



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer manisekaran s/o Ramasamy
NRIC S 1806606H insured of vehicle SLN 37997 against
your insured vehicle number SHC 2315T (india)

On the accident dated on 11/8/18 (ddmmyyyy) along

tcp 7wde mce (Near fort Ro/exit B)

Dated this 13 (day) of 8 (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: 18IP2063

CUSTOMER NO.: CV036315

CUSTOMER NAME: MANISEKARAN S/O RAMASAMY

TELEPHONE NO.:

ADDRESS: 102 BUKIT PURMEI ROAD #07-60

Singapore

VEH No.: SLN3799T

Order Date: 13/08/18

Reg Date: 28/04/17 KM: 45,682

VIN NO.: VVVWZZZ7NZHV227589 ENGINE NO: SA: Tang Shu Shi

MODEL: Sharan GP 2.0 TSI HL LOW MODEL NO.: 7N24MY

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P TOWING	156	TU	1.25		195
2	B&P SUNDRIES	48	TU	1.25		60
3	B&P MECH	1	TU	280		280
4	B&P DIAG	1	TU	360		360
5	B&P AIRCON	1	TU	420		420
6	B&P MACP LABOUR	6	UNIT	840		5,040
7	B&P MACP PAINT	5	UNIT	800		4,000
8	B&P MACP LABOUR	6	UNIT	840		5,040
9	B&P MACP PAINT	5	UNIT	800		4,000
10	B&P MACP LABOUR	1	UNIT	840		840
11	B&P MACP LABOUR	1	UNIT	840		840
12	B&P MACP LABOUR	1	UNIT	840		840
13	B&P MACP LABOUR	1	UNIT	840		840
14	B&P NUMBER PLATE	1	ST	80		80
15	B&P NUMBER PLATE	1	ST	80		80
16	EXT00037	1	UNIT	0		0
Item						
17	7N0823031A	1	PCS	1,662.20		1,662.20
18	7N0807217J GRU	1	PCS	1,479.92		1,479.92
19	7N0807183A	1	PCS	24.89		24.89
20	7N0807184A	1	PCS	24.89		24.89
21	7N0807723	1	PCS	27.06		27.06
22	7N0807109D	1	PCS	843.21		843.21
23	7N0807192	1	PCS	141.27		141.27
24	7N0853677 9B9	1	PCS	179.37		179.37
25	7N0853101 2ZZ	1	PCS	208.85		208.85
26	1S0919275C GRU	1	PCS	202.04		202.04
27	1T0919133C 9B9	1	PCS	0.75		0.75
28	7N0971095C	1	PCS	97.80		97.80

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MODEL NO.: 7N24MY

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
29	7N0955979 NOZZLE CYLINDER LH	1	PCS	255.54		255.54
30	7N0955103 NOZZLE LH	1	PCS	40.79		40.79
31	7N0807937A GRU NOZZLE CAP LH	1	PCS	82.59		82.59
32	7N2941754B HEADLAMP RH	1	PCS	3,002.55		3,002.55
33	7N2941753B HEADLAMP LH	1	PCS	3,002.55		3,002.55
34	7N0805588D LOCK CARRIER	1	PCS	932.51		932.51
35	7N0805567B SUPPORT LOCK CARRIER	1	PCS	117.06		117.06
36	7N0805931 H/LAMP TOP PANEL LH	1	PCS	43.68		43.68
37	7N0805932 H/LAMP TOP PANEL RH	1	PCS	58.55		58.55
38	7N0121284C AIR GUIDE RH	1	PCS	51.86		51.86
39	7N0121283C AIR GUIDE LH	1	PCS	55.29		55.29
40	5M0820536A SENS.HOLDE	1	PCS	0.96		0.96
41	7N0816411 A/C CONDENSER	1	PCS	595.05		595.05
42	D 004660M2 2K GLUE	1	PCS	183.87		183.87
43	D 00940104 CLEANER	1	PCS	113.84		113.84
44	D 00920002 PRIMER	1	PCS	32.19		32.19
45	D 00950025 APPLICATOR	2	PCS	11.19		22.38
46	D 181802M1 ACTIVATOR	1	PCS	29.46		29.46
47	7N0827025H REAR BOOT LID	1	PCS	2,707.67		2,707.67
48	8D0853419D RR NUMBER PLATE PACKING	1	PCS	14.61		14.61
49	WHT007341 NUT	4	PCS	2.52		10.08
50	7N0867601C 82V REAR BOOT LID TRIM COVER	1	PCS	816.47		816.47
51	533863288A FELT STRIP	1	PCS	20.55		20.55
52	7P6853630D FOD VW SIGN	1	PCS	112.14		112.14
53	7N0853687 739 NAME PLATE - SHARAN	1	PCS	90.36		90.36
54	7N0853675F 2ZZ NAME PLATE - 380TSI	1	PCS	58.64		58.64
55	7N0945307A TAIL LIGHT INNER LH	1	PCS	595.31		595.31
56	3CN945087 3RD BRAKE LIGHT	1	PCS	204.89		204.89
57	7N0945105B REFELCTOR LH	1	PCS	73.67		73.67
58	7N0807417E GRU REAR BUMPER	1	PCS	908.25		908.25

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ENGINE NO:

SA: Tang Shu Shi

MODEL: Sharan GP 2.0 TSI HL LOW

MODEL NO.: 7N24MY

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
59	7N0807521C 9B9 SPOILER	1	PCS	327.71		327.71
60	7N0807251A FOAM INSER	1	PCS	100.61		100.61
61	7N0807305A REINFORCEMENT	1	PCS	553.53		553.53
62	7N0807863 BUMPER CENTRE BRACKET	1	PCS	142.23		142.23
63	7N0807375 BUMPER SIDE BRACKET LH	1	PCS	60.98		60.98
64	7N0807376 BUMPER SIDE BRACKET RH	1	PCS	60.98		60.98
65	1S0919275C GRU SENSOR	2	PCS	202.04		404.08
66	1T0919133C 9B9 PARKING SENSOR O RING	2	PCS	0.75		1.50
67	7N0971104F REAR SENSOR WIRE HARNESS	1	PCS	217.46		217.46
68	7N0825711 REAR SILENCER HEAT PLATE	1	PCS	186.45		186.45
69	7N0253609AP SILENCER	1	PCS	1,516.20		1,516.20
70	1K0253141AA CLAMP	1	PCS	78.44		78.44

Remarks : INDIA INSURANCE DIRECT SETTLEMENT

DOA: 11/08/2018

TP VEHICLE: SHC2315T

SURVEY BY:

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MODEL NO.: 7N24MY

<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	45,690.78
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GST AMOUNT	3,198.35
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TOTAL AMOUNT	48,889.13
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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	11/08/2018 14:17
Date Of Accident	11/08/2018 12:40
Exact Location Of Accident	ECP TOWARDS MCE (NEAR FORT RD EXIT 13)
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLN3799T
Insured/Policyholder	
Name Of Registered Owner	MANISEKARAN S/O RAMADAMY
NRIC No	S1806606H
Email Address	SWARNAM76@GMAIL.COM
Mobile Phone No	(LOCAL) +65-97227096
Alternative Phone No	OTHERS-97227096

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	SHARAN 2.0 TSI 7N24MY
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	GA345679/1
Cover Note Number	

Driver

Name of Driver	MANISEKARAN S/O RAMADAMY
NRIC No	S1806606H
Date Of Birth	22/05/1967
Occupation	INDOOR
Date Of Driving Pass	23/03/1998
Driving Experience	20 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97227096
Fax Number	

Contact Number	OTHERS-97227096
EEmail Address	SWARNAM76@GMAIL.COM

Address	BLK 102 BUKIT PURMEI ROAD #07-60
Postcode	090102
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?	
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	SMC6309B
Vehicle Make/Model/Colour	HONDA VEZEL HYBIRD
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number	SHC2315T
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Vehicle Make/Model/Colour	M-BENZ COMFORT DELGRO LIMO CAB
Details Of Properties	
Vehicle Category	TAXI
Name of Driver	
NRIC/Passport Number	
Contact Number	
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:

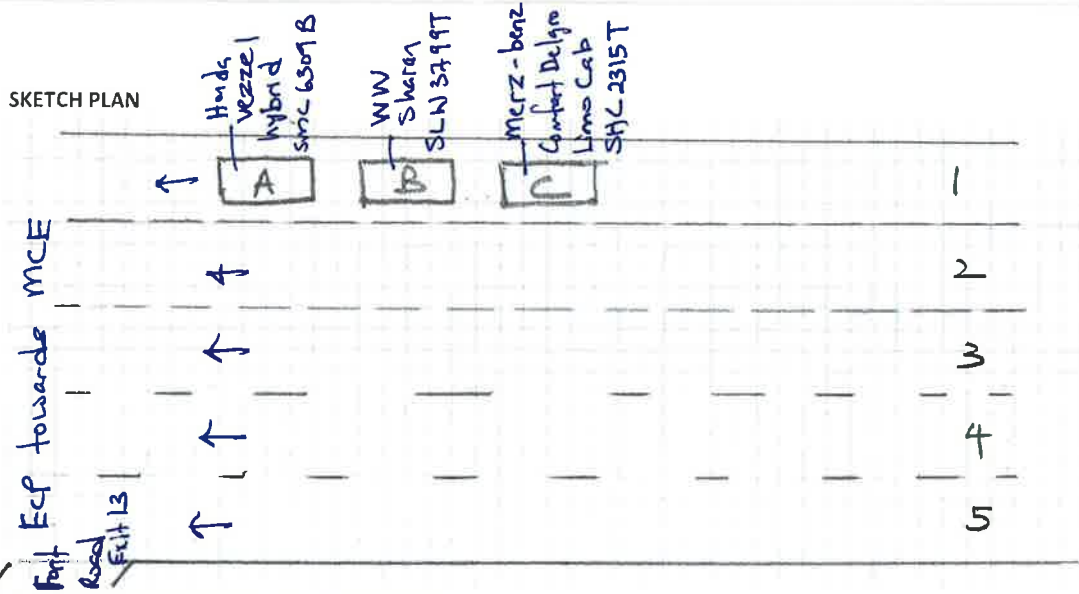
- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "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.

 11/8/18 1418 hours.
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.:

Sketch Plan Pg. 2




DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

LICENSE PLATE: SLN 3799 T	ACCIDENT DATE & TIME: 11/8/18 @ 1240 hours
CONTACT NUMBER: 97227096	E-MAIL ADDRESS: swarnam76@gmail.com
LOCATION: ECP towards MCE near Fort Road Exit 13	
I was travelling along ECP towards MCE near Exit 13 of Fort Road at the right most lane.	
Due to an accident along ECP, all vehicles started slowing down. The vehicle A, in front of me stopped his vehicle. Then I proceed to stop my vehicle in time to avoid any collision.	
Suddenly I felt an impact from behind and noticed that vehicle C hit my back and caused my vehicle to move forward and hit vehicle A.	
There was no injury to anyone. I have attached a statement given by vehicle A driver for clarification.	
NOTE: PLEASE NOTE THAT YOUR INSURER MAY HAVE 14 DAYS TIME FRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE CHECK YOUR POLICY FOR MORE INFORMATION	
Please state:	
<input type="checkbox"/> Claim Own Policy <input type="checkbox"/> Claim Third Party <input checked="" type="checkbox"/> Claim OD/TP at other workshop <input type="checkbox"/> Reporting Only	

DECLARATION

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


 Policyholder's Signature
 Date & Time: 11/8/18

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

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

I, Mohammad Shalid Bin Arfin (S811592/A) was the front vehicle in the chain accident involving vehicle (SMIC6309B) and (SLN^N3799T) and (SHC2315T). I wish to state that I saw the vehicle (SLN3799T) stopped his vehicle in time to prevent a collision onto my car. However, due to the impact caused by vehicle (SHC2315T), vehicle (SLN3799T) has to hit my car from behind. I saw this thru my rear view.


S811592/A



redefining / insurance

AXA Insurance Pte Ltd
 1800 880 4888 (Within Singapore)
 (65) 6880 4888 (International)
 (65) 6880 4740
 customer.care@axa.com.sg
 www.axa.com.sg

Certificate of Insurance

account number
 16441

-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)

Policy details

Policyholder name	MANISEKARAN S/O RAMASAMY	Certificate number	GA345679 / 1
Cover	Comprehensive	Chassis number	WWWZZ7NZHV227589
Plan name	Flexi	Engine number	DED009834
NCD applicable	0%		
Vehicle registration number	SLN3799T		
Period of Insurance	from 28/04/2018 to 27/04/2019 (both dates inclusive)		
Finance loan company	DBS BANK LTD		

Persons or classes of persons entitled to drive*

- (a) The Policyholder
 (b) Any Named Driver as stated in the Policy:
 1. SUBHADRA D/O NARAYANN
 (c) Any person who is driving on the Policyholder's order or with their 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.

Limitation 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 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.
 * Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) and Section 9E of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS
 Windscreen Excess
 Third Party Excess

Not Applicable
 SGD 500.00

An Additional Excess is applicable as follows:

1. S\$500 for unnamed Authorised Driver
2. S\$500 for declared Young and Inexperienced Driver
3. S\$5,000 for undeclared Young and Inexperienced Drivers. This additional excess is reduced to S\$2,500 if You have chosen AXA Premium Workshops.

Additional clauses & endorsements to your policy

Nil

I/We hereby certify that the policy to which this Certificate relates is issued in accordance with the provision of the Motor Vehicles (Third Party Risks and Compensation) Act, (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).

AXA Insurance Pte Ltd

Authorised signature


Important note

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, endorsement etc.

AXA Insurance Pte Ltd (199903512M)
 8 Shenton Way, #24-01, AXA Tower,
 Singapore 068811
 Customer Centre, #B1-01

1 of 3


REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1806606H



Name
MANISEKARAN S/O RAMASAMY

74 மணிசேகரன்
Race
INDIAN
Date of Birth 22-05-1967 Sex M
Country of Birth INDIA

REPUBLIC OF SINGAPORE DRIVING LICENCE



Licence Number S1806606H
Name
MANISEKARAN S/O RAMASAMY

Birth Date 22 May 1967
Issue Date 19 Mar 2003

000312150K

Barcode

NRIC No. S1806606H



Address
APT BLK 102 BUKIT PURMEI ROAD #07-60
SINGAPORE 090102
NRIC No: S1806606H

Blood Group O+ Date of Issue 05-08-1993

Date: 05/01/2013 No: 7141949

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSIE


Class	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	PASS DATE
Class 3	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	23 Mar 1998

NP 428A

Licence No: S1806606H

Barcode

VEHICLE CONDITION REPORT FORM / JOB RECORD

Allianz 

Worldwide Partners

Date: 12/8/18 Time: 3:03 PM / 3:12 PM

Technician Name: Jia Wang Yngou

Reg. No: SLN3799 T Job No: VS10003087

Odometer Reading (Customer Vehicle): 53212 km

KM Travelled by Assistance Vehicle: (1 way)

Fault Reported: Accident

Fault Found:

How was vehicle repaired? NIL

Customer Name: Subhadra Subhadra

Customer Telephone: 97846844

Make/Model: VW SHARAN

Location: 102 B1 Ruamei B oser

Time on Scene: 3:34 PM

Time Job Completed: 4:08 PM

Repaired at Breakdown Scene: Y/N

VIN No: NIL

Hubcaps (Y/N)

Spare Wheel (Y/N)

Tools (Y/N)

Audio System (Y/N)

Keys + Remote (Y/N)

Aerial (Y/N)

Cashcard (RM) (Y/N)

Fuel

E		F
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Interior Condition :

Front Seats

Rear Seats

Floor Covering

Headlining

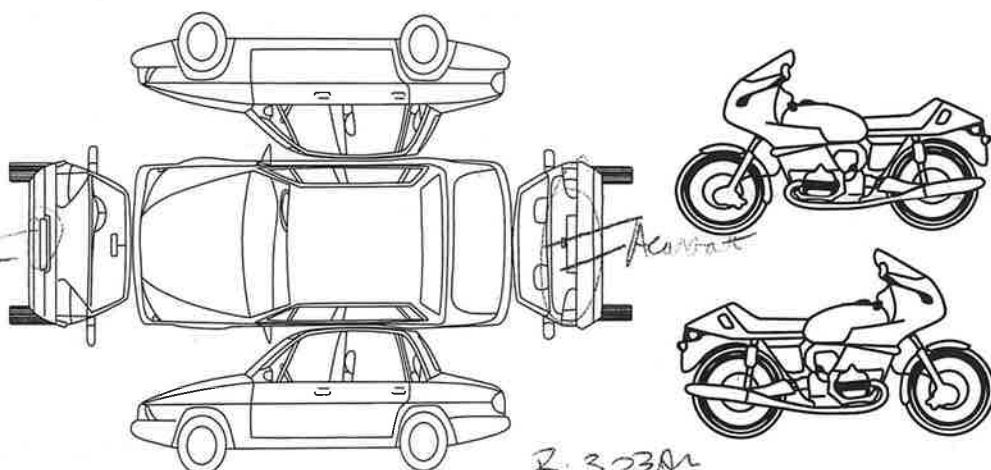
Day/Night

Wet/Dry

Clean/Soiled

Please circle the above as appropriate

Place X on damaged area for scratch and Y for dent



Delivery to Dealership / Date and Time:

12/8/18 VW MAC 4:08 PM

R: 3:03 PM
D: 3:12 PM
A: 3:34 PM
C: 4:08 PM

Vehicle received in the above condition YES/NO

If not stated as above specify difference:

CUSTOMER DECLARATION

- I am entitled to the service requested. In the event of this subsequently not being the case I shall be responsible for the cost of any assistance provided.
- I accept that any roadside repairs will be of a temporary nature and that advice of a franchised dealer should be sought by me as soon as possible.
- In the case of forced entry, I confirm that I specifically requested that the operator forcefully enter the vehicle and that all damages occasioned thereby is and shall be my sole responsibility.
- I accept that any removable items left in the vehicle will not be the responsibility of the emergency service or their agents.

Customers Signature (white copy)	Dealer/Workshop Signature (pink copy)	Operators Signature (yellow copy)
--	---	---