

INS/2010

INS. CASE OWNER:

CC 3 /AIG1802 2206, 6 p 252

LKK:

IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II :SS

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(VL: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

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

Insured Liability:

Final ? Yes / No

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

Date/ Time

18/11/18

14/11/18

31/1/19

11/1/19

2/1/19

CUT 88137 -x

SUB 99749 -y

PIS see news.

FICU pass to type mandale

PV sent

FICO -> SHU Pci to CLK

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr 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:

SS

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

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

If NO or B 28, Ass. Lia:

Repair Cost:

SS

12189.62

Loss of Rental (LOR):

SS

856.00

(S x days)

8

x 1W

Loss of Use (LOU):

SS

-

(S x days)

-

x days

Loss of Income (LOI):

SS

-

(S x days)

-

x days

LOR only

LOU only

LOR + LOU

LOR + LOU

LOR + LOU

LOR + LOU

[Tick only one]

GIA/LTA Search

SS

2-0

Medical:

SS

-

Disbursement:

SS

-

(e.g. Tow/ Independent)

Legal Cost

SS

-

Total:

SS

13047.62

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

13047.62

Name 1:

Volkswagen Group Singapore Pte Ltd.

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

Citywide

KRL.

REF: ALH

ASSIGNMENT

From: Date: 12.12.2018

Estimated Cost:

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

To Inspect Vehicle No: SLH 8813J

at Workshop m/s Volkswagen

of 1 Kampong Ampot off Magherson Rd

Insured.

Policy No.

Claims No.

Sum Insured: Excess:

(Client's Record)

Make of Veh:

4:30pm

(Policy Condition)

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

N/S	O/S

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 6 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: SLH 8813J Yr Regn: 31 Oct 2016

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

Truck / Trailer or

Make: Volkswagen Golf C.C 1395

Colour: Black A/C: Insured / Std / NI / NA

Sp. Reading: 27162 T/Radio: Insured / Std / NI / NA

Eng/No:

Ci/No: WVV 777 AN 86W 209852

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: 225/45 R17

R: 11

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIP / 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.

Survey held at W/S 12-12-18 4:30pm

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

O/S RA.

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

Date / Time Action / Instruction

P117 \$ 11392.17 (Repair 4583.20 / 29%).

Date/Time, File Pass to?

☐

Preli. Report

Days Of Repair:

1)

☐

Final Report

Resurvey No. of Trip:

Survey Fee:

Date/Time, File Return to?

2)

Add Fee: ☐ Site Insp (\$)

☐ \$ + R5 \$

☐ Interview (\$)

☐ Photos

☐ Tech. Invs (\$)

☐ Others

☐ Weekend (\$)

☐

Report Format :

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

TOTAL



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

AIG ASIA PACIFIC INSURANCE PTE LTD

Ref : CC3/AIG18022306/Gpb3

78 SHENTON WAY #08-16
CHARTIS BUILDING
SINGAPORE 079120

Date : 11-12-2018



Code : AIG

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLG 9974B	Veh. Inspected	SLH 8813J
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	11/12/2018

2. Vehicle Particulars & Condition

Make & Model		c.c	0
Engine No.	HIDDEN	Year of Reg.	
Chassis No.		Colour	
Odometer	-	Steering	
Brakes		Modification	
General			

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre			mm
L/H Front Tyre			mm
R/H Rear Tyre			mm
L/H Rear Tyre			mm

4. Description of Damages

--

5. General Information

Accident Date	10/12/2018	Inspection Date	12/12/2018
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.
--

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

VGS Singapore, 247, 159934 Singapore

ANDREW GAN JIAN WEN
216A COMPASSVALE DRIVE
#11-534
Singapore, 541216
Singapore

Acknowledged by Repairer
Signature:
Date:

