

ISSUING

P.A. DATE OWNER

CH

K. ALG 130 20694, TI pa39

LKK:

E.C.

Surveyor

Taufik

DOI:

ASSIGNMENT

16/11/18

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE

SLL 5783K



Insured Vehicle No.:

Name of Insured:

Blue Star Concierge Pte

Insured Tel No.:

HP:

Excess Sec II :\$

D.O.A:

14/11/2018

Is driver the owner?

(YES / ☒ NO)

Nature of Accident:

If NO, Driver Name / Age:

K Rajesh Kumar

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

GI 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

20/11/18
CHSLL 5783K - CH/VAC 1501032/Cg; DOA: -
SLL 5783K - CH/VAC 1501032/Cg; DOA: -

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call GI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr 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:

\$

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No: 27.

If NO or B 28, Ass. Lia:

Repair Cost:

\$

8541.75

Loss of Rental (LOR):

\$

days)

Loss of Use (LOU):

\$

480.00 (360 x 8 days)

Loss of Income (LOI):

\$

(3 x days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

\$

7.45

Medical:

\$

Disbursement:

\$

Legal Cost:

\$

Total:

\$

9029.20

Global Sum \$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$

9029.20

Name:

Payee 2: (Strike if N.A.)

\$

Name 2:

Payee 3: (Strike if N.A.)

\$

Name 3:

Volkswagen Centre Singapore.

1) Claim status: Notified/Reject/Private Settle

2) Report Format:

3) Survey fee:

320.00

Taylor

REP.

HG

WV 111 / 111 / 111

ASSIGNMENT

Flight: _____ 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: \$50K

IDAC Accident Rpt: _____ Consistent? Yes or No

GIA / PR Seen: _____ Consistent? Yes or No

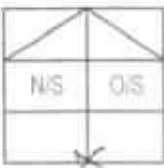
Est. Repairs: 6 days Res: Yes or No

Lump Sum: _____ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____

Vehicle IN / OUT



Veh No: SKH 2554H Yr Reg: 2012 NSW

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

Truck / Trailer or

Make: Volkswagen Jetta CC: 1390

Colour: Silver A/C: _____ Insured / Std / NI / NA

Sp Reading: 101752 T/Radio: Insured / Std / NI / NA

Eng No: _____

C No: WVW ZZZ 16 ZD MO 15076

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD A/Rim or

Tyre Size: F: 225/40K18 R: _____

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or Uninsured

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 0320 pm

Survey held at: VW Alexandria

Des. of Damages: Frt / Rear / O/S / N/S / UIC / Rooftop or

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time: _____ Action / Instruction: _____

Repair limit 78K

Rebate: 12.4 94/1828

PIP # 7902-94 (Reel # 6179.63/44%).

Date/Time: File Pass to? ☐ : Prelim. Report

1) ☐ : Final Report

Date/Time: File Return to?

2) _____

Report Format: _____

Lump Sum / L.B.I. / S

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

1) _____

2) _____

3) _____

4) _____

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100) _____

VGS Singapore
247
Alexandra Road
159934 Singapore

Phone No. +65 6305 7299
Fax No. +65 6474 3643
E-Mail service@vw.com.sg

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

Service Quote

Customer No. CV019466
Quote No. SER/QUO/1801910
QuoteDate 15/11/18
Salesperson Edison Neo
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

VGS Singapore, 247, 159934 Singapore

BRENDEN KEVIN GURUSAMY
621 WOODLANDS DRIVE 52
#05-38
Singapore, 730621
Singapore

Tanpin 9749544
"wp"
16/11/18 320-
Reserv before paint
sur@vianta.com
5-6 days

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA A6SPORT 1.4 TSI DSG118K	98,569	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SKH2554H	WVWZZZ16ZDM015076	20/11/12	Edison Neo
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAV 445491	1623Q5

