

(P/0000)

INS. CASE OWNER

CC 3/AIG18010051, 720639

LKK:
IDAC:

Surveyor:

Taufiah

DOI:

ASSIGNMENT

3/11/18

Date / Time:

5/11/18

Registered in Merimen:

5/11/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLD 7867m

Name of Insured:

HEB mabum mkr

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

Muti

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

068828546556

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

SKX 8148E

INSRS:
WSP:
Tel:
Liability:
RMKS:

volksvagen

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time

SKX 8148E - X CUD 7867m - X
no oi dia, sent out 1st letter

STAGE

DATE / PIC

Non-Reporting hr (1st): 12.11.18

Non-Reporting hr (2nd):

Non-Reporting hr (Final):

Notification hr if non-pickup:

Call OI:

After call hr to OI:

Documentation Check List: Handler Typist

Notification hr (if non-pickup)

After call hr 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, pr B 28, Ass, Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(days)

Loss of Use (LOU):

S\$

(5 x days)

Loss of Income (LOI):

S\$

(5 x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost:

S\$

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:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

+ 250.

COPY SENT
11/11/18

PDI TUAS

PDI TUAS

ARUN S/O GURUSWAMY
37 TELOK BLANGAH RISE

#23-809

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:

Make Volkswagen Passeng
Model Description Tiguan NE 2.0 TSI R-Line D7
License No. SKX8148Z
VIN WVGZZZ5NZJW850529
Engine Code
Labor Type 1H

Mileage 16,161
Initial Registration 27/12/17
Engine No. CHH 234496

Service Advisor Kong Charmaine
Sales Advisor Shawn Lim
Model Code AD14WT

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV031213
Quote No. SER/QUO/1801841
QuoteDate 05/11/18
Salesperson Shawn Lim
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	UNIT		840 2,520.00
P B&P ALEX PAINT	SPRAY PAINT	3	UNIT		800 2,400.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		80 80.00
P B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P B&P MECH	CHECK WIRE HARNESS, ECU, S Nett	1	Time Un		280.00
	Sum Labor				5,760.00
P 3Q0919133 9B9	SENSOR O-RING	4	Pieces		161 6.64
P 3Q0919275A 9B9	SENSOR	4	Pieces		? 873.44
P 5NA805903C 9B9	SPOILER	1	Pieces		? 424.61
P 5NA807049A	BUMPER BRACKET LH	1	Pieces		? 23.04
P 5NA807050A	BUMPER BRACKET RH	1	Pieces		? 23.04
P 5NA807109J	BUMPER REINFORCEMENT	1	Pieces		? 425.21
P 5NA807217AEGRU	FRT BUMPER COVER	1	Pieces		de 1,353.93
P 5NA807248K	FOAM INSER	1	Pieces		? 65.79
P 5NA807287B 9B9	NO.PLATE BASE PLATE	1	Pieces		de 102.99
P 5NA807651D	MEMBER	1	Pieces		? 124.60
P 5NA807723A	BUMPER SUPP.PART LH	1	Pieces		? 80.56
P 5NA807724A	BUMPER SUPP.PART RH	1	Pieces		? 76.75
P 5NA853101E 2ZZ	VENT GRILLE CHROME MOLDIN	1	Pieces		? 190.16
P 5NA853101F GRU	LOWER GRILLE TRIM MOLDING	1	Pieces		? 190.16
P 5NA853651K ZLL	RADIATOR GRILLE	1	Pieces		unt 1,042.74
P 5NA853677H 041	VENT GRILLE	1	Pieces		? 140.32
P 5NA919493D	SENSOR Bracket	1	Pieces		? 24.20
	Sum carried forward				10,928.18

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

PDI TUAS

Phone No.
Fax No.
E-Mail

PDI TUAS

ARUN S/O GURUSWAMY
37 TELOK BLANGAH RISE
#23-309
Singapore, 090037
Singapore

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

Service Quote

Customer No. CV031213
Quote No. SER/QUO/1801841
QuoteDate 05/11/18
Salesperson Shawn Lim
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Tiguan NF 2.0 TSI R-Line D7	16,161	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKX8148Z	WVGZZZ5NZJW850529	27/12/17	Shawn Lim
Engine Code	Labor Type	Engine No.	Model Code
	1H	CHH 234496	AD14WT

Continued			10,928.18
P 5NA919493E	SENSOR Bracket	1 Pieces	24.20
P 5NA919494D	SENSOR Bracket	1 Pieces	23.19
P 5NA919494E	SENSOR Bracket	1 Pieces	24.20
P D 180KU2A1	2KADHESIVE	1 Pieces	89.84
P D 822150A1	BONDAGENT	1 Pieces	64.29
Sum Item			5,393.90

Sum Labor			5,760.00
Sum Item			5,393.90
Total	SGD		11,153.90
7% GST	11,153.90		780.77
Total SGD Incl. GST			11,934.67

Explanations

P = Proportionately Charged

Payment Terms No Credit

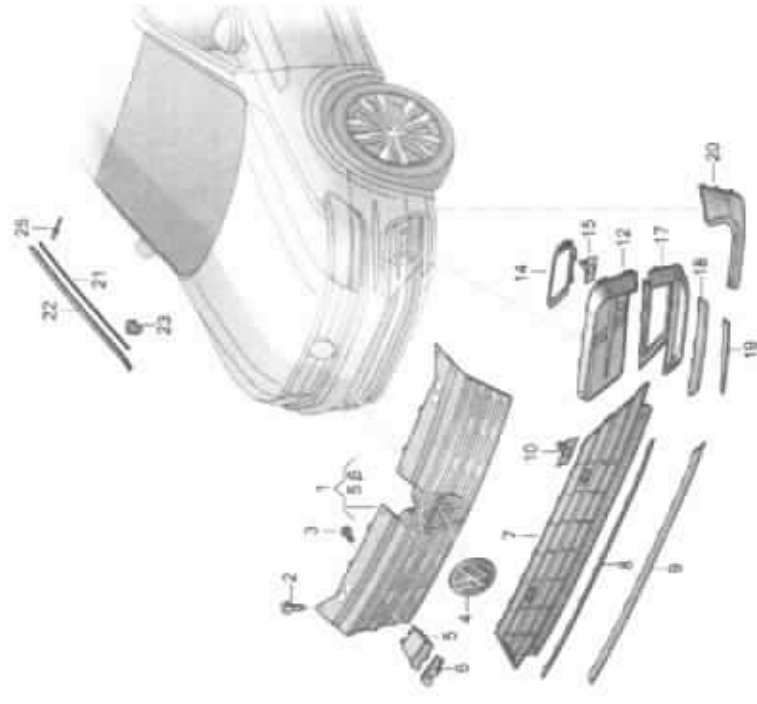
Payments to: - BBN - Acc.-No.:

Model	Year	MG	SG	Illustration	Restrictions	UPD	9:27	05.11.2018	ETKA	
TIG	2018	8	53	853-005	WVGZZ5NZJ-000001 >> AD1...	1248				

EC	TC	ITC	VIN	Production	Sales Type
CHHB	TAH	BG	WVGZZ5NZJW850529	06.10.2017	AD14WT

FI SUGGESTION

Pos	Part Number	Description	Remark	Qty	Model
9	5MA 853 101 P 04/16 GRU	Radiator grille Trim primed		1	PR-2JR, 2JX
10		Sensor bracket for parking aid see illustration, item:	center, left		PR-7X2, 7X5, 8A8, 8A9, 2JR, 2JX
(10)		Sensor bracket for parking aid see illustration, item:	919-000,19 center, right		PR-7X2, 7X5, 8A8, 8A9, 2JR, 2JX
12	5MA 853 665 D 04/16 041	Vent grille Black	left	1	PR-2JR, 2JX
12	5MA 853 666 D 04/16 041	Vent grille Black	right	1	PR-2JR, 2JX
14	5MA 853 949 B	Closing element	left	1	PR-7X2, 7X5, 8A8, 8A9, 824, 825, 826, 829, 2JR, 2JX
15	04/16 041	Black	left		PR-7X2, 7X5, 8A8, 8A9
(15)		Sensor bracket for parking aid see illustration, item:	919-000,21 right		PR-7X2, 7X5, 8A8, 8A9
		Sensor bracket for parking aid see illustration, item:	919-000,22		



View Received Message

This mail is associated with :

*SKX8148Z (0688248965SG)
[SLQ7867M]

TP

ARUN S/O GURUSWAMY

Nov 2 2018 4:00PM

[Hee Wing Wai Luke]

Volkswagen Centre Singapore

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on 08/11/2018 08:52 AM.
To LKK_HQ
Subject No OI GIA Report

Hi,

Please be advise that no OI GIA report received.
Please find OI details below for your further actions.

OI Name: Hee Wing Wai Luke

Address: 15 KOVAN ROAD KOVAN MELODY #05-03 SINGAPORE 548189

Mobile No.: 91275227

Thanks & Regards,
Yin Rul, Hor (Viviane)

DOCUMENTS SUMMARY

There are no documents.



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG18020051/T1eb3

12 November, 2018

Hee Wing Wai Luke
15 KOVAN ROAD KOVAN MELODY #05-03
SINGAPORE 548189

Dear Sirs,

**ACCIDENT INVOLVING SKX 8148Z AND SLD 7867M ON 02.11.2018 ALONG /
AT VIVO CITY CARPARK**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Asher Sng
Claims
Tel : 6841 6051
Fax: 6741 4108
Email : AsherSng@lkkauto.com

*c.c. Claims Manager
AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)*

Asher Sng (LKKAuto)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Thursday, 29 November 2018 8:50 AM
To: Asher Sng (LKKAuto); Shu Pei (LKKAuto); assignments; Admin A; Mei Kwan (LKKAuto)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK REF:CC3/AIG18020051/eb3

Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

My client had revert to OD recovery already.

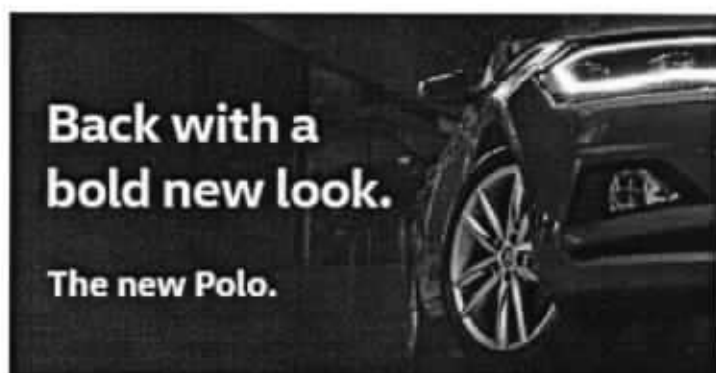
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Tuesday, 27 November, 2018 9:59 AM
To: Kong, Charmaine (VWG Singapore); Shu Pei (LKKAuto); assignments; Admin A; Mei Kwan (LKKAuto)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Charmaine,

We refer to the email below.

Our principal inform that our insured still non reporting, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Sent: Monday, 26 November 2018 10:45 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Shu Pei (LKKAuto) <shupe@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

Dear Asher,

A last check before my client revert to OD recovery...Has your insured reported?

Thanks.

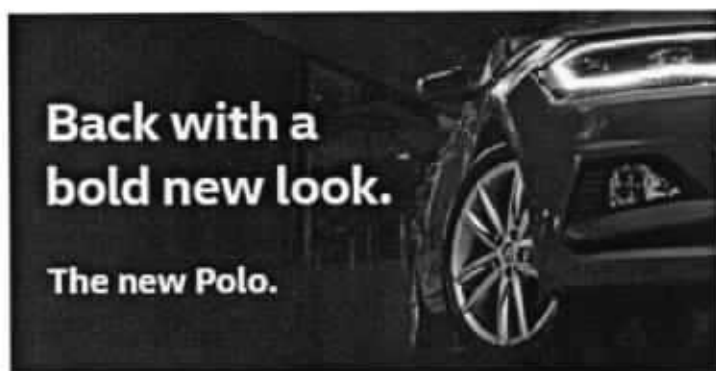
Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299

Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)
Sent: Wednesday, 21 November, 2018 4:15 PM
To: 'Asher Sng (LKKAUTO)'; Shu Pei (LKKAUTO); assignments; Admin A; Mei Kwan (LKKAUTO)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

Dear Asher,

Has your insured reported?

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>

**Back with a
bold new look.**

The new Polo.



From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, 15 November, 2018 5:05 PM

To: Kong, Charmaine (VWG Singapore); Shu Pei (LKKAUTO); assignments; Admin A; Mei Kwan (LKKAUTO)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Charmaine,

We refer to the email below.

Our principal inform that our insured still non reporting, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Sent: Thursday, 15 November 2018 3:44 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Shu Pei (LKKAUTO) <shupeil@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

Hi Asher,

Has your insured reported?

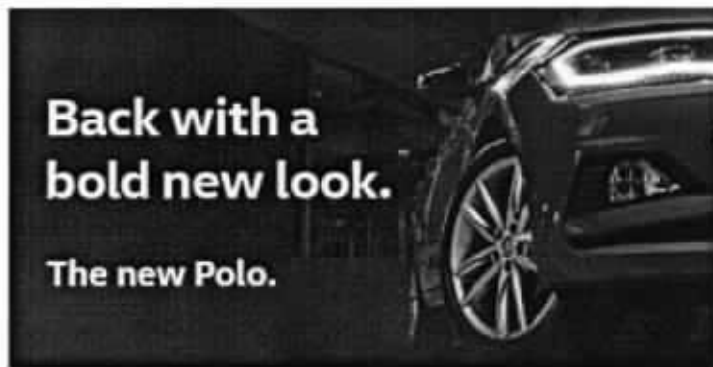
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]
Sent: Tuesday, 13 November, 2018 9:13 AM
To: Kong, Charmaine (VWG Singapore); Shu Pei (LKKAuto); assignments; Admin A; Mei Kwan (LKKAuto)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Charmaine,

We refer to the email below.

Our principal inform that our insured still non reporting, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Sent: Monday, 12 November 2018 3:09 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

Dear Asher,

Please revert on liability.

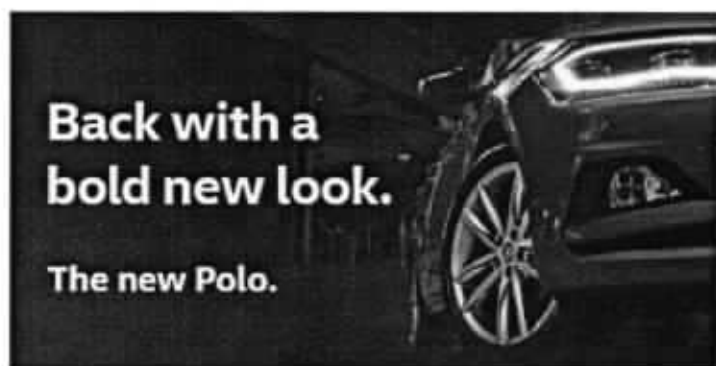
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Monday, 5 November, 2018 6:30 PM

To: Kong, Charmaine (VWG Singapore); assignments; Admin A; Mei Kwan (LKKAuto)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Asher Sng (LKKAuto)

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18 ***LKK
REF:CC3/AIG18020051/eb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently **pending for our insured's report**.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Monday, 5 November 2018 5:25 PM

To: 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: 'Wong, Mei (VWG Singapore)' <meiy.wong@vw.com.sg>; 'Cheong, Pearlyn (VWG Singapore)' <Pearlyn.cheong@vw.com.sg>; 'Goh, Edmund (VWG Singapore)' <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18

Dear Charmaine,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Monday, 5 November, 2018 5:12 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18

Hi,

11am Wednesday confirmed.

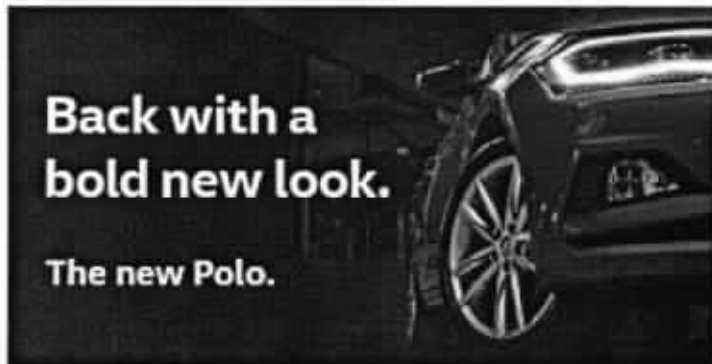
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 5 November, 2018 5:11 PM

To: Kong, Charmaine (VWG Singapore); assignments; Admin A; Mei Kwan (LKKAUTO)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18

Dear Charmaine,

Can arrange 11am?

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]

Sent: Monday, 5 November, 2018 4:59 PM

To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKK Auto) (Meikwan@lkkauto.com) <Meikwan@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

<Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18

Hi,

Please arrange survey Wednesday 9.30am. Please confirm.

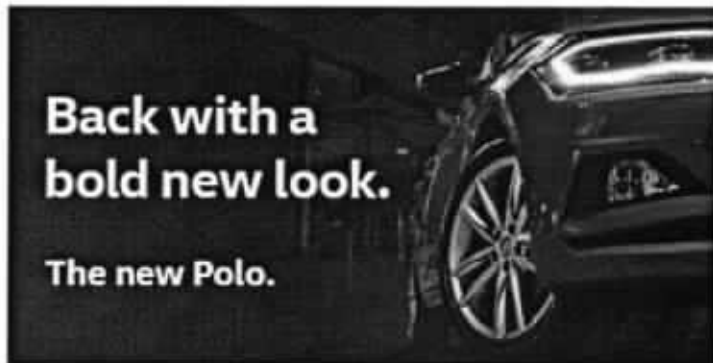
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Kong, Charmaine (VWG Singapore)

Sent: Monday, 5 November, 2018 4:51 PM

To: assignments (assignments@lkkauto.com); Admin-D (LKKAuto); Admin A; Mei Kwan (LKK Auto) (Meikwan@lkkauto.com)

Cc: Wong, Mei (VWG Singapore) (meiy.wong@vw.com.sg); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKX8148Z & SLQ7867M ON 2.11.18

Dear LKK,

Please check on liability first...will arrange survey once customer confirm on available date next week.

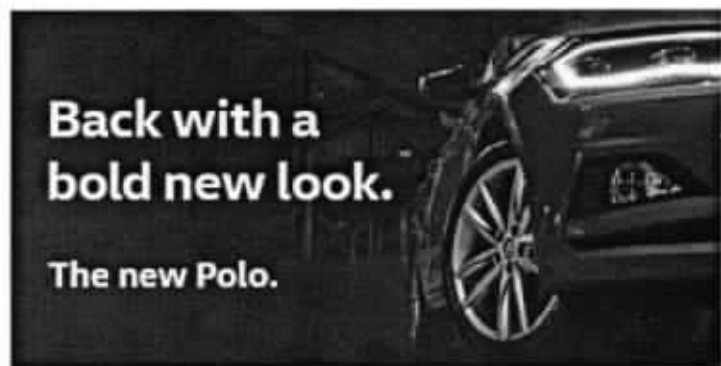
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]
Sent: Monday, 5 November, 2018 3:50 PM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 8 January 2019 4:25 PM
To: 'Mohamedrasheed, Rashidah'
Subject: RE: SKX8148Z (0688248965SG)

Hi Rashidah,

We refer to the email below.

We were informed by TP workshop that claimant have convert to OD claim.

In view of the above, We will proceed to submit our W/P report.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Mohamedrasheed, Rashidah <Rashidah.Mohamedrasheed@aig.com>
Sent: Tuesday, 8 January 2019 4:18 PM
To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: SKX8148Z (0688248965SG)

Hi Asher,

Status and invoice if any.

Reference to EMAIL FROM WSP DD 291118.

Thank you

Rashidah Rasheed
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way, #08-16, Singapore 079120

Tel +(65) 6419 1767 | Fax +(65) 6835 7416

Rashidah.Mohamedrasheed@aig.com | www.aig.com.sg

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...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	05 Nov 2018 Edit Reg		07 Nov 2018 00:00 Edit Adj Rpt	S\$5,140.43 Edit Estimates	S\$5,140.43 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	Hee Wing Wai Luke , ID: S7403538H								
Main Claimant:	ARUN S/O GURUSWAMY , ID: S8434762J								
Vehicle Reg. No.:	SKX8148Z	Date of Loss:	02/11/2018 16:00 - :59 [10 Months and 6 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0688248965SG	Policy/Cover Note No.:	1700039616-01 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLQ7867M	Policy No. (Claimant):	A29065998AVW						
		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 Mohd-Rasheed, Rashidah - 64191767] Rashidah.Mohamedrasheed@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 TAUFIKH BIN HAMID] ... [Final Rpt due 15/11/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG (08/11/2018): No OI GIA Report - AIG_SG (07/11/2018): No Policy Found									
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

*SKX8148Z (0688248965SG)
[SLQ7867M]

TP

ARUN S/O GURUSWAMY

Nov 2 2018 4:00PM

[Hee Wing Wai Luke]

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	07/11/18 14:22		TP VIDEO SKX 8148Z													Load MP4				
Photos/Images															3 per page		☐			
No	Relabel/Reorder		LKK Auto Consultants Pte Ltd (HQ)												Thumbnail		Print			
1	08/01/19 16:27		Odometer Reading													Load JPG	☒			
2	08/01/19 16:27		Chassis Number													Load JPG	☒			
3	08/01/19 16:27		General View													Load JPG	☒			
4	08/01/19 16:27		General View													Load JPG	☒			
5	08/01/19 16:27		General View													Load JPG	☒			
6	08/01/19 16:27		General View													Load JPG	☒			
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33	08/01/19 16:27		General View													Load JPG	☒			
34	08/01/19 16:27		General View													Load JPG	☒			

Video			1 per page	☒
No.	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
				☒
Documentation			1 per page	☒
No.	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	05/11/18 18:20	TP ESTIMATE	 Load PDF	
2	05/11/18 18:20	TP GIA REPORT	 Load PDF	
3	08/11/18 17:31	TP ESTIMATE- MARKED	 Load PDF	
4	12/11/18 10:15	Non reporting letter	 Load PDF	
5	04/12/18 14:55	EMAIL FROM WSP DD 291118	 Load PDF	
6	08/01/19 16:26	EMAIL TO AIG DD 080119	 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/AIG18020051/T1EB3Q2

Date: 14/01/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1700039616-01

Claimant Vehicle No: SKX8148Z

Insured Vehicle No: SLQ7867M

Date of Loss: 02/11/2018

Nature of Claim: TP

Claim No: 0688248965SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKX8148Z

Make & Model: VOLKSWAGEN TIGUAN R-LINE, 2.0 TSI (DSG) (A) Engine No: CHH234496

Reg. Date: 27/12/2017 (Man. Year: 2017)

Chassis No: WVGZZZ5NZJW850529

Colour: White

Odometer: 18715 km

Engine Capacity: 1984 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: 255/45 R19

Rear Tyre Size: 255/45 R19

Front Left Side: Continental 6 mm

Rear Left Side: Continental 6 mm

Front Right Side: Continental 6 mm

Rear Right Side: Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,473.90	2,740.43	2,733.47	49.94
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\$)	11,153.90	5,140.43	6,013.47	53.91
+ GST 7.00/7.00% (S\$)	780.77	359.83	420.94	53.91
Nett Amount (S\$)	11,934.67	5,500.26	6,434.41	53.91
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 07/11/2018

Date Inspected: 07/11/2018 Inspected At: Volkswagen Centre Singapore (HQ)
247 Alexandra Road
Singapore 159934

Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: Asher Sng Rong Yi

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		*B&P NUMBER PLATE	Cracked	80.00 FS	*80.00 FS
2	4		*SENSOR O-RING	Necessary	6.64 FS	*6.64 FS
3	4		*SENSOR	*Check	873.44 FS	*- FS
4	1		*SPOILER	*Check	424.61 FS	*- FS
5	1		*BUMPER BRACKET LH	*Check	23.04 FS	*- FS
6	1		*BUMPER BRACKET RH	*Check	23.04 FS	*- FS
7	1		*BUMPER REINFORCEMENT	*Check	425.21 FS	*- FS
8	1		*FRT BUMPER COVER	Deformed	1,353.93 FS	*1,353.93 FS
9	1		*FOAM INSERT	*Check	65.79 FS	*- FS
10	1		*NO.PLATE BASE PLATE	Deformed	102.99 FS	*102.99 FS
11	1		*MEMBER	*Check	124.60 FS	*- FS
12	1		*BUMPER SUPP PART LH	*Check	80.56 FS	*- FS
13	1		*BUMPER SUPP PART RH	*Check	76.75 FS	*- FS
14	1		*VENT GRILLE CHROME MOLDIN	*Check	190.16 FS	*- FS
15	1		*LOWER GRILLE TRIM MOULDING	*Check	190.16 FS	*- FS
16	1		*RADIATOR GRILLE	Cut	1,042.74 FS	*1,042.74 FS
17	1		*VENT GRILLE	*Check	140.32 FS	*- FS
18	1		*SENSOR BRACKET	*Check	24.20 FS	*- FS
19	1		*SENSOR BRACKET	*Check	24.20 FS	*- FS
20	1		*SENSOR BRACKET	*Check	23.19 FS	*- FS
21	1		*SENSOR BRACKET	*Check	24.20 FS	*- FS
22	1		*2KADHESIVE	Necessary	89.84 FS	*89.84 FS
23	1		*BONDAGENT	Necessary	64.29 FS	*64.29 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$)	5,473.90	2,740.43
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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 (S\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >