



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Ong Thiam Huat, Stephan
NRIC S 122 8907C insured of vehicle SLP 199 J against
your insured vehicle number SG 369613. (AXA)

On the accident dated on 25/10/18 (ddmmyyyy) along
Sengkang Forest Rd and Yio Chu Kay Rd.

Dated this 27 (day) of 10 (month) 20 18.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223502
HP: 93867833
shushi.tang@vw.com.sg



PDI TUAS

PDI TUAS

ONG THIAM HUAT, STEPHEN
2 JALAN TIGA RATUS
#01-20
Singapore, 488067
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV037392
Quote No. SER/QUO/1801804
QuoteDate 26/10/18
Salesperson Steve Hung
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Tiguan NF 1.4 TSI CL110 D6EQP	17,334	
License No.	VIN	Initial Registration	Sales Advisor
SLP199J	WVGZZZ5NZHW909006	26/05/17	Steve Hung
Engine Code	Labor Type	Engine No.	Model Code
	1H	CZE 434617	AD13PY

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	4	UNIT		3,360.00
P B&P MACP LABOUR	R&R REAR SILENCER	1	UNIT		840.00
P B&P MACP PAINT	SPRAY PAINT	3	UNIT		2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
	Nett				
	Sum Labor				7,360.00
P 1K0253141S	CLAMP	1	Pieces		124.41
P 3G0854719	NUT	4	Pieces		5.28
P 3Q0919133 9B9	SENSOR O-RING	1	Pieces		1.64
P 3Q0919275 GRU	SENSOR	1	Pieces		202.91
P 5NA253609Q	SILENCER	1	Pieces		1,072.99
P 5NA807305A	REINFORCEMENT	1	Pieces		433.75
P 5NA807393	BUMPER SIDE BRACKET LH	1	Pieces		38.68
P 5NA807393A	TAILLIGHT LOWER BRACKET LH	1	Pieces		38.68
P 5NA807394	BUMPER SIDE BRACKET RH	1	Pieces		38.68
P 5NA807394A	TAILLIGHT LOWER BRACKET RH	1	Pieces		38.68
P 5NA807421 GRU	REAR BUMPER (UPPER)	1	Pieces		1,091.07
P 5NA807521 9B9	REAR BUMPER SPOILER	1	Pieces		183.45
P 5NA807863	BUMPER CENTRE BRACKET	1	Pieces		61.26
P 5NA919491	SENSOR BRACKET	1	Pieces		18.33
P 5NA919491A	SENSOR BRACKET	1	Pieces		18.33
P 5NA919492	SENSOR BRACKET	1	Pieces		18.33
P 5NA919492A	SENSOR BRACKET	1	Pieces		18.33

Sum carried forward 10,764.80

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



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ONG THIAM HUAT, STEPHEN
2 JALAN TIGA RATUS
#01-20
Singapore, 488067
Singapore

Phone No.
Fax No.
E-Mail

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	1H	CZE 434617	AD13PY

Continued			10,764.80
P 5NA945103	LHS REFLECTOR OUTER	1 Pieces	78.22
P 5NA945105A	LHS REFLECTOR INNER	1 Pieces	78.22
P D 180KU2A1	2KADHESIVE	1 Pieces	89.84
P D 822150A1	BONDAGENT	1 Pieces	64.27
P WHT005348	RIVET	6 Pieces	6.84
Sum Item			3,722.19

Sum Labor			7,360.00
Sum Item			3,722.19
Total	SGD		11,082.19
7% GST		11,082.19	775.75
Total SGD Incl. GST			11,857.94

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

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 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. 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	26/10/2018 16:11
Date Of Accident	25/10/2018 14:35
Exact Location Of Accident	SENGKANG WEST RD TWDS YIO CHU KANG RD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLP199J
Insured/Policyholder	
Name Of Registered Owner	ONG THIAM HUAT, STEPHEN
NRIC No	S1228907C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96630440
Alternative Phone No	OFFICE-96630440

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	TIGUAN NF 1.4 TSI CL110 D6EQP
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
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	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A28965485AVW
Cover Note Number	

Driver

Name of Driver	ONG THIAM HUAT, STEPHEN
NRIC No	S1228907C
Date Of Birth	22/04/1957
Occupation	INDOOR
Date Of Driving Pass	28/12/1998
Driving Experience	19 YEARS AND 9 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96630440
Fax Number	
Contact Number	OFFICE-96630440
EEmail Address	NOEMAIL

Address	2 JALAN TIGA RATUS #01-20 SINGAPORE
Postcode	488067
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 - HEAD TO REAR
Weather Conditions	CLEAR
Road Surface	WET

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)	2
Passenger 1	NAME: LYDIA TAY DEE HUA GENDER: FEMALE

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?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SGJ6961B
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	PANG CHONG SIAH
NRIC/Passport Number	S0030179E
Contact Number	
Address	
Postcode	
Insurance Company Name	AXA INSURANCE PTE LTD
Nature Of Damage	
No. Of Passenger (Including Driver)	


SKETCH PLAN


IMPORTANT NOTICE


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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.
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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.

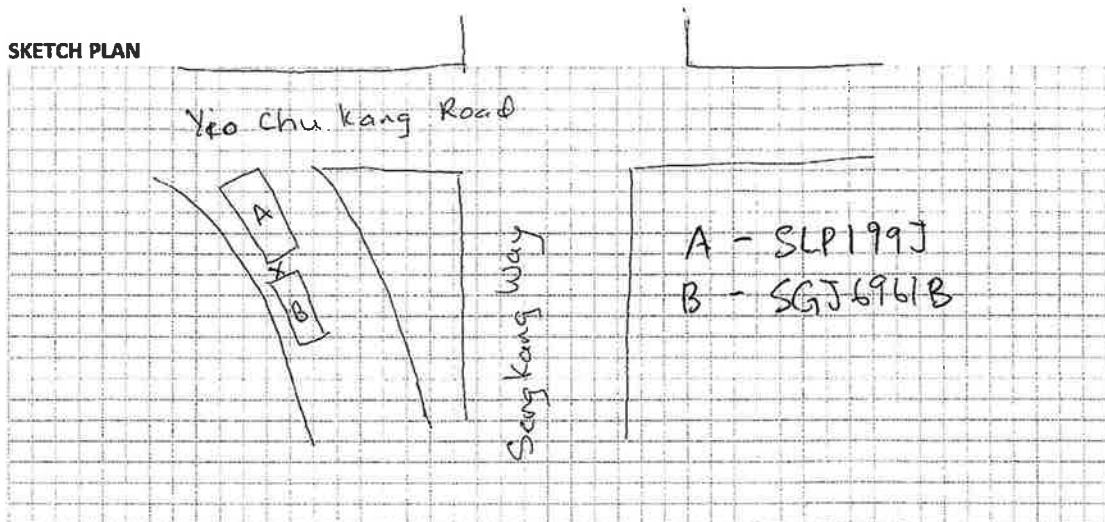

Policyholder's Signature
Date & Time: 4 pm
26/10/18


Driver's Signature
(If driver is not the policyholder)
Date & Time: 4 pm
26/10/18


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

81030002

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was driving along the slip road towards Yio Chu Kang Road on at around 2.37^{hr} pm on 25 Oct 18 to ~~merge~~ when vehicle no. SGJ 6961 B driven by Mr Pang hit my car ~~SLP 199 J~~ SLP 199 J from at the back.

DECLARATION

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


Policyholder's Signature

Date & Time: 4/2/20


24/15/18

Q. J. H.
Driver's Signature
(If driver is not the policyholder)

(If driver is not the policyholder)

Date & Time: 7pm

22/10/18

  **SINGAPORE**
81030002
Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

Reporting Centre Personnel's Signature

Name: _____

NRIC/FIN No.:





MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, # 21-01, SGX Centre 2, Singapore 068807
Tel +65 6827 7888, Fax +65 6827 7800
Co. Reg. No. 200412212G GST Reg. No. 20-0412212G

Certificate of Insurance

ROAD TRANSPORT ACT 1987 (MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)
(REPUBLIC OF SINGAPORE)
THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1996 EDITION (REPUBLIC OF SINGAPORE)
OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form M.X.1
Individual Ownership

VW DRIVEEASY
Comprehensive

Certificate No. A 28965485 AVW

Excess : SGD500

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle
SLP199J

2. Name of Policyholder
Ong Thiam Huat Stephen

3. Effective Date of the Commencement of Insurance for the purposes of the Act
26/05/2017

4. Date of Expiry of Insurance
25/05/2018

5. Persons or Classes of Persons entitled to drive*

Ong Thiam Huat Stephen
Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

* Provided that the person driving is permitted in accordance with the licensing or other laws or 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.

6. 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 speed-testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

* 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.

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

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) or any Amendment, Act or Acts passed in substitution thereof.

MSIG Insurance (Singapore) Pte. Ltd.
Approved Insurers

for Chief Executive Officer

Sketch Plan #4 Pg. 1