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	TRANSFER BOOT MECHANISM P	1	Labor		420 840.00
P B&P ALEX LABOUR	LABOUR	4	Labor		1680 3,360.00
P B&P ALEX PAINT	SPRAY PAINT	4	Labor		2000 3,200.00
P B&P SENSOR	SUPPLY & INSTALL REVERSE SE	1	Pieces		400 400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480 480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280 280.00
	Nett				
	Sum Labor				8,560.00
P 000071785D	ADHESIVE KIT	1	Pieces		63.75 77.75
	Aerodynamic attachment parts				
P 1K9853687A 739	NAME PLATE JETTA	1	Pieces		44.11 55.14
P 5C5071610B GRU	REAR SKIRT BODYKIT	1	Pieces		811.00 1,014.00
	Use Predecessor 5C5071610 GR				
P 5C6807305	BUMPER REINFORCEMENT	1	Pieces		498.22
P 5C6807393	BUMPER BRACKET LH	1	Pieces		71.90
	Successor 5C6807393B				
P 5C6807393A	BUMPER GUIDE LH	1	Pieces		91.14
P 5C6807394	BUMPER BRACKET RH	1	Pieces		52.72
	Successor 5C6807394B				
P 5C6807394A	BUMPER GUIDE RH	1	Pieces		91.14
P 5C6807421 GRU	REAR BUMPER COVER	1	Pieces		1,082.83
P 5C6807433	SPOILER	1	Pieces		535.27
P 5C6807863	STRIP	1	Pieces		84.70
P 5C6827025A	BOOT LID	1	Pieces		1,556.75
	Use Predecessor 5C6827025				

Sum carried forward

13,771.56

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

Service Order Confirmation

SERVICE ORDER NO: 18IP3014

CUSTOMER NO.: CV019466

CUSTOMER NAME: BRENDEN KEVIN GURUSAMY

TELEPHONE NO.:

ADDRESS: 621 WOODLANDS DRIVE S2 #05-38
Singapore

VEH No.: SKH2554H

Order Date: 16/11/18

Reg Date: 20/11/12 KM: 98,509

VIN NO.: WVVZZZ16ZDM015078 ENGINE NO:

SA: Kong Charmaine

MODEL: JETTA A8SPORT 1.4 TSI DSG118 MODEL NO.: 162305

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
------------	--------------------	------------	------------	-------------------	---------------	---------------

TOTAL	7,982.94
GST AMOUNT	558.81
TOTAL AMOUNT	8,541.75

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SL 5785K

Claimant's Vehicle No. SKH 2554H

Accident on 14-11-18 involving vehicle/s No. _____

along/at SLB

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 8541.75 Payable to Volkswagen Centre Singapore
9 days X 220
2. Loss-of-Use/
Car Rental S\$ 7.20 Payable to Volkswagen Centre Singapore
3. Medical and
Search Fees S\$ 7.45 Payable to Volkswagen Centre Singapore

Remarks : _____

Service Adviser _____

Contact No./P. _____

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**AIG THIRD PARTY EXPRESS SETTLEMENT
FOR ACCIDENTS ON OR AFTER 1ST JUNE 2008
(PAYMENT BREAKDOWN)**

Vehicle No:	(Insd veh)	Model:	TOYOTA CAMRY 2.0 (A)
	(TP veh)		
Date of Accident:			

Global Sum Settlement	: [] Yes [] No
Repair Estimate	: \$
Final Repair Cost	: \$
Loss of Use	: \$ _____ days at \$ _____ per day
Rental (if any)	: \$ _____ 0.00 days
LTA / GIA Search Fee	: \$
Others:	: \$ _____ 0.00
	: \$
Final Settlement Sum	: \$

Is Third Party Workshop GIA Registered? [X] YES [] NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability _____ (%)

B) For GIA Registered Workshop:
 BOLA Liability: _____ (%) BOLA Applicable: Yes/ No BOLA Scenario No: _____
 Assessed Liability (*): _____ (%)
 * Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks _____

Payment Instruction: Payee's Breakdown	
1)	: \$

16 Apr
2013
Date

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Sunday, 10 March 2019 10:54 AM
To: 'Loh, Chee-Heng'
Subject: <Seek Mandate> AIG Ref: 0100298717SG *LKK Ref: CC4/AIG18020694/T1pa3
[ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018]

AIG Ref: **0100298717SG**
LKK Ref: CC4/AIG18020694/T1pa3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.
We did clarify with insured the nature of the accident and he is aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, "**Volkswagen Centre Singapore**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 15,178.81	\$ 8,541.75
2. Loss of Use (7days x \$100.00)	\$ 700.00	\$ 420.00 (7days x \$60.00)
3. LTA/ GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 15,886.26	\$ 8,969.20

**06days recommendation for repair + 1Sunday = 7days

All the relevant documents had been uploaded in Merimen.

Kindly let us have your mandate in Merimen.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Monday, 11 March 2019 10:46 AM
To: Hsiao Tong (LKKAuto)
Subject: RE: <Seek Mandate> AIG Ref: 0100298717SG *LKK Ref: CC4/AIG18020694/T1pa3 [ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018]

Dear Hsiao Tong,

Mandate approved in Merimen for your handling.

Thank you.

Best regards,
Loh Chee Heng
AIG
Complex Claims Examiner
Claims | AIG Asia Pacific Insurance Pte. Ltd

AIG Building, 78 Shenton Way #08-16 Singapore(079120)
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.aig.sg



Follow us:



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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Sunday, 10 March 2019 10:54 AM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Subject: <Seek Mandate> AIG Ref: 0100298717SG *LKK Ref: CC4/AIG18020694/T1pa3 [ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018]

AIG Ref: **0100298717SG**
LKK Ref: CC4/AIG18020694/T1pa3

Dear Sirs/Madam,

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We refer to the above matter.

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We did clarify with insured the nature of the accident and he is aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, "**Volkswagen Centre Singapore**" is as follows: -

	Claimed Amount	Revised Amount
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2. Loss of Use (7days x \$100.00)	\$ 700.00	\$ 420.00 (7days x \$60.00)
3. LTA/ GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 15,886.26	\$ 8,969.20

**06days recommendation for repair + 1Sunday = 7days

All the relevant documents had been uploaded in Merimen.

Kindly let us have your mandate in Merimen.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 13 March 2019 8:59 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Without Prejudice

Dear Sir/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$8,541.75
2. Loss of Use (7days x \$60.00)	\$ 420.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$8,969.20</u>

Please confirm acceptance.

Thank you.

"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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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: Friday, 18 January 2019 4:45 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Wong, MeiY (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>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/pa3

Hsiao Tong (LKKAUTO)

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Wednesday, 13 March 2019 1:01 PM
To: Hsiao Tong (LKKAUTO)
Cc: Cheong, Pearlyn (VWG Singapore); Admin A; Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore)
Subject: OFFER + DV REQUEST FOR FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Dear Hsiao Tong,

Thanks your offer, but please re-consider LOU @ \$60 x 9 Days ,cause we crossed over weekend and 1 public holiday ,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: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, March 13, 2019 8:59 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Without Prejudice

Dear Sir/Mdm,

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Sunday, 31 March 2019 1:22 PM
To: 'Loh, Chee-Heng'
Subject: RE: <Seek Mandate> AIG Ref: 0100298717SG *LKK Ref: CC4/AIG18020694/T1pa3 [ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018]

Hi Chee Heng,

We refer to the above matter.

For loss of use, third party is claiming for 9days x \$80.00 = \$720.00 instead of 7days x \$100.00 = \$700.00.

We would like to re-seek mandate as follows: -

	Revised Amount
1. Cost of Repair (w/GST)	\$ 8,541.75
2. Loss of Use (8days x \$60.00)*	\$ 480.00
3. LTA/ GIA Search Fee	\$ 7.45
Total	\$ 9,029.20

**06days recommendation for repair + 1Sunday + 1saturday = 8days

Kindly let us have your instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Monday, 11 March 2019 10:46 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: <Seek Mandate> AIG Ref: 0100298717SG *LKK Ref: CC4/AIG18020694/T1pa3 [ACCIDENT INVOLVING SLL 5783K(OI) AND SKH 2554H(TP) ON 14/11/2018]

Dear Hsiao Tong,

Mandate approved in Merimen for your handling.

Thank you.

Best regards,

Loh Chee Heng

AIG

Complex Claims Examiner

Claims | AIG Asia Pacific Insurance Pte. Ltd

Print Received Message

This mail is associated with :

***SKH2554H (0100298717SG)**
[SLL5783K]

TP

BRENDEN KEVIN GURUSAMY

Nov 14 2018 8:00AM

[BLUE STAR CONCIERGE PTE LTD]

Volkswagen Centre Singapore

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 01/04/2019 09:09 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$9029.20) - SKH2554H - Claim Handler: Loh, Chee-Heng

Approved:9029.20.

