

Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Ng U Yan
NRIC S 9616338 Z insured of vehicle SLQ9688A against
your insured vehicle number SJH 663 B (ALG)
On the accident dated on 17/7/18 (ddmmyyy) along Raffles Boulevard
entrance of Pan Pacific Hotel

Dated this 19 (day) of 7 (month) 20 18.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223502
HP: 93867833
shushi.tang@vw.com.sg



Service Order Confirmation

SERVICE ORDER NO: 18IP1838

CUSTOMER NO.: CV038009

CUSTOMER NAME: NG LI YAN

TELEPHONE NO.:

ADDRESS: 12 MENG SUAN ROAD

Singapore

VEH No.: SLQ9688A

Order Date: 18/07/18

Reg Date: 20/07/17

KM: 10,789

VIN NO.: WVWZZZ16ZGM609508

ENGINE NO:

SA: Tang Shu Shi

MODEL: Beetle NF 1.2 (A) SR HID

MODEL NO.: 5C13D7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P TOWING	156	TU	1.25		195
2	B&P MECH	1	TU	280		280
3	B&P DIAG	1	TU	480		480
4	B&P MECH	3	TU	840		2,520
5	B&P MECH	1	TU	50		50
6	B&P WHEEL ALIGNMENT	1	TU	360		360
7	EXT00037	1	UNIT	0		0
8	B&P MACP LABOUR	9	UNIT	840		7,560
9	B&P MACP PAINT	8	UNIT	800		6,400
10	B&P MACP LABOUR	1	UNIT	840		840
11	B&P MACP LABOUR	1	UNIT	840		840
12	P 235/45ZR18	1	ST	680		680
13	B&P CELETTE	1	G	1,500		1,500
Item						
14	5C5831056F	1	PCS	2,654.41		2,654.41
15	5C5837480G 5AP	1	PCS	132.85		132.85
16	D 378500A2	1	PCS	53.34		53.34
17	5C5854940P GRU	1	PCS	275.07		275.07
18	5C5837380	1	PCS	158.19		158.19
19	5C5854932R GRU	1	PCS	152.26		152.26
20	5C5839380	1	PCS	158.19		158.19
21	5C5821306C	1	PCS	988.18		988.18
22	5C5821714A	1	PCS	42.99		42.99
23	5C5809836	1	PCS	1,159.66		1,159.66
24	5C5853806 N88	1	PCS	135.46		135.46
25	5C0071303	1	PCS	333.51		333.51
26	1Q0831469	2	PCS	2.83		5.66
27	D 506KD1A3	1	PCS	182.26		182.26
28	D 476KD1M2	1	PCS	89.29		89.29



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MODEL NO.: 5C13D7

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	D 007600A1 INOXSPRAY	1	PCS	78.43		78.43
30	D 180003M2 2KADHESIV	1	PCS	330.24		330.24
31	D 314D36M2 UNDERSEAL	1	PCS	124.81		124.81
32	5C0073148 AX1 ALLOY WHEELS 18" TWISTER	1	PCS	1,682.68		1,682.68
33	311601361 RUBBER VALVE	1	PCS	1.72		1.72
34	1K0501529J TIE ROD	1	PCS	232.74		232.74
35	1T0598611B WHEEL BEARING	1	PCS	807.81		807.81
36	5C0505436B WHEEL BEARING HOUSING RH	1	PCS	1,155.49		1,155.49
37	1K0505553A RUBB MOUNT	1	PCS	38.10		38.10
38	1K0505224K TRAILING ARM	1	PCS	273.84		273.84
39	5Q0505323C CONTR ARM UPPER	1	PCS	420.10		420.10
40	1K0505311AB CONTR ARM LOWER	1	PCS	422.19		422.19
41	WHT000228 SCREW	1	PCS	23.40		23.40
42	WHT000227 SCREW	1	PCS	23.40		23.40
43	N 91076701 BOLT	1	PCS	18.51		18.51
44	1K0505193 WASHER	1	PCS	2.23		2.23
45	N 10401801 NUT	1	PCS	6.58		6.58
46	N 10628601 BOLT	1	PCS	8.10		8.10
47	N 10106402 NUT	1	PCS	3.48		3.48
48	1K0614167 WASHER	1	PCS	1.17		1.17
49	LIQUIMOLY3318 DEGREASER CLEANER 500ml	1	PCS	54.60		54.60

Remarks : AIG DIRECT SETTLEMENT

DOA 17/07/2018

SURVEY BY

T/P VECH SJH663B



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<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
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TOTAL	33,935.94
GST AMOUNT	2,375.52
TOTAL AMOUNT	36,311.46

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	18/07/2018 11:47
Date Of Accident	17/07/2018 13:40
Exact Location Of Accident	RAFFLES BOULEVARD ENTRANCE OF PAN PACIFIC HOTEL
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLQ9688A
Insured/Policyholder	
Name Of Registered Owner	NG LI YAN
NRIC No	S9616338Z
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96960460
Alternative Phone No	OFFICE-96960460

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	BEETLE NF 1.2 (A) SR HID
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A28995305AVW
Cover Note Number	

Driver

Name of Driver	NG LI YAN
NRIC No	S9616338Z
Date Of Birth	18/04/1996
Occupation	INDOOR
Date Of Driving Pass	21/01/2015
Driving Experience	3 YEARS AND 5 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-96960460
Fax Number	
Contact Number	OFFICE-96960460
EMail Address	NOEMAIL

Address	12 MENG SUAN ROAD
Postcode	779215
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - CHANGE/CROSS LANE
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	WOODLANDS EAST N.P.C
Police Station Address	ROAD: 3 WOODLANDS DRIVE 63 , POSTCODE: 737890 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: - FAX NO:
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

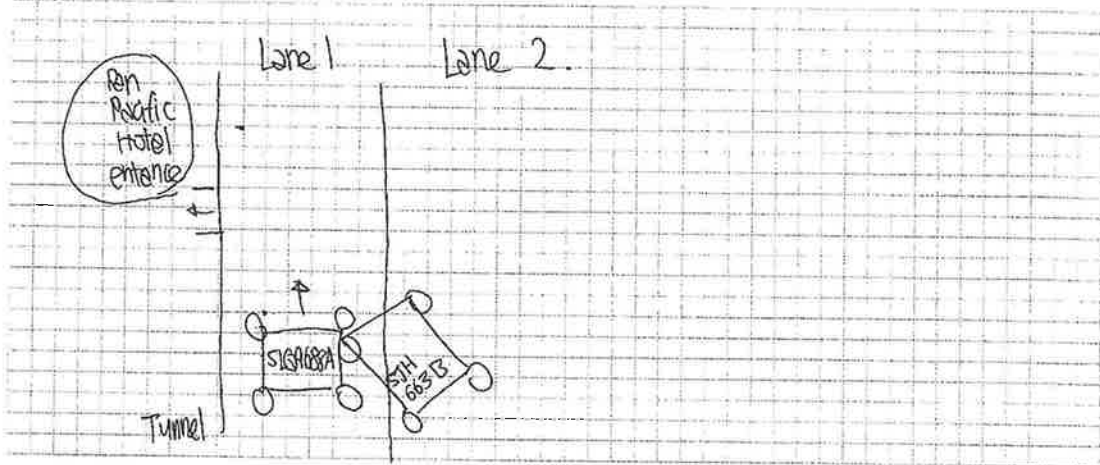
DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SJH663B
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE HIRE
Name of Driver	SOH SHING NYEE
NRIC/Passport Number	S7922076J
Contact Number	
Address	
Postcode	
Insurance Company Name	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Nature Of Damage	

No. Of Passenger (Including Driver)

Sketch Plan Pg. 1

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On July 17. at 13.38 hrs, I was driving along the most left lane of Raffles Boulevard towards the entrance of Pan Pacific Hotel when I was hit by a vehicle, SJK 663B.

The driver, Soh Shing Ngee, was cutting into my lane without checking ^{her blind spot} whether it is safe to do so, and hence caused an unfortunate collision. According to her, she was cutting 3 lanes from the right side of the road, trying to get into Pan Pacific Hotel.

From the videos of how our car collision was met, and the damages of both of cars, it is evident that she hit me from the middle, towards the ^{right} back, tyre and rims of my car.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time: 18 July 2018

Driver's Signature

(if driver is not the policyholder)

Date & Time:

Reporting Centre Person's Signature

Name: Steven

NRIC/FIN No.:



SKETCH PLAN

IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver.**
3. Information provided must be as **truthful and accurate as possible.** Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability.**
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) Investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims.(collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents(including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time: 18 July 2018

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Person's Signature

Name: Steven

NRIC/FIN No.:





**SINGAPORE
POLICE FORCE**



J/20180718/2045

1 of 2

POLICE REPORT (NP299)

Report No. J/20180718/2045

Police Station Of Origin
Woodlands East N.P.C.
3 Woodlands Drive 63 SINGAPORE 737890
Tel No: 1800-7679999

Date/Time Report Made 18/07/2018 10:50		Vide Report No.		Station Diary No. 69
Name Of Informant NG LI YAN		Address 12 MENG SUAN ROAD SINGAPORE 779215		
ID Type / ID No. NRIC NO / S9616338Z		Contact No. Home/Office Mobile 96960460		
Nationality SINGAPORE CITIZEN		Email Address		
Occupation Student	Sex Female	Age 22	Date of Birth 18/04/1996	Race Chinese
Institution/School Name SIM Global		Language Chinese		
Date/Time Of Incident 17/07/2018 13:40		Location Of Incident RAFFLES BOULEVARD SINGAPORE At the entrance of Pan Pacific Hotel		

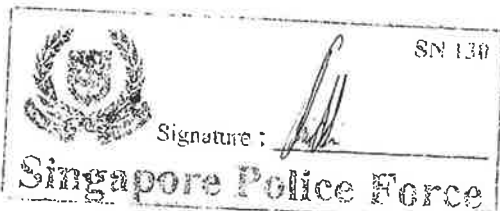
Brief details.

On 17 July 2018 at about 1338hrs, I was driving along the most left lane of Raffles Boulevard towards the entrance of Pan Pacific Hotel when I was hit by a vehicle bearing registration plate number SJH663B. The driver was on the 2nd lane from the left and wanted to enter the Pan Pacific Hotel entrance. As I had the right of way, I continue driving straight but the driver slightly turned to the left and I was unable to avoid the collision.

After the impact, we both came down to make a check on our vehicles. My vehicle bearing registration

Signature Of Officer Recording The Report: J / MUHAMMAD AMIRRUDDIN BIN ABDULLAH	Signature Of Informant:
Signature Of Interpreter: Not applicable	Date/Time: 18/07/2018 10:50
Officer In-Charge Of Case: J / Jurong Police Divisional HQ / Sgt 3 MUHAMMAD SYAFIEE BIN MOHAMED ISHAK Contact No.: 67910000	Classification Of Case:

Authentication Stamp





**SINGAPORE
POLICE FORCE**



J/20180718/2045

2 of 2

POLICE REPORT (NP299)

CONTINUATION OF REPORT

Report No. J/20180718/2045

plate number SLQ9688A received a long scratch along the right side car door for about 2 metres and the back right rim is damaged. Due to the back rim, I was unable to continue to drive and had the car to be towed away. The driver received multiple scratches on the front left above the tyre.

No one was injured at that point of time. No medical certificate was issued to both parties.

I wish to lodge this report for insurance claim purposes. No police or ambulance at scene. No government property was damaged.

Signature Of Officer Recording The Report:

J / MUHAMMAD AMIRRUDDIN BIN ABDULLAH

Signature Of Informant:

Signature Of Interpreter:
Not applicableDate/Time:
18/07/2018 10:50Officer In-Charge Of Case:
J / Jurong Police Divisional HQ /
Sgt 3 MUHAMMAD SYAFIEE BIN MOHAMED ISHAK
Contact No.: 67910000

Classification Of Case:

Authentication Stamp



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S9616338Z



Name

NG LI YAN

黄丽艳

Race

CHINESE

Date of birth

18-04-1996

Sex


F

Country of birth

SINGAPORE

S9616338Z

REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number

S9616338Z

Name


NG LI YAN

Birth Date


18 Apr 1996

Issue Date

21 Jan 2015



002388400H





4679962



NRIC No

S9616338Z

Date of issue

09-02-2011

12 MENG SUAN ROAD
SINGAPORE 779215

NRIC No: S9616338Z

Date: 28/05/2015

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

	EFFECTIVE DATE
Class 3A Motor cars without clutch pedals (Auto) =< 3000kg with =< 7 passengers, exclusive of the driver; and other motor vehicles without clutch pedals =< 2500kg	21 Jan 2015

