



REF: EQ1

## ASSIGNMENT

From: Date: 13/09/18

Estimated Cost:

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

To Inspect Vehicle No:

SKZ 9921R

at Workshop no/s:

volkswagen

of:

1 kampong Ampat volkswagen

Insured:

Policy No:

Claims No:

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

11am @ owner waiting

Shu shi

(Policy Condition)

Remark: The veh had commenced its  
repair at the time of inspection.

Bal. or Market Value:

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3

days

Res:

Yes or No

Lump Sum:

3.5%

3 Val:

Yes or No

CA / REV / REP. 1-24 HRS lap

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No: SKZ 9921R. Yr Regn: 2016 Fob

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Volkswagen Jetta

c.c

1390

Colour:

Silver

A/C

Insured / Std / NI / NA

Spi. Reading

72179

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

www 222 / 629m 009421

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

205/55R16

R:

- -

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Continental

Front

Rear

R/Bal:

6

mm

R/Bal:

6

mm

L/Bal:

6

mm

L/Bal:

6

mm

D.O.A.

D.O.I.

13/9/18 @ 1100

Survey held at

VW Rg Ampat.

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

Date/Time, File Pass to?



Prel. Report

1)



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee

Transportation

) \$ + RS \$

) Photos

) Others

TOTAL

Add Fee:



Site Insp (\$



Interview (\$



Tech. Invs (\$



Weekend (\$

Report Format :

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

Plf: \$2,400.00 (Red: \$5,213.95 / 68%)



# 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

EQ INSURANCE COMPANY LTD

Ref : CC4/EQ18016585/fb3

5 MAXWELL ROAD  
#17-00 TOWER BLOCK  
MND COMPLEXSINGAPORE 069110

Date : 11-09-2018



Code : EQ1

## 1. Policy Particulars :- THIRD PARTY CLAIM

|              |           |                |            |
|--------------|-----------|----------------|------------|
| Insured Veh. | SJV 4080H | Veh. Inspected | SKZ 9921R  |
| Policy No.   |           | Coverage (\$)  | 0.00       |
| Claim No.    |           | Excess (\$)    | 0.00       |
| Assign From  |           | Assign Date    | 11/09/2018 |

## 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

|  |  |
|--|--|
|  |  |
|--|--|

## 5. General Information

|                |   |                 |  |
|----------------|---|-----------------|--|
| Accident Date  | 09/09/2018  | Inspection Date |  |
| Survey held at | VOLKSWAGEN CENTRE SINGAPORE<br>247 ALEXANDRA ROAD<br>SINGAPORE 159934 |                 |  |

## 5a. Remarks

|  |
|--|
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.<br>B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. |
|--|



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE L #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised  
Our ref: CC4/EQ118016585/T1fb3

Date: 17.09.2018

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SKZ9921R**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 13.09.2018 at the premise of M/s Volkswagen Centre Singapore and have the following to report:-

|                          |       |          |
|--------------------------|-------|----------|
| Workshop Estimate Amount | : S\$ | 7,613.95 |
| Revised Estimate Amount  | : S\$ | 2,528.55 |
| "Check" Items Amount     | : S\$ | 781.93   |
| Market Value             | : S\$ | -        |
| LTA Reimbursement Value  | : S\$ | -        |
| Nett Value               | : S\$ | -        |

**Description of Damage:**

The vehicle sustained damages at the  
Rear Portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

MOHD. TAUFIKH  
Licensed Appraiser



PDI TUAS

PDI TUAS

BIRABU S/O ELANGO  
526 JELAPANG ROAD  
#03-75  
Singapore, 670526  
Singapore

Taufik 97495749  
WP  
13/9/18 1120  
3 days  
Recovery before print  
supplkhand.com