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. CV035447
Quote No. SER/QUO/1802126
QuoteDate 11/12/18
Salesperson JAMES PENG
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG)	26,979	Tang Shu Shi
License No.	VIN	Initial Registration	Sales Advisor
SLH8813J	WVWZZZAUZGW209852	31/10/16	JAMES PENG
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 431390	5G13HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	2	5 UNIT		1680 4,200.00
P B&P MACP LABOUR	TFR DOOR MECH	1	UNIT		420 840.00
P B&P MACP PAINT	SPRAY PAINT	2	4 Labor		1600 3,200.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
	COMPULSORY TO DO AFTER AC				
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
	Nett				
P B&P MECH	RIM & BALANCE	1	Time Un		50.00
	Nett				
P B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT NETT	1	Time Un		360.00
	Sum Labor				4870 9,410.00
P 5G0073147B FZZ	ALLOY WHEELS 17" MADRID	1	Pieces		1,993.36
	With Tyre 225/45 R17 Pirelli				
P 5G0805912J	RHF WHEEL HOUSE LOWER	1	Pieces		43.25
	Use Predecessor 5G0805912H				
P 5G0805970N	RHF WHEEL HOUSE UPPER	1	Pieces		130.59
P 5G0821106A	RHF FENDER	1	Pieces		626.54
	Use Predecessor 5G0821106				
P 5G0821136B	RHF FENDER BRACKET	1	Pieces		33.54
	Use Predecessor 5G0821136A				
P 5G4831056AQ	RHF DOOR	1	Pieces		1,942.49
P 5G4837652B	RHF DOOR SEAL	1	Pieces		109.43
	Use Predecessor 5G4837652A				
P D 378500A2	RHF DOOR INSULATOR	1	Pieces		46.22
Sum carried forward					14,335.42

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

VGS Singapore, 247, 159934 Singapore

ANDREW GAN JIAN WEN
216A COMPASSVALE DRIVE
#11-534
Singapore, 541216
Singapore

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. CV035447
Quote No. SER/QUO/1802126
QuoteDate 11/12/18
Salesperson JAMES PENG
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG)
License No.	VIN
SLH8813J	WVWZZZAUZGW209852
Engine Code	Labor Type
	1T

Mileage	Initial Registration
26,979	31/10/16
Engine No.	
CZC 431390	

Service Advisor	Sales Advisor
Tang Shu Shi	JAMES PENG
Model Code	
5G13HZ	

Continued	14,335.42
-----------	-----------

Sum Item

9752.17

4,925.42

Sum Labor	9,410.00
Sum Item	4,925.42

Total SGD	14,335.42
7% GST	14,335.42
Total SGD Incl. GST	15,338.90

Explanations

P = Proportionately Charged

Payment Terms No Credit

Supp
Labour Rocker Panel - 840.00 ✓
Spray Paint 11 - 80.00 ✓

11392.17

15975.42

6 days

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

Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 28 December 2018 9:31 AM
To: Guo Qiang (LKKAuto); CS A Team; Admin A
Cc: Chee, Steven (VWG Singapore); Foo, John (VWG Singapore)
Subject: SLH8813J - finalized
Attachments: IMG_4099.jpg; IMG_4100.jpg; IMG_4101.jpg; IMG_4102.jpg; IMG_4103.jpg; IMG_4104.jpg; IMG_4089.jpg; IMG_4090.jpg; IMG_4091.jpg; IMG_4092.jpg; IMG_4093.jpg; IMG_4094.jpg; IMG_4095.jpg; IMG_4096.jpg; IMG_4097.jpg; IMG_4098.jpg

Hi Guo Qiang,

Please see attached finalized.

COR: As per attached.

DOR: 6 working days.

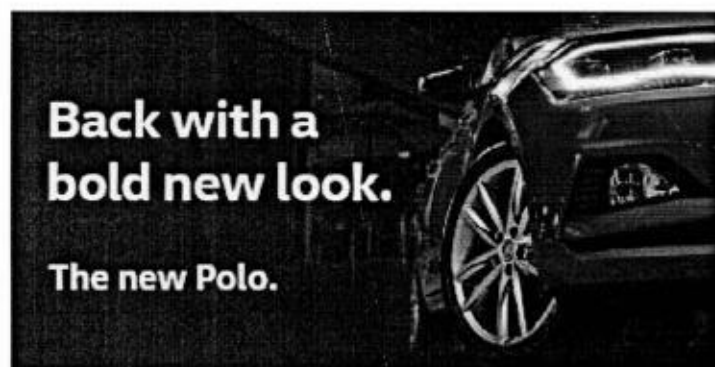
Please revert.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



Hsiao Tong (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 11 January 2019 4:37 PM
To: Hsiao Tong (LKKAuto); Admin A; assignments; CS A Team
Cc: Chee, Steven (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3
Attachments: LOD.pdf

Dear Claims,

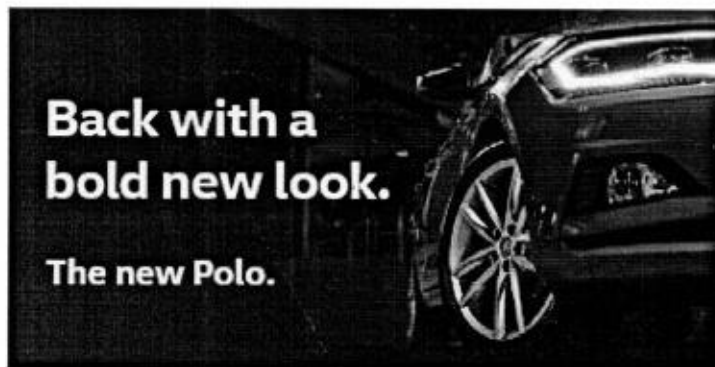
Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 14 December, 2018 9:52 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Chee, Steven (VWG Singapore); Admin A; assignments; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

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: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent: Friday, 14 December 2018 9:42 AM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK
REF:CC3/AIG18022306/pb3

Dear Hsiao Tong,

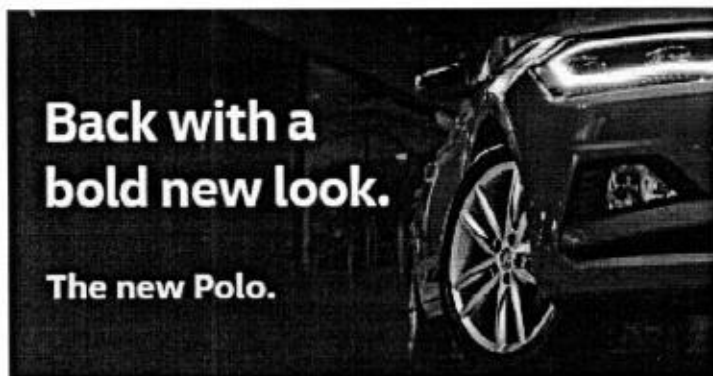
Please revert if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Chee, Steven (VWG Singapore)
Sent: Wednesday, 12 December, 2018 6:18 PM
To: Shu Pei (LKKAUTO); Tang, Shu Shi (VWG Singapore)
Cc: Admin A; assignments; Hsiao Tong (LKKAUTO)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/pb3

Dear Shu Pei,

Vehicle have been surveyed,

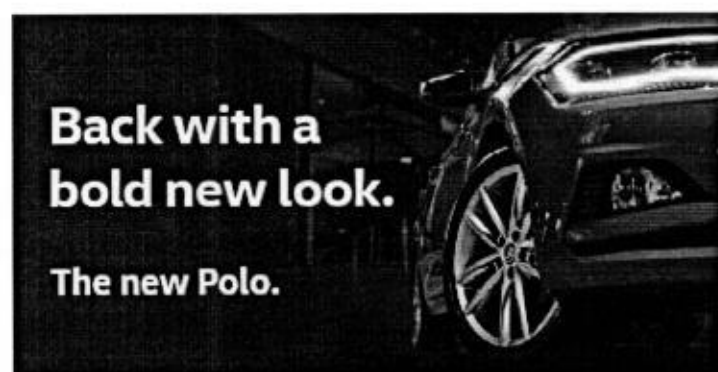
May I proceed DS?

Best Regards,

Steven Chee
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<http://www.vw.com.sg>



From: Shu Pei (LKKAUTO) [<mailto:shupe@lkkauto.com>]
Sent: Tuesday, 11 December, 2018 5:46 PM
To: Tang, Shu Shi (VWG Singapore)
Cc: Chee, Steven (VWG Singapore); Admin A; assignments; Hsiao Tong (LKKAUTO)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/pb3

Dear Shu Shi,

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 Hsiao Tong at 6742 3197.

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: Tuesday, 11 December 2018 1:30 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Chee, Steven (VWG Singapore)' <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Charmaine,

Noted with thanks.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 11 December, 2018 1:16 PM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Catherine,

As spoken, please change appointment to 4.30pm tomorrow. Sorry for the typo error.

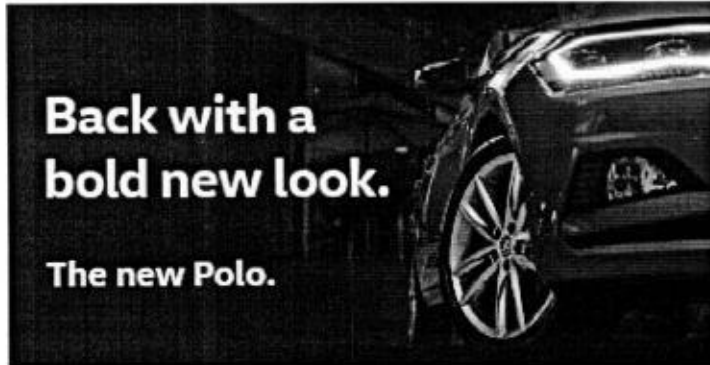
Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 11 December, 2018 1:09 PM
To: Tang, Shu Shi (VWG Singapore); assignments; Admin A
Cc: Chee, Steven (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Shu Shi,

Kindly arrange survey on 12.12.2018 @ 4pm.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Tuesday, 11 December, 2018 12:44 PM
To: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear LKK,

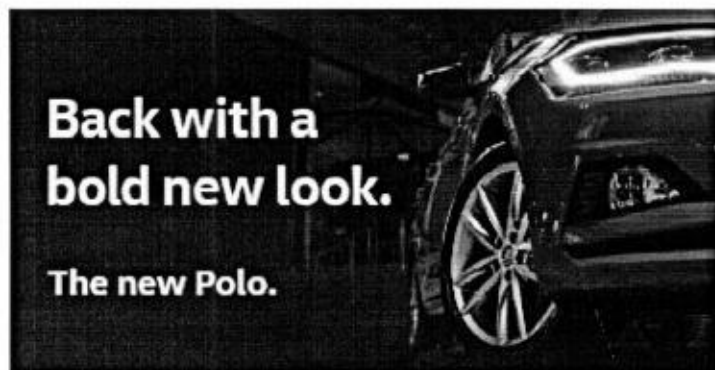
Please revert on liability & arrange survey tomorrow at either 9.30am or 4pm at VW Macpherson. Please let me know the timing so I can confirm with customer.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]
Sent: Tuesday, 11 December, 2018 12:38 PM
To: Tang, Shu Shi (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP



LETTER OF DEMAND

Your Ref: SLG 9974B

Our Ref: SLH8813J

To: AIG

Dear Sirs,

ACCIDENT INVOLVING SLH8813J & SLG9974B ON 10.12.18

We are claiming on behalf of our client Andrew Gan Jian Wen

owner of vehicle number SLH8813J involved in accident on 10.12.18

with vehicle SLG9974B along/at Salan Datoh.

Description of claims:

Cost of Repairs \$ 12,189.62 (incl 7% GST)

Loss of Use/Rental \$ 120 x 8 Days = \$ 960 (incl 7% GST)

Search Fee \$ 2. (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 13,151.62 (incl 7% GST)

We are claiming in full and final settlement of \$ 13,151.62
payable to Volkswagen Group Singapore Pte Ltd.

Kindly send us a written acknowledgement within 14 days from receipt of this document.
Please note that finalization/settlement offer of this claim should be within 8 weeks from the
date of this document. Please email all settlement offers to shushi.tang@vw.com.sg



Dated this

11/1/19

Guo Qiang (LKKAuto)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Tuesday, 18 December, 2018 6:00 PM
To: Guo Qiang (LKKAuto)
Cc: Chee, Steven (VWG Singapore)
Subject: SLH8813J - Supplementary
Attachments: IMG_4103.jpg; IMG_4104.jpg; IMG_4089.jpg; IMG_4096.jpg; IMG_4097.jpg; IMG_4098.jpg; IMG_4099.jpg; IMG_4100.jpg; IMG_4101.jpg; IMG_4102.jpg

Hi Guo Qiang,

The rocker panel is also affected due to the accident.

Please find attached photos.

We need additional 1 labour and 1 spray paint.

Additional 1 working day for repair.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Saturday, 2 February 2019 1:52 PM
To: Md Noor, Norsiah (Norsiah.MdNoor@aig.com)
Subject: <Seek Mandate> AIG Ref: 2196141438SG *LKK Ref: CC3/AIG18022306/Gpb3
[ACCIDENT INVOLVING SLG 9974B(OI) AND SLH 8813J(TP) ON 10/12/2018]

AIG Ref: **2196141438SG**
LKK Ref: CC3/AIG18022306/Gpb3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLG 9974B(OI) AND SLH 8813J(TP) ON 10/12/2018

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party. Liability is not in our driver's favour.

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

We seek your approval to offer to Third Party repairer, "Volkswagen Group Singapore Pte Ltd" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 17,093.70	\$ 12,189.62
2. Loss of Rental (8days x \$120.00 w/GST)	\$ 960.00	\$ 856.00 (8days x \$100.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 18,055.70	\$ 13,047.62

**06days recommendation for repair + 1Sunday + 1PH = 8days.

For your approval in Merimen please.

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)

Print Received Message

This mail is associated with :

***SLH8813J (2196141438SG)**
[SLG9974B]

TP

ANDREW GAN JIAN WEN

Dec 10 2018 6:00PM

[THANAM D/O M MUTHUSAMY]

Volkswagen Group Singapore Pte Ltd

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 07/03/2019 08:49 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$13047.62) - SLH8813J - Claim Handler: MdNoor, Norsiah

Approved:13047.62.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Sunday, 31 March 2019 11:14 AM
To: 'Tang, Shu Shi (VWG Singapore)'
Cc: Chee, Steven (VWG Singapore); Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$12,189.62
2. Loss of Rental (8days x \$100.00)(w/GST)	\$ 856.00
3. LTA/ GIA Search Fee	\$ 2.00
Total	<u>\$13,047.62</u>

Please 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,

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: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 11 January 2019 4:37 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

Dear Claims,

Please find attached final bill for your processing.

Hsiao Tong (LKKAUTO)

From: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>
Sent: Monday, 1 April 2019 9:37 AM
To: Hsiao Tong (LKKAUTO)
Cc: Chee, Steven (VWG Singapore); Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

Hi,

Offer accepted.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Sunday, 31 March, 2019 11:14 AM
To: Tang, Shu Shi (VWG Singapore)
Cc: Chee, Steven (VWG Singapore); Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$12,189.62
---------------------------	-------------

2. Loss of Rental (8days x \$100.00) (w/GST)	\$ 856.00
3. LTA/ GIA Search Fee	\$ 2.00
Total	<u>\$13,047.62</u>

Please 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,

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: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent: Friday, 11 January 2019 4:37 PM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK
REF:CC3/AIG18022306/Gpb3

Dear Claims,

Please find attached final bill for your processing.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@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, 14 December, 2018 9:52 AM

To: Tang, Shu Shi (VWG Singapore)

Cc: Chee, Steven (VWG Singapore); Admin A; assignments; CS A Team

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/Gpb3

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: Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>

Sent: Friday, 14 December 2018 9:42 AM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/pb3

Dear Hsiao Tong,

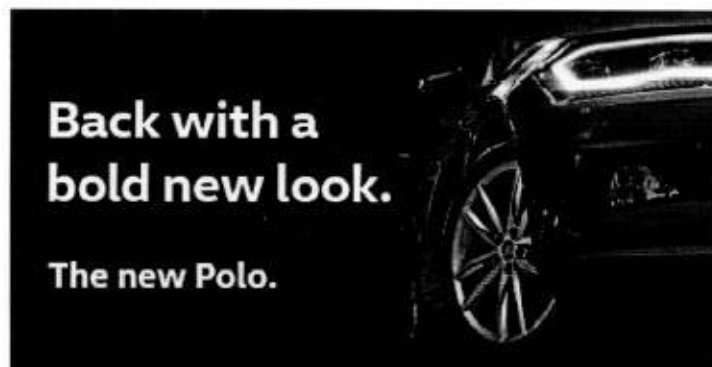
Please revert if we can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: Chee, Steven (VWG Singapore)

Sent: Wednesday, 12 December, 2018 6:18 PM

To: Shu Pei (LKKAUTO); Tang, Shu Shi (VWG Singapore)

Cc: Admin A; assignments; Hsiao Tong (LKKAUTO)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/pb3

Dear Shu Pei,

Vehicle have been surveyed,

May I proceed DS?

Best Regards,

Steven Chee
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat

Singapore 368314

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

steven.chee@vw.com.sg

<http://www.vw.com.sg>



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

Sent: Tuesday, 11 December, 2018 5:46 PM

To: Tang, Shu Shi (VWG Singapore)

Cc: Chee, Steven (VWG Singapore); Admin A; assignments; Hsiao Tong (LKKAuto)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18***LKK REF:CC3/AIG18022306/pb3

Dear Shu Shi,

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 Hsiao Tong at 6742 3197.

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: shupe@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 11 December 2018 1:30 PM

To: 'Tang, Shu Shi (VWG Singapore)' <shushi.tang@vw.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Chee, Steven (VWG Singapore)' <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Charmaine,

Noted with thanks.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 11 December, 2018 1:16 PM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Catherine,

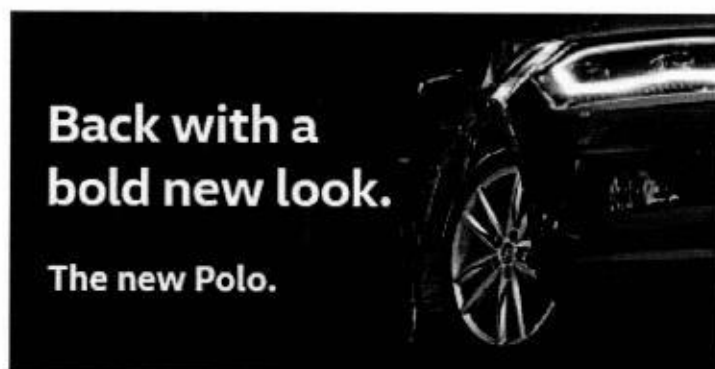
As spoken, please change appointment to 4.30pm tomorrow. Sorry for the typo error.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



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

Sent: Tuesday, 11 December, 2018 1:09 PM

To: Tang, Shu Shi (VWG Singapore); assignments; Admin A

Cc: Chee, Steven (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear Shu Shi,

Kindly arrange survey on 12.12.2018 @ 4pm.

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: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 11 December, 2018 12:44 PM

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

Cc: Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLH8813J & SLG9974B ON 10.12.18

Dear LKK,

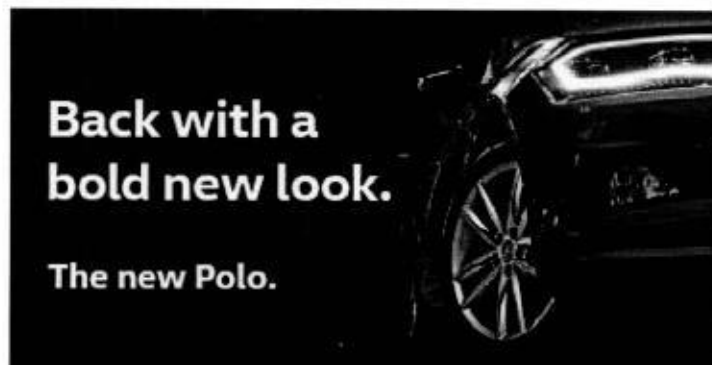
Please revert on liability & arrange survey tomorrow at either 9.30am or 4pm at VW Macpherson. Please let me know the timing so I can confirm with customer.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<http://www.vw.com.sg>



From: shushi.tang@vw.com.sg [<mailto:shushi.tang@vw.com.sg>]

Sent: Tuesday, 11 December, 2018 12:38 PM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

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

Express

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	14 Dec 2018 Edit Reg		12 Dec 2018 00:00 Edit Adj Rpt	S\$11,392.17 Edit Estimates	S\$11,392.17 View Rpt		Pending for Survey Report Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	THANAM D/O M MUTHUSAMY, ID: S1417916Z, Tel: +6591075762		
Main Claimant:	ANDREW GAN JIAN WEN, ID: S8521698H		
Vehicle Reg. No.:	SLH8813J	Date of Loss:	10/12/2018 18:00 - :59 [25 Months and 10 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 2196141438SG	Policy/Cover Note No.:	1800071598 (Comprehensive)
Vehicle Reg. No. (Insured):	SLG9974B	Policy No. (Claimant):	A28850208AVW
		Excess:	
Repairer:	Volkswagen Group Singapore Pte Ltd (MacPherson) 1 Kampong Ampat, Singapore 368314, 368314 Macpherson - Tel: 63057299		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by MdNoor, Norsiah] Norsiah.MdNoor@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 XING GUO QIANG] ... [Final Rpt due 20/12/2018]		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- AIG_SG_EXPRESS (07/03/2019): Alert - Adj Mandate Approved (S\$13047.62) - SLH8813J - Claim Handler: MdNoor, No...

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

*SLH8813J (2196141438SG)
[SLG9974B]

TP

ANDREW GAN JIAN WEN

Dec 10 2018 6:00PM

[THANAM D/O M MUTHUSAMY]
















Volkswagen Group Singapore Pte Ltd

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Letters/Correspondences			1 per page	<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	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
2	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
3	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
4	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
5	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
6	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
7	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
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9	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
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20	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
21	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
22	13/12/18 09:49	General View	Load JPG	<input checked="" type="checkbox"/>
23	13/12/18 09:50	Odometer Reading	Load JPG	<input checked="" type="checkbox"/>
24	13/12/18 09:50	Chassis Number	Load JPG	<input checked="" type="checkbox"/>
25	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
26	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
27	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
28	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
29	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
30	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
31	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
32	02/02/19 12:53	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>

Letters/Correspondences			1 per page ▼	✓
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
33	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
34	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
35	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
36	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
37	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
38	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
39	02/02/19 12:53	Reinspection Photo	 Load JPG	✓
Documentation			1 per page ▼	✓
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	11/12/18 17:22	TP ESTIMATE	 Load PDF	
2	11/12/18 17:22	TP GIA REPORT	 Load PDF	
3	13/12/18 17:34	TP ESTIMATE- MARKED	 Load PDF	
4	31/01/19 11:07	GIA SEARCH	 Load PDF	
5	31/01/19 11:07	LETTER TO OI	 Load PDF	
6	31/01/19 11:07	RENTAL RECEIPT	 Load PDF	
7	02/02/19 13:06	RENTAL AGREEMENT	 Load PDF	
8	09/04/19 17:42	AUTHORISATION TO ACT	 Load PDF	
9	09/04/19 17:42	RELEASE VOUCHER	 Load PDF	
10	09/04/19 17:42	WORKSHOP INVOICE	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	12/12/18 15:39	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 Insurer

Note: 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:	SLG9974B (Insd veh)	Model:	VOLKSWAGEN GOLF A7 1.4 (A)
	SLH8813J (TP veh)		
Date of Accident:	10/12/2018		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	: \$	17,093.70	
Final Repair Cost	: \$	12,189.62	
Loss of Use	: \$	days at \$0.00 per day	
Rental (if any)	: \$	8	days
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$		
	: \$		
Final Settlement Sum	: \$	13,047.62	

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 Group Singapore Pte Ltd	: \$	13,047.62
2)		: \$	
3)		: \$	

NUR SHAQILAH BTE ABDOL WAHAB

LKK Auto Consultants Pte Ltd

09 Apr
2019

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: CC3/AIG18022306/GPB3S2

Date: 09/04/2019

REFERENCE

Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	1800071598
Claimant Vehicle No :	SLH8813J	Insured Vehicle No :	SLG9974B
Date of Loss:	10/12/2018	Nature of Claim:	TP
		Claim No:	2196141438SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLH8813J	Engine No:	CZC431390
Make & Model:	VOLKSWAGEN GOLF A7, 1.4 (A)	Chassis No:	WVWZZZAUZGW209852
Reg. Date:	31/10/2016 (Man. Year: 2015)	Odometer:	27162 km
Colour:	Black		
Engine Capacity:	1395 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:	Good	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Yes	Engine Modification:	No	Pre-accident Condition:	

CONDITION OF TYRES

Front Tyre Size:	225/45R17	Rear Tyre Size:	225/45R17
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,925.42	4,882.17	43.25	0.88
Miscellaneous Items	0.00	0.00	0.00	
Labour	11,050.00	6,510.00	4,540.00	41.09
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	15,975.42	11,392.17	4,583.25	28.69
+ GST 7.00/7.00% (S\$)	1,118.28	797.45	320.83	28.69
Nett Amount (S\$)	17,093.70	12,189.62	4,904.08	28.69
+ Car Rental (8.0 x S\$100.00/day + 7.00% GST) (S\$)		856.00		
+ Doc/Search Fee (S\$)		2.00		
Nett Liability (S\$)		13,047.62		

INSPECTION

Date of Assignment:	12/12/2018	
Date Inspected:	12/12/2018	Inspected At: Volkswagen Group Singapore Pte Ltd 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314
Estimated Period of Repair:	6.0 days	

Adjuster: XING GUO QIANG

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		*ALLOY WHEELS 17 MADRID	Cut	1,993.36 FS	*1,993.36 FS
2	1		*RHF WHEEL HOUSE LOWER	Not Necessary	43.25 FS	*- FS
3	1		*RHF WHEEL HOUSE UPPER	Deformed	130.59 FS	*130.59 FS
4	1		*RHF FENDER	Buckled	626.54 FS	*626.54 FS
5	1		*RHF FENDER BRACKET	Necessary	33.54 FS	*33.54 FS
6	1		*RHF DOOR	Dented	1,942.49 FS	*1,942.49 FS
7	1		*RHF DOOR SEAL	Necessary	109.43 FS	*109.43 FS
8	1		*RHF DOOR INSULATOR	Necessary	46.22 FS	*46.22 FS

F=Franchise part. S=SpcNett.

Total Parts (S\$)	4,925.42	4,882.17
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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	4,200.00	1,680.00
2	TFR DOOR MECH.	New	840.00	420.00
3	SPRAY PAINT.	New	3,200.00	1,600.00
4	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.	New	480.00	480.00
5	CHECK WIRE HARNESS, ECU, S.	New	280.00	280.00
6	RIM & BALANCE.	New	50.00	50.00
7	B&P WHEEL ALIGNMENT.	New	360.00	360.00
8	LABOUR ROCKER PANEL.	New	840.00	840.00
9	SPRAY PAINT ROCKER PANEL.	New	800.00	800.00
Gross Labour Cost (\$\$)			11,050.00	6,510.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >