASUL TP VEHICLE SDN990X LABOUR 1.00 840.00 840.00 SPRAY PAINT 1.00 UNIT 00.008 800.00 Tow SVC-Quality Recovery Services 1.00 UNIT Tow SVC- Quality Recovery Services UNIT 1.00 5 PROGRAMMING & CALIBRATION-NETT 1.00 TU 480 00 480.00 CHECK WIRE HARNESS, ECU. SENSOR, SOCKET TU 1.00 280.00 260.00 REINFORCEMENT 1.00 PCS 514.20 514.20 REAR BUMPER COVER 1.00 PCS 1.061.34 1,061.34

GST (7%) AMOUNT: 314.06

TOTAL AMOUNT:

4,800.60

PCS

For Volta VOLKSWAGENIO Ple Ltd

211.00

Customer

LOWER SPOILER

<sup>1.</sup> All fund transfer payments should be made payable to: Volkawagen Group Singapore Pts Ltd. Bank Account: 2525214002 Swift Code: DEUTSGSG. Please indicate Customer Name and Invoice Number in the payment



REPLACEMENT CAR AGREEMENT

## Volkswagen Group Singapore Pte Ltd

## 247 Alexandra Road, Singapore 159934

MAIN DEIVER PARTICULARS	REPLACEMENT VEHICLE PARTICULAR					
Owner's Vehicle No: SKQ 18 10 C	Reglacement Vehicle Ha: SLV 25324					
Hodel: JETTA	Modelt					
Hame SIM KIAN LIN		Date & Time				
54 Hune Ave, #10-02	Califection Out	06/08 1 1170	10	707		
51596231	Return in 08 65 18 @ 3.55 - 1 0861					
Office Tel: 68712588 Residence Tel: Occupation: Engineer - Nes: 92763081	EMPTY	APC FULL EMPTY		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
PPICHE S128679 24 . Nationality: Sparces	REPLACEMENT CAR CHARGES					
Date of Birth: 316/58 Place of Birth Spare			Days	Total		
Dr.Licence No: 5/2867584	Cays @5 (20)	Per Day	3	\$360		
ADDITIONAL DRIVER'S PARTICULAR	ADI	DITIONAL CHANGES		1		
name: Chia Lai Kuen				1		
Name: CAIA Lai Kuen Address: 8ame above	PETR					
	TOTAL Remark:		#360			
Office Tel: Residence Tel:  Occupation: Housewife Ha: 9770 5893		COLLECT PAYME		ection		
PANIC No: S151721/H Nationality: S'porean.  Date of Birth: 9/4/62 Place of Birth: S'pore						
Dr. Licence No.: 3'1517 ~11 H .						
ADDITIONAL DRIVER'S PARTICULAR	85	ET A				
Name:						
Address:						
	1					

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

Nationality:

In the event of vehicle breakdown, please call our Valkswagen 26krs read assista	nca st 82338800		
admind.	CHECKED IN BY:	may.	

## Rental Car Terms & Conditions

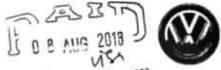
- 1. I hold a valid Singapore driving licence, as provided herein, for the operation of the loan car ("the Car").
- For the avoidance of doubt, 1 day is equivalent to 24-hour period from when the Car was rented out. When the loan period is less or equal
  to 5 hours after 1 day, I will incur a half day day charge. When the rental period exceeds 5 hours after 1 day, I will incur a full day charge.
- 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.
- I have checked and accepted the Car in the current condition and agree to return it to you in the same condition, falling which, I agree bear all cost and expenses necessary to restore the Car to its initial condition.
- I agree to take full responsibility for the Car and at all times exercing 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 Tourreg 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.

>W\_

- 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 :

## Volkswagen Centre Singapore



Service Tax Invoice No. SV18P34573.-

Biz Reg. No. 53103069E GST No. M2009B505-2

SERVICE ORDER NO: 18IP2042

SERVICE CUSTOMER NO.: CV027274

SERVICE CUSTOMER NAME: SIM KIAN LIN

TELEPHONE NO.:

ADDRESS:

54 HUME AVENUE

#10-02

Singepore

Fret Code:

596231

VEH NO .:

SLV2832U

DATE: 08

08/08/18

Plokup:

UN NO.:

WVWZZZAJJZGW962920

18,797

GEARBOX CODE:

MODEL:

SPORTSVAN 1.4 TSI HL

SA:

Wong Mely

Next Appointment Date :

Next Appointment Mileage :

No.

DESCRIPTION

STY

UO

UNIT PRICE

AMOUNT

DIRECT CASE FOR VEHICLE @ SKQ1810C

Labor

BAP VW DRIVEEASY RENTALLOAN CAR

3.00

TU

112.15

336.45

GST (7%) AMOUNT: 23.56 TOTAL AMOUNT: 360.00

For Volkswagen Group Singapore Pte Ltd

**Authorised Signatory** 

Customer

NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pis Ltd. Bank Account; 2525214002 Swit Code: OSSITRGSG. Please Indicate
Customer Name and Involce Number in the payment

.Phone: Fax:



# 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

## RECORDS MANAGEMENT CENTRE

## Third Party Insurer Enquiry

Our Ref No:

GR-18-102942

Date of Request:

05/07/2018

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road Singapore 159934

Dear Sir/Madam,

**Enquiry Date** 

05/07/2018

Enquiry By

Wong Yen Mei

TP Vehicle No. Accident Date SDN990X 05/07/2018

**Enquiry Result** 

TP Vehicle No.	(insure)	Period of Insurance	Insurer Tel. No.
SDN990X	AXA Insurance Pte Ltd	19/01/2018-18/01/2019	6338 7288

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.

