

Supervisor:

Rahm

DOI:

ASSIGNMENT

17/10/18

Date / Time:

10-10-18

Registered in Merimen:

10-10-18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLK144T

Name of Insured:

LKR plc

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

17/10/18

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SLX87R



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

12/10

VIAH

17/10 DCRP.

Email non reporting letter to O2

Receive TP video upload via Merimen

14/10/18 - FILE PAS TO HML TO CLOSE

STAGE

DATE / PIC

Non-Reporting ltr (1st)

Non-Reporting ltr (2nd)

Non-Reporting ltr (Final)

Notification ltr (if non-pickup)

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

IF NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

(\$

x

days)

Loss of Income (LOI):

S\$

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost:

S\$

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

WP

3) Survey fee:

\$290

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N/A)

S\$

Name 2:

Payee 3: (Strike if N/A)

S\$

Name 3:

COPY SENT
14/10/18

QUICK

Paul

REF:

AH

1842 / plwa's

9569A

ASSIGNMENT

From:

Date:

12/10/2018

Estimated Cost:

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

To inspect Vehicle No:

SGX 87R

at Workshop n/s

Volkswagen

of

247 Alexandra Rd

Insured:

Policy No:

Claims No:

Sum Insured:

Excess

(Client's Record)

Make of Veh:

10.30am

(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

Lum Sum:

%

3 Val:

Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SGX 87R

Yr Regn:

2017 / July

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

Truck / Trailer or

Make:

Volkswagen Golf 1.4

c.c:

1395

Colour:

WHITE

A/C

Insured / Std / NI / NA

Sp. Reading

37322

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WVWZZZA UZHw 123446

Gen. Cond: Good / Fair / Poor / Burnt

Steering: *Order* / Jammed / Leaked / Burnt or

Brake: *Order* / Jammed / Leaked / Burnt or

Modi: Nil / *Order* / STD A/Rim or

Tyre Size

F:

225/40ZR18

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:

07/10/18

D.O.I:

12/10/18

Survey held at

Volkswagen Alexandra

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

Plp - \$2400 (Red \$5723.43 / 70%)

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:

1) S + RS

2) Photos

3) Others

Report Format :

Lump Sum / I.B.I: \$

Add Fee:

☐

Site Insp (\$

☐

Interview (\$

☐

Tech. Invs (\$

☐

Weekend (\$

TOTAL

PDI TUAS

PDI TUAS

CHRISTOPHER ANG CHEE TIONG
(HONG ZHIZHONG)
30 SEGAR ROAD
#13-10
Singapore, 677721
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV038066
Quote No. SER/QUO/1801690
QuoteDate 09/10/18
Salesperson Vincent Leow
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG) EQP	26,957	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SGX87R	WVWZZZAUZHW123446	18/07/17	Vincent Leow
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 162969	5G13HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,820.00
P B&P ALEX PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
P B&P MECH	COMPULSORY TO DO AFTER AC				
	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
	Nett				
	Sum Labor				5,680.00
P 5G0807305B	BUMPER REINFORCEMENT	1	Pieces		629.03
	Successor 5G0807305D				
P 5G0919491	SENSOR BRACKET	1	Pieces		15.47
P 5G0919491	SENSOR BRACKET	1	Pieces		15.49
P 5G0919491A	SENSOR BRACKET	1	Pieces		15.49
P 5G0919492A	SENSOR BRACKET	1	Pieces		15.49
P 5G0998492 GRU	SENSOR Bracket	1	Pieces		27.89
P 5G6807393	BUMPER BRACKET LH	1	Pieces		39.97
P 5G6807393A	BUMPER GUIDE LH	1	Pieces		39.97
P 5G6807394	BUMPER BRACKET RH	1	Pieces		39.97
P 5G6807394A	BUMPER GUIDE RH	1	Pieces		39.97
P 5G6807417APGRU	REAR BUMPER COVER	1	Pieces		996.45
	Predecessor 5G6807417ARGRU				
P 5G6807568D 9B9	REAR DIFFUSER	1	Pieces		322.45
	Use Predecessor 5G6807568D				
P 5G6807863C	STRIP	1	Pieces		91.68
P D 180KU2A1	2KADHESIVE	1	Pieces		89.84
P D 822150A1	BONDAGENT	1	Pieces		64.27
Sum carried forward					8,123.43

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

PDI TUAS

PDI TUAS

CHRISTOPHER ANG CHEE TIONG
(HONG ZHIZHONG)
30 SEGAR ROAD
#13-10
Singapore, 677721
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV038066
Quote No. SER/QUO/1801690
QuoteDate 09/10/18
Salesperson Vincent Leow
Page 2

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Make	Model Description	Mileage	Service Advisor
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License No.	VIN	Initial Registration	Sales Advisor
SGX87R	WVWZZZAUZH123446	18/07/17	Vincent Leow
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 162969	5G13HZ

Continued 8,123.43

Sum Item 2,443.43

Sum Labor 5,680.00
Sum Item 2,443.43

Total SGD 8,123.43
7% GST 568.64
Total SGD Incl. GST 8,692.07

Explanations

P = Proportionately Charged

Payment Terms No Credit

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 9000068
3 days
12/10/18 @ 1030
Resy after repair

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



INSURING (WINNER) : 3/11/18

* SCENE VIDEO *

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer CHRISTOPHER ANG CHEE TONG
NRIC _____ insured of vehicle SGX 87K against
your insured vehicle number SLK 144T (AIG)
On the accident dated on 7.10.18 (ddmmyyyy) along JIN LINGKARAN
DALAM TAWAR SINGAPORE -

Dated this 10 OCT 2018 (day) of _____ (month) 2018.

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

* **Vivian Lau (LKKAuto)**

From: Vivian Lau (LKKAuto)
Sent: Tuesday, 16 October, 2018 12:01 PM
To: 'insurance@lioncityrentals.com.sg'
Cc: Hsiao Tong (LKKAuto); 'Khoo, Kay-Eng'
Subject: ACCIDENT INVOLVING SLK 144T AND SGX 87R ON 07/10/2018 (16:20 Hrs) ALONG JLN LINGKARAN DALAM TWDS SINGAPORE
Attachments: My Movie.mp4

Our Ref: CC3/LCR18018421/wa3

16 October 2018

Dear Sirs,

ACCIDENT INVOLVING SLK 144T AND SGX 87R ON 07/10/2018 (16:20 Hrs) ALONG JLN LINGKARAN DALAM TWDS SINGAPORE

We refer to the above subject matter. Your insurer AIG Asia Pacific Insurance Pte Ltd (AIG) has received a third party claim(s) against your motor insurance policy, and has appointed LKK Auto Consultants Pte Ltd to act on their behalf to handle this matter.

We highlight that this accident has not been reported to AIG.

Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AIG. Failure to report the accident may affect the standing of your insurance policy.

Kindly proceed to lodge your accident report **immediately**, giving the version of the accident amongst other things related to the accident. The accident report can be lodged at any of AIG reporting centres. For the listing of AIG reporting centres, you may refer to your Certificate of Insurance or visit AIG Singapore's website.

Should you have any clarifications, please contact the undersigned within 7 days from the date of this letter.

Yours faithfully,

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 8 October 2019 9:53 AM
To: Ng, Hai-Chuan
Subject: Your ref:2515911281SG [ACCIDENT INVOLVING VEHICLES SLK144T AND SGX87R ON 07/10/2018]

Dear Hai Chuan,

Third Party has withdraw the claim, we will proceed to close and submit W/P report to you soon.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	10 Oct 2018 Edit Reg		12 Oct 2018 00:00 Edit Adj Rpt	\$2,400.00 Edit Estimates	\$2,400.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF PTE LTD, Co. Reg. No.: 201624597K								
Main Claimant:	CHRISTOPHER ANG CHEE TIONG, ID: S7709569A								
Vehicle Reg. No.:	SGX87R	Date of Loss:	07/10/2018 16:00 - :59 [14 Months and 19 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 2515911281SG	Policy/Cover Note No.:	0999994790						
Vehicle Reg. No. (Insured):	SLK144T	Policy No. (Claimant):	A28994023AVW						
		Excess:							
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Ng, Hai-Chuan] Hai-Chuan.Ng@aig.com								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 19/10/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG (22/04/2019): Re: SLK144T - Request for OI GIA report - AIG_SG (18/03/2019): Re: SLK144T - Request for OI GIA report - AIG_SG (11/10/2018): No OI GIA Report									
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

*SGX87R (2515911281SG)
[SLK144T]
TP
CHRISTOPHER ANG CHEE TIONG
Oct 7 2018 4:00PM
[LCRF PTE LTD]
Volkswagen Centre Singapore

