

Surveyor:

WTH

DOI:

ASSIGNMENT

16-11-18

Date / Time

8-11-18

Pre-assign / CCU / FTE

Registered in Merimen:



Insured Vehicle No.

GBO 8836H

Name of Insured

PICO GROUPS PTE

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A: 31/11/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Ong Chong Boon

Driver Tel No.:

40234785 (V/L: YES / NO)

Claim No.:

18/8/18/200/04102

Policy No.:

Make / Model:

Place of Accident:

PIE 7 TMS

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

Insured Liability: % Final? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

12/12/18
12/12/18

SPK4107-X ; GBO 8836H-X

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call CE:

After call Itr to CE:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to CE:

Authorization 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: 21/11/18

Sent By: 03

FINALIZATION

Date/Time:

Confirm with:

Repair Cost: P/P

S\$ 4,290.79 (3 days) Reduction: %

Confirm by:

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with MEIY WONG

Email

Call

Final Liability:

% 100

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

77

If NO or B 28, Ass. Lia:

Repair Cost: (WGR)

S\$ 4,591.15

COVID REPAIR-BINDING-TP

Loss of Rental (LOR) (w/61)

S\$ 321.00 (3 days) X \$100.00

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\$ 2.00

Medical:

S\$ -

Disbursement:

S\$ -

(e.g. Tow/ Independent)

Legal Cost

S\$ -

Total:

S\$ 4,914.15

Global Sum S\$:

1) Claim status: Normal/Reject/Private Settle

2) Report Format: 77

3) Survey fee: \$450

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$ 4914.15

Name 1:

VOLKSWAGEN GROUP SINGAPORE PTE LTD

Payee 2: (Strike if N.A.)

S\$ -

Name 2:

Payee 3: (Strike if N.A.)

S\$ -

Name 3:

Tamper

REF:

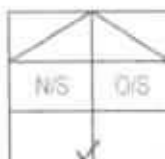
ALG

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To inspect Vehicle No: _____
 at Workshop m/s: _____
 of: _____
 Insured: _____
 Policy No: _____
 Claims No: _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____

(Policy Condition)

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



Bal. or Market Value: 859K.
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 3 days Res: Yes or No
 Lim Sum: - % 3 Val: Yes or No
 CA / REV / REP. / 24 HRS
3pm

Date: _____ Person Contacted: _____

Vehicle: IN / OUT

Veh No: SK4416T Yr Regn: 2015 June
 Type: Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Jetta CC: 1390
 Colour: Blue A/C: _____ Insured / Std / NI / NA
 Sp Reading: 44965 T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 CNo: WVWZZZ167FM002763
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: Inorder / Jammed / Leaked / Burnt or
 Brake: Inorder / Jammed / Leaked / Burnt or
 Mod: Nil / 5/Rim / STD A/Rim or
 Tyre Size: F: 205/55R16
 R: 215/55R16
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / QHTSU / 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: _____ D.O.I: 16/11/18 @ 3pm
 Survey held at: VW Alexander
 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

Rehab: 146.125

plp 4.290.79
CRAB: 43,532.96 (46%)

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. 2. 3. 4. 5. 6. 7. 8. 9. 10.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10.

TOTAL

Report Format:

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

Add Fee:

☐

: Site Insp (\$)

☐

: Interview (\$)

☐

: Tech Insp (\$)

☐

: Weekend (\$)



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

Your ref: 18/18/18/VC00/021102
Our ref: CC4/LPC18020221/T1ha3

Date: 21.11.2018

The Motor Claims Department
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SKU 416T

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 16.11.2018 at the premises of M/s Volkswagen Centre Singapore - Alexandra and have the following to report:-

Workshop Estimate Amount	: S\$	7,823.75
Revised Estimate Amount	: S\$	4,278.61
"Check" Items Amount	: S\$	1,065.14
Total (Including Check Items)	: S\$	5,343.75
Market Value	: S\$	- (est.)
LTA Reimbursement Value	: S\$	- (est.)
Nett Value	: S\$	- (est.)