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#### 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-18-102942

Date of Request:

05/07/2018

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road Singapore 159934

Dear Sir/Madam,

**Enquiry Date** 

05/07/2018

Enquiry By

Wong Yen Mei

TP Vehicle No.

SDN990X

Accident Date

05/07/2018

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:

[X] GIRO [] Cash [] Cheque

# THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SDN 990X (Insd veh)		Model:	VC	DLKSV	AGEN JETTA 1.4	
	SKQ 1810C	(TP veh)					
Date of Accident:	04/07/2018						
Global Sum Settlen	nent : [ ] Ye	s [	X] No	1			
Repair Estimate		: \$	8,628.19				
Final Repair Cost		: \$	4,800.60				
Loss of Use		: \$			days	at \$0.00 per day	
Rental (if any)		: \$	321.00	3	days		
LTA / GIA Search F	66	: 5	2.00		2000		
Others:		: \$	0.00				
		: S					
Final Settlement Su	m	: \$	5,123,60				
Is Third Party Wor below)	kshop GIA Register	ed? [	] YES [	X ]	NO	(Kindly indicate	
A) For Non GIA R	egistered Worksho	p:	Agreed Liability		100	(%)	
B) For GIA Regis	tered Workshop:		BOLA Applicab	e: Yes/1	No BC	DLA Scenario No:	
BOLA Liability:	(%)		Assessed Liabil	ity (*):		(%)	
* Assessed Lia	bility to be filled only	for chain co	llisions and for o	ases wh	ere BO	LA does not apply.	
Remarks							
						<del></del> 0	
Payment Instruction	on: Payee's Breakdo	own					
1) VOLKSWAGEN	CENTRE SINGAPO	ORE	: \$			5,123.60	
L	and the second second second						
	EE KHANG MIN	. 1	1/10/2018				
LKK AUTO C	onsultants 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

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 Interna	tionale Des Experts En Auton	nobile		
AXA INSURANCE PTE LTD  8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:CYNTHIA LOH		Ref : CC4/ASM18012318/R1fa3q2			
		Date: 11-10-2018 Code: ASM			
1.	Policy Particular	s :- THIRD PARTY CLAI	M		
Insured Veh.	SDN 990X	Veh. Inspected	SKQ 1810C		
Policy No.	VA1/GA128495	Coverage (\$)	0.00		
Claim No.	S8M00NE6	Excess (\$)	0.00		
Assign From		Assign Date	06/07/2018		
2.	Vehicle Par	ticulars & Condition	A STATE OF THE PARTY OF THE PAR		
Make & Model	VOLKSWAGEN JETTA 1.4	c.c	1390		
Engine No.	HIDDEN	Year of Reg.	2014		
Chassis No.	WWZZZ16ZEM059122	Colour	GREY		
Odometer	54512	Steering	IN ORDER		
Brakes	IN ORDER	Modification	SPORTS RIM		
General	FAIR				
3.	Cond	itions of Tyres			
	Size	Make	Balance		
R/H Front Tyre	205/55 R16	PIRELLI	6 mm		
L/H Front Tyre	205/55 R16	PIRELLI	6 mm		
R/H Rear Tyre	205/55 R16	PIRELLI	6 mm		
L/H Rear Tyre	205/55 R16	PIRELLI	6 mm		
4.	Descrip	tion of Damages	SECTION AND DESIGNATION OF THE PARTY OF THE		
THE VEHICLE SU	STAINED DAMAGES AT THE R DETAILS.	REAR PORTION.			
5.	Gener	ral Information	AND DESCRIPTION OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED		
Accident Date	04/07/2018	Inspection Date	10/07/2018		
Survey held at	VOLKSWAGEN CENTRE SIN	GAPORE			
	247 ALEXANDRA ROAD SINGAPORE 159934				
5a.		Remarks			
A)THE INSPECTION B)IN ACCORDANGE	ON WAS CONDUCTED ON A"W CE TO YOUR INSTRUCTIONS,	ITHOUT PREJUDICE" BAS WE HAVE NOT AUTHORIS	IS. ED REPAIRS.		
5b.		e Days of Repair			
ESTIMATED NOR	MAL PERIOD FOR REPAIR	3 Working Day	s		



## 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

4,486.54

#### ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKQ 1810C

RECOMMENDED COST OF REPAIRS

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	BUMPER REINFORCEMENT (SN) (CONSISTENT)	BENT	514.20	514.20
1	BUMPER BRACKET LHS (SN) (CONSISTENT)	SERVICEABLE	115.65	
1	BUMPER BRACKET RHS (SN) (CONSISTENT)	SERVICEABLE	104.08	
1	REAR BUMPER COVER (SN) (CONSISTENT)	DEFORMED / CRACKED	1,061.34	1,061.34
1	LOWER SPOILER (SN) (CONSISTENT)	SCRATCHED	511.00	511.00
1	REAR CENTER STRIP (SN) (CONSISTENT)	SERVICEABLE	77.46	
			2,383.73	2,086.54
	LABOUR			
	LABOUR.		2,520.00	840.00
	SPRAY PAINT.		2,400.00	800.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
CHECK WIF	CHECK WIRE HARNESS, ECU, S.		280.00	280.00
			5,680.00	2,400.00
	GRAND TOTAL		8,063.73	4,486.54

Report Ref No. CC4/ASM18012318/R1fa3q2

MOHAMMED RASUL BIN MOHD YUNUS

Automotive Assessor

HO LEONG CHUAN

**Automotive Assessor** 

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