

Volkswagen Centre Singapore



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

AXA (PREMIUM W/SHOP ONLY) : 16/8/18
1.4L DNG : 17/8/18

No VIDEO

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer PANG SAY WAK
NRIC _____ insured of vehicle SKN 421BJ against
your insured vehicle number SH 7101D (INDIA)
On the accident dated on 5.8.18 (ddmmyyy) along DUKE RD

Dated this 07 AUG 2018 (day) of _____ (month) 2018 .

Charmaine Kong
Volkswagen Group Singapore
Accident Claims Dept.
charmaine.kong@vw.com.sg
DID : 63057176/ 63057299
HP: 92361399

PDI TUAS

PDI TUAS

PANG SAY WAK
75 DUKU ROAD
#03-02
Singapore, 429237
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV025912
Quote No. SER/QUO/1801260
QuoteDate 06/08/18
Salesperson Wilson Gwee Sheng
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6 1.4 TSI DSG 90KW TL	50,095	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKN4218J	WVWZZZ16ZEM027333	12/06/14	Wilson Gwee Sheng
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX E12153	1622G5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	R&R RIM & BALANCE	1	UNIT		50.00
P B&P ALEX LABOUR	LABOUR	5	UNIT		4,200.00
P B&P ALEX PAINT	SPRAY PAINT	5	UNIT		4,000.00
P B&P RIM	B&P RIM -NETT	1	UNIT		2,400.00
P B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT -NETT	1			360.00
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				11,770.00
P 839601361	TIRE VALVE	1	Pieces		2.38
P 1K0601025CR8Z8	16" 'SEDONA' RIM ONLY DIAMOND SILVER	1	Pieces		1,138.48
P 5C6805912	WHEEL HOUS RHF	1	Pieces		152.26
P 5C6807184	BUMPER BRACKET RH	1	Pieces		33.48
P 5C6807217 GRU	FRT BUMPER COVER Sucessor 5C6807217D GRU	1	Pieces		1,211.82
P 5C6807248B	FOAM INSER RH	1	Pieces		104.50
P 5C6821106A	FENDER RHF Use Predecessor 5C6821106	1	Pieces		691.66
P 5C6821136	FENDER BRACKET RH	1	Pieces		45.27
	Sum carried forward				15,149.85

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

PDI TUAS

PDI TUAS

PANG SAY WAK
75 DUKU ROAD
#03-02
Singapore, 429237
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV025912
Quote No. SER/QUO/1801260
QuoteDate 06/08/18
Salesperson Wilson Gwee Sheng
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make Volkswagen Passeng
Model Description JETTA A6 1.4 TSI DSG 90KW TL
License No. SKN4218J
VIN WVVZZZ16ZEM027333
Engine Code M4
Labor Type

Mileage 50,095
Initial Registration 12/06/14
Engine No. CAX E12153

Service Advisor Kong Charmaine
Sales Advisor Wilson Gwee Sheng
Model Code 1622G5

Continued 15,149.85

Sum Item 3,379.85

Sum Labor 11,770.00

Sum Item 3,379.85

Total SGD 15,149.85

7% GST 15,149.85 1,060.49

Total SGD Incl. GST 16,210.34

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

AXA
US
?
GNDIN
OUT

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	06/08/2018 08:26
Date Of Accident	05/08/2018 13:10
Exact Location Of Accident	DUKU ROAD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKN4218J
Insured/Policyholder	
Name Of Registered Owner	PANG SAY WAK
NRIC No	S2592505Z
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96633528
Alternative Phone No	OFFICE-96633528
Vehicle Particulars	
Manufacturer	VOLKSWAGEN
Model	JETTA A6 1.4 TSI DSG 90KW TL
Exact Purpose for which vehicle was being used at time of accident	
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	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	VPA/P1516182
Cover Note Number	
Driver	
Name of Driver	LING AI HUA
NRIC No	S6938219C
Date Of Birth	03/11/1969
Occupation	INDOOR
Date Of Driving Pass	06/09/1994
Driving Experience	23 YEARS AND 10 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-91798190
Fax Number	
Contact Number	
Email Address	CHRISTINELING08@GMAIL.COM

Address 75 DUKU ROAD #03-02
 Postcode 429237
 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 - MAJOR/MINOR RD
 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? NO
 If Yes, Please state which Police Station
 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? NO
 Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SH7101D
 Vehicle Make/Model/Colour
 Details Of Properties
 Vehicle Category TAXI
 Name of Driver NG AIK BOON
 NRIC/Passport Number S1525954Z
 Contact Number 9857 4585
 Address
 Postcode
 Insurance Company Name
 Nature Of Damage
 No. Of Passenger (Including Driver)

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.

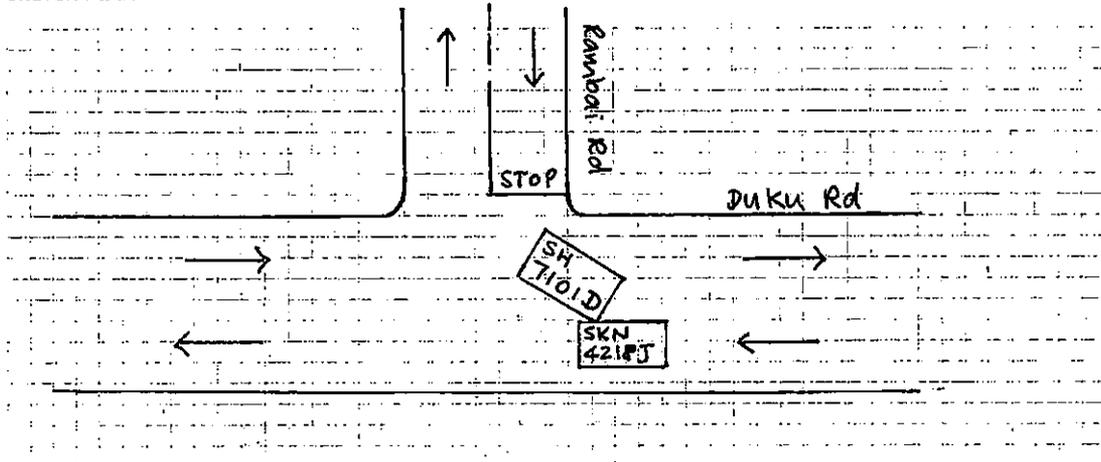
Policyholder's Signature
Date & Time:

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

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

6/8/18 9am

SKETCH PLAN



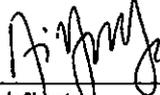
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

The accident happened on Sunday, 05/08/2018, at about 1.09 pm, at the junction of Duku Rd and Rambai Rd. I was driving along Duku Rd. As my car was approaching the junction, a taxi was coming out of Rambai Rd. The driver did not stop at the mandatory STOP sign, but instead made a left turn without checking for oncoming traffic on his left. He had been looking to his right while at the same time manoeuvring his taxi to his left, in the direction of my car and into my lane. I sounded my horn madly and jammed on the brakes. The taxi, SH T101D, collided into my car. Upon collision, he immediately reversed his taxi, moving it away from my car. As such, I could not capture photographs of the actual position of the taxi at the point of collision.

He apologised to me and assessed the scratches on my car and car tyre rim. He negotiated for a private settlement as he felt that the damages were minor. He also offered to pay cash for the repairs to be done at a workshop. He repeatedly urged me not to lodge an official report, telling me that he will have to pay \$2000 to his taxi company if I were to do so. I told him I will be reporting the accident to the Volkswagen and AXA Insurance, and will let them handle the matter accordingly. Then he got annoyed and accused me of being in the wrong. He then

DECLARATION

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

<p>_____ Policyholder's Signature Date & Time:</p>	<p style="text-align: center;"> _____ Driver's Signature (If driver is not the policyholder) Date & Time: 6/8/18 9am</p>	<p style="text-align: center;"> _____ Reporting Centre Personnel's Signature Name: NRIC/FIN No.:</p>
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SKETCH PLAN

Grid area for sketch plan.

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

tried negotiating for private settlement with my husband who came down to the accident scene at 1.12pm after receiving my call. I reiterated that I will do what I need to do due to my car's warranty.
The driven later called my husband at 2.01 pm, telling us that he would make a report too.

DECLARATION

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

Policyholder's Signature
Date & Time:

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

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

6/8/18 9am

AXA INSURANCE PTE LTD
 8 Shenton Way, #24-01
 AXA Tower, Singapore 068811
 Customer Service Centre #B1-01
 Tel:(65)63367268 Fax:(65)63382522
 Website:www.axa.com.sg
 GST Registration Number: 199903512M
 customer.service@axa.com.sg



CERTIFICATE OF INSURANCE

■ Motor Vehicles (Third-Party Risks and Compensation) Act. (Chapter 189) ■ Motor Vehicles (Third-Party Risks and Compensation) Rules. 1960 ■ Road Transport Act. 1987 (Malaysia) ■ Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)

CERTIFICATE NO. : VPA/P1516182 Account No. : 13820
 Coverage : Comprehensive
 Sum Insured : Market Value At The Time Of Loss
 Name of Policy Holder : PANG SAY WAK (NOT DRIVING)
 Vehicle Registration No. : SKN4218J
 Period of Insurance : From 12/06/2018 To 11/06/2019 (Both Dates Inclusive)

PERSONS OR CLASSES OF PERSONS ENTITLED TO DRIVE*
 (a) 1. LING AI HUA
 (b) The usage of the vehicle by the Policy Holder (Insured) is not covered under this policy.
 (c) Any other person driving on the Policyholder's order or with his permission.
 Provided that the person driving is permitted in accordance with the licensing or other 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.

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, speedtesting, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with motor trade; or when the Motor Car, whether stationary, in use or otherwise, is in or on, a racing track, circuit, route, course or any other roads by whatever name called that are typically used for racing, pace-making or such similar purposes.

Basic Own Damage Excess : (01)

An Additional Excess is applicable as follows:
 S\$500.00 for Unnamed Authorized Driver &/or Declared Young & Inexperienced Driver.
 S\$5,000.00 for Undeclared Young and Inexperienced Driver.
 (Please refer to your policy on the terms & conditions)

* 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.

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).

N.B : (Private Car Only)
 You have signed an Undertaking to use exclusively AXA Premium Workshops for all your accident repairs insured by AXA.
 Basic Own Damage Excess for Insured & Named Drivers is reduced as follows:
 . 50% NCD - Nil Excess
 . 0% - 40% - Excess Halved

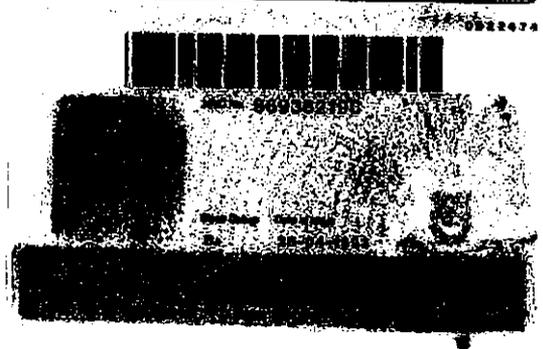
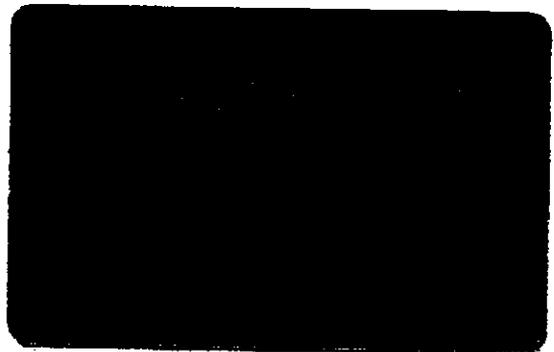
AXA INSURANCE PTE LTD

Authorized Signature

Issued by - SGOMOHA on 10/05/2018

IMPORTANT :
 Policyholders are warned that on the sale of a motor vehicle they must surrender the Certificate of Insurance and the Policy to the insurance company. If the Certificate of Insurance has been lost or destroyed a Statutory Declaration to the effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicle (Third-Party Risks and Compensation Act (Cap. 189)).
 The Premium Warranty Clause requires the premium to be paid in full within a specific period failing which there would be no liability under the policy, renewal certificate, covernote and endorsement etc.

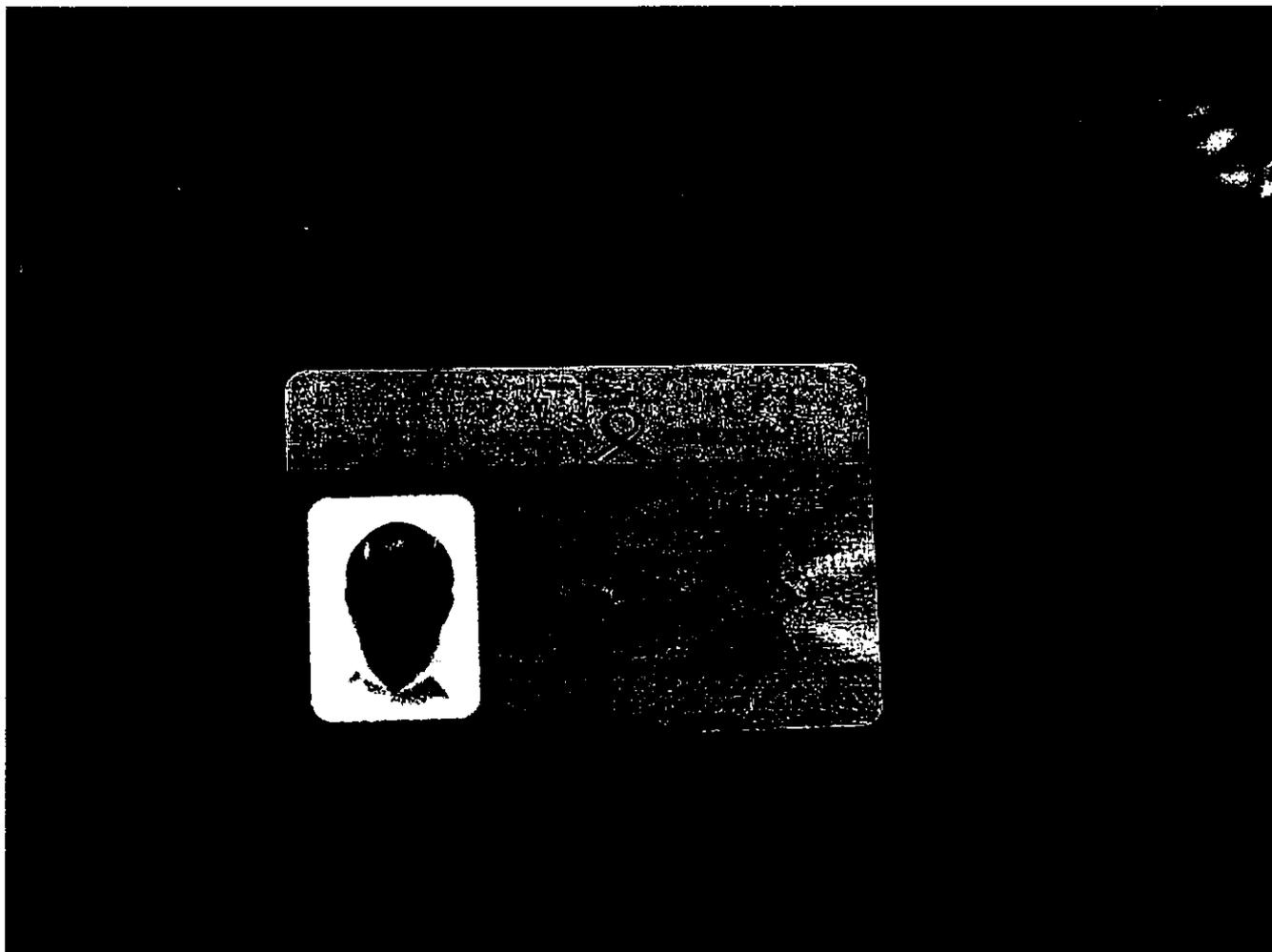
Sketch Plan #5



Accident Sketch Plan



Accident Sketch Plan



Accident Sketch Plan

This card is not transferable and is the property of the Land Transport Authority (LTA). It must be surrendered to the LTA on request. If found, please return to LTA, 10 Sin Ming Drive, Singapore 575701.

Type	Description	Issue Date
02	TAXI VL	11/06/2009

1 234567 890123 456789 012345 678901 234567 890123 456789 012345 678901

Accident Photo



Accident Photo



06.08.2018

Accident Photo



Accident Photo



Accident Photo



Accident Photo