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3.0 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

PDI TUAS

PDI TUAS

SATHAPPAN PALANIAPPAN
3 OXFORD ROAD
#02-01
Singapore, 218814
Singapore

Temple 97495249
WP
16/11/18 3pm
Running before paint
03 days
supplike auto

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV033230
Quote No. SER/QUO/1801854
QuoteDate 07/11/18
Salesperson Reeve Hiah
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) TRENDLINE	42,657	Wong Meiy
License No.	VIN	Initial Registration	Sales Advisor
SKU416T	WVWZZZ16ZFM002763	29/06/15	Reeve Hiah
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F17149	1632G5

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	2	UNIT		800 1,600.00
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				4,880.00
P 5C6807251E	FOAM INSERT	1	Pieces		143.83
P 5C6807305	BUMPER REINFORCEMENT	1	Pieces		498.22
P 5C6807375	BUMPER BRACKET LEFT REAR	1	Pieces		91.14
P 5C6807376	BUMPER BRACKET RIGHT REAR	1	Pieces		91.14
P 5C6807393D	BUMPER GUIDE LEFT REAR	1	Pieces		91.14
P 5C6807394D	BUMPER GUIDE RIGHT REAR	1	Pieces		91.14
P 5C6807421H GRU	REAR BUMPER	1	Pieces		1,258.64
	Predecessor 5C6807417J GRU				
P 5C6807433J	SPOILER	1	Pieces		535.27
P 5C6807441D 9B9	TOWING CAP	1	Pieces		58.53
P 5C6807863A	STRIP	1	Pieces		84.70
	Sum Item				2,943.75

PDI TUAS

PDI TUAS

SATHAPPAN PALANIAPPAN
3 OXFORD ROAD
#02-01
Singapore, 218814
Singapore

Phone No.
Fax No.
E-Mail

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

Service Quote

Customer No. CV033230
Quote No. SER/QUO/1801854
QuoteDate 07/11/18
Salesperson Reeve Hiah
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description
Volkswagen Passeng	JETTA TSI (DSG) TRENDLINE
License No.	VIN
SKU416T	WVWZZZ16ZFM002763
Engine Code	Labor Type
	M4

Mileage	Service Advisor
42,657	Wong Meiy
Initial Registration	Sales Advisor
29/06/15	Reeve Hiah
Engine No.	Model Code
CAX F17149	1632G5

Sum Labor	4,880.00
Sum Item	2,943.75
Total SGD	7,823.75
7% GST	7,823.75 547.66
Total SGD Incl. GST	8,371.41

Explanations

P = Proportionately Charged

Payment Terms No Credit

LKK Auto Consultants hence notify the Repaire of the following:

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

Acknowledged by Repaire:
Signature:
Date:

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

Service Order Confirmation

SERVICE ORDER NO: 18P3183
CUSTOMER NO.: CV033230
CUSTOMER NAME: SATHAPPAN PALANIAPPAN
TELEPHONE NO.:
ADDRESS: 3 OXFORD ROAD #02-01
Singapore

VEH No.: SKU416T

Order Date: 07/12/18

Reg Date: 29/06/15 KM: 48,686

VIN NO.: WWWZZZ16ZFM002763 ENGINE NO:

SA: Wong Maly

MODEL: JETTA TSI (DSG) TRENDLINE MODEL NO.: 1632G5

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
2	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280
3	B&P ALEX LABOUR LABOUR	1	UNIT	840		840
4	B&P ALEX 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
Item						
7	5C6807433J SPOILER	1	PCS	535.27		535.27
8	5C6807421H GRU REAR BUMPER	1	PCS	1,258.64		1,258.64
9	5C6807863B STRIP -IMPROVED TYPE	1	PCS	96.88		96.88

Remarks : LONPAC DIRECT SETTLEMENT

DOA 7.11.2018

SURVEYOR LKK

TP VEHICLE GBD6836H

TOTAL	4,290.79
GST AMOUNT	300.36
TOTAL AMOUNT	4,591.15

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

Catherine Chong (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 8 November, 2018 10:43 AM
To: Kong, Charmaine (VWG Singapore)
Cc: MT_Claim_SG; Admin-D (LKKAuto)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

WITHOUT PREJUDICE

Our Ref : 181/18/18/VC00/021102

*08/11/2018 @ 10:49 am
Charmaine Kong*

Dear Charmaine,

Our insured has yet to lodge a report and we are making enquiries.

For survey arrangements, please contact LKK Auto Consultants Pte Ltd.

Aside to LKK - Attn :Catherine,
For your necessary action.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: Thursday, 8 November, 2018 10:05 AM
To: MT_Claim_SG
Cc: Wong, Mely (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Claims,

Please revert on liability & survey arrangements.

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: Thursday, 8 November, 2018 9:59 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Jia Le (LKK Auto)

From: ONG LI LI <lili@lonpac.com>
Sent: Thursday, 16 May 2019 4:32 PM
To: Jia Le (LKK Auto)
Cc: Vic (LKKAuto); Admin A; MT_Claim_SG
Subject: RE: Our Ref: 18/18/18/VC00/021102 REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18 [External General]

Lonpac External - General

Dear Jia Le

Pls proceed.

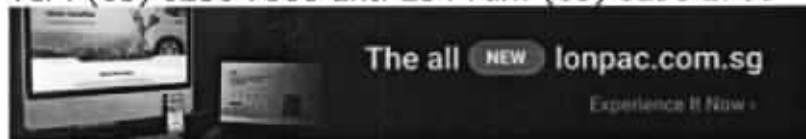
Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Thursday, 16 May, 2019 10:52 AM
To: ONG LI LI
Cc: Vic (LKKAuto); Admin A; MT_Claim_SG
Subject: RE: Our Ref: 18/18/18/VC00/021102 REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18 [External General]

Dear Li Li,

We refer to the above matter.

Third party counter propose LOR at \$107(including GST) per day.

Therefore, we would like to seek approval to revised our offer as follow:-

	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,591.15
2. Loss of Rental (w/GST)	\$ 321.00(3days x \$107.00)
3. LTA/ GIA Search Fee	\$ 2.00
Total	\$ 4,914.15

Please let us have your instruction/approval.

Best Regards,

Carlton Chan | Case Handler

LKK Auto Consultants Pte Ltd

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

From: ONG LI LI [mailto:llong@lonpac.com]

Sent: Wednesday, 15 May 2019 12:54 PM

To: Jia Le (LKK Auto)

Cc: Vic (LKKAuto); Admin A; MT_Claim_SG

Subject: RE: Our Ref: 18/18/18/VC00/021102 REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18 [External General]

Lonpac External - General

Dear Jia Le

Please proceed.

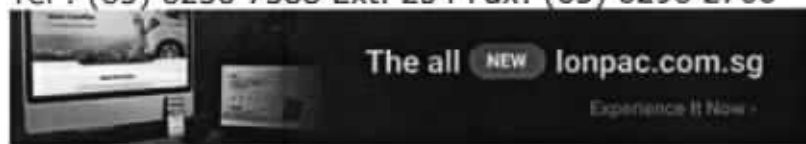
Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [mailto:jiale@lkkauto.com]

Sent: Friday, 10 May, 2019 8:59 AM

To: ONG LI LI

Cc: Vic (LKKAuto); Admin A

Subject: FW: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Lonpac Ref: 18/18/18/VC00/021102

LKK Ref: CC4/LPC18020221/T1ha3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 21/11/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "VOLKSWAGEN CENTRE SINGAPORE" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 7,835.93	\$ 4,591.15
2. Loss of Rental (3days x \$120.00)	\$ 360.00	\$ 300.00 (3days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00

Total	\$ 8,197.93	\$ 4,893.15
--------------	--------------------	--------------------

**03days recommendation for repair

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval.

Best Regards,

Carlton Chan | 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)

From: Vic (LKKAuto)

Sent: Thursday, 6 December, 2018 12:04 PM

To: 'ONG LI LI'

Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Li Li,

Received with thanks.

Based on OI GIA report, since it is a rear-ended case, we will proceed with DS to TP.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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.

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From: ONG LI LI [<mailto:long@lonpac.com>]

Sent: Thursday, 6 December, 2018 12:02 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG; Admin A

Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Vic

Attached is our Insured's GIA report which we just received.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 6 December, 2018 10:52 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Li Li,

We refer further to our below email.

Please find attached photos and video footage from TP for your reference.

Kindly also advise if Insured GIA report is available.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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

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From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 5 December, 2018 9:10 AM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mei Kwan

No, we have not received the report yet.

Regards,

Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Wednesday, 5 December, 2018 8:49 AM
To: ONG LI LI; Vic (LKKAuto)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/18/18/VC00/021102
LKK REF: CC4/LPC18020221/T1ha3

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: ONG LI LI <long@lonpac.com>
Sent: Wednesday, 21 November, 2018 2:33 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mei Kwan

Our Insured has not reported the accident.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Wednesday, 21 November, 2018 12:06 PM
To: GERALD POH WEE BIN; Vic (LKKAuto)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

LPC ref: 18/18/18/VC00/021102
LKK REF: CC4/LPC18020221/T1ha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKU 416T

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto)

Sent: Thursday, 8 November, 2018 10:50 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mr Gerald,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Thursday, 8 November, 2018 10:43 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

WITHOUT PREJUDICE

Our Ref : 181/18/18/VC00/021102

Dear Charmaine,

Our Insured has yet to lodge a report and we are making enquiries.

For survey arrangements, please contact LKK Auto Consultants Pte Ltd.

Aside to LKK – Attn :Catherine,
For your necessary action.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Thursday, 8 November, 2018 10:05 AM
To: MT_Claim_SG
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Claims,

Please revert on liability & survey arrangements.

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: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]

Sent: Thursday, 8 November, 2018 9:59 AM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Friday, 17 May 2019 9:43 AM
To: Wong MeiY (VGS - SG/Singapore)
Cc: Vic (LKKAuto); Admin A; Kong Charmaine (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)
Subject: RE: SKU416T - DV + OFFER *** LKK REF: CC4/LPC18020221/T1ha3 - LOD
Attachments: DV_SKU416T.pdf

Without Prejudice

Dear MeiY,

For quick and amicable settlement, we propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,591.15
2. Loss of Rental (3days x \$107.00)	\$ 321.00
3. GIA Search Fee	\$ 2.00
TOTAL	\$ 4,914.15

Please duly sign the DV and return to us for our necessary action.

"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,

Carlor Chan | 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)

From: Wong MeiY (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]

Sent: Wednesday, 15 May 2019 6:18 PM

To: Jia Le (LKK Auto)

Cc: Vic (LKKAuto); Admin A; Kong Charmaine (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)

Subject: RE: SKU416T - DV + OFFER *** LKK REF: CC4/LPC18020221/T1ha3 - LOD

Dear Carlor,

Thanks your offer ,but please re-consider LOR @ \$107 per day ,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd

247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<http://www.vw.com.sg>



It's not e-mail, if you print it. Think Blue.

From: Kong Charmaine (VGS - SG/Singapore)
Sent: Wednesday, 15 May 2019 5:34 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SKU416T - FINALISE *** LKK REF: CC4/LPC18020221/T1ha3 - LOD

Dear Meiy,

FYA please.

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Wednesday, 15 May 2019 5:29 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SKU416T - FINALISE *** LKK REF: CC4/LPC18020221/T1ha3 - LOD

Without Prejudice

Dear Sirs/Madam,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,591.15
2. Loss of Rental (3days x \$100.00)	\$ 300.00
3. GIA Search Fee	\$ 2.00
TOTAL	\$ 4,893.15

Kindly confirm acceptance.

"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,

Carlor Chan | 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)

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Thursday, 17 January, 2019 2:59 PM
To: Mei Kwan (LKKAuto); Cheong, Pearlyn (VWG Singapore); Taufikh (LKKAuto); Vic (LKKAuto)
Cc: Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; Admin-D (LKKAuto); SUR
Subject: RE: SKU416T - FINALISE *** LKK REF: CC4/LPC18020221/T1ha3 - LOD

Dear Vic,

LOD attached FYA please. Original LOD invoices will be mail to your office.

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: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, 24 December, 2018 1:31 PM
To: Cheong, Pearlyn (VWG Singapore); Taufikh (LKKAUTO); Vic (LKKAUTO)
Cc: Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore); Admin A; Admin-D (LKKAUTO); SUR
Subject: RE: SKU416T - FINALISE *** LKK REF: CC4/LPC18020221/T1ha3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

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

Hi Taufikh / Vic,

For your necessary action please.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>

Sent: Thursday, 20 December, 2018 5:07 PM

To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>

Subject: SKU416T - FINALISE

Dear Taufikh,

Please confirmed

COR \$4290.79 before GST

Total 3 working days

Best regards,

Pearlyn Cheong
Service Advisor
Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra)
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Mobile : +65 9236 1336
Main line: +65 6305 7299
Main Fax: +65 6474 3643
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>





DISCHARGE VOUCHER

I / We SATHAPPAN PALANIAPPAN (Passport No. S2645764E) the
owner of vehicle number SKU4167 hereby accept from
_____ (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
SKU4167 & ABD88864 along PTE TOWARDS TUAJ
on 07/11/2018.

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
_____.

Dated this on 21/12/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name : SATHAPPAN PALANIAPPAN

NRIC No: S2645764E

Date : 21/12/18




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				
LONPAC INSURANCE BHD		Ref : CC4/LPC18020221/T1ha3n2		
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555		Date : 13-06-2019		
		Code : LPC2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	GBD 8836H	Veh. Inspected	SKU 416T	
Policy No.	Z/18/VC00/101887	Coverage (\$)	0.00	
Claim No.	18/18/18/VC00/021102	Excess (\$)	0.00	
Assign From	ONG LI LI	Assign Date	08/11/2018	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN JETTA	c.c	1390	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	WVWZZZ16ZFM002763	Colour	BLUE	
Odometer	44965	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	PIRELLI	6 mm	
L/H Front Tyre	205/55 R16	PIRELLI	6 mm	
R/H Rear Tyre	205/55 R16	PIRELLI	6 mm	
L/H Rear Tyre	205/55 R16	PIRELLI	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	07/11/2018	Inspection Date	16/11/2018	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		3 Working Days		

**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. SKU 416T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	FOAM INSER (SN)	NOT NECESSARY	143.83	-
1	BUMPER REINFORCEMENT (SN)	NOT NECESSARY	498.22	-
1	BUMPER BRACKET LEFT REAR (SN)	NOT NECESSARY	91.14	-
1	BUMPER BRACKET RIGHT REAR (SN)	NOT NECESSARY	91.14	-
1	BUMPER GUIDE LEFT REAR (SN)	NOT NECESSARY	91.14	-
1	BUMPER GUIDE RIGHT REAR (SN)	NOT NECESSARY	91.14	-
1	REAR BUMPER (SN)	DEFORMED	1,258.64	1,258.64
1	SPOILER (SN)	DEFORMED	535.27	535.27
1	TOWING CAP (SN)	NOT NECESSARY	58.53	-
1	STRIP (SN)	NECESSARY	96.88	96.88
			2,955.93	1,890.79
	<u>LABOUR</u>			
	LABOUR .		2,520.00	840.00
	SPRAY PAINT.		1,600.00	800.00
	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.		480.00	480.00
	CHECK WIRE HARNESS ,ECU,S.		280.00	280.00
			4,880.00	2,400.00
	GRAND TOTAL		7,835.93	4,290.79
	RECOMMENDED COST OF REPAIRS			4,290.79

Report Ref No. CC4/LPC18020221/T1ha3n2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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