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV032749  
Quote No. SER/QUO/18C00030  
QuoteDate 10/09/18  
Salesperson Daniel Wee  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

| Make               | Model Description             | Mileage              | Service Advisor |
|--------------------|-------------------------------|----------------------|-----------------|
| Volkswagen Passeng | JETTA TSI (DSG) HIGHLINE HIDC | 65,494               | STEVEN CHEE     |
| License No.        | VIN                           | Initial Registration | Sales Advisor   |
| SKZ9921R           | WVWZZZ16ZGM009421             | 18/02/16             | Daniel Wee      |
| Engine Code        | Labor Type                    | Engine No.           | Model Code      |
|                    | M4                            | CAX F82719           | 1634G7          |

| No.               | Description  | Qty. | UoM     | Unit Price | Amount          |
|-------------------|--|------|---------|------------|-----------------|
| P B&P MACP LABOUR | LABOUR   | 3    | UNIT    |            | 2,520.00        |
| P B&P MACP PAINT  | SPRAY PAINT  | 3    | UNIT    |            | 2,400.00        |
| P B&P DIAG        | PROGRAMMING & CALIBRATION<br>COMPULSORY TO DO AFTER AC | 1    | Time Un |            | 480.00          |
| P B&P MECH        | CHECK WIRE HARNESS, ECU, S<br>Nett                     | 1    | Time Un |            | 280.00          |
|                   | <b>Sum Labor</b>                                       |      |         |            | <b>5,680.00</b> |
| P 5C6807251F      | FOAM INSERT  | 1    | Pieces  |            | 110.64          |
| P 5C6807305       | REINFORCEMENT  | 1    | Pieces  |            | 383.25          |
| P 5C6807375       | REAR SIDE BRACKET LH                                   | 1    | Pieces  |            | 70.11           |
| P 5C6807376       | REAR SIDE BRACKET RH                                   | 1    | Pieces  |            | 70.11           |
| P 5C6807393E      | REAR TAILLIGHT BRACKET LH                              | 1    | Pieces  |            | 72.52           |
| P 5C6807394E      | REAR TAILLIGHT BRACKET RH                              | 1    | Pieces  |            | 72.52           |
| P 5C6807417J GRU  | REAR BUMPER  | 1    | Pieces  |            | 888.42          |
| P 5C6807863B      | REAR CENTRE BRACKET                                    | 1    | Pieces  |            | 74.61           |
| P 5C6919491D      | SENSOR BRACKET   | 1    | Pieces  |            | 18.30           |
| P 5C6919491E      | SENSOR BRACKET   | 2    | Pieces  |            | 36.61           |
| P 5C6919492D      | SENSOR BRACKET   | 1    | Pieces  |            | 18.30           |
| P D 180KU2A1      | 2KADHESIVE   | 1    | Pieces  |            | 69.11           |
| P D 822150A1      | BONDAGENT  | 1    | Pieces  |            | 49.44           |
|                   | <b>Sum carried forward</b>                             |      |         |            | <b>7,613.95</b> |

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



PDI TUAS

PDI TUAS

BIRABU S/O ELANGO  
526 JELAPANG ROAD  
#03-75  
Singapore, 670526  
Singapore

Phone No.  
Fax No.  
E-Mail

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

## Service Quote

Customer No. CV032749  
Quote No. SER/QUO/18C00030  
QuoteDate 10/09/18  
Salesperson Daniel Wee  
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

| Make                | Model Description             | Mileage              | Service Advisor |
|---------------------|-------------------------------|----------------------|-----------------|
| Volkswagen Passeng  | JETTA TSI (DSG) HIGHLINE HIDC | 65,494               | STEVEN CHEE     |
| License No.         | VIN                           | Initial Registration | Sales Advisor   |
| SKZ9921R            | WVWZZZ16ZGM009421             | 18/02/16             | Daniel Wee      |
| Engine Code         | Labor Type                    | Engine No.           | Model Code      |
|                     | M4                            | CAX F82719           | 1634G7          |
| Continued           |                               |                      | 7,613.95        |
| Sum Item            |                               |                      | 1,933.95        |
| Sum Labor           |                               |                      | 5,680.00        |
| Sum Item            |                               |                      | 1,933.95        |
| Total SGD           |                               |                      | 7,613.95        |
| 7% GST              |                               |                      | 532.97          |
| Total SGD Incl. GST |                               |                      | 8,146.92        |

### Explanations

P = Proportionately Charged

Payment Terms No Credit

**UKK Auto Consultants** hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts price are subject to confirmation
- Third party survey on a "Without Prejudice" basis
- No illegal modification is allowed
- Supplemental work must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

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

## Service Order Confirmation

SERVICE ORDER NO.: 18IP2412

CUSTOMER NO.: CV032748

CUSTOMER NAME: BIRABU S/O ELANGO

TELEPHONE NO.:

ADDRESS: 526 JELAPANG ROAD #03-75

Singapore

**VEH No.: SKZ9921R**

Order Date: 18/09/18

Reg Date: 18/02/18

KM: 65,484

VIN NO.: WVVZZZ15ZGM009421

ENGINE NO:

SA: STEVEN CHEE

MODEL: JETTA TSI (DSG) HIGHLINE HHC MODEL NO.: 1634G7

| No.   | DESCRIPTION                                      | QTY | UOM  | UNIT PRICE | DISC % | AMOUNT |
|-------|--|-----|------|------------|--------|--------|
| Labor |  |     |      |            |        |        |
| 1     | B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET | 1   | TU   | 280        |        | 280    |
| 2     | B&P DIAG PROGRAMMING & CALIBRATION- NETT         | 1   | TU   | 480        |        | 480    |
| 3     | B&P MACP LABOUR LABOUR                           | 1   | UNIT | 840        |        | 840    |
| 4     | B&P MACP PAINT SPRAY PAINT                       | 1   | UNIT | 800        |        | 800    |
| 5     | EXT00037 Tow SVC- Quality Recovery Services      | 1   | UNIT | 0          |        | 0      |
| 6     | EXT00037 Tow SVC- Quality Recovery Services      | 1   | UNIT | 0          |        | 0      |

Remarks : EQ INS DIRECT SETTLEMENT

DCA : 09/09/2018

TIP VEDH : SJV4080H

SURVEY BY TAUFIK

TOTAL 2,400.00

GST AMOUNT 168.00

TOTAL AMOUNT 2,568.00

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

## Poh Kin (LKKAUTO)

**From:** Poh Kin (LKKAUTO)  
**Sent:** Friday, 5 October 2018 5:36 PM  
**To:** 'Tang, Shu Shi (VWG Singapore)'  
**Cc:** Chee, Steven (VWG Singapore); 'Ong, Germaine (VWG Singapore)'  
**Subject:** ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SJV 4080H AND SKZ 9921R ON 09/09/2018

**Importance:** High

### WITHOUT PREJUDICE

Our Ref: CC4/EQI18016585/T1fb3  
Your Ref: SKZ 9921R

Dear Shu Shi,

### **ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SJV 4080H AND SKZ 9921R ON 09/09/2018**

We refer to the above matter.

We hereby confirmed settlement as below:

|  |                            |
|--|----------------------------|
| 1. Cost of Repair (\$2,400.00 +7% GST) | S\$ 2,568.00               |
| 2. Loss of Use (\$60.00 x 3 days)      | S\$ 180.00                 |
| 3. GIA search fee                      | <u>S\$ 2.00</u>            |
|  | <b><u>S\$ 2,750.00</u></b> |

Please take note that no DV is require and we will proceed to close file for payment processing.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

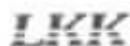
Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



AUTO  
CONSULTANTS  
Pte Ltd

*Save the Earth. Print only when necessary.*



## Poh Kin (LKKAuto)

---

**From:** Poh Kin (LKKAuto)  
**Sent:** Wednesday, 26 September 2018 9:27 AM  
**To:** 'Germaine.ong@vw.com.sg'  
**Cc:** Taufikh (LKKAuto); 'Tang, Shu Shi (VWG Singapore)'; 'steven.chee@vw.com.sg'; Admin A  
**Subject:** RE: FINALISATION SKZ9921R

### WITHOUT PREJUDICE

Our Ref: CC4/EQI18016585/T1fb3  
Your Ref: SKZ 9921R

Dear Germaine,

### **ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SJV 4080H AND SKZ 9921R ON 09/09/2018**

We refer to above matter.

For COR, our surveyor had recommended amount at **P/P \$2,400.00 (before GST) with 3 repair days.**

\*\*\* Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

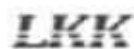
Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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---

**From:** Shu Pei (LKKAuto)  
**Sent:** Friday, 21 September 2018 12:53 PM  
**To:** Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>  
**Cc:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** FW: FINALISATION SKZ9921R

Dear Sir / Madam,

## Poh Kin (LKKAuto)

---

**From:** Poh Kin (LKKAuto)  
**Sent:** Wednesday, 26 September 2018 9:27 AM  
**To:** 'Germaine.ong@vw.com.sg'  
**Cc:** Taufikh (LKKAuto); 'Tang, Shu Shi (VWG Singapore)'; 'steven.chee@vw.com.sg'; Admin A  
**Subject:** RE: FINALISATION SKZ9921R

### WITHOUT PREJUDICE

Our Ref: CC4/EQI18016585/T1fb3  
Your Ref: SKZ 9921R

Dear Germaine,

### **ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SJV 4080H AND SKZ 9921R ON 09/09/2018**

We refer to above matter.

For COR, our surveyor had recommended amount at **P/P \$2,400.00 (before GST) with 3 repair days.**

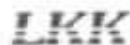
\*\*\* Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



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---

**From:** Shu Pei (LKKAuto)  
**Sent:** Friday, 21 September 2018 12:53 PM  
**To:** Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>  
**Cc:** Tang, Shu Shi (VWG Singapore <shushi.tang@vw.com.sg>; Chee, Steven (VWG Singapore <steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** FW: FINALISATION SKZ9921R

Dear Sir / Madam,

## Poh Kin (LKKAuto)

---

**From:** Ong, Germaine (VWG Singapore) <Germaine.ong@vw.com.sg>  
**Sent:** Friday, 21 September 2018 12:46 PM  
**To:** SUR; CS A Team; Admin A; Taufikh (LKKAuto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Chee, Steven (VWG Singapore)  
**Subject:** FINALISATION SKZ9921R  
**Attachments:** SKZ9921R\_DIRECT.pdf; IMG\_6735.JPG; IMG\_6734.JPG; IMG\_6733.JPG

Dear Taufikh

Please see attached finalisation

COR: As per attached

3 working days

Please revert

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](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



## Poh Kin (LKKAUTO)

---

**From:** Poh Kin (LKKAUTO)  
**Sent:** Tuesday, 18 September 2018 11:38 AM  
**To:** 'Tang, Shu Shi (VWG Singapore)'  
**Cc:** 'steven.chee@vw.com.sg'; Admin A; Admin-D (LKKAUTO)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR ACCIDENT INVOLVING SKZ9921R & SJV4080H  
DOA : 09/09/2018 \*\*\*LKK REF:CC4/EQI18016585/T1fb3

**Importance:** High

### WITHOUT PREJUDICE

Our Ref: CC4/EQI18016585/T1fb3  
Your Ref: SKZ 9921R

Dear Shu Shi,

### **ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS SJV 4080H AND SKZ 9921R ON 09/09/2018**

We refer to above matter.

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

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

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

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

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler  
**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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

**Poh Kin (LKKAuto)**

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Monday, 17 September 2018 7:16 PM  
**To:** Justin Wong  
**Cc:** Admin A; Poh Kin (LKKAuto)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR ACCIDENT INVOLVING SKZ9921R & SJV4080H  
DOA : 09/09/2018  
**Attachments:** TP ESTIMATE- MARKED.PDF; Preliminary\_Advice.pdf

**WITHOUT PREJUDICE**

Dear Justin,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SKZ 9921R at M/s Volkswagen Group Singapore Pte Ltd.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841-2132.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupej@lkkauto.com](mailto:shupej@lkkauto.com) | fax: 6741-4108

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

---

**From:** Justin Wong <[justin.wong@eqinsurance.com.sg](mailto:justin.wong@eqinsurance.com.sg)>  
**Sent:** Friday, 14 September 2018 11:55 AM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR ACCIDENT INVOLVING SKZ9921R & SJV4080H DOA : 09/09/2018

Dear LKK,

Please refer to our insured GIA report and proceed with direct settlement for this matter.

Thank you.

Regards,  
**Justin Wong**  
Executive | Claims

## Nivitha (LKK Auto)

**From:** Justin Wong <justin.wong@eqinsurance.com.sg>  
**Sent:** Monday, 10 September 2018 4:24 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Cc:** Chee, Steven (VWG Singapore); assignments; SUR  
**Subject:** RE: REQUEST DIRECT SETTLEMENT FOR ACCIDENT INVOLVING SKZ9921R & SJV4080H DOA : 09/09/2018  
**Attachments:** MyDocument\_2018\_09\_10\_03\_35\_21.pdf

5.21pm @ 10/09/18  
person @ Steven  
vehicle not in  
average @ 13/9/18

Dear Shu Shi,

We will appoint LKK to conduct the survey however we are unable to conduct liability as our insured has yet to report the accident.

Dear LKK,

Kindly assist with PRS.

Regards,  
**Justin Wong**  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9115 | tel 65 6223 9433 ext 115 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Citystate

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** Monday, September 10, 2018 4:03 PM  
**To:** EQI PRS <EQIPRS@eqinsurance.com.sg>  
**Cc:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Subject:** REQUEST DIRECT SETTLEMENT FOR ACCIDENT INVOLVING SKZ9921R & SJV4080H DOA : 09/09/2018

Dear claims,

Please revert liability & arrange survey for this claims.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat

Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** Monday, 10 September, 2018 3:36 PM  
**To:** Tang, Shu Shi (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP



### DISCHARGE VOUCHER

I/We Birabu s/o Elango (Passport No. S830353F) the  
owner of vehicle number Skz 9921R hereby accept from  
EQ (Insurance Company) the sum of  
 (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
Skz 9921R & SJV4080H along Central Expressway twd S Bukit Timah  
on 09.09.2018.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to

**VOLKSWAGEN GROUP SINGAPORE PTE LTD.**

Dated this on 22/9/18 (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name : BETHU

NRIC No.: 58303553F

Date : 22/9/18





LETTER OF DEMAND

Your Ref: SVV 4080H

Our Ref: SKZ9921R

To: EQ

Dear Sirs,

ACCIDENT INVOLVING SKZ9921R & SVV 4080H ON 9.9.18

We are claiming on behalf of our client Birabu S/o elango

owner of vehicle number SKZ9921R involved in accident on 9.9.18

with vehicle SVV 4080H along/at C7E Twds Bukit Timah

Description of claims:

Cost of Repairs \$ 2,568.00 (incl 7% GST)

Loss of Use/Rental \$ 60 x 3 Days = \$ 180 (incl 7% GST)

Search Fee \$ \_\_\_\_\_ (incl 7% GST)

Miscellaneous Fee \$ 2 (incl 7% GST)

TOTAL \$ 2,750 (incl 7% GST)

We are claiming in full and final settlement of \$ 2,750  
payable to Volkswagen Group Singapore Pte Ltd.

Kindly send us a written acknowledgement within 14 days from receipt of this document.  
Please note that finalization/settlement offer of this claim should be within 8 weeks from the  
date of this document. Please email all settlement offers to [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)



Dated this 9/10/18



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC4/EQI18016585/T1fb3

18<sup>th</sup> September 2018

**ROSET LIMOUSINE SERVICES PTE LTD**

53 Ubi Avenue 1,  
Paya Ubi Industrial Park,  
Singapore 408934.

Dear Sir/Madam,

**ROAD TRAFFIC ACCIDENT INVOLVING SJV 4080H AND SKZ 9921R ALONG  
CTE ON 09.09.2018.**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Poh Kin Chong  
Case Handler  
DID: 6841 2132  
FAX: 6741 4108  
Email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)

c.c. *EQ INSURANCE COMPANY LIMITED*  
*(Motor Claims Dept)*



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SKZ997R and 5JV4080H on 09.09.2018  
Own vehicle's number Other vehicle's number Date of accident  
along CTE Tuols Bukit Timah  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Biyabu S/O Elango  
Name of Policy Holder & IC / Passport number  
of S8303553F owner of Vehicle Registration

Number SKZ997R hereby irrevocable appoint **Volkswagen Centre Singapore**  
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be \*my / our Attorney and in \*my / our name(s) on \*my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or alternatively under Insurance Policy number AVS6V6871R/VW taken up by \*me/us and pay the **compulsory excess** in respect of the cost repairs suffered by \*me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the **letter of authority hereby conferred shall remain Irrevocable.**

\*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 22 of the month

9 Year 18

Signed & Delivered By:

Policy Holder

Witness By:



# Volkswagen Centre Singapore



Service Tax Invoice No. SV18P41922

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

SERVICE ORDER NO: 18IP2412  
SERVICE CUSTOMER NO.: S1978004  
SERVICE CUSTOMER NAME: EO INSURANCE COMPANY LIMITED  
TELEPHONE NO.:  
ADDRESS:

VEH NO.: SKZ9921R  
DATE: 21/09/18 Pickup:  
VIN NO.: WVGZZ216ZDM009421 KM: 72,400  
GEARBOX CODE: Engine No.:  
MODEL: JETTA TSI (DSG) HIGHLINE HIDE  
SA: STEVEN CHEE  
Next Appointment Date :  
Next Appointment Mileage : 0

Post Code: 099257

| No. | DESCRIPTION   | QTY  | UOM  | UNIT PRICE | AMOUNT |
|-----|---|------|------|------------|--------|
|     | EQ INS DIRECT SETTLEMENT<br>DOA : 09/09/2018<br>T/P VECH : SJV4080H<br>SURVEY BY TAUFIK |      |      |            |        |
|     | Labor   |      |      |            |        |
| 1   | LABOUR  | 1.00 | UNIT | 840.00     | 840.00 |
| 2   | SPRAY PAINT   | 1.00 | UNIT | 800.00     | 800.00 |
| 3   | Tow SVC- Quality Recovery Services  | 1.00 | UNIT |            |        |
| 4   | Tow SVC- Quality Recovery Services  | 1.00 | UNIT |            |        |
| 5   | PROGRAMMING & CALIBRATION- NETT   | 1.00 | TU   | 480.00     | 480.00 |
| 6   | CHECK WIRE HARNESS, ECU, SENSOR, SOCKET   | 1.00 | TU   | 280.00     | 280.00 |

GST (7%) AMOUNT: 168.00  
TOTAL AMOUNT: 2,568.00

For Volkswagen Group Singapore Pte Ltd

Customer



## NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2528214802 Swift Code: DEUT3333 Please indicate Customer Name and Invoice Number in the payment

Phone : Fax :



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-18-139197

Date of Request: 10/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 10/09/2018

Enquiry By Chee Tiow Chuan

TP Vehicle No. SJV4080H

Accident Date 09/09/2018

**Enquiry Result**

| TP Vehicle No. | Insurer                  | Period of Insurance   | Insurer Tel. No. |
|----------------|--------------------------|-----------------------|------------------|
| SJV4080H       | EQ Insurance Company Ltd | 01/11/2017-31/10/2018 | 6223 9433        |

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-18-139197

Date of Request: 10/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 10/09/2018

Enquiry By Chee Tiow Chuan

TP Vehicle No. SJV4080H

Accident Date 09/09/2018

| DESCRIPTION                      | AMOUNT (S\$) |
|----------------------------------|--------------|
| TP Insurer Enquiry               | 1.87         |
| GST Amount                       | 0.13         |
| Total Amount Due (GST Inclusive) | 2.00         |

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

To : M/s EQ INSURANCE COMPANY LTD

Date: 29/10/2018

**THIRD PARTY DIRECT SETTLEMENT**

|                  |                      |                                       |
|------------------|----------------------|---------------------------------------|
| Vehicle No.      | SJV 4080H (Insd Veh) | Your Ref. No. : DMCFHQ17-000185       |
|                  | SKZ 9921R (TP Veh)   | Our Ref. No. : CC4/EQ18016585/T1fb3q2 |
| Date of Accident | 9/9/2018             |                                       |

|                      |               |        |
|----------------------|---------------|--------|
| Liability            | 100%          |        |
| Final Repair Cost    | : \$ 2,568.00 |        |
| Loss of Use          | : \$ 180.00   | 3 days |
| Rental (If any)      | : \$          | days   |
| Others:              | : \$ 2.00     |        |
|                      | : \$          |        |
|                      | 2,750.00      |        |
| Final Settlement Sum | : \$ 2,750.00 |        |
| Remarks              | :             |        |

| Payment Instruction: Payee's Breakdown |                                    |               |
|--|------------------------------------|---------------|
| 1)                                     | VOLKSWAGEN GROUP SINGAPORE PTE LTD | : \$ 2,750.00 |
|  |                                    | : \$          |
|  |                                    |               |

JOANNE LEE

LKK Auto Consultants Pte Ltd



# 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     |                                     |                       |                              |   |
|---|-------------------------------------|-----------------------|------------------------------|---|
| EQ INSURANCE COMPANY LTD  |                                     |                       | Ref : CC4/EQ18016585/T1fb3q2 |   |
| 5 MAXWELL ROAD<br>#17-00 TOWER BLOCK<br>MND COMPLEXSINGAPORE 069110   |                                     |                       | Date : 29-10-2018            |  |
|   |                                     |                       | Code : EQI                   |   |
| <b>1. Policy Particulars :- THIRD PARTY CLAIM</b>                     |                                     |                       |                              |   |
| Insured Veh.  | SJV 4080H                           | Veh. Inspected        | SKZ 9921R                    |   |
| Policy No.  | DMCFHQ17-000185                     | Coverage (\$)         | 0.00                         |   |
| Claim No.   |                                     | Excess (\$)           | 0.00                         |   |
| Assign From   | JUSTIN                              | Assign Date           | 10/09/2018                   |   |
| <b>2. Vehicle Particulars &amp; Condition</b>                         |                                     |                       |                              |   |
| Make & Model  | VOLKSWAGEN JETTA                    | c.c                   | 1390                         |   |
| Engine No.  | HIDDEN                              | Year of Reg.          | 2016                         |   |
| Chassis No.   | WVWZZZ16ZGM009421                   | Colour                | SILVER                       |   |
| Odometer  | 72179                               | Steering              | IN ORDER                     |   |
| Brakes  | IN ORDER                            | Modification          | SPORTS RIM                   |   |
| General   | GOOD                                |                       |                              |   |
| <b>3. Conditions of Tyres</b>   |                                     |                       |                              |   |
|   | Size                                | Make                  | Balance                      |   |
| R/H Front Tyre  | 205/55 R16                          | CONTINENTAL           | 6 mm                         |   |
| L/H Front Tyre  | 205/55 R16                          | CONTINENTAL           | 6 mm                         |   |
| R/H Rear Tyre   | 205/55 R16                          | CONTINENTAL           | 6 mm                         |   |
| L/H Rear Tyre   | 205/55 R16                          | CONTINENTAL           | 6 mm                         |   |
| <b>4. Description of Damages</b>                                      |                                     |                       |                              |   |
| THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.                    |                                     |                       |                              |   |
| DAMAGES SEE DETAILS.  |                                     |                       |                              |   |
| <b>5. General Information</b>   |                                     |                       |                              |   |
| Accident Date   | 09/09/2018                          | Inspection Date       | 13/09/2018                   |   |
| Survey held at  | 1 KAMPONG AMPAT OFF MACPHERSON ROAD |                       |                              |   |
| Repairer  | VOLKSWAGEN GROUP SINGAPORE PTE LTD  |                       |                              |   |
| <b>5a. Remarks</b>  |                                     |                       |                              |   |
| A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.         |                                     |                       |                              |   |
| B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS. |                                     |                       |                              |   |
| <b>5b. Estimate Days of Repair</b>                                    |                                     |                       |                              |   |
| ESTIMATED NORMAL PERIOD FOR REPAIR:                                   |                                     | <b>3 Working Days</b> |                              |   |





# LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SKZ 9921R

| Qty | Description of Parts                                 | Condition            | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----|--|----------------------|---------------------------|-------------------|
|     | <b>REPLACEMENT OF PARTS</b>                          |                      |                           |                   |
| 1   | FOAM INSERT (SN)                                     | NOT NECESSARY        | 110.64                    | -                 |
| 1   | REINFORCEMENT (SN)                                   | NOT NECESSARY        | 383.25                    | -                 |
| 1   | REAR SIDE BRACKET LH (SN)                            | NOT NECESSARY        | 70.11                     | -                 |
| 1   | REAR SIDE BRACKET RH (SN)                            | NOT NECESSARY        | 70.11                     | -                 |
| 1   | REAR TAILLIGHT BRACKET LH (SN)                       | NOT NECESSARY        | 72.52                     | -                 |
| 1   | REAR TAILLIGHT BRACKET RH (SN)                       | NOT NECESSARY        | 72.52                     | -                 |
| 1   | REAR BUMPER (SN)                                     | TO REPAIR SEE LABOUR | 888.42                    | -                 |
| 1   | REAR CENTRE BRACKET (SN)                             | NOT NECESSARY        | 74.61                     | -                 |
| 1   | SENSOR BRACKET (SN)                                  | NOT NECESSARY        | 18.30                     | -                 |
| 2   | SENSOR BRACKET (SN)                                  | NOT NECESSARY        | 36.61                     | -                 |
| 1   | SENSOR BRACKET (SN)                                  | NOT NECESSARY        | 18.30                     | -                 |
| 1   | 2KADHESIVE (SN)                                      | NOT NECESSARY        | 69.11                     | -                 |
| 1   | BONDAGENT (SN)                                       | NOT NECESSARY        | 49.44                     | -                 |
|     |  |                      | 1,933.94                  | -                 |
|     | <b>LABOUR</b>  |                      |                           |                   |
|     | LABOUR INCLUSIVE OF THE REPAIR OF REAR BUMPER.       |                      | 2,520.00                  | 840.00            |
|     | SPRAY PAINT.   |                      | 2,400.00                  | 800.00            |
|     | PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC. |                      | 480.00                    | 480.00            |
|     | CHECK WIRE HARNESS ,ECU ,S.                          |                      | 280.00                    | 280.00            |
|     |  |                      | 5,680.00                  | 2,400.00          |
|     | <b>GRAND TOTAL</b>                                   |                      | <b>7,613.94</b>           | <b>2,400.00</b>   |
|     | <b>RECOMMENDED COST OF REPAIRS</b>                   |                      |                           | <b>2,400.00</b>   |

Report Ref No. CC4/EQ18016585/T1fb3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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