

ASS. REC. BY:

REF:

71AEN18018749.DC

Special Instruction

Saṁvaya

ASSIGNMENT (Office)

From (Person):

Lucy beh

of Berkshire Hathaway

Date/Time:

13/8/2018

Estimated Cost:

Bill to

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

To Inspect Vehicle No: WVGZZZ5NZTW924148

Insured:

at Workshop m/s

Tek

[of]

Policy No:

Claim No. _____

PR18D8036389

Sum Insured:

Excess:

Make of Veh:

D.O.A.

8/8/2018

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

Person Contacted:

Vehicle IN/OUT

Date/Time

Action/Instruction	()	Estimate
1. Read the problem carefully.		
2. Identify the given information.		
3. Determine what is being asked.		
4. Plan a solution strategy.		
5. Solve the problem.		
6. Check the answer.		

Estimate

C1/BSH18018749/D

Bryan Ang (LKKAUTO)

From: Loh, Lucy KC <Lucy.Loh@bhspecialty.com>
Sent: Monday, 13 August 2018 2:13 PM
To: Bryan Ang (LKKAUTO); SUR
Cc: KKLau; Gunarso Wibisono; Ngai, Norman
Subject: Toll Logistics - Alleged damage to 2 Volkswagen vehicles from glass shards on 8 August 2018

Dear Bryan,

We have been notified of a potential claim under Toll Logistics Operator Liability Insurance with brief loss circumstances as follows :-

Division	Global Logistics - Singapore
Business Unit	Toll Logistics (Asia) Ltd
Customer	Volkswagen Group Singapore Pte Ltd
Date of loss	August 8, 2018
Loss Amount	TBA.
Loss description/cause	The window on level 2 of Toll's warehouse at 17 Tuas Avenue 9, Singapore 639197 was damaged by metal roof sheets that was being blown over from a neighbouring premise by strong winds at night. The glass shards from the broken window slightly damaged the customer's cargo which are two Volkswagen vehicles.

Kindly conduct a without prejudice investigation into the circumstances of the alleged incident and advise extent of damage to affected vehicles. Please contact Ryan Koh from Toll to initial the inspection and investigation. Ryan's details are as follows :-

Ryan Koh
Operations Executive (Warehouse & Transport)
17 Tuas Avenue 9
Singapore 639197

T +65 6211 3234
F +65 6262 0942
M +65 9424 8963

Thanks.

Regards,
Lucy Loh
Head of Claims
Berkshire Hathaway Specialty Insurance
39 Robinson Road, #10-01 Robinson Point
Singapore 068911

DID : +65 6675 1474
Email: lucy.loh@bhspecialty.com



Berkshire Hathaway
Specialty Insurance

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Service Order Confirmation

SERVICE ORDER NO: 18P2106
 CUSTOMER NO: VWSING
 CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE
 TELEPHONE NO:
 ADDRESS: 247 Alexandra Road
 Singapore

VEH No.:

Order Date: 21/08/18
 Reg Date: KM: 0
 VIN NO: WVZZZZ5KZJW647848 ENGINE NO:
 MODEL: Tiguan NF 1.4 TSI HL110 D5 MODEL NO: AD14PY SA:

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	BSP DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
2	BSP ALEX LABOUR LABOUR	5	UNIT	840		4,200 ✓
3	BSP ALEX PAINT SPRAY PAINT	7	UNIT	800		5,600 ✓ 4800/-
Item						
4	5NA84S201 FRT LHS DOOR WINDOW GLASS <i>Scratched</i>	1	PCS	219.48		219.48 ✓
5	5NA854732L 988 RHS FRT FENDER PROTECTOR PAD <i>cut</i>	1	PCS	231.16		231.16 ✓
6	5NA854731E 992 LHS FRT FENDER PROTECTOR PAD <i>NH</i>	1	PCS	309.97		309.97 X
7	3C0853586 GROMMET <i>new</i>	16	PCS	2.32		37.12 ✓
8	5NA854839P RYP LHS FRT DOOR LOWER MOLD <i>new</i>	1	PCS	475.45		475.45 ✓
9	5NA854840P RYP LHS REAR DOOR LOWER MOLD <i>new</i>	1	PCS	509.13		509.13 ✓
10	3C0853586 GROMMET <i>new</i>	16	PCS	2.32		37.12 ✓
11	5NA854819J 989 LHS REAR FENDER PROTECTOR PAD <i>NH</i>	1	PCS	231.16		231.16 X
12	5NA859830 F00 VW SIGN <i>new</i>	1	PCS	111.37		111.37 ✓
13	5NA853687 2ZZ NAME PLATE - TIGUAN <i>new</i>	1	PCS	123.79		123.79 ✓
14	7N0853675J 3ZZ NAME PLATE - 280 TSI <i>new</i>	1	PCS	74.11		74.11 ✓
15	800853415D REAR NUMBER PLATE PACINGS <i>NH</i>	1	PCS	26.60		26.60 X
16	5NA854850F RYP RHS REAR DOOR LOWER MOLD <i>new</i>	1	PCS	433.00		433.00 ✓

3x doors
 1x LHF Fender
 1x rear bumper
 1x tailgate
 } 6 panels

11/09/2018 @ 1400hrs
 Not Arrived
 ? Part ? Photo after repair
 Ryan
 2KK Auto

Service Order Confirmation



SERVICE ORDER NO.: 18IP2106
CUSTOMER NO.: VWSING
CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE
TELEPHONE NO.:
ADDRESS: 247 Alexandra Road
Singapore

VEH No.:

Order Date: 21/08/18
Reg Date:
VIN NO.: WVQZZZ5NZJW947848
MODEL: Tiguan NF 1.4 TSI HL110 D6
KM: 0
ENGINE NO.:
MODEL NO.: AD14PY
SA:

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
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TOTAL	13,101.00
GST AMOUNT	817.11
TOTAL AMOUNT	14,018.71



Authorized Signature

Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



Service Order Confirmation

SERVICE ORDER NO: 18P2165
CUSTOMER NO: VWSING
CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE
TELEPHONE NO:
ADDRESS: 247 Alexandra Road
Singapore

VEH No.:

Order Date: 08/21/18
Reg Date: KM: 0
VIN NO: WVGZZ2SNZJW955218 ENGINE NO:
MODEL: Tiguan NF 1.4 TSI CL110 DIEOP MODEL NO: AD13PY

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	BSP DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480 ✓
2	B&P ALEX LABOUR LABOUR	1.5	UNIT	840		1,260 ✓
3	B&P ALEX PAINT SPRAY PAINT	1	UNIT	600		600 ✓
Item						
4	SNL945096A TAILLIGHT OUTER RH <i>Scratched</i>	1	PCS	595.81		595.81 ✓
5	SNAB07421 GRU REAR BUMPER <i>Cut</i>	1	PCS	1,071.90		1,071.90 ✓
6	SNAB07621 999 SPOILER <i>Cut</i>	1	PCS	211.68		211.68 ✓
7	SNAB07393A TAILLIGHT LOWER BRACKET LH <i>SVL</i>	1	PCS	44.64		44.64 X
8	SNAB07394A TAILLIGHT LOWER BRACKET RH <i>SVL</i>	1	PCS	44.64		44.64 X
9	SNAB07393 BUMPER SIDE BRACKET LH <i>SVL</i>	1	PCS	44.64		44.64 X
10	SNAB07394 BUMPER SIDE BRACKET RH <i>SVL</i>	1	PCS	44.64		44.64 X
11	SNAB07083 BUMPER CENTRE BRACKET <i>SVL</i>	1	PCS	70.69		70.69 X
12	WHT003263 POP-RVET <i>Wet</i>	4	PCS	1.69		6.76 ✓

11/09/2018 2140hrs

HA Arthur

P/Pent. Photo BY spray

[Signature]

[Signature]



TOTAL 4,675.40
GST AMOUNT 227.28
TOTAL AMOUNT 5,002.68

Certified Goods/Service received:

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



Service Order Confirmation

SERVICE ORDER NO.: 18P2164
 CUSTOMER NO.: VWSING
 CUSTOMER NAME: Company VOLKSWAGEN SINGAPORE
 TELEPHONE NO.:
 ADDRESS: 247 Alexandra Road
 Singapore

VEH No.:

Order Date: 05/21/18
 Reg Date: KM: 0
 VIN NO.: WV0ZZZ25HZJW924148 ENGINE NO:
 MODEL: Tiguan NF 1.4 TSI HL110 05 MODEL NO.: AD14PY SA:

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT <i>hlec</i>	1	TU	480		480 ✓
2	B&P ALEX LABOUR R&R REAR W/SCREEN	1	UNIT	840		840 ✓
3	B&P ALEX LABOUR R&R RHS REAR FENDER PROTECTOR PAD	0.5	UNIT	840		420 210 ✓
Item						
4	SNAS45051AGNV8 REAR W/SCREEN <i>chipped</i>	1	PCS	1,494.24		1,494.24 ✓
5	D 006800M2 2K GLUE <i>hlec</i>	1	PCS	183.87		183.87 ✓
6	D 003000A2 CLEANER <i>hlec</i>	1	PCS	149.76		149.76 ✓
7	D 00920002 PRIMER <i>hlec</i>	1	PCS	33.54		33.54 ✓
8	D 00950025 APPLICATOR <i>hlec</i>	2	PCS	12.24		24.48 ✓
9	D 181802M1 ACTIVATOR <i>hlec</i>	1	PCS	30.60		30.60 ✓
10	SNAS45020J 65H RHS REAR FENDER PROTECTOR PAD <i>cut</i>	1	PCS	238.95		238.95 ✓
11	3C0853586 CROMMET <i>hlec</i>	8	PCS	2.32		18.56 ✓

11/09/2018 @ 1400h
 Lvt Antuan
 P/Per. Photo 84 spray

T Ryan

d k k Antuan



TOTAL 3,914.00
 GST AMOUNT 273.90
 TOTAL AMOUNT 4,187.90

Certified Goods/Service received:

Customer

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