Hsiao Tong (LKKAuto)

From: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>
Sent: Monday, 1 April 2019 7:37 PM
To: Hsiao Tong (LKKAuto)
Cc: Cheong, Pearlyn (VWG Singapore); Admin A; Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: OFFER + DV REQUEST FOR FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Dear Hsiao Tong,

Offer accepted. Please forward us DV, if any, and kindly process payment.

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, 1 April, 2019 10:44 AM
To: Wong, Mei (VWG Singapore)
Cc: Cheong, Pearlyn (VWG Singapore); Admin A; Kong, Charmaine (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: OFFER + DV REQUEST FOR FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Without Prejudice

Dear Sir/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$8,541.75
2. Loss of Use (8days x \$60.00)	\$ 480.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$9,029.20</u>

Please confirm acceptance.

Thank you.

"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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>

Sent: Wednesday, 13 March 2019 1:01 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>

Subject: OFFER + DV REQUEST FOR FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/T1pa3

Dear Hsiao Tong,

Thanks your offer, but please re-consider LOU @ \$60 x 9 Days ,cause we crossed over weekend and 1 public holiday ,Thanks.

Thanks and Best Regards,

Mely
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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Wednesday, March 13, 2019 8:59 AM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 ***
LKK REF: CC4/AIG18020694/T1pa3

Without Prejudice

Dear Sir/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$8,541.75
2. Loss of Use (7days x \$60.00)	\$ 420.00
3. LTA/ GIA Search Fee	\$ 7.45
TOTAL	<u>\$8,969.20</u>

Please confirm acceptance.

Thank you.

"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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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: Friday, 18 January 2019 4:45 PM

To: Hsiao Tong (LKKAuto) <chewht@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>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK
REF: CC4/AIG18020694/pa3

Dear Hsiao Tong,

LOD attached 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>

**Back with a
bold new look.**

The new Polo.



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Friday, 16 November, 2018 4:06 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; CS A Team; assignments

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 ***
LKK REF: CC4/AIG18020694/pa3

Without Prejudice

Dear Sirs/ Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@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: Friday, 16 November 2018 3:45 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@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>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 *** LKK REF: CC4/AIG18020694/pa3

Dear Hsiao Tong,

Scene video attached for your perusal. Please kindly 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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 15 November, 2018 2:14 PM

To: Kong, Charmaine (VWG Singapore); Hsiao Tong (LKKAuto)

Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A; CS A Team

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18 ***
LKK REF: CC4/AIG18020694/pa3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the below email.

Please be informed that we are currently **pending for our principal to release OI GIA report.**

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

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

Sent: Thursday, 15 November, 2018 1:29 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@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 SKH2554H & SLL5783K ON 14.11.18

Hi Catherine,

Who is the claim handler?

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: Thursday, 15 November, 2018 11:02 AM

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

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18

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: Thursday, 15 November, 2018 10:50 AM

To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@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: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKH2554H & SLL5783K ON 14.11.18

Dear LKK,

Please revert on liability & arrange survey tomorrow at 3pm.

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, 15 November, 2018 10:26 AM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP



Auto
Consultants
Pte Ltd

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

Our Ref: CC4/AIG18020694/T1pa3

21 NOV 2018

BLUE STAR CONCIERGE PTE LTD

621 ALJUNIED ROAD
#06-07 LIPO BUILDING
SINGAPORE 389834
Attn: The Management

Dear Sir/Madam,

**ACCIDENT INVOLVING SLL 5783K & SKH 2554H ALONG/AT ALE AFTER
WOODLANDS AVE 12 ON 14/11/2018**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SKH 2554H against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

Email: chewht@lkkauto.com

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

Provide that this discharge of my claim for damage relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

AUTHORIZATION TO ACT

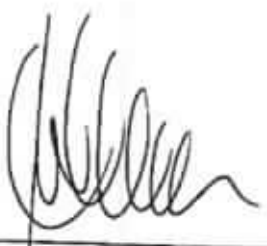
(AIG Asia Pacific - Express Third Party Claim)

I, Brenden Fein Erasmus (the third party claimant) of 621 Woodlands Drive 52 #05-38 Singapore 730681 (address), owner of SFH2554H (vehicle no.) hereby authorize Volkswagen Centre Singapore ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SFH2554H that was damaged pursuant to the accident which occurred on 14/11/18 (date) along OLE TOWER CRADLER WOODLANDS AL 12 (location) involving vehicle no/s SLU 5703K ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 16 (day) of 11 (month) 20 18 (year)


owner Signature
Signed by "the third party claimant"
(with chop if applicable)


Signed by "the workshop"
(with chop)

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for \$8541.75 (Repair Cost), \$5 480.00 (Loss of Use/Rental), \$57.45 (Disbursement) for vehicle no. SKH 2554H that was damaged pursuant to the accident which occurred on 14/11/18 (date) along SLE towards CTE After Woodlands Ave 12 (location) involving vehicle no/s QL 983K. This is pursuant to the inspection conducted on 16/11/18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Brendon Kevin Gunnsamy ("the third party claimant") of vehicle no. SKH 2554H make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SKH 2554H (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 03 (day) of 04 (month) 2019 (year)



MTH

Signed by appointed surveyor



Signed by "the workshop" (with chop)

Volkswagen Centre Singapore

Service Tax Invoice No. SV18P57290



Biz Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP3014

SERVICE CUSTOMER NO.: F01088R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-16 AIG Building
Singapore

Post Code: 079120

VEH NO.: SKH2554H

DATE: 27/12/18 Pickup:

VIN NO.: WVVZZZ16ZDM015078 KM: 102,153

GEARBOX CODE: NTP Engine No.:

MODEL: JETTA A6SPORT 1.4 TSI DSG118KW

SA: Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
REPAIR LIMIT \$8000					
AIG DIRECT SETTLEMENT					
DOA 14.11.2018					
TP VEHICLE SLL5783K					
SURVEYOR LKK					
Labor					
1	TRANSFER BOOT MECHANISM PARTS	0.50	LAB	\$40.00	420.00
2	LABOUR	2.00	LAB	\$40.00	1,680.00
3	SPRAY PAINT	2.50	LAB	\$800.00	2,000.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	15 408.00
7	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	15 238.00
Item					
8	ADHESIVE KIT	1.00	PCS	77.75	20 62.20
9	NAME PLATE JETTA	1.00	PCS	55.14	20 44.11
10	REAR SKIRT BODYKIT	1.00	PCS	1,014.00	20 811.20
11	REAR BUMPER COVER	1.00	PCS	1,082.83	20 866.27
12	STRIP	1.00	PCS	84.70	20 67.76
13	BOOT LID	1.00	PCS	1,556.75	20 1,245.40

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P57290

Six Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO.: 18IP3014

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME.: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-16 AIG Building
Singapore

Post Code: 079120

VEH NO.: SKH2554H

DATE: 27/12/18

Pickup:

VIN NO.: WVGZZ216ZDM015076

KM: 102,133

GEARBOX CODE: MTP

Engine No.:

MODEL: JETTA A6SPORT 1.4 TSI DSG118KW

SA: Kong Chamaine

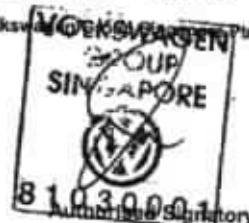
Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
14	VW SIGN - IMPROVE PARTS	1.00	PCS	95.00	75.00
15	NAME PLATE TSI	1.00	PCS	50.97	40.77
16	REAR NUMBER PLATE PACKING	1.00	PCS	24.84	19.87
17	NUT	2.00	PCS	2.10	3.36

GST (7%) AMOUNT: 558.81
TOTAL AMOUNT: 8,541.75

For Volkswagen Group Singapore Pte Ltd



Customer

NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2528214002 Swift Code: DEUT33SG Please indicate Customer Name and Invoice Number in the payment

247 Alexandra Road Singapore 159934 Phone :64748288 Fax : 64711022

> Back to OneMotoring

Land Transport Authority

Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 15 Nov 2018 / 08:46:41

Receipt Date/Time : 15 Nov 2018 / 08:46:41

Tax Invoice/Receipt

Receipt No. : ITNET-00000-181115-000233

Previous Receipt No. :

S/N Item Description/
Business Transaction Reference
No.

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
-------------------------------	------------------------	------------------------------

Result of Insurance Enquiry - SLL5783K

As at 14 Nov 2018/08:35:00

Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.

1 Insurance Enquiry - SLL5783K
Enquiry Fee

20181115084518244571

7.00	0.49	7.49
------	------	------

Sub-Total

7.00	0.49	7.49
------	------	------

Total Before Rounding

7.00	0.49	7.49
------	------	------

Rounding Difference

0.04

Total Amount Payable

7.45

Paid By

xxxxxxxxxxxx8462

Credit Card:
Visa/MasterCard

7.45

Total

7.45

Cash Change

0.00

Tendered Amount

7.45

Excess Refundable Amount

0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

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

Express

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	15 Nov 2018 Edit Reg		15 Nov 2018 00:00 Edit Adj Rpt	S\$7,982.94 Edit Estimates	S\$7,982.94 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	BLUE STAR CONCIERGE PTE LTD, Co. Reg. No.: 201506692D								
Main Claimant:	BRENDEN KEVIN GURUSAMY, ID: S1470229F								
Vehicle Reg. No.:	SKH2554H	Date of Loss:	14/11/2018 08:00 - :59 [71 Months and 25 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0100298717SG	Policy/Cover Note No.:	0999994449 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLL5783K	Policy No. (Claimant):	A80417433AVW						
		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 Loh, Chee-Heng] Chee-Heng.Loh@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 26/11/2018]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> AIG_SG_EXPRESS (01/04/2019): Alert - Adj Mandate Approved (S\$9029.20) - SKH2554H - Claim Handler: Loh, Chee-H... AIG_SG_EXPRESS (11/03/2019): Alert - Adj Mandate Approved (S\$8969.20) - SKH2554H - Claim Handler: Loh, Chee-H... 									
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

*SKH2554H (01002987175G)
[SLL5783K]
TP
BRENDEN KEVIN GURUSAMY
Nov 14 2018 8:00AM
[BLUE STAR CONCIERGE PTE LTD]
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Video															1 per page		<div></div>	<input checked="" type="checkbox"/>		
No	Finalized On		LKK Auto Consultants Pte Ltd (HQ)											Thumbnail		Print				
1	16/11/18 15:59		SKH 2554H vs SLL 5783K - TP VIDEO.												Load MP4					
Letters/Correspondences															1 per page		<div></div>	<input checked="" type="checkbox"/>		
No	Finalized On		LKK Auto Consultants Pte Ltd (HQ)											Thumbnail		Print				
1	(Draft)		Third Party Express Settlement - Payment Breakdown												Edit					
Photos/Images															3 per page		<div></div>	<input checked="" type="checkbox"/>		
No	Relabel/Reorder		LKK Auto Consultants Pte Ltd (HQ)											Thumbnail		Print				
1	27/11/18 11:58		Odometer Reading												Load JPG		<input checked="" type="checkbox"/>			
2	27/11/18 11:58		Chassis Number												Load JPG		<input checked="" type="checkbox"/>			
3	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
4	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
5	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
6	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
7	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
8	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
9	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
10	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
11	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
12	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
13	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
14	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
15	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
16	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
17	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
18	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
19	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
20	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
21	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
22	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
23	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
24	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
25	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
26	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
27	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
28	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
29	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			
30	27/11/18 11:58		General View												Load JPG		<input checked="" type="checkbox"/>			

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
31	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
32	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
33	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
34	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
35	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
36	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
37	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
38	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
39	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
40	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
41	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
42	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
43	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
44	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
45	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
46	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
47	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
48	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
49	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
50	27/11/18 11:58	General View	Load JPG	<input checked="" type="checkbox"/>
51	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
52	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
53	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
54	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
55	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
56	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
57	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
58	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
59	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
60	07/02/19 14:12	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	15/11/18 14:11	TP GIA REPORT	Load PDF	
2	15/11/18 14:11	NOTIFICATION FROM WORKSHOP + TP ESTIMATE	Load PDF	
3	21/11/18 10:53	TP ESTIMATE - MARKED	Load PDF	
4	11/02/19 08:45	LTA SEARCH	Load PDF	
5	11/02/19 08:45	LETTER TO OI	Load PDF	
6	04/04/19 16:31	WORKSHOP INVOICE	Load PDF	
7	04/04/19 16:31	AUTHORISATION TO ACT FORM	Load PDF	
8	04/04/19 16:31	Release Voucher	Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	16/11/18 11:35	OI GIA REPORT	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 InsurerNote: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SLL5783K (Insd veh)	Model:	VOLKSWAGEN JETTA 1.4
	SKH2554H (TP veh)		TSI (A)
Date of Accident:	14/11/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Repair Estimate	:	\$	15,178.81	
Final Repair Cost	:	\$	8,541.75	
Loss of Use	:	\$	480.00	8.00 days at \$60.00 per day
Rental (if any)	:	\$	0.00	days
LTA / GIA Search Fee	:	\$	7.45	
Others:	:	\$	0.00	
	:	\$		
Final Settlement Sum	:	\$	9,029.20	

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For **Non GIA Registered Workshop:** Agreed Liability _____ 100 _____ (%)

B) For **GIA Registered Workshop:** BOLA Applicable: Yes/ No BOLA Scenario No: _____

BOLA Liability: _____ (%) Assessed Liability (*): _____ (%)

* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	Volkswagen Centre Singapore	:	\$ 9,029.20
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

04 Apr
2019

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

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: CC4/AIG18020694/T1PA3Q2

Date: 04/04/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 0999994449
Claimant Vehicle No : SKH2554H **Insured Vehicle No :** SLL5783K
Date of Loss: 14/11/2018 **Nature of Claim:** TP **Claim No:** 0100298717SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SKH2554H**
 Make & Model: VOLKSWAGEN JETTA, 1.4 TSI (A) Engine No: CAV445491
 Reg. Date: 20/11/2012 (Man. Year: 2012) Chassis No: WWZZZ16ZDM015076
 Colour: Silver Odometer: 101752 km
 Engine Capacity: 1390 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: 225/40 R18 Rear Tyre Size: 225/40 R18
 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	5,625.80	3,236.94	2,388.86	42.46
Miscellaneous Items	0.00	0.00	0.00	
Labour	8,560.00	4,746.00	3,814.00	44.56
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	14,185.80	7,982.94	6,202.86	43.73
+ GST 7.00/7.00% (S\$)	993.01	558.81	434.20	43.73
Nett Amount (S\$)	15,178.81	8,541.75	6,637.06	43.73
+ Loss of Use (8.0 x S\$60.00/day) (S\$)		480.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		9,029.20		

INSPECTION

Date of Assignment: 15/11/2018
 Date Inspected: 16/11/2018 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 6.0 days

Adjuster: MOHD TAUFIKH BIN HAMID**Manager:** CHEW HSIAO TONG

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		*ADHESIVE KIT	Necessary	77.75 FS	*62.20 FS
2	1		*NAME PLATE JETTA	Necessary	55.14 FS	*44.11 FS
3	1		*REAR SKIRT BODYKIT	Deformed	1,014.00 FS	*811.20 FS
4	1		*BUMPER REINFORCEMENT	Not Necessary	498.22 FS	*- FS
5	1		*BUMPER BRACKET LH	Not Necessary	71.90 FS	*- FS
6	1		*BUMPER GUIDE LH	Not Necessary	91.14 FS	*- FS
7	1		*BUMPER BRACKET RH	Not Necessary	52.72 FS	*- FS
8	1		*BUMPER GUIDE RH	Not Necessary	91.14 FS	*- FS
9	1		*REAR BUMPER COVER	Deformed	1,082.83 FS	*866.26 FS
10	1		*SPOILER	Not Necessary	535.27 FS	*- FS
11	1		*STRIP	Necessary	84.70 FS	*67.76 FS
12	1		*BOOT LID	Bent	1,558.75 FS	*1,245.40 FS
13	1		*WTHRSTRIP	Not Necessary	265.70 FS	*- FS
14	1		*VW SIGN	Necessary	74.34 FS	*76.00 FS
15	1		*NAME PLATE TSI	Necessary	50.97 FS	*40.78 FS
16	1		*REAR NUMBER PLATE PACKING	Necessary	19.87 FS	*19.87 FS
17	2		*NUT	Necessary	3.36 FS	*3.36 FS

F=Franchise part, S=SpcNett

Total Parts (S\$)	5,625.80	3,236.94
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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
Labour Items				
1	TRANSFER BOOT MECHANISM P	New	840.00	420.00
2	LABOUR	New	3,360.00	1,680.00
3	SPRAY PAINT	New	3,200.00	2,000.00
4	SUPPLY & INSTALL REVERSE SE	New	400.00	0.00
5	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	408.00
6	CHECK WIRE HARNESS ,ECU ,S	New	280.00	238.00
Gross Labour Cost (S\$)			8,560.00	4,746.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >