

A.S. F.C. BY:

REF: CS/m3618013571/Garby

Special Instruction:

QUA/IN

Mesimen

~~Resent~~ Garby

ASSIGNMENT (Office)

From (Person):

Kwok Woon Choo

of

MTH

Date/Time:

24/7/2018 4:27 pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SKV 4144X

Insured:

at Workshop m/s

Volkswagen Vin's Auto

Tel:

6453 2121

of

17 Tuus Ave 9

Policy No:

M28617244 AVW

Claim No:

565204

Sum Insured:

Excess:

\$ 500.00

Make of Veh:

(Client's Record)

D.O.A.

22072018

CA / REV / REP. / REV 24 HRS

Raymond

I.O.D. Endorsement:

Date/Time:

25/7/2018 10:11 am

Person Contacted:

Steven

Vehicle IN/OUT

Date/Time

Action/Instruction (✓) Estimate

SKV 4144X - X

26/7

Resent the mesimen

27/7/18

Rece email from Germaine vehicle unable to repair at \$15K

31/7/18

Woon Choo ask to resent the 2A & mandate

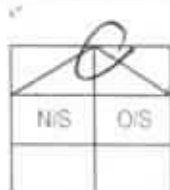
(10.55 am) 6/8/18

Woon Choo call and inform charge w/s to Vin's auto

(11:12 \$14500 before excess)

ASSIGNMENT

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



(Policy Condition)
 Remark: The veh had commenced its repair at the time of inspection.
 Bal. or Market Value: \$63K
 IDAC Accident Report: Consistent? Yes or No
 GIA / PR Seen: Consistent? Yes or No
 Est. Repairs: 7 days Res: Yes or No
 Lum Sum: 20 % 3 Val: Yes or No
 CA / REV / REP. / 24 HRS
 Date: Person Contacted: Vehicle: IN / OUT

Veh No: SKV4144X Yr Reg: 16 Sep 2015
 Type: M / Car / M / Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Golf A7^{1.2} 1197
 Colour: Black A/C: Insured / Std / NI / NA
 Sp Reading: 56305 T/Ratio: Insured / Std / NI / NA
 Eng/No:
 C/Nr: WUV 828 A4 8 Fw 27/270
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: Ins / Jammed / Leaked / Burnt or
 Brake: Ins / Jammed / Leaked / Burnt or
 Mod: Nil / SiRim / STD / Rim or
 Tyre Size: F: 205 / 55 R16 R: 11
 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.: 08-08-18
 Survey held at: W/S 5:35 pm
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
10/8/18	Revised IA and sent to Merimen
13/8/18	Anthony approve; Repair cost not more than \$14,500.00
14/8/18	Inform Raymond Anthony repair & repair cost

Confirm L/S \$14,500.00 @ 7 days
 Red: \$12,105.00, 45%.

RECEIVED 11 OCT 2018

Date/Time File Pass to? ☐ Preli. Report ☒ Final Report
 i) fast
 Date/Time File Return to?
 2) Add Fee: ☐ Site Insp (\$ ☐ Interview (\$ ☐ Tech. Insp (\$ ☐ Weekend (\$
 Report Format: .09
 Lump Sum / ~~Net~~ (\$ 14,500.00
 Days Of Repair: 7
 Resurvey No. of Trip: -
 Survey Fee: ☐ Transportation: ☐ \$ + \$5.00 ☐ Photo: ☐ Other: ☐
 TOTAL

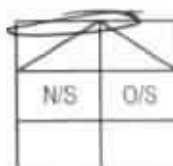
REF: *9142c*

REF:

9142c

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
 To Inspect Vehicle No: *SKV 4144 X*
 at Workshop m/s *Volkswagen*
 of *17, Toms Ave 9*
 Insured: *MSIG*
 Policy No: _____
 Claims No: _____
 Sum Insured: _____ Excess: *1BA*
 (Client's Record)
 Make of Veh: _____



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

Bal. or Market Value: *63K*
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: _____ days Res: Yes or No
 Lum Sum: _____ % 3 Val: Yes or No

CA / *REV* / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: *SKV 4144 X* Yr Regn: *2015 / 86P*
 Type: *C* / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: *Volkswagen Golf A71-2 c.c* *1197*
 Colour: *Black* A/C Insured / Std / NI / NA
 Sp. Reading: *56305* T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: *NV W222 AU ZF W21270*
 Gen. Cond: Good / *Fair* / Poor / Burnt
 Steering: *In order* / Jammed / Leaked / Burnt or
 Brake: *In order* / Jammed / Leaked / Burnt or
 Modi: Nil / *SRim* / STD A/Rim or
 Tyre Size: F: *205/55R16*
 R: _____

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

Front: _____ Rear: _____
 R/Bal: *6* mm R/Bal: *6* mm
 L/Bal: *6* mm L/Bal: *6* mm
 D.O.A: *22/07/18* D.O.I: *25/07/18*

Survey held at *Volkswagen*
 Des. of Damages: *F* / Rear / O/S / N/S / U/C / Rooftop or

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

Date / Time Action / Instruction

Date/Time, File Pass to? ☐ : Preli. Report

1) ☐ : Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

5 + R5 51

Photos

Others

TOTAL

Report Format :

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

Add Fee: ☐ Site Insp (\$)

☐ Interview (\$)

☐ Tech. Invs (\$)

☐ Weekend (\$)



LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Affiliated to Federation Internationale Des Experts En Automobile

MSIG INSURANCE (SINGAPORE) PTE LTD

Ref : CS/MSG18013517/R1rb

16 RAFFLES QUAY

#24-01 HONG LEONG BLDG SINGAPORE 048581

Date : 25-07-2018



Code : MSG

1. Policy Particulars :- OWN DAMAGE

Insured Veh.		Veh. Inspected	SKV 4144X
Policy No.	A28617244AVW	Coverage (\$)	0.00
Claim No.	565204	Excess (\$)	500.00
Assign From	MERIMEN (KWOK WOON CHOO)	Assign Date	24/07/2018

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	22/07/2018	Inspection Date	25/07/2018
Survey held at	VOLKSWAGEN GROUP SINGAPORE PTE LTD NO 17 TUAS AVE 9 SINGAPORE 639197		

5a. Remarks

A) THE MARKET VALUE IS S\$----- (EST. AVERAGE)
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE AUTHORISED REPAIRS.

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Unk. Auth'd	Status
Main	23 Jul 2018		24 Jul 2018 16:27 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	NEO JIN RUI, EDMUND, ID: S8939142C, Tel: +6584549045, Email: NOEMAIL		
Vehicle Reg. No.:	SKV4144X	Date of Loss:	22/07/2018 10:00 - :59 [34 Months and 6 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 565204	Policy/Cover Note No.:	A28617244AVW (Comprehensive) Coverage: 16/09/2017 - 15/09/2018
		Excess:	S\$500.00
Repairer:	Volkswagen Centre Singapore - Tuas (HQ) 17 TUAS AVE 9, 639197 Tuas - Tel:		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Kwok Woon Choo - 6643 1330]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 25/07/2018]		
Driver/Custodian:	NEO JIN RUI, EDMUND (28 / Male), NRIC: S8939142C, Tel: +6584549045		
Adj Asg. Remarks:	Car in at Tuas w/shop. Survey & revert. Please contact us ASAP if you cannot attend this assignment. TO REVERT - CHECK ON BRAKE AND TYRE IN GOOD CONDITION		

ASSOCIATED MAIL RECEIVED

[View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS

[View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Woon Choo Kwok

From: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>
Sent: Monday, July 23, 2018 7:18 PM
To: Claims; Woon Choo Kwok
Cc: Tang, Shu Shi (VWG Singapore); Ong, Germaine (VWG Singapore); Oh, Aik Seong (VWG Singapore)
Subject: SKV4144X MSIG IN HOUSE OD DOA :22/07/2018
Attachments: MyDocument_2018_07_23_07_13_33.pdf

Dear claims,

Please arrange survey for this claims. Vehicle at 17 Tuas Avenue 9.

Best Regards,

Steven Chee
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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



From: steven.chee@vw.com.sg [mailto:steven.chee@vw.com.sg]
Sent: Monday, 23 July, 2018 7:15 PM
To: Chee, Steven (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Note: This document has not been finalised.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Kwok Woon Choo

Date: 26 Jul 2018

Preliminary Advice

Vehicle No	: SKV4144X	Accident Date	: 22/07/2018
Make	: VOLKSWAGEN GOLF	Policy No.	: A28617244AVW
Assignment Date	: 24/07/2018	Excess	: S\$500.00
Date of Inspection	: 25/07/2018	Est. Duration of Repair	: 20.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE - TUAS (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	44,239.77
Revised Amount	:S\$	30,220.43
Check Items (Estimated)	:S\$	7,718.56
Total	:S\$	37,938.99

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	63,000.00
COE / PARF Rebate	:S\$	46,750.00
Salvage Value	:S\$	
Margin for Repair	:S\$	16,250.00

Remarks

(x) Pending repair cost offer to repairer. Please note that the margin repair is \$16,250.00

() The above survey was conducted on a 'without prejudice' basis.

Print Received Message

This mail is associated with :

***SKV4144X (565204)**

OD

Jul 22 2018 10:00AM

[NEO JIN RUI, EDMUND]

Volkswagen Centre Singapore - Tuas

From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 27/07/2018 15:27 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SKV4144X - Claim Handler: Kwok Woon Choo

Approved:0.00:please check with repairer with they can repair within \$15K before excess, repair cost still subject to finalisation, thanks.

Veron Chen (LKKAUTO)

From: Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>
Sent: Friday, 27 July 2018 5:18 PM
To: Janice Lee (LKKAUTO); SUR
Cc: Tang, Shu Shi (VWG Singapore); Chee, Steven (VWG Singapore)
Subject: RE: SKV4144X - pending for authorization

Dear Janice

We are not able to repair these vehicle at your recommended price

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

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



From: Janice Lee (LKKAUTO) [mailto:JaniceLee@lkkauto.com]
Sent: Friday, 27 July, 2018 3:42 PM
To: Ong, Germaine (VWG Singapore); SUR
Cc: Tang, Shu Shi (VWG Singapore); Chee, Steven (VWG Singapore)
Subject: RE: SKV4144X - pending for authorization

Hi Germaine,

Kindly advice whether the vehicle can repair within \$15,000.00 ?

Thank you.

Best Regards,
Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: janicelee@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, July 27, 2018 2:03 PM

To: SUR <sur@lkkauto.com>; Woon Choo Kwok <WoonChoo_Kwok@sg.msigg-asia.com>

Cc: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: SKV4144X - pending for authorisation

Dear LKK

Vehicle had been survey on 25/07/2018

Please let us know any update for authorisation

It been 2 days

Best Regards

Germaine Ong
Insurance Service Advisor
AfterSales

Volkswagen Centre Singapore
17 Tuas Ave 9
Singapore 639197

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



LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Kwok Woon Choo

Date: 31 Jul 2018

Preliminary Advice

Vehicle No	: SKV4144X	Accident Date	: 22/07/2018
Make	: VOLKSWAGEN GOLF	Policy No.	: A28617244AVW
Assignment Date	: 24/07/2018	Excess	: S\$500.00
Date of Inspection	: 25/07/2018	Est. Duration of Repair	: 20.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE - TUAS (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	44,239.77
Revised Amount	:S\$	30,220.43
Check Items (Estimated)	:S\$	7,718.56
Total	:S\$	37,938.99

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	63,000.00
COE / PARF Rebate	:S\$	46,750.00
Salvage Value	:S\$	
Margin for Repair	:S\$	16,250.00

Remarks

(X) The vehicle is not economical for repair.

() The above survey was conducted on a 'without prejudice' basis.

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Singapore NRIC
Owner ID: 9142C

Vehicle Details

Vehicle No.: SKV4144X
Vehicle to be Exported: No
Intended De-registration Date: 31 Jul 2018
Vehicle Make: VOLKSWAGEN
Vehicle Model: GOLF A7 1.2 TSI AT 5G12DZ
Primary Colour: Black
Manufacturing Year: 2015
Engine No.: CJZ604403
Chassis No.: WVVZZZAUZFW271270
Maximum Power Output: 77.0 kW (103 bhp)
Open Market Value: \$18,101.00
Original Registration Date: 16 Sep 2015
First Registration Date: 16 Sep 2015
Transfer Count: 0
Actual ARF Paid: \$8,101.00

Intended PARF Rebate Details

PARF Eligibility: Yes
PARF Eligibility Expiry Date: 15 Sep 2025
PARF Rebate Amount: \$6,075.00

Intended COE Rebate Details

COE Expiry Date: 15 Sep 2025
COE Category: A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years): 10
QP Paid: \$57,089.00
COE Rebate Amount: \$40,675.00
Total Rebate Amount: \$46,750.00

The information contained herein is correct as at 23 Jul 2018

OK

Note: This document has not been finalised.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Kwok Woon Choo

Date: 10 Aug 2018

Preliminary Advice

Vehicle No	: SKV4144X	Accident Date	: 22/07/2018
Make	: VOLKSWAGEN GOLF	Policy No.	: A28617244AVW
Assignment Date	: 08/08/2018	Excess	: S\$500.00
Date of Inspection	: 08/08/2018	Est. Duration of Repair	: 7.00
Inspection At	: VIN'S MOTOR PTE LTD (SIN MING) 160 SIN MING DRIVE, #03-03, SIN MING AUTOCITY SINGAPORE 575722		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	26,605.00
Revised Amount	:S\$	21,767.00
Check Items (Estimated)	:S\$	4,015.00
Total	:S\$	25,782.00

Lump Sum Repair :S\$

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	63,000.00
COE / PARF Rebate	:S\$	46,750.00
Salvage Value	:S\$	
Margin for Repair	:S\$	16,250.00

Remarks

(X) The repairer agree to repair the vehicle at repair cost within \$14,500.00

() The above survey was conducted on a 'without prejudice' basis.

Print Received Message

This mail is associated with :

SKV4144X (565204)

OD

Jul 22 2018 10:00AM

[NEO JIN RUI, EDMUND]

Vin's Motor Pte Ltd

From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 13/08/2018 17:11 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$14500.00) - SKV4144X - Claim Handler: Kwok Woon Choo

Approved:14500.00:a if c; repair cost shall not exceed limit and subject to finalisation

Janice Lee (LKKAUTO)

From: Janice Lee (LKKAUTO)
Sent: Tuesday, August 14, 2018 9:04 AM
To: 'admin@vinsautogroup.com.sg'
Cc: SUR
Subject: SKV 4144X MSIG OD

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SKV 4144X (excess \$500/-)**. Please note that the vehicle repair at repair cost not more than **\$14,500/-**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Thank you.

Best Regards,

Jannice Lee (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: janicelee@lkkauto.com | fax: 6256-4315

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



RE: Authorized - Excess: \$5400

Type

🔔 Question

Message

Hi Peter, The owner would like to appeal for the excess as there was no driver in the vehicle upon accident. Please refer to the GIA report. Kindly let us have your advise. Thanks. Jannice

Reply

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	23/07/2018 09:43
Date Of Accident	22/07/2018 10:50
Exact Location Of Accident	ALONG ROAD 1 PAN ISLAND EXPRESSWAY
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKV4144X
Insured/Policyholder	
Name Of Registered Owner	NEO JIN RUI, EDMUND
NRIC No	S8939142C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-84549045
Alternative Phone No	OFFICE-84549045
Vehicle Particulars	
Manufacturer	VOLKSWAGEN
Model	GOLF A7 1.2 TSI TL BMT (DSG)
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?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A28617244AVW
Cover Note Number	

Driver

Name of Driver	NEO JIN RUI, EDMUND
NRIC No	S8939142C
Date Of Birth	31/10/1989
Occupation	INDOOR
Date Of Driving Pass	10/12/2009
Driving Experience	8 YEARS AND 7 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-84549045
Fax Number	
Contact Number	OFFICE-84549045
EMail Address	NOEMAIL

Address	45 SPRINGLEAF CRESCENT
Postcode	788357
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	CHAIN COLLISION
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	YISHUN SOUTH NEIGHBOURHOOD POLICE CENTRE
Police Station Address	ROAD: 32 YISHUN ST 81 , POSTCODE: 768456 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-8522999 - FAX NO: 68522239
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO POLICE REPORT & 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	SKJ8888U
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	LI SU'EN, SUE-ANN
NRIC/Passport Number	S8335828I
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

DETAILS OF OTHER VEHICLE PROPERTY 2

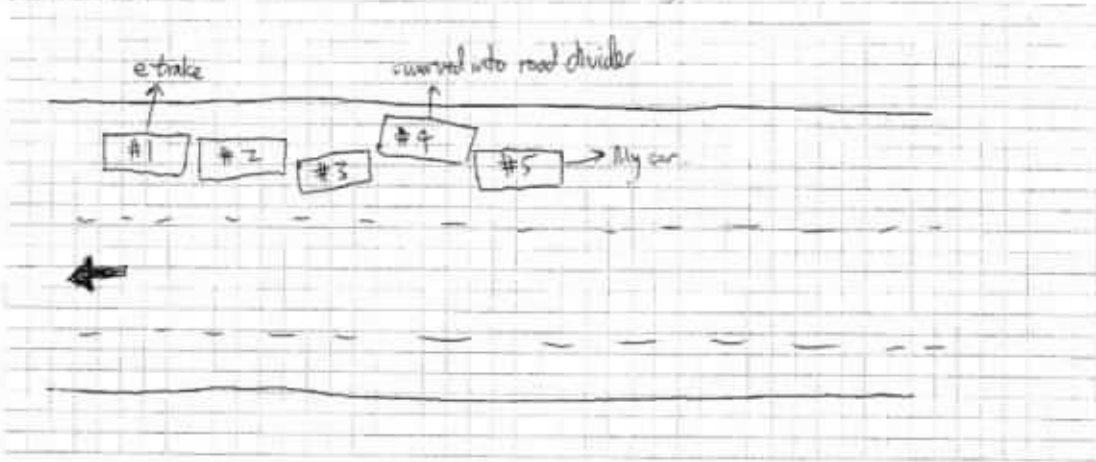
Vehicle Registration Number	SLK7237M
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TAN JIAN WEN
NRIC/Passport Number	S8517882B
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

DETAILS OF OTHER VEHICLE PROPERTY 3

Vehicle Registration Number	SLZ2133Z
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	MUHAMMAD BAHAR BIN ABDUL LATIFF
NRIC/Passport Number	S7142197Z
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

SKETCH PLAN

PTE (Towards Tams), before Exit 11 (Kayan Lahir Road)



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Refer to police report.

DECLARATION

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

Policyholder's Signature

Date & Time: 23/7/2018 9:45 AM

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel'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: 23/2/2018 09:45am

Driver's Signature
 (If driver is not the policyholder)
 Date & Time:


 Reporting Centre Personnel's Signature
 Name: Steve
 NRIC/FIN No.: 81030002





**SINGAPORE
POLICE FORCE**



T/20180722/2049

Police Station Of Origin:
Yishun South N.P.C
32 Yishun Street 81 SINGAPORE 768456
Tel No: 1800-8522999

1 of 4

Report No. T/20180722/2049

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 22/07/2018 15:59	Vide Report No.:	Station Diary No.: 60
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Informant's Particulars

Name of Informant: NEO JIN RUI, EDMUND			Address: 45 SPRINGLEAF CRESCENT SINGAPORE 788357		
ID Type / ID No : NRIC NO / S8939142C			Contact No.: Home/Office: Mobile: 84549045		
Nationality: SINGAPORE CITIZEN			Email:		
Sex: Male	Age: 28	Date of Birth: 31/10/1989	Type of Informant: Driver		
Race: Chinese			Language: English		Institution / School Name:
Occupation: Doctor			Driving Licence Information: Class: 3 Date of Expiry:		

General Information of the Accident

General Information of the Accident:				
Type of Accident:	Non-Injury	Drink Drive: No	Date/Time of Accident: 22/07/2018 10:50	Type of Location:
Location: Along Road 1 PAN ISLAND EXPRESSWAY PIE towards Tuas, before Paya Lebar Road, Exit 11				
Weather: Clear		Road Surface: Dry	Road Speed Limit:	
Traffic Flow:		Traffic Control:	Traffic Volume: Moderate	
Type of Collision: Between Moving Vehicles - Head To Rear			Anyone conveyed by ambulance: No	

Details of Vehicle Involved

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
SKJ8888U	Car	MERCEDES BENZ		Red	Totally Damaged	0
SKV4144X	Car	VOLKSWAGO N		Black	Totally Damaged	0
SLK7237M	Car	AUDI		White	Totally Damaged	0

Details of Person Involved

Any Pedestrian Involved: No	
No. of Pedestrians Injured: NIL	Use of Pedestrian Crossing: NA



**SINGAPORE
POLICE FORCE**



T/20180722/2049

Police Station Of Origin:
Yishun South N.P.C
32 Yishun Street 81 SINGAPORE 768456
Tel No: 1800-8522999

2 of 4

Report No. T/20180722/2049

CONTINUATION OF REPORT

Driver			
Name	LI SI'EN SUE-ANN	ID No.	S8335828I
Related Vehicle	SKJ8888U (Car)	Contact No.	97422041
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
Driver			
Name	NEO JIN RUI, EDMUND	ID No.	S8939142C
Related Vehicle	SKV4144X (Car)	Contact No.	84549045
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: 3 Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL
Driver			
Name	TAN JIAN WEN	ID No.	S8517882B
Related Vehicle	SLK7237M (Car)	Contact No.	91129516
Hospital/Clinic	NIL	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	NIL	Date Discharge	NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

On 22/07/2018 at about 1050hrs, I was driving my Black, Volkswagen, vehicle registration plate number, SKV4144X along PIE towards Tuas, before Paya Lebar Road, Exit 11. I was driving at a speed of 90km/h. Out of a sudden, as I was driving along the road, one Red, Mercedes, vehicle registration plate number, SKJ8888U, sudden stopped in front of me. I then applied emergency brake to avoid collision however I was unable to stopped my vehicle on time. As such, the front of my vehicle hit onto the rear of the said vehicle, SKJ8888U. After the collision, I came down to make a check and noticed it was a chain collision involving five vehicles. My car was the last vehicle, 5th vehicle. Due the collision, the last three cars suffered damages and requires towing. However no one was injured during this collision. I have exchanged particulars with the driver belonging to vehicle, SKJ8888U and the other driver belonging to vehicle, SLK7237M (Vehicle that was in front of SKJ8888U). My vehicle has an in car camera and is operating.



**SINGAPORE
POLICE FORCE**



T/20180722/2049

Police Station Of Origin:
Yishun South N.P.C
32 Yishun Street 81 SINGAPORE 768456
Tel No: 1800-8522999

3 of 4

Report No. T/20180722/2049

CONTINUATION OF REPORT

Certificate of Insurance

ROAD TRANSPORT ACT 1987 (MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)
(REPUBLIC OF SINGAPORE)
THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1996 EDITION (REPUBLIC OF SINGAPORE)
OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form M.X.1
Individual Ownership

VW DRIVEEASY
Comprehensive

Certificate No. A 28617244 AVW

Excess : SGD500
Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle

SKV4144X

2. Name of Policyholder

Neo Jin Rui Edmund

3. Effective Date of the Commencement of Insurance for the purposes of the Act

16/09/2017

4. Date of Expiry of Insurance

15/09/2018

5. Persons or Classes of Persons entitled to drive*

Neo Jin Rui Edmund

Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

* Provided that the person driving is permitted in accordance with the licensing or other laws or laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to use*

Use only for social domestic and pleasure purposes and for the Policyholder's business.

The Policy does not cover use for hire or reward racing pace-making reliability trial speed-testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

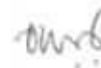
* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

I/WE HEREBY CERTIFY that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.

MSIG Insurance (Singapore) Pte. Ltd.
Approved Insurers



for Chief Executive Officer

REPUBLIC OF SINGAPORE DRIVING LICENCE

Identity No. S8939142C

Name NEO JIN RUI, EDMUND

Date of birth 21 Oct 1989

Valid until 10 Dec 2009

10P 428A

Barcode: S8939142C

REPUBLIC OF SINGAPORE

IDENTITY CARD NO. S8939142C

Name NEO JIN RUI, EDMUND

梁 津 瑞

Race CHINESE

Date of birth 21-10-1989

Country of birth SINGAPORE

Sex M

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

Class 2 Motor Cars < 3000kg with <= 7 passengers, exclusive of the driver; and other motor vehicles <= 2000kg

Valid until 10 Dec 2009

License No. S8939142C

10P 428A

Barcode: S8939142C

Valid until 01-11-2004

Address 45 SPRINGLEAF CRESCENT
SINGAPORE 780387



Service Order Confirmation

SERVICE ORDER NO.: 18P1889

CUSTOMER NO.: CV031086

CUSTOMER NAME: NEO JIN RUI, EDMUND

TELEPHONE NO.:

ADDRESS: 45 SPRINGLEAF CRESCENT

Singapore

VEH No.: SKV4144X

Order Date: 07/23/18

Reg Date: 09/16/15

KM: 50,305

VIN NO.: VVVZZZAUZF721270

ENGINE NO:

SA: STEVEN CHEE

MODEL: GOLF AT 1.2 TSI TL BMT (DSG) MODEL NO.: 5G12DZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P TOWING	B&P TOWING CHARGES	156	TU	1.25	195 ✓
2	B&P SUNDRIES	AIR CON GAS	48	TU	1.25	60 ✓
3	B&P MECH	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	200	200 ✓
4	B&P DIAG	PROGRAMMING & CALIBRATION- NETT	1	TU	360	360 ✓
5	B&P AIRCON	VACUUM & REGAS AIRCON-NETT	1	TU	238	238 ✓
6	B&P MECH	R&R D/BOARD	3	TU	475	713 ✓ 1425 713
7	B&P MECH	R&R SEAT & AIRBAG CONTROL UNIT	2	TU	475	✓ 475
8	B&P MECH	R&R ENGINE	3	TU	475	✓ 950
9	B&P MECH	R&R MANIFOLD	3	TU	475	✓ 475
10	B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT NETT	1	TU	300	300 ✓
11	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0	0
12	B&P MACP LABOUR	LABOUR	10	UNIT	475	✓ 3800
13	B&P MACP PAINT	SPRAY PAINT	7	UNIT	500	✓ 3000
14	B&P CELETTE	VEHICLE ON BENCH- CELETTE (NETT)	1	G	1,200	1,200 photo?
15	B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	ST	80	80 ✓
16	V-KOOL SOLAR FILM	V-Kool Solar Film FRT W/SCREEN	1		400	400 X
Item						
17	5G2857003M HR8	DASHBOARD	1	PCS	3,662.55	3,662.55 ✓
18	8V0880204E	AIRBAG (PASSENGER)	1	PCS	5,751.74	4,141.25 ✓
19	5G0867233R ZA4	A-PILLAR TRIM LH	1	PCS	174.09	125.34 ✓
20	5G2860842D	AIRBAG (LEG)	1	PCS	1,280.84	922.20 ✓
21	5G0880201Q 81U	AIRBAG (ST WHEEL)	1	PCS	3,023.51	2,176.93 ✓
22	5Q0853569A	SAWHEEL SPRING CLOCK	1	PCS	553.77	398.71 ✓
23	5G4857705B RAA	SEAT BELT LH	1	PCS	510.56	583.60 ✓
24	5G4857706B RAA	SEAT BELT RH	1	PCS	510.56	583.60 ✓
25	8V0857819	SEAT BELT ADJUSTER	2	PCS	94.28	135.76 ✓
26	5Q0858655D Z00	AIRBAG CONTROL UNIT	1	PCS	1,403.26	1,010.36 ✓
27	5G0854328B 5AP	RHS W/SCREEN MLDG	1	PCS	29.19	21.02 ✓
28	5Q0823031J	FRT BONNET	1	PCS	1,206.36	868.56 ✓

Service Order Confirmation

SERVICE ORDER NO: 18IP1859
CUSTOMER NO.: CV031086
CUSTOMER NAME: NEO JIN RUJ, EDMUND
TELEPHONE NO.:
ADDRESS: 45 SPRINGLEAF CRESCENT
Singapore

VEH No.: SKV4144X

Order Date: 07/23/18
Reg Date: 09/16/15 KM: 50,305
VIN NO.: WWWZZZAUZFW271270 ENGINE NO:
MODEL: GOLF A7 1.2 TSI TL BMT (DSG) MODEL NO.: 5G12DZ

SA: STEVEN CHEE

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	5G0823709A BONNET SEAL RH	1	PCS	63.80	28	45.94 <i>new</i>
30	5G0823301B HINGE LH	1	PCS	64.89	28	46.72 <i>?</i>
31	5G0823302B HINGE RH	1	PCS	62.87	28	45.27 <i>?</i>
32	5G0823166B LATCH	1	PCS	89.97	28	64.78 <i>?</i>
33	5G1823506C LOCK	1	PCS	279.80	28	201.46 <i>?</i>
34	5G2823531D LOCK CABLE	1	PCS	21.88	28	22.95 <i>X</i>
35	5G0863631 BONNET INSULATOR	1	PCS	210.77	28	151.75 <i>DE</i>
36	5G0807217BNGRU FRT BUMPER	1	PCS	1,152.83	28	830.04 <i>DE</i>
37	5G0805915 989 FRT BUMPER SPOILER	1	PCS	187.64	28	135.10 <i>DE</i>
38	5G0807248F FOAM INSER	1	PCS	40.17	28	28.92 <i>DE</i>
39	5G0807109AL REINFORCEMENT	1	PCS	625.71	28	450.51 <i>BT</i>
40	5G0807723D BUMPER INNER BRACKET LH	1	PCS	27.60	28	19.87 <i>new</i>
41	5G0807724D BUMPER INNER BRACKET RH	1	PCS	27.60	28	19.87 <i>new</i>
42	5G0807049A BUMPER SIDE BRACKET LH	1	PCS	19.55	28	14.08 <i>new</i>
43	5G0807050A BUMPER SIDE BRACKET RH	1	PCS	19.55	28	14.08 <i>new</i>
44	5G0853651G ZLL RADIATOR GRILLE	1	PCS	509.37	28	366.75 <i>CRA</i>
45	5G0853677 989 CENTRE LOWER GRILLE	1	PCS	134.01	28	96.49 <i>new</i>
46	5G0853212D 989 FOG LAMP GRILLE UPPER RH	1	PCS	29.07	28	20.93 <i>?</i>
47	5G0853666 989 FOG LAMP GRILLE LOWER RH	1	PCS	93.83	28	67.56 <i>?</i>
48	5G2941005E HEADLAMP LH	1	PCS	1,073.04	28	772.59 <i>?</i>
49	5G2941006E HEADLAMP RH	1	PCS	1,073.04	28	772.59 <i>BR</i>
50	5G0805588AC LOCK CARRIER	1	PCS	1,167.83	28	840.89 <i>CRA</i>
51	5G0805567 SUPPORT LOCK CARRIER	1	PCS	40.46	28	29.13 <i>BT</i>
52	5G0805705G BUMPER CENTRE BRACKET	1	PCS	40.22	28	28.96 <i>new</i>
53	5G0805931 HLAMP TOP PANEL LH	1	PCS	34.83	28	25.08 <i>X</i>
54	5G0805932 HLAMP TOP PANEL RH	1	PCS	34.83	28	25.08 <i>BT</i>
55	N 90188604 SPEED NUT	2	PCS	3.57	28	5.14 <i>new</i>
56	5Q0816411BH A/C CONDENSER	1	PCS	482.53	28	354.82 <i>BT</i>
57	5Q0816721K A/C HOSE SHORT	1	PCS	457.62	28	329.49 <i>?</i>
58	5Q0820743C A/C HOSE LONG	1	PCS	690.96	28	497.49 <i>?</i>



Service Order Confirmation

SERVICE ORDER NO: 18IP1882
 CUSTOMER NO.: CV031086
 CUSTOMER NAME: NEO JIN RUI, EDMUND
 TELEPHONE NO.:
 ADDRESS: 45 SPRINGLEAF CRESCENT
 Singapore

VEH No.: SKV4144X

Order Date: 07/23/18
 Reg Date: 08/16/15 KM: 50,305
 VIN NO.: WWWZZZAUZFW271270 ENGINE NO:
 MODEL: GOLF A7 1.2 TSI TL BMT (DSG) MODEL NO.: 5G12DZ

SA: STEVEN CHEE

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	5Q0820741B A/C PIPE LONG	1	PCS	901.80	28	648.30 ?
60	5Q0820799 A/C HOSE BRACKET	1	PCS	16.71	28	12.07 ?
61	5Q0820803F A/C COMPRESSOR	1	PCS	2,487.14	28	1,790.74 X
62	G 052300A2 COMPRESSOR OIL 250 ml	1	PCS	128.55	28	128.55 he -
63	04E115581H OIL FILTER	1	PCS	20.76	28	20.76 ?
64	999999011 EDGE PRO VW50501 5W40	1	PCS	30.45	28	30.45 pi -
65	5Q0122101H RADIATOR TOP HOSE RH	1	PCS	98.41	28	98.41 ?
66	5Q0122051BD RADIATOR LOWER HOSE RH	1	PCS	136.77	28	136.77 ?
67	5Q0121251EM RADIATOR INNER	1	PCS	585.29	28	585.29 Pt -
68	5Q0121251GB RADIATOR OUTER	1	PCS	285.13	28	285.13 ?
69	G 013040M2 COOLANT ADD 1.5 Ltr Ready Mix	2	PCS	38.88	28	38.88 ne -
70	5Q0121367D RADIATOR BRACKET	2	PCS	50.37	28	50.37 ne -
71	5Q0121284M AIR GUIDE RH	1	PCS	22.65	28	22.65 CR -
72	5G0121283AD AIR GUIDE LH	1	PCS	14.73	28	14.73 aut -
73	5Q0121331H SEAL STRIP LH	1	PCS	17.25	28	17.25 ?
74	5G0121332H SEAL STRIP RH	1	PCS	17.26	28	17.26 ?
75	5Q0121203DA ELECTRIC FAN	1	PCS	939.17	28	939.17 ?
76	5Q0129254B AIR INTAKE CENTRE HOUSING	1	PCS	57.60	28	57.60 ?
77	5Q0129621B AIR INTAKE LOWER HOUSING	1	PCS	18.42	28	18.42 ?
78	04E129011G AIRCLEANER	1	PCS	160.35	28	160.35 ?
79	04E129709L MANIFOLD	1	PCS	342.42	28	342.42 CR -
80	04E145749F CHARGE AIR COOLER	1	PCS	318.03	28	318.03 ?
81	04E145757 GASKET	1	PCS	9.89	28	9.89 ?
82	5Q0199262BF ENG MOUNT	1	PCS	248.28	28	248.28 ?
83	5Q0199555BG GEAR MOUNT	1	PCS	191.22	28	191.22 ?
84	5Q0805968P LHS FENDER LINER	1	PCS	123.81	28	123.81 CR -
85	5Q0821106A FENDER RH	1	PCS	293.04	28	293.04 Pt -
86	5Q0821136B FENDER BRACKET RH	1	PCS	19.86	28	19.86 ne -
87	5Q0805970N RHS FENDER LINER UPPER	1	PCS	108.50	28	108.50 CR -
88	5Q0805911AK RHS FENDER LINER LOWER	1	PCS	47.56	28	47.56 ?



Service Order Confirmation

SERVICE ORDER NO.: 18P1869
CUSTOMER NO.: CV031086
CUSTOMER NAME: NEO JIN RUI, EDMUND
TELEPHONE NO.:
ADDRESS: 45 SPRINGLEAF CRESCENT
Singapore

VEH No.: SKV4144X

Order Date: 07/23/18
Reg Date: 09/16/15 KM: 50,306
VIN NO.: WWWZZZAUZFW271270 ENGINE NO.:
MODEL: GOLF A7 1.2 TSI TL BMT (DSG) MODEL NO.: 5G12DZ

SA: STEVEN CHEE

No. DESCRIPTION
Remarks: MSIG IN HOUSE OD
DOA: 23/07/2018
EXCESS: \$500
SURVEY BY:

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:

RASUL
Hp 90010068
20 days
1/P
25/07/18 @ 1730
EXCESS: TBA
Revert
Resurvey by paint

TOTAL	44,239.77
GST AMOUNT	3,096.78
TOTAL AMOUNT	47,336.56



Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Vin's

AUTOMOTIVE GROUP

Our Ref : OD/082018/3602
Accident date: 22/7/2018
Your Ref : SKV4144X

A Sin Ming Autocity,
160 Sin Ming Drive #03-03
Singapore 575722
T 6453 2121 (4 lines) / 6458 1111 (24 hrs)
F 6459 9795 / 6459 0433
E admin@vinsautogroup.com.sg
www.vinsautogroup.com.sg

Tax Invoice:

Date : 7/8/2018

Motor Claim Department
MSIG INSURANCE (SINGAPORE) PTE LTD
No.4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

cost price.

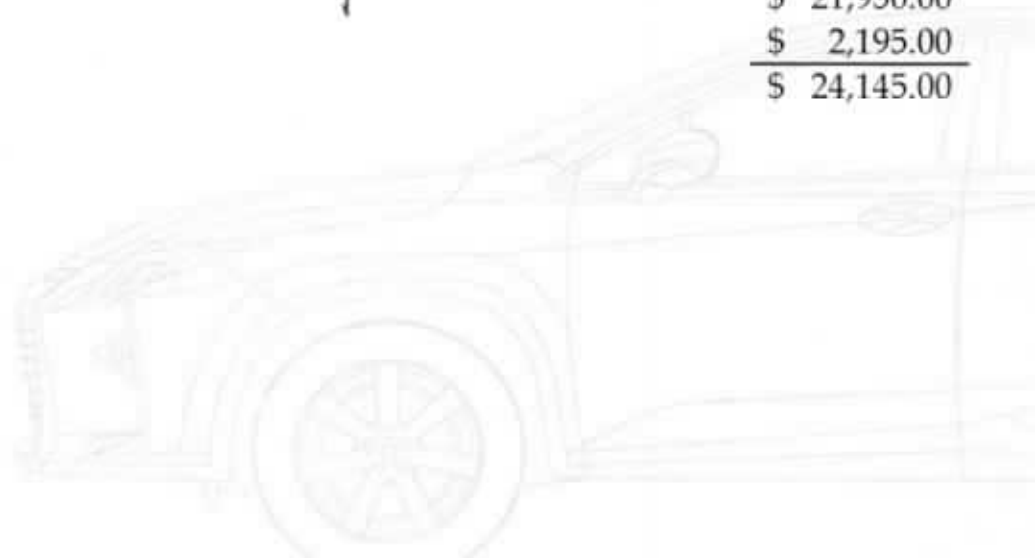
ESTIMATE COST OF REPAIRS TO VW GOLF SKV4144X

1	pc	Front bonnet / bul		\$	800.00
2	pcs	Front bonnet hinge @ \$40/pc	X / BT	\$	80.00
1	pc	Front bonnet insulator	X NN	\$	160.00
10	pcs	Front bonnet insulator clips @ \$3/pc	/ dec	\$	30.00
1	pc	Front bonnet absorber	X NN	\$	140.00
1	pc	Front bonnet lower lock	/ BT	\$	170.00
1	pc	Front bonnet cable	X NN 4X NN	\$	50.00
2	pcs	Front headlamp @ \$510/pc	< RH - CMA	\$	1,020.00
2	pcs	Front headlamp lower garnish @ \$40/pc	< RH - RE 4X NN	\$	80.00
1	pc	Front headlamp RH panel	/ BT	\$	30.00
1	pc	Front headlamp HID bulb	X NN	\$	210.00
1	pc	Front grille / CMA		\$	410.00
1	pc	Front grille logo / dec		\$	70.00
1	pc	Front bumper / RE		\$	820.00
1	pc	Front bumper towling cover / mis.		\$	20.00
1	pc	Front bumper centre grille / CMA		\$	90.00
1	pc	Front bumper lower grille / CMA RE		\$	80.00
1	pc	Front bumper fog lamp cover top RH / RE		\$	90.00
1	pc	Front bumper fog lamp cover lower RH	X NN	\$	60.00
1	pc	Front bumper reinforcement / BT		\$	340.00
1	pc	Front bumper RH bracket	X NN	\$	50.00
1	pc	Front bumper lower leaf	X NN	\$	120.00
1	pc	Front bumper undercover / CMA		\$	160.00
		Balance b/d		\$	5,080.00

Our Ref : OD/082018/3602

Page 2

	Balance c/f		\$ 5,080.00
2 pcs	Front bumper retainer @ \$20/pc	— <i>MC</i>	\$ 40.00
1 pc	Front RH fender	— <i>BT</i>	\$ 320.00
1 pc	Front RH fender inner shield	— <i>el</i>	\$ 70.00
10 pcs	Front RH fender inner shield clips @ \$3/pc	— <i>MC</i>	\$ 30.00
1 pc	Front support panel	— <i>CM</i>	\$ 630.00
1 pc	Front brace panel	— <i>OT</i>	\$ 40.00
1 pc	Front air con condensor	— <i>cut</i>	\$ 310.00
1 pc	Front air con pipe 1	<i>X</i>	\$ 280.00
1 pc	Front air con pipe 2	<i>X</i>	\$ 260.00
1 pc	Front air con pipe 3	<i>X</i>	\$ 310.00
1 pc	Front radiator	<i>X</i>	\$ 650.00
1 pc	Front radiator top hose	<i>X</i>	\$ 110.00
1 pc	Front radiator lower hose	<i>X</i>	\$ 130.00
1 pc	Front radiator fan motor assy	<i>X</i>	\$ 630.00
1 pc	Front radiator inner cooler	<i>X</i>	\$ 270.00
1 pc	Steering air bag	—	\$ 2,200.00
1 pc	Steering coin spring sensor	—	\$ 700.00
1 pc	Steering lower air bag	—	\$ 680.00
1 pc	Steering lower air bag cover	—	\$ 210.00
1 pc	Steering LH air bag	—	\$ 3,800.00
2 pcs	Front safety belt @ \$800/pc	—	\$ 1,600.00
1 pc	Front ECU	—	\$ 1,200.00
1 pc	Front dashboard	—	\$ 2,400.00
			\$ 21,950.00
	Add: 10%		
			\$ 2,195.00
			\$ 24,145.00



Vin's

AUTOMOTIVE GROUP

A Sin Ming Autocity,
160 Sin Ming Drive #03-03
Singapore 575722
T 6453 2121 (4 lines) / 6458 1111 (24 hrs)
F 6459 9795 / 6459 0433
E admin@vinsautogroup.com.sg
W www.vinsautogroup.com.sg

Our Ref : OD/082018/3602

Page 3

Balance c/f \$ 24,145.00

To remove and renew dashboard	\$ 250.00	200
To reset air bag system	\$ 250.00	200
To repair front damage	\$ 980.00	800
To spray painting	\$ 980.00	800
	<u>\$ 26,605.00</u>	

Jim Hui

7 Days.

part by part.

before paint photos.

Guo Qiong - 82880282

08/8/18

Excess \$ 500

Not Authorised.

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:

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	08 Aug 2018 15:26 Sendback Est	08 Aug 2018 15:31 S\$26,605.00	08 Aug 2018 16:37 Edit Adj Rpt	S\$14,500.00 Edit Estimates	S\$14,500.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured: NEO JIN RUI, EDMUND , ID: S8939142C, Tel: +6584549045									
Vehicle Reg. No.: SKV4144X		Date of Loss: 22/07/2018 10:00 - :59 [34 Months and 6 Days From LTA Reg Date (Man Yr)]							
Claim Type: OD / 565204		Policy/Cover Note No.: A28617244AVW (Comprehensive) Coverage: 16/09/2017 - 15/09/2018							
		Excess: S\$500.00							
Repairer: Vin's Motor Pte Ltd (Sin Ming) 160 Sin Ming Drive, #03-03, Sin Ming AutoCity, 575722 Sin Ming - Tel: 64532121									
Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Kwok Woon Choo - 6643 1330]									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG ... [Final Rpt due 07/09/2018]]									
Driver/Custodian: NEO JIN RUI, EDMUND (28 / Male) , NRIC: S8939142C, Tel: +6584549045									
Adj Asg. Remarks: TO REVERT									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• MSIG_SG (13/08/2018): Alert - Adj Mandate Approved (S\$14500.00) - SKV4144X - Claim Handler: Kwok Woon ...									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

SKV4144X (565204)
 OD
 Jul 22 2018 10:00AM
 [NEO JIN RUI, EDMUND]
 Vin's Motor Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		View		View in Browser	
Assessment Reports						1 per page		☒	
No	Finalized On	Vin's Motor Pte Ltd (Sin Ming)		Thumbnail	Print				
1	08/08/18 15:31	Repairer Estimates			Load HTM				
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Photos/Images						3 per page		☒	
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Assessment Reports			1 per page	☒
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Assessment Reports			1 per page	☒
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No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	10/08/18 14:58	General View VIN'S AUTO	 Load JPG	☒
2	10/08/18 14:58	General View VIN'S AUTO	 Load JPG	☒
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Assessment Reports			1 per page	☒
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Assessment Reports			1 per page	☒
No	Finalized On	Vin's Motor Pte Ltd (Sin Ming)	Thumbnail	Print
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
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Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Repairer ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd

(Co. Reg. No: 199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

MSiG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG18013517/R1RBQ2

Date: 16/10/2018

REFERENCE

Insured/Claimant:	NEO JIN RUI, EDMUND	Policy No:	A28617244AVW	Claim No:	565204
Date of Loss:	22/07/2018	Nature of Claim:	OD		

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SKV4144X	Engine No:	CJZ604403
Make & Model:	VOLKSWAGEN GOLF, 1.2 (A7) TSI (A)	Chassis No:	WWWZZZAUZFW271270
Reg. Date:	16/09/2015 (Man. Year: 2015)	Odometer:	56305 km
Colour:	Black		
Engine Capacity:	1197 cc		
Market Value/New Car Price:	S\$63,000.00		
Sum Insured (S\$):	Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Yes	Engine Modification:	No	Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size:	205/55 R16	Rear Tyre Size:	205/55 R16
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	24,145.00	19,767.00	4,378.00	18.13
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,460.00	2,000.00	460.00	18.70
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	26,605.00	21,767.00	4,838.00	18.18
Approved Total (Overridden) (S\$)		14,500.00		
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	26,105.00	14,000.00	12,105.00	46.37
+ GST 7.00/7.00% (S\$)	1,827.35	980.00	847.35	46.37
Nett Amount (S\$)	27,932.35	14,980.00	12,952.35	46.37

INSPECTION

Date of Assignment:	08/08/2018 Present Location:	Vin's Motor Pte Ltd (Sin Ming)
Date Inspected:	08/08/2018 Inspected At:	Vin's Motor Pte Ltd (Sin Ming)
		160 Sin Ming Drive, #03-03, Sin Ming
		AutoCity
		Singapore 575722
Estimated Period of Repair:	7.0 days	

Adjuster: XING GUO QIANG**Manager:** Janice Lee Si Hua

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

REPAIR DETAILS

Reference	
Part Source: MRM-SG	Version: 1.0 (Last Synchronised: 16 Oct 2018)
Parts: 144	VOLKSWAGEN GOLF 1.2 (A7) TSI (A) (Catalogue:Merimen Singapore 1.0)
Labour: Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SKV4144X)
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page
Further Info: Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*Front bonnet	Buckled	800.00 F	*800.00 F
2	2		*Front bonnet hinge @ \$40/pc	Bent	80.00 F	*80.00 F
3	1		*Front bonnet insulator	Not Necessary	160.00 F	*- F
4	10		*Front bonnet insulator clips @ \$3/pc	Necessary	30.00 F	*30.00 F
5	1		*Front bonnet absorber	Not Necessary	140.00 F	*- F
6	1		*Front bonnet lower lock	Bent	170.00 F	*170.00 F
7	1		*Front bonnet cable	Not Necessary	50.00 F	*- F
8	1		*Front headlamp @ \$510/pc	N/S Not Necessary /O/S Cracked	1,020.00 F	*510.00 F
9	1		*Front headlamp lower garnish @ \$40/pc	N/S Not Necessary/ O/S Deformed	80.00 F	*40.00 F
10	1		*Front headlamp RH panel	Bent	30.00 F	*30.00 F
11	1		*Front headlamp HID bulb	Not Necessary	210.00 F	*- F
12	1		*Front grille	Cracked	410.00 F	*410.00 F
13	1		*Front grille logo	Necessary	70.00 F	*70.00 F
14	1		*Front bumper	Deformed	820.00 F	*820.00 F
15	1		*Front bumper towling cover	Missing	20.00 F	*20.00 F
16	1		*Front bumper centre grille	Cracked	90.00 F	*90.00 F
17	1		*Front bumper lower grille	Deformed	80.00 F	*80.00 F
18	1		*Front bumper fog lamp cover top RH	Deformed	90.00 F	*90.00 F
19	1		*Front bumper fog lamp cover lower RH	Not Necessary	60.00 F	*- F
20	1		*Front bumper reinforcement	Bent	340.00 F	*340.00 F
21	1		*Front bumper RH bracket	Not Necessary	50.00 F	*- F
22	1		*Front bumper lower leaf	Not Necessary	120.00 F	*- F
23	1		*Front bumper undercover	Cracked	160.00 F	*160.00 F
24	2		*Front bumper retainer @ \$20/pc	Necessary	40.00 F	*40.00 F
25	1		*Front RH fender	Bent	320.00 F	*320.00 F
26	1		*Front RH fender inner shield	Deformed	70.00 F	*70.00 F
27	10		*Front RH fender inner shield clips @ \$3/pc	Necessary	30.00 F	*30.00 F
28	1		*Front support panel	Cracked	630.00 F	*630.00 F
29	1		*Front brace panel	Bent	40.00 F	*40.00 F
30	1		*Front air con condensor	Cut	310.00 F	*310.00 F
31	1		*Front air con pipe 1	Not Necessary	280.00 F	*- F
32	1		*Front air con pipe 2	Not Necessary	260.00 F	*- F
33	1		*Front air con pipe 3	Not Necessary	310.00 F	*- F
34	1		*Front radiator	Not Necessary	650.00 F	*- F
35	1		*Front radiator top hose	Not Necessary	110.00 F	*- F
36	1		*Front radiator lower hose	Not Necessary	130.00 F	*- F
37	1		*Front radiator fan motor assy	Not Necessary	630.00 F	*- F

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
38	1		*Front radiator inner cooler	Not Necessary	270.00 F	*. F
39	1		*Steering air bag	Activated	2,200.00 F	*2,200.00 F
40	1		*Steering coil spring sensor	Activated	700.00 F	*700.00 F
41	1		*Steering lower air bag	Activated	680.00 F	*680.00 F
42	1		*Steering lower air bag cover	Activated	210.00 F	*210.00 F
43	1		*Steering LH air bag	Activated	3,800.00 F	*3,800.00 F
44	2		*Front safety belt @ \$800/pc	Activated	1,600.00 F	*1,600.00 F
45	1		*Front ECU	Activated	1,200.00 F	*1,200.00 F
46	1		*Front dashboard	Activated	2,400.00 F	*2,400.00 F

F=Franchise part.

Sub Total (S\$) **21,950.00** **17,970.00**
+ Margin on L,N Items 10.00/10.00% (S\$) **2,195.00** **1,797.00**

Total Parts (S\$) **24,145.00** **19,767.00**

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	To remove and renew dashboard	New	250.00	200.00
2	To reset air bag system	New	250.00	200.00
3	To repair front damage	New	980.00	800.00
4	To spray painting	New	980.00	800.00
Gross Labour Cost (S\$)			2,460.00	2,000.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >