

INS. CASE OWNER

Joel

CC 4, CCI 180 22633, TI fo352

LKK:  
U:AC:

Surveyor:

Tawfikh

DOI:

ASSIGNMENT

9/12/17

Date / Time:

17/12/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

S66 9711 C

Name of Insured:

WEE Wei Han

Insured Tel No.:

HP:

Excess Sec II :S\$

D.O.A: 12.12.18

Is driver the owner?

(YES) (NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

Admin. Party WP1

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES/NO)

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

Insured Liability:

%

Final? Yes/No

S66 590 Y



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

21/12  
CPC

S66 590 Y, X

S66 9711 C - CC3/18/17013315 / Aebiq: 000: 8/1/17  
- CC4/18/17013315 / Aebiq: 000: 8/1/17

TP vehicle footage / U drive / EA

21/12/18 spoke to OI, confirmed accident details, BOLA is  
intended TP claim and MED issue. OI agree to settle on  
where MED will be attached. Med email letter to OI

# before part photo ✓

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI: 21/12/18

After call ltr to OI: 21/12/18 (end)

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:

24/12/18

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

5,670.43

(5

days)

Reduction:

53.01

%

Email

Call

FINAL SETTLEMENT

Date/Time:

28/12/19

Confirm with:

M14

Email

Call

Final Liability:

%

100

(Agreed / Assessed)

BOLA S/N No.:

15

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

5,425.36

Loss of Rental (LOR):

S\$

-

(

days)

Loss of Use (LOU):

S\$

650.00

(\$ 90.00x 7

days)

Loss of Income (LOI):

S\$

-

(\$

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

2.00

Medical:

S\$

-

Disbursement:

S\$

-

Legal Cost

S\$

-

Total:

S\$

6,057.36

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

6,057.36

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

7400.00

02 Change change time

28/01/19

Tanaka

REF: EQ1

20633/11 Feb 18

# ASSIGNMENT

From: Date: 19/12/18

Estimated Cost:

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

To Inspect Vehicle No:

SMA 590X  
volkswagen  
247 Alexandra Rd.

at Workshop n/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

12.30pm owner waiting

(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:

5

days

Res.: Yes or No

Lum Sum:

31812 %

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

up

Date:

Person Contacted:

Vehicle: IN / OUT

Veh No:

SMA 590X

Vt Regn:

2018

Mov.

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

Truck / Trailer or

Make:

Volkswagen Passat

1798

Colour:

Blue

A/C

Insured / Std / NI / NA

Sp. Reading

1387

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WVW ZET3C7HE 01924

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

215/55R 17

R:

215/55R 17

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

TOYO / YOKO or

Front

6

Rear

6

R/Bal.

mm

R/Bal.

mm

L/Bal.

mm

L/Bal.

mm

D.O.A.

D.O.I.

19/12/18

Survey held at

247 Alexandra

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

Frt / O/S

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time

Action / Instruction

Date/Time, File Pass to?

☐

: Preli. Report

1)

☐

: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

) \$ = RS. SI

) Photos

) Others

Report Format :

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

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech. Invs (\$

☐

: Weekend (\$

TOTAL

p/p 1 \$5,070.43 (Red \$ 3,721.30 / 53.02%)

VGS Singapore, 247, 159934 Singapore

WANG HAOMING  
296A BUKIT BATOK STREET 22  
#31-60  
Singapore, 651296  
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. CV028369  
Quote No. SER/QUO/1802136  
QuoteDate 12/12/18  
Salesperson Grace Sng  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

\* CUSTOMER INFORMED ALIGNMENT OUT AFTER  
ACCIDENT. \*

|                    |                            |                             |                        |
|--------------------|----------------------------|-----------------------------|------------------------|
| <b>Make</b>        | <b>Model Description</b>   | <b>Mileage</b>              | <b>Service Advisor</b> |
| Volkswagen Passeng | Passat 1.8 TSI Comfortline | 17                          | Kong Charmaine         |
| <b>License No.</b> | <b>VIN</b>                 | <b>Initial Registration</b> | <b>Sales Advisor</b>   |
| SMG590Y            | WVWZZZ3CZKE019294          | 30/11/18                    | Grace Sng              |
| <b>Engine Code</b> | <b>Labor Type</b>          | <b>Engine No.</b>           | <b>Model Code</b>      |
|                    | 1P                         | CJS 298031                  | 3G24JZ                 |

| No.                        | Description                | Qty. | UoM     | Unit Price | Amount           |
|----------------------------|----------------------------|------|---------|------------|------------------|
| P B&P ALEX LABOUR          | LABOUR                     | 4    | Labor   | 1680       | 3,360.00         |
| P B&P ALEX PAINT           | SPRAY PAINT                | 4    | Labor   | 1600       | 3,200.00         |
| P B&P WHEEL ALIGNMENT      | B&P WHEEL ALIGNMENT -NETT  | 1    |         |            | 360.00           |
| P B&P DIAG                 | PROGRAMMING & CALIBRATION  | 1    | Time Un |            | 480.00           |
| P B&P MECH                 | COMPULSORY TO DO AFTER AC  |      |         |            |                  |
|                            | CHECK WIRE HARNESS, ECU, S | 1    | Time Un |            | 280.00           |
|                            | Nett                       |      |         |            |                  |
|                            | <b>Sum Labor</b>           |      |         |            | <b>7,680.00</b>  |
| P 3G0805912Q               | WHEEL HOUSE RH             | 1    | Pieces  | 84.70      | 84.70            |
| P 3G0805970F               | WHEEL HOUS RH              | 1    | Pieces  | 108.14     | 108.14           |
| P 3G0807050                | BUMPER BRACKET RH          | 1    | Pieces  | 45.91      | 45.91            |
| P 3G0807178                | BUMPER GUIDE RH            | 1    | Pieces  | 79.69      | 79.69            |
| P 3G0807217K GRU           | FRT BUMPER COVER           | 1    | Pieces  | 1,445.73   | 1,445.73         |
| P 3G0821022A               | RHF FENDER                 | 1    | Pieces  | 670.43     | 670.43           |
|                            | Predecessor 3G0821022      |      |         |            |                  |
| P 3G0853245 2ZZ            | CHROME MOLDING CENTER      | 1    | Pieces  | 230.02     | 230.02           |
| P 3G0853253 2ZZ            | CHROME MOLDING LH          | 1    | Pieces  | 117.97     | 117.97           |
| P 3G0853254 2ZZ            | CHROME MOLDING RH          | 1    | Pieces  | 105.02     | 105.02           |
| P 3G0998493                | SENSOR BRACKET             | 1    | Pieces  | 70.01      | 70.01            |
| P D 180KU2A1               | 2KADHESIVE                 | 1    | Pieces  | 89.84      | 89.84            |
| P D 822150A1               | BONDAGENT                  | 1    | Pieces  | 64.27      | 64.27            |
| <b>Sum carried forward</b> |                            |      |         |            | <b>10,791.73</b> |

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

VGS Singapore, 247, 159934 Singapore

WANG HAOMING  
296A BUKIT BATOK STREET 22  
#31-60  
Singapore, 651296  
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. CV028369  
Quote No. SER/QUO/1802136  
QuoteDate 12/12/18  
Salesperson Grace Sng  
Page 2

**THIS IS NOT AN OFFICIAL TAX INVOICE**

|                    |                            |
|--------------------|----------------------------|
| <b>Make</b>        | <b>Model Description</b>   |
| Volkswagen Passeng | Passat 1.8 TSI Comfortline |
| <b>License No.</b> | <b>VIN</b>                 |
| SMG590Y            | WVWZZZ3CZKE019294          |
| <b>Engine Code</b> | <b>Labor Type</b>          |
|                    | 1P                         |

|                             |                        |
|-----------------------------|------------------------|
| <b>Mileage</b>              | <b>Service Advisor</b> |
| 17                          | Kong Charmaine         |
| <b>Initial Registration</b> | <b>Sales Advisor</b>   |
| 30/11/18                    | Grace Sng              |
| <b>Engine No.</b>           | <b>Model Code</b>      |
| CJS 298031                  | 3G24JZ                 |

|           |           |
|-----------|-----------|
| Continued | 10,791.73 |
|-----------|-----------|

|          |          |
|----------|----------|
| Sum Item | 3,111.73 |
|----------|----------|

|           |          |
|-----------|----------|
| Sum Labor | 7,680.00 |
| Sum Item  | 3,111.73 |

|                     |           |
|---------------------|-----------|
| Total SGD           | 10,791.73 |
| 7% GST              | 755.42    |
| Total SGD Incl. GST | 11,547.15 |

### Explanations

P = Proportionately Charged

**Payment Terms** No Credit

LKK Auto Consultants hence notify  
the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:

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



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: TBA  
Our ref: CC4/EQ118022633/T1fa3

Date: 24/12/2018

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SMG 590Y**

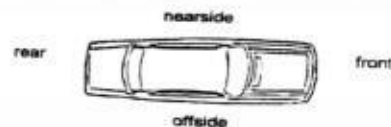
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 19/12/2018 at the premises of M/s Volkswagen Centre Singapore - Alexandra have the following to report:-

|                               |       |           |
|-------------------------------|-------|-----------|
| Workshop Estimate Amount      | : S\$ | 10,791.73 |
| Revised Estimate Amount       | : S\$ | 5,070.43  |
| "Check" Items Amount          | : S\$ | 995.57    |
| Total (Including Check Items) | : S\$ | 6,066.00  |
| Market Value                  | : S\$ | -         |
| LTA Reimbursement Value       | : S\$ | -         |
| Nett Value                    | : S\$ | -         |

**Description of Damage:**

The vehicle sustained damages at the  
Front O/S Portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 5.0 days

Yours faithfully,

MOHD. TAUFIKH  
Licensed Appraiser

## Nivitha (LKK Auto)

**From:** Shu Pei (LKKAuto) <shupeil@lkkauto.com>  
**Sent:** Monday, 17 December 2018 9:37 AM  
**To:** assignments  
**Subject:** FW: PRS FOR SMG590Y (EQ: SGG9711C)  
**Attachments:** 14122018134822-0001.pdf

9-52am@17/12/18  
Charmaine  
UNI

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

**From:** Joel Goh <[joel.goh@eqinsurance.com.sg](mailto:joel.goh@eqinsurance.com.sg)>  
**Sent:** Monday, 17 December 2018 9:36 AM  
**To:** Kong, Charmaine (VWG Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C)

**Without Prejudice**

Dear Charmaine

Thank you for your attachments.

We welcome direct settlement for this accident and will assign LKK to handle this matter.

Dear LKK

Please assist on the following DS.

Best Regards,

Joel Goh

Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road, #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Citystate

Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.

**From:** Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Friday, December 14, 2018 5:58 PM  
**To:** Joel Goh  
**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Joel,

Clearer Screenshots FYI...



20181212\_114036\_ER



2018 12 12 11:41:26

Line 4a







20181212\_114036\_EF



2018 12 12 11:41:21

1000 / 1000



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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Kong, Charmaine (VWG Singapore)  
**Sent:** Friday, 14 December, 2018 4:32 PM  
**To:** 'Joel Goh'  
**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Joel,

Scene video ( rear view ) for your perusal. Please revert on liability.

Thanks.

Best Regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643



**From:** Joel Goh [<mailto:joel.goh@eqinsurance.com.sg>]  
**Sent:** Friday, 14 December, 2018 1:58 PM  
**To:** Kong, Charmaine (VWG Singapore)  
**Subject:** PRS FOR SMG590Y (EQ: SGG9711C)

**Without Prejudice**

Dear Charmaine

We refer to your attached fax.  
Kindly assist to forward your client's video footage in order for us to review on liability.

Best Regards,

**Joel Goh**  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender immediately by email.*

## Mei Kwan (LKKAUTO)

---

**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Tuesday, 18 December, 2018 9:29 AM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** Admin A; assignments; CS A Team; Poh Kin (LKKAUTO)  
**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C) \*\*\* LKK REF: CC4/EQI18022633/fa3  
**Attachments:** SGG9711C (12.12.18).pdf; SMG590Y.PDF

**Categories:** HMK

Dear Mei Kwan

Attached accident reports for your attention.

Best Regards,

Joel Goh  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
www.eqinsurance.com.sg



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the*

---

**From:** Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]  
**Sent:** Monday, December 17, 2018 8:03 PM  
**To:** Joel Goh  
**Cc:** Admin A; assignments; CS A Team; Poh Kin (LKKAUTO)  
**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C) \*\*\* LKK REF: CC4/EQI18022633/fa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

**EQI ref:** TBA  
**LKK REF:** CC4/EQI18022633/fa3

Dear Sir / Madam,

We refer to the above matter.


Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Poh Kin and he can be contacted at DID: 6841 2132.

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

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
www.eqinsurance.com.sg

 A Member of Citystate



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the*

---

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

**Sent:** Friday, December 14, 2018 5:58 PM

**To:** Joel Goh

**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C)

Dear Joel,

Clearer Screenshots FYI...

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](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Kong, Charmaine (VWG Singapore)

**Sent:** Friday, 14 December, 2018 4:32 PM

**To:** 'Joel Goh'

**Subject:** RE: PRS FOR SMG590Y (EQ: SGG9711C)

**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)



A Member of Citystate



*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the*



This email has been checked for viruses by AVG antivirus software.

[www.avg.com](http://www.avg.com)

## Poh Kin (LKKAuto)

---

**From:** Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Monday, 28 January 2019 1:16 PM  
**To:** Poh Kin (LKKAuto)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RE: RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018

Dear Poh Kin,

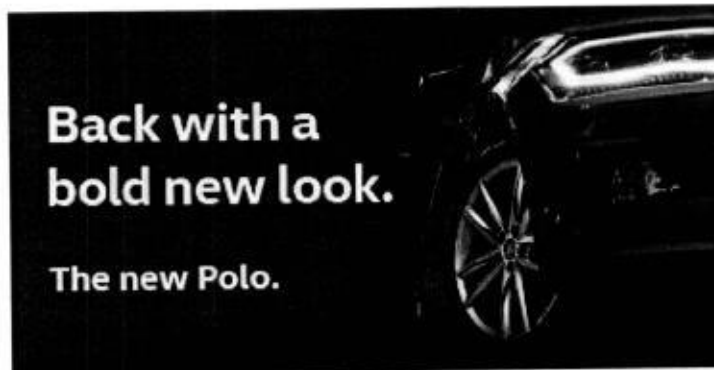
Offer accepted. Please forward us DV, if any, and kindly process payment.

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](mailto:meiy.wong@vw.com.sg)  
<http://www.vw.com.sg>



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

---

**From:** Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]  
**Sent:** Monday, January 28, 2019 1:04 PM  
**To:** Wong, Meiy (VWG Singapore)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RE: RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018  
**Importance:** High

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**



## Poh Kin (LKKAUTO)

---

**From:** Poh Kin (LKKAUTO)  
**Sent:** Monday, 28 January 2019 1:04 PM  
**To:** Wong, MeiY (VWG Singapore)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RE: RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018  
**Importance:** High

**'WITHOUT PREJUDICE'  
SAVE AS TO COSTS**

Our Ref: CC4/EQI18022633/T1fa3  
Your Ref: SMG 590Y

Dear MeiY,

We refer to above matter.

Purely towards an amicable settlement and without admission of liability to our Insured's part, we revise offer settlement as below:

|                                  |                           |
|----------------------------------|---------------------------|
| 1. Cost of Repair (w/gst)        | S\$ 5,425.36              |
| 2. Loss of Use (\$90.00 x 7days) | S\$ 630.00                |
| 3. GIA search fee                | <u>S\$ 2.00</u>           |
|                                  | <b><u>S\$6,057.36</u></b> |

Kindly confirm acceptance.

Your prompt reply will be very much appreciated.

"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."

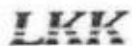
Best Regards,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not

**Poh Kin (LKKAuto)**

---

**From:** Wong, MeiY (VWG Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Monday, 28 January 2019 12:56 PM  
**To:** Poh Kin (LKKAuto)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RE: RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018  
**Categories:** clear

Dear Poh Kin,

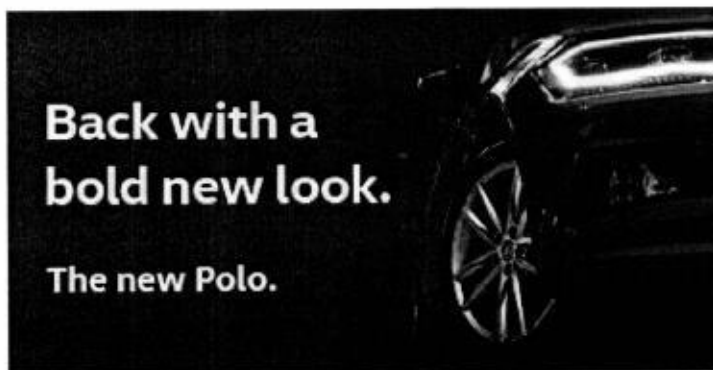
Thanks your offer ,please re-consider LOU from \$80 to \$100 per days at least based on benchmark rate settlement \$6127.36, Thanks.

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:** Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]  
**Sent:** Monday, January 28, 2019 11:05 AM  
**To:** Wong, MeiY (VWG Singapore); Ong, Germaine (VWG Singapore)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018  
**Importance:** High

**'WITHOUT PREJUDICE'**

## Poh Kin (LKKAUTO)

---

**From:** Poh Kin (LKKAUTO)  
**Sent:** Monday, 28 January 2019 11:05 AM  
**To:** 'Wong, Meiy (VWG Singapore)'; Ong, Germaine (VWG Singapore)  
**Cc:** Cheong, Pearlyn (VWG Singapore); Foo, John (VWG Singapore); Kong, Charmaine (VWG Singapore); Admin A  
**Subject:** RTA involving vehicle nos. SGG 9711C and SMG 590Y on 12/12/2018  
**Importance:** High

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Our Ref: CC4/EQI18022633/T1fa3  
Your Ref: SMG 590Y

Dear Sir/Madam,

We refer to above matter and your letter of demand.

Towards an amicable settlement and without admission of liability to our Insured's part, we offer settlement as below:

|                                  |                           |
|----------------------------------|---------------------------|
| 1. Cost of Repair (w/gst)        | S\$ 5,425.36              |
| 2. Loss of Use (\$80.00 x 7days) | S\$ 560.00                |
| 3. GIA search fee                | <u>S\$ 2.00</u>           |
|                                  | <b><u>S\$5,987.36</u></b> |

Kindly confirm acceptance on this matter.

Your prompt reply will be very much appreciated.

"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,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

## Poh Kin (LKKAuto)

---

**From:** Poh Kin (LKKAuto)  
**Sent:** Wednesday, 9 January 2019 2:00 PM  
**To:** Ong, Germaine (VWG Singapore; Taufikh (LKKAuto)  
**Cc:** Cheong, Pearlyn (VWG Singapore; Wong, Mei (VWG Singapore; Foo, John (VWG Singapore; Kong, Charmaine (VWG Singapore; Admin A  
**Subject:** RE: SMG590Y - FINALISE  
**Importance:** High

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Our Ref: CC4/EQ118022633/T1fa3  
Your Ref: SMG 590Y

Dear Germaine,

We refer to the above matter.

For COR, our surveyor had recommended amount at **P/P \$5,070.43** (before GST) **with 5 repair days.**

Please note that: All finalisation is subject to our Principal insurer's approval.

In the meantime, kindly furnish us a copy of the **before paint photo** for our file record.

\*\*\* Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

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,

**Poh Kin, Chong (Mr) | Case Handler**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.




## DISCHARGE VOUCHER

I / We WANH HAO MINH (Passport No. S8376698J) the  
owner of vehicle number SMG 5904 hereby accept from  
\_\_\_\_\_ (Insurance Company) the sum of  
\_\_\_\_\_ (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
SMG 5904 & SGG 9711C along WUUD LANE  
on \_\_\_\_\_.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive  
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to  
\_\_\_\_\_.

Dated this on 02/01/2019 (DD/MM/YYYY)

  
(Signature of owner / Company stamp)

Name :

NRIC No.:

Date :

Wang Hao Minh  
S8376698J  
1/02/2019



# 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

EQ INSURANCE COMPANY LTD

Ref : CC4/EQI18022633/T1fa3s2

5 MAXWELL ROAD  
#17-00 TOWER BLOCK  
MND COMPLEXSINGAPORE 069110

Date : 29-01-2019



Code : EQI

## 1. Policy Particulars :- THIRD PARTY CLAIM

|              |                 |                |            |
|--------------|-----------------|----------------|------------|
| Insured Veh. | SGG 9711C       | Veh. Inspected | SMG 590Y   |
| Policy No.   | DMPPHQ18-003030 | Coverage (\$)  | 0.00       |
| Claim No.    |                 | Excess (\$)    | 0.00       |
| Assign From  | JOEL            | Assign Date    | 17/12/2018 |

## 2. Vehicle Particulars & Condition

|              |                   |              |            |
|--------------|-------------------|--------------|------------|
| Make & Model | VOLKSWAGEN PASSAT | c.c          | 1798       |
| Engine No.   | HIDDEN            | Year of Reg. | 2018       |
| Chassis No.  | WVWZZZ3CZKE019294 | Colour       | BLUE       |
| Odometer     | 1381              | Steering     | IN ORDER   |
| Brakes       | IN ORDER          | Modification | SPORTS RIM |
| General      | GOOD              |              |            |

## 3. Conditions of Tyres

|                | Size      | Make    | Balance |
|----------------|-----------|---------|---------|
| R/H Front Tyre | 215/55R17 | PIRELLI | 6 mm    |
| L/H Front Tyre | 215/55R17 | PIRELLI | 6 mm    |
| R/H Rear Tyre  | 215/55R17 | PIRELLI | 6 mm    |
| L/H Rear Tyre  | 215/55R17 | PIRELLI | 6 mm    |

## 4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION.  
DAMAGES SEE DETAILS.

## 5. General Information

|                |   |                 |            |
|----------------|---|-----------------|------------|
| Accident Date  | 12/12/2018  | Inspection Date | 19/12/2018 |
| Survey held at | VOLKSWAGEN CENTRE SINGAPORE<br>247 ALEXANDRA ROAD<br>SINGAPORE 159934 |                 |            |

## 5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS.  
B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

## 5b. Estimate Days of Repair

|                                     |                |
|-------------------------------------|----------------|
| ESTIMATED NORMAL PERIOD FOR REPAIR: | 5 Working Days |
|-------------------------------------|----------------|

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.: 1 of 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMG 590Y**

| Qty | Description of Parts                                 | Condition            | Estimate By Workshop (\$) | Our Adjusted (\$) |
|-----|--|----------------------|---------------------------|-------------------|
|     | <b><u>REPLACEMENT OF PARTS</u></b>                   |                      |                           |                   |
| 1   | WHEEL HOUSE RH (SN)                                  | NOT NECESSARY        | 84.70                     | -                 |
| 1   | WHEEL HOUS RH (SN)                                   | NOT NECESSARY        | 108.14                    | -                 |
| 1   | BUMPER BRACKET RH (SN)                               | NOT NECESSARY        | 45.91                     | -                 |
| 1   | BUMPER GUIDE RH (SN)                                 | NOT NECESSARY        | 79.69                     | -                 |
| 1   | FRT BUMPER COVER (SN)                                | TO REPAIR SEE LABOUR | 1,445.73                  | -                 |
| 1   | RHF FENDER (SN)                                      | BENT                 | 670.43                    | 670.43            |
| 1   | CHROME MOLDING CENTER (SN)                           | NOT NECESSARY        | 230.02                    | -                 |
| 1   | CHROME MOLDING LH (SN)                               | NOT NECESSARY        | 117.97                    | -                 |
| 1   | CHROME MOLDING RH (SN)                               | NOT NECESSARY        | 105.02                    | -                 |
| 1   | SENSOR BRACKET (SN)                                  | NOT NECESSARY        | 70.01                     | -                 |
| 1   | 2KADHESIVE (SN)                                      | NOT NECESSARY        | 89.84                     | -                 |
| 1   | BONDAGENT (SN)                                       | NOT NECESSARY        | 64.27                     | -                 |
|     |  |                      | 3,111.73                  | 670.43            |
|     | <b><u>LABOUR</u></b>                                 |                      |                           |                   |
|     | LABOUR. INCLUSIVE OF THE REPAIR OF FRT BUMPER COVER. |                      | 3,360.00                  | 1,680.00          |
|     | SPRAY PAINT.   |                      | 3,200.00                  | 1,600.00          |
|     | B&P WHEEL ALIGNMENT.                                 |                      | 360.00                    | 360.00            |
|     | PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC. |                      | 480.00                    | 480.00            |
|     | CHECK WIRE HARNESS, ECU, S.                          |                      | 280.00                    | 280.00            |
|     |  |                      | 7,680.00                  | 4,400.00          |
|     | <b>GRAND TOTAL</b>                                   |                      | <b>10,791.73</b>          | <b>5,070.43</b>   |
|     | <b>RECOMMENDED COST OF REPAIRS</b>                   |                      |                           | <b>5,070.43</b>   |

Report Ref No. CC4/EQ18022633/T1fa3s2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.