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser ▼	
Video			1 per page ▼ ☒	
No	Finalized On:	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
1	16/10/18 11:26	Video - Accident		Load MP4
2	16/10/18 11:26	Video - Accident		Load MP4
Photos/Images				
			3 per page ▼ ☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
1	08/10/19 14:01	Odometer Reading		Load JPG ☒
2	08/10/19 14:01	Chassis Number		Load JPG ☒
3	08/10/19 14:01	General View		Load JPG ☒
4	08/10/19 14:01	General View		Load JPG ☒
5	08/10/19 14:01	General View		Load JPG ☒
6	08/10/19 14:01	General View		Load JPG ☒
7	08/10/19 14:01	General View		Load JPG ☒
8	08/10/19 14:01	General View		Load JPG ☒
9	08/10/19 14:01	General View		Load JPG ☒
10	08/10/19 14:01	General View		Load JPG ☒
11	08/10/19 14:01	General View		Load JPG ☒
12	08/10/19 14:01	General View		Load JPG ☒
13	08/10/19 14:01	General View		Load JPG ☒
14	08/10/19 14:01	General View		Load JPG ☒
15	08/10/19 14:01	General View		Load JPG ☒
16	08/10/19 14:01	General View		Load JPG ☒
17	08/10/19 14:01	General View		Load JPG ☒
18	08/10/19 14:01	General View		Load JPG ☒
19	08/10/19 14:01	General View		Load JPG ☒
Documentation				
			1 per page ▼ ☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail Print
1	10/10/18 19:15	NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT		Load PDF
2	16/10/18 12:03	Email non reporting letter to OIACCIDENT INVOLVING SLK 144T AND SGX 87R ON 07.10.2018 1620 Hrs ALONG		Load PDF
3	23/10/18 17:44	TP ESTIMATE - MARKED		Load PDF
4	08/10/19 13:52	EMAIL TO AIG DD 08102018		Load PDF

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: ☐ 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

Our File No: CC3/LCR18018421/R1DA3Q2

Date: 17/10/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994790
 Claimant: SGX87R Insured Vehicle No: SLK144T
 Vehicle No: SGX87R Nature of Claim: TP Claim No: 2515911281SG
 Date of Loss: 07/10/2018

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SGX87R Engine No: CZC162969
 Make & Model: VOLKSWAGEN GOLF, 1.4 TSI (A) Chassis No: WVVZZZAUZHW123446
 Reg. Date: 18/07/2017 (Man. Year: 2016) Odometer: 37322 km
 Colour: White
 Engine Capacity: 1395 cc
 Market Value/New Car Price: N/A
 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: 225/40Z R18 Rear Tyre Size: 225/40Z R18
 Front Left Side: Goodyear 6 mm Rear Left Side: Goodyear 6 mm
 Front Right Side: Goodyear 6 mm Rear Right Side: Goodyear 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,443.43	0.00	2,443.43	100.00
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,680.00	2,400.00	3,280.00	57.75
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	8,123.43	2,400.00	5,723.43	70.46
+ GST 7.00/7.00% (S\$)	568.64	168.00	400.64	70.46
Nett Amount (S\$)	8,692.07	2,568.00	6,124.07	70.46
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 12/10/2018
 Date Inspected: 12/10/2018 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 3.0 days

Adjuster: MOHD RASUL

Manager: CHAN JIA LE

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

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BUMPER REINFORCEMENT	Not Necessary	629.03 FS	*- FS
2	1		*SENSOR BRACKET	Not Necessary	15.47 FS	*- FS
3	1		*SENSOR BRACKET	Not Necessary	15.49 FS	*- FS
4	1		*SENSOR BRACKET	Not Necessary	15.49 FS	*- FS
5	1		*SENSOR BRACKET	Not Necessary	15.49 FS	*- FS
6	1		*SENSOR BRACKET	Not Necessary	27.89 FS	*- FS
7	1		*BUMPER BRACKET LH	Not Necessary	39.97 FS	*- FS
8	1		*BUMPER GUIDE LH	Not Necessary	39.97 FS	*- FS
9	1		*BUMPER BRACKET RH	Not Necessary	39.97 FS	*- FS
10	1		*BUMPER GUIDE RH	Not Necessary	39.97 FS	*- FS
11	1		*REAR BUMPER COVER	Repair	996.45 FS	*- FS
12	1		*REAR DIFFUSER	*Check	322.45 FS	*- FS
13	1		*STRIP	Not Necessary	91.68 FS	*- FS
14	1		*2KADHESIVE	Not Necessary	89.84 FS	*- FS
15	1		*BONDAGENT	Not Necessary	64.27 FS	*- FS
Total Parts (S\$)					2,443.43	0.00

F=Franchise part. S=SpcNett.

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	LABOUR	New	2,520.00	840.00
2	SPRAY PAINT	New	2,400.00	800.00
3	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
4	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
Gross Labour Cost (\$\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >