

REF: CS/CTI18023051/Gtd37 Special Instruction:

Surveyor

ASSIGNMENT (Office)

Merimen

From (Person): Chong Sean Sen

of

CTI

Date/Time: 26/12/18 @ 9:18am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SLJ9421P

Insured:

at Workshop m/s

Volkswagen

Tel: 63057299

of

247 Alexandra Road

Policy No: DMPCSN 3092821700

Claim No: SNM18D05689C01

Sum Insured:

Excess: \$500.00

D.O.A. 8/12/18

Make of Veh:

(Client's Record)

CA (REV) / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 9:24am 26/12/18

Person Contacted:

Edmund

Vehicle IN / OUT

Date/Time

Action/Instruction (✓) Estimate

SLJ9421P-X

3/1/2018 @ 9:37 - Revert: preli advise via merimen

confirm final figure @ \$4349.44, (Red: 3820.45, 46%)

Printed

April

REF: CTE

4554C

ASSIGNMENT

From:

Date: 2/01/2019

Estimated Cost:

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

To inspect Vehicle No:

SLJ 9421P

at Workshop m/s

Volkswagen

of

247 Alexandra Road

Insured:

Policy No:

Claims No:

Sum Insured:

Excess: \$500.00

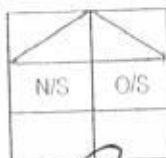
(Client's Record)

Make of Veh.

12:30pm owner waiting
Edmund

(Policy Condition)

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



Bal. or Market Value:

\$81K

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3

days

Res:

Yes or No

Lump Sum:

%

3 Val:

Yes or No

CA / REV / REP / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SLJ9421P

Yr Regn:

30 Dec 2016

Type: M/Cat / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Volkswagen Golf 1.4

1395

Colour:

Black

A/C: Insured / Std / NI / NA

Sp. Reading:

32701

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WUWZZZ AU Z HW 076 894

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inoper / Jammed / Leaked / Burnt or

Brake: Inoper / Jammed / Leaked / Burnt or

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

Tyre Size:

F:

225/40ZR18

R:

11

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

TOYO / YOKO or

Front

Rear

R/Bal.

6

mm

R/Bal.

6

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

D.O.I.

02-01-19
12:30

Survey held at

W/S

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

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

Date / Time

Action / Instruction

07/01/19 @ 11:14 a.m.

mandate approved by Chong Boon An via email.

07/01/19 @ 13:18 p.m.

revert authorise repair to Edmund (repairer) via email.

email.

RECEIVED 9 APR 2019

Date/Time, File Pass to?



Preli. Report



Final Report

Date/Time, File Return to?

2)

Report Format :

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

OP
4349.44

Days Of Repair:

3

Resurvey No. of Trip:

2

Add Fee:



Site Insp (\$



Interview (\$



Tech. Invs (\$



Weekend (\$

Survey Fee:

Transportation:

\$ + RS \$

Photos

Others

TOTAL

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	22 Dec 2018		26 Dec 2018 09:18 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
------	-----------	---------------	-----------	--------------------------

CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured:	KWAN SOW YEE, ID: S7124554C			
Vehicle Reg. No.:	SLJ9421P	Date of Loss:	06/12/2018 08:00 - :59	
Claim Type:	OD / SNM18D05689C01	Policy/Cover Note No.:	DMPCSN3092821700 (Comprehensive)	
		Excess:	S\$500.00	
Repairer:	Volkswagen Group Singapore Pte Ltd (-) 247 ALEXANDRA ROAD, 159934 Alexandra - Tel: 63057293			
Handling Insurer:	China Taiping Insurance (Singapore) Pte. Ltd. (HQ) - Tel: 6389 6111 ... [Handled by Chong Boon Sen]			
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 07/01/2019]			
Driver/Custodian:	TAN YEN LENG (42 / Female), NRIC: S7605280H, Tel: +6597642588			
Adj Asg. Remarks:	SURVEY REVERT			

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

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.									

Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Monday, 8 April 2019 5:43 PM
To: Goh, Edmund (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Guo Qiang (LKKAuto); SUR; Admin A
Cc: Kong, Charmaine (VWG Singapore); Wong, Mei (VWG Singapore); Foo, John (VWG Singapore)
Subject: RE: SLJ9421P -FINALISE

Dear Edmund,

Thanks.

Confirm on final figure at \$4349.44 before excess and GST.

Please submit all relevant documents to MSIG.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Sent: Monday, 8 April 2019 5:16 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: RE: SLJ9421P -FINALISE

Dear Denise,

Apologise for the delay in response, please find attached for the documents as requested.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
edmund.goh@vw.com.sg

Chong Boon Sen

From: Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Sent: Thursday, 20 December, 2018 3:39 PM
To: Claims Dept of CTI
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore)
Subject: SLJ9421P- CHINA TAIPING OD/RECOVERY SURVEY
Attachments: MyDocument_2018_12_20_03_31_32.pdf

Dear Claims,

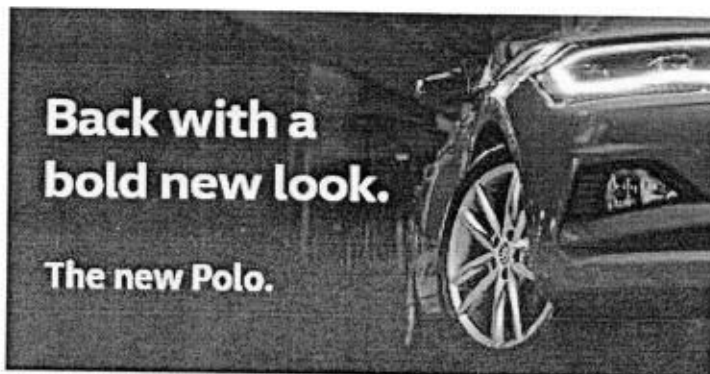
Please revert for survey appt.

Thanks and Best Regards,

Edmund Goh
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7133
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
edmund.goh@vw.com.sg
<http://www.vw.com.sg>



This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Sent: Monday, 7 January 2019 1:18 PM
To: 'Goh, Edmund (VWG Singapore)'
Cc: 'Cheong, Pearlyn (VWG Singapore)'; 'Kong, Charmaine (VWG Singapore)'; 'Wong, Meiy (VWG Singapore)'; SUR
Subject: SLJ 9421P OD (CTI)

Dear Edmund,

As instructed by our client, please proceed to repair the insured vehicle **SLJ 9421P** (Excess \$ 500/-).

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right not to pay if there is no valid approval obtained before repair.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315

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

View Received Message

This mail is associated with :

***SLJ9421P (SNM18D05689C01)**

OD

Dec 6 2018 8:00AM

[KWAN SOW YEE]

Volkswagen Group Singapore Pte Ltd

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

From China Taiping Insurance (Singapore) Pte. Ltd. (HQ) (CHINA_TAIPING), sent on 07/01/2019 11:14 AM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$4889.89) - SLJ9421P - Claim Handler: Chong Boon Sen

Approved:4889.89.

DOCUMENTS SUMMARY

There are no documents.

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	06/12/2018 16:13
Date Of Accident	06/12/2018 08:00
Exact Location Of Accident	HOUGANG AVE 5
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLJ9421P
Insured/Policyholder	
Name Of Registered Owner	KWAN SOW YEE
NRIC No	S7124554C
Email Address	ARTHURKWAN71@GMAIL.COM
Mobile Phone No	(LOCAL) +65-97837272
Alternative Phone No	OFFICE-97837272

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	GOLF A7 1.4 CL 92 (DSG) EQP

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

Vehicle Category	PRIVATE CAR
------------------	-------------

Insurance Company

Name of Insurance Company	CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	
Cover Note Number	

Driver

Name of Driver	TAN YEN LENG
NRIC No	S7605280H
Date Of Birth	24/02/1976
Occupation	INDOOR
Date Of Driving Pass	24/05/1997
Driving Experience	21 YEARS AND 6 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97642588
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	334 HOUGANG AVENUE 5 #12-264
Postcode	530334
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	SPOUSE
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-

General Information of the Accident

Type Of Accident	COLLISION - HEAD TO REAR
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	2
Passenger 1	NAME: : KWAN KANG SIN GENDER: : MALE

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO SKETCH PLAN. ADDENDUM ATTACHED TWICE DUE TO SCAN COPY NOT CLEAR.

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	VIDEO SIZE EXCEEDED
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLH7935Y
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	XAVIER
NRIC/Passport Number	
Contact Number	9817 7948
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	

No. Of Passenger (Including Driver)

SKETCH PLAN

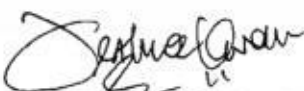
IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.



Policyholder's Signature

Date & Time: 6/12/18

Driver's Signature

(if driver is not the policyholder)

Date & Time:

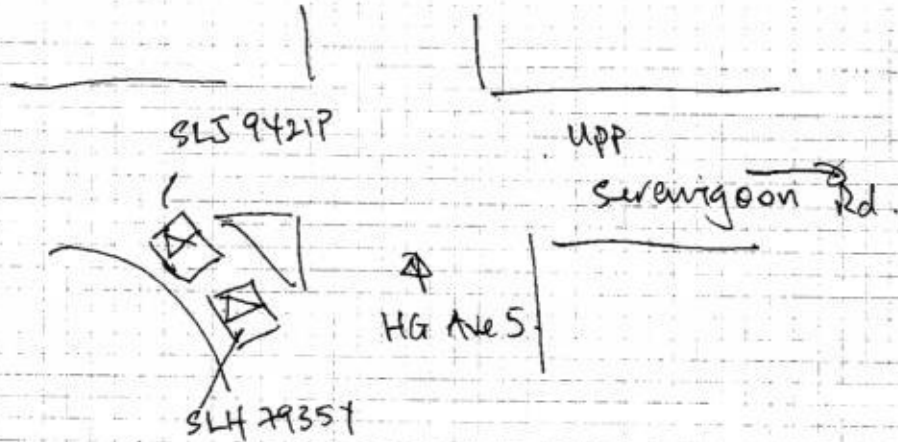


Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 6 Dec 2018 @ about 8am, @ the filter came along Henggang Ave 5 [at the cross junction of ^{Upp} Upp Serangoon Rd and Henggang Ave 5], into Upp Serangoon Rd, a black maza car [SLH 7935Y] hit the rear of my car [SLH 9421P]. My car was stationary at that point of time.

The ~~at~~ ^{when} my car was driven by my wife [Mrs Tan Yen Leng, S 7605280H] at that point of time.

The road was dry and not raining. No one was injured.

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature

Date & Time: 6/12/18

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	4554C
Vehicle Details	
Vehicle No.:	SLJ9421P
Vehicle to be Exported:	No
Intended Deregistration Date:	03 Jan 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF 1.4 TSI AT 5G13HZ HID SR
Primary Colour:	Black
Manufacturing Year:	2016
Engine No.:	CZC146083
Chassis No.:	WVWZZZAUZHW076894
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$23,827.00
Original Registration Date:	30 Dec 2016
First Registration Date:	30 Dec 2016
Transfer Count:	0
Actual ARF Paid:	\$15,358.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	29 Dec 2026
PARF Rebate Amount:	\$11,518.00
Intended COE Rebate Details	
COE Expiry Date:	29 Dec 2026
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$49,751.00
COE Rebate Amount:	\$39,733.00
Total Rebate Amount:	\$51,251.00

The information contained herein is correct as at 03 Jan 2019

OK

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: **S7605280H**
Name



TAN YEN LENG
(CHEN YANLING)

Birth Date: **24 Feb 1976**

Issue Date: **30 Apr 2004**



REPUBLIC OF SINGAPORE

IDENTITY CARD NO. **S7605280H**



Name

TAN YEN LENG
(CHEN YANLING)

陈燕玲

Race

CHINESE

Date of birth

24-02-1976

Sex

F

Country of birth

SINGAPORE



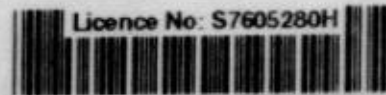
YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

PASS DATE

Class 3 Motor Cars and Motor Tractors the weight of
which unladen does not exceed 2500 kilograms

24 May 1997

NP 428A



Licence No: S7605280H

3884038



NRIC No. S7605280H



Date of issue

26-05-2006

Address

APT BLK 334 HOUGANG AVENUE 5
#12-264
SINGAPORE 530334

IMPORTANT NOTE: Please submit the completed Addendum form to the same Authorised Reporting Centre with whom you submitted the Original Report.

ADDENDUM

(A) PARTICULARS OF PERSON MAKING THE AMENDMENTS:

Original Report No : _____ Vehicle Registration No: SLJ 9421 P
Name (as shown in NRIC) : KWAN BOW YEE NRIC/FIN/Passport No : S7124554C
(*Vehicle Driver / Vehicle Owner) (*) Please delete as appropriate
Address : 32A HOUGANG AVE 5, #12-264 Singapore 530334
Contact (Tel) : NA Mobile No. : 9983 7272
Email Address : arthurkwan71@gmail.com
Date of Accident : 6 DEC 2018 Time of Accident : about 8.00 am
Place of Accident : Filter lane along Hougang Ave 5 into Upp Serangoon Rd
Insurance Company : China Taiping

(B) ADDITIONAL INFORMATION / AMENDMENTS:

I have made a report on the above mentioned accident and would like to include additional information or make the following amendments:

In view that the other party had not filed a GIA report
and that I am unable to immediately make claim
against the party that had damaged my car, I
will proceed to claim from my own insurance first.
I look forward to China Taiping pushing the
claim on my behalf.

Reported by / Driver's Signature

Reporting Centre Personnel's Signature

Name

NRIC/FIN No.

Date

CHINA TAIPEING
OP/RECOVERY

VGS Singapore
247
Alexandra Road
159934 Singapore

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

VGS Singapore, 247, 159934 Singapore

KWAN SOW YEE @ 9764 2584 / 9789 7272
334 HOUGANG AVENUE 5
#12-264
Singapore, 530334
Singapore

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

EMAIL SUV : 20/01/2019, 22/12, 26/12
NO REPLY

SUV : 02/01/2019, 1230, 247, ✓

Service Quote

Customer No. CV036114
Quote No. SER/QUO/1802118
QuoteDate 07/12/18
Salesperson Yvonne Yip
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG) EQP	29,098	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SLJ9421P	WVWZZZAUZH076894	30/12/16	Yvonne Yip
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 146083	5G13HZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	1	3 Labor	840	2,520.00
P B&P ALEX PAINT	SPRAY PAINT	1	3 Labor	800	2,400.00
P B&P NUMBER PLATE	B&P NUMBER PLATE -NETT	1	pcs		80.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
P B&P MECH	COMPULSORY TO DO AFTER AC				
	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
	Nett				
	Sum Labor				5,760.00
P 5G0807305B	▲ BUMPER REINFORCEMENT	1	Pieces		629.03
	Successor 5G0807305D				
P 5G0919491	SENSOR BRACKET	1	Pieces		15.49
P 5G0919491	SENSOR BRACKET	1	Pieces		15.49
P 5G0919491A	SENSOR BRACKET	1	Pieces		15.49
P 5G0919492A	SENSOR BRACKET	1	Pieces		15.49
P 5G0998492 GRU	SENSOR Bracket	1	Pieces		27.89
P 5G6807393	BUMPER BRACKET LH	1	Pieces		39.97
P 5G6807393A	BUMPER GUIDE LH	1	Pieces		39.97
P 5G6807394	BUMPER BRACKET RH	1	Pieces		39.97
P 5G6807394A	BUMPER GUIDE RH	1	Pieces		39.97
P 5G6807417APGRU	REAR BUMPER COVER	1	Pieces		996.45
	Predecessor 5G6807417ARGRU				
P 5G6807568D 9B9	REAR DIFFUSER	1	Pieces		322.45
	Use Predecessor 5G6807568D				
P 5G6807863A	STRIP	1	Pieces		58.12
	Use Predecessor 5G6807863				
Sum carried forward					8,015.78

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

VGS Singapore, 247, 159934 Singapore

KWAN SOW YEE
334 HOUGANG AVENUE 5
#12-264
Singapore, 530334
Singapore

LKK Auto Consultants hence notify

the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- 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:

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. CV036114

Quote No. SER/QUO/1802118

QuoteDate 07/12/18

Salesperson Yvonne Yip

Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	GOLF A7 1.4 CL 92 (DSG) EQP	29,098	Kong Charmaine
License No.	VIN	Initial Registration	Sales Advisor
SLJ9421P	WVWZZZAUZH076894	30/12/16	Yvonne Yip
Engine Code	Labor Type	Engine No.	Model Code
	1T	CZC 146083	5G13HZ

		Continued	8,015.78
P D 180KU2A1	2KADHESIVE = 1 pc.	1 Pieces	✓ 89.84
P D 822150A1	BONDAGENT	1 Pieces	✓ 64.27
	Sum Item		2,409.89

Sum Labor	5,760.00
Sum Item	2,409.89

Total	SGD	8,169.89
7% GST		571.89
Total SGD Incl. GST		8,741.78

Explanations

P = Proportionately Charged

Payment Terms

No Credit

3 Days.

before paint photos.

Not Authorized.

Excess \$ 500.

Guo Qiang - 82880282

02/11/2019.

Payments to:

- BBN: - Acc.-No.:

Service Order Confirmation

SERVICE ORDER NO: 19IP0043

CUSTOMER NO.: CV036114

CUSTOMER NAME: KWAN SOW YEE

TELEPHONE NO.:

ADDRESS: 334 HOUGANG AVENUE 5 #12-264

Singapore

VEH No.: SLJ9421P

Order Date: 07/01/19

Reg Date: 30/12/16

KM: 29,098

VIN NO.: WVVZZZAUZH076894

ENGINE NO:

SA: Kong Charmaine

MODEL: GOLF A7 1.4 CL 92 (DSG) EQP

MODEL NO.: 5G13HZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	480		480
2	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280
3	B&P INSURANCE EXCESS INSURANCE EXCESS / DEDUCTIBLE	1	TU	-500		-500
4	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80
5	B&P ALEX LABOUR LABOUR	1	LAB	840		840
6	B&P ALEX PAINT SPRAY PAINT	1	LAB	800		800
7	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
8	EXT00037 Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item						
9	5G8807417APGRU REAR BUMPER COVER	1	PCS	996.45		996.45
10	5G0998492 GRU SENSOR Bracket	1	PCS	27.89		27.89
11	5G0919491 SENSOR BRACKET	1	PCS	15.49		15.49
12	5G0919491A SENSOR BRACKET	1	PCS	15.49		15.49
13	5G0919492A SENSOR BRACKET	1	PCS	15.49		15.49
14	5G0919491 SENSOR BRACKET	1	PCS	15.49		15.49
15	D 822150A1 BONDAGENT	1	PCS	64.27		64.27
16	D 180KU2A1 2KADHESIVE	1	PCS	89.84		89.84
17	5G0807305D REINFORCEMENT	1	PCS	629.03		629.03

Remarks : CHINA TAIPIING OD / RECOVERY

DOA 06/12/2018

SURVEYOR GUO QIANG

EXCESS \$500

Service Order Confirmation

SERVICE ORDER NO: 19IP0043

CUSTOMER NO.: CV036114

CUSTOMER NAME: KWAN SOW YEE

TELEPHONE NO.:

ADDRESS: 334 HOUGANG AVENUE 5 #12-264

Singapore

VEH No.: SLJ9421P

Order Date: 07/01/19

Reg Date: 30/12/16

KM: 29,098

SA: Kong Charmaine

VIN NO.: WVVWZZZAUZH076894

ENGINE NO:

MODEL: GOLF A7 1.4 CL 92 (DSG) EQP

MODEL NO.: 5G13HZ

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

TOTAL	3,849.44
GST AMOUNT	269.46
TOTAL AMOUNT	4,118.90

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	22 Dec 2018		26 Dec 2018 09:18 Edit Adj Rpt	S\$4,349.44 Edit Estimates	S\$4,349.44 View Rpt		Pending for Survey Report Cancel Case

Main

Reference

Claim Details

Documents

[Show All](#)

CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	KWAN SOW YEE, ID: S7124554C		
Vehicle Reg. No.:	SLJ9421P	Date of Loss:	06/12/2018 08:00 - :59 [23 Months and 6 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / SNM18D05689C01	Policy/Cover Note No.:	DMPCSN3092821700 (Comprehensive)
		Excess:	S\$500.00
Repairer:	Volkswagen Group Singapore Pte Ltd (-) 247 ALEXANDRA ROAD, 159934 Alexandra - Tel: 63057293		
Handling Insurer:	China Taiping Insurance (Singapore) Pte. Ltd. (HQ) - Tel: 6389 6111 ... [Handled by Chong Boon Sen]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 07/01/2019]		
Driver/Custodian:	TAN YEN LENG (42 / Female) , NRIC: S7605280H, Tel: +6597642588 Email: NOEMAIL		
Adj Asg. Remarks:	SURVEY REVERT		

ASSOCIATED MAIL RECEIVED

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

- CHINA_TAIPING (07/01/2019): Alert - Adj Mandate Approved (S\$4889.89) - SLJ9421P - Claim Handler: Chong Boon ...

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

*SLJ9421P (SNM18D05689C01)
 OD
 Dec 6 2018 8:00AM
 [KWAN SOW YEE]
 Volkswagen Group Singapore Pte Ltd

[Upload Documents](#)
[Upload Photos](#)
[Compose New Letter](#)

[View](#)
[View in Browser ▼](#)

Assessment Reports			1 per page ▼	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	06/12/18 16:46	Accident Statement	 Load HTM	
2	20/12/18 13:45	Addendum Sheet	 Load TIFF	
3	20/12/18 13:48	Accident Statement Addm. #1	 Load HTM	
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/01/19 09:36	Adjuster Immediate Advice	 Load HTM	
Photos/Images			3 per page ▼	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	06/12/18 16:25	Accident Photo [Linked Accident Report Documents]	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	06/12/18 16:25	Accident Photo [Linked Accident Report Documents]	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	06/12/18 16:25	Accident Photo [Linked Accident Report Documents]	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	06/12/18 16:25	Accident Photo [Linked Accident Report Documents]	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	20/12/18 13:48	ADDENDUM FORM [Linked Accident Report Documents]	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
20	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23	03/01/19 09:38	General View	 Load JPG <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Assessment Reports			1 per page ▼	✓
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
24	03/01/19 09:38	General View	Load JPG	✓
25	03/01/19 09:38	General View	Load JPG	✓
26	03/01/19 09:38	General View	Load JPG	✓
27	03/01/19 09:38	General View	Load JPG	✓
28	03/01/19 09:38	General View	Load JPG	✓
29	03/01/19 09:38	General View	Load JPG	✓
30	03/01/19 09:38	General View	Load JPG	✓
31	08/04/19 17:34	Dismantled Parts	Load JPG	✓
32	08/04/19 17:34	Dismantled Parts	Load JPG	✓
33	08/04/19 17:34	Dismantled Parts	Load JPG	✓
34	08/04/19 17:35	Reinspection Photo	Load JPG	✓
35	08/04/19 17:35	Reinspection Photo	Load JPG	✓
36	08/04/19 17:35	Reinspection Photo	Load JPG	✓
Documentation			1 per page ▼	✓
No	Finalized On	China Taiping Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	26/12/18 09:19	OD REPAIR BILL	Load PDF	
2	26/12/18 09:19	OD SURVEY CONTACT	Load PDF	
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	06/12/18 16:43	Sketch Plan [Linked Accident Report Documents]	Load TIFF	
2	06/12/18 16:43	Sketch Plan #2 [Linked Accident Report Documents]	Load TIFF	
3	06/12/18 16:43	Sketch Plan #3 [Linked Accident Report Documents]	Load JPG	✓
4	06/12/18 16:43	Sketch Plan #4 [Linked Accident Report Documents]	Load JPG	✓
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	07/01/19 10:35	ESTIMATE.pdf	Load PDF	

Linked Accident Report Documents

Assessment Reports			View	View in Browser ▼
No	Finalized On	Volkswagen Centre Singapore (HQ)	1 per page ▼	✓
			Thumbnail	Print
1	06/12/18 16:46	Accident Statement	Load HTM	
2	20/12/18 13:45	Addendum Sheet	Load TIFF	
3	20/12/18 13:48	Accident Statement Addm. #1	Load HTM	
Photos/Images			3 per page ▼	✓
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	06/12/18 16:25	Accident Photo	Load JPG	✓
2	06/12/18 16:25	Accident Photo	Load JPG	✓
3	06/12/18 16:25	Accident Photo	Load JPG	✓
4	06/12/18 16:25	Accident Photo	Load JPG	✓
5	20/12/18 13:48	ADDENDUM FORM	Load JPG	✓
Documentation			1 per page ▼	✓
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	06/12/18 16:43	Sketch Plan	Load TIFF	
2	06/12/18 16:43	Sketch Plan #2	Load TIFF	
3	06/12/18 16:43	Sketch Plan #3	Load JPG	✓
4	06/12/18 16:43	Sketch Plan #4	Load JPG	✓

Documents Checklist

DOCUMENTS CHECKLIST

Reset

Save

Print

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)**Show Remarks To:** ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road, #16-00 Springleaf Tower
Singapore 079909

Our File No: CS/CTI18023051/GTD3S2

Date: 16/05/2019

REFERENCE

Insured/Claimant: KWAN SOW YEE Policy No: DMPCSN3092821700
Date of Loss: 06/12/2018 Nature of Claim: OD Claim No: SNM18D05689C01

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SLJ9421P**
Make & Model: VOLKSWAGEN GOLF A7, 1.4 (A) Engine No: CZC146083
Reg. Date: 30/12/2016 (Man. Year: 2016) Chassis No: WVWZZZAUZHW076894
Colour: Black Odometer: 32701 km
Engine Capacity: 1395 cc
Market Value/New Car Price: S\$81,000.00
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: 225/40ZR18 Rear Tyre Size: 225/40ZR18
Front Left Side: Michelin 6 mm Rear Left Side: Michelin 6 mm
Front Right Side: Michelin 6 mm Rear Right Side: Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,489.89	1,949.44	540.45	21.71
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,680.00	2,400.00	3,280.00	57.75
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	8,169.89	4,349.44	3,820.45	46.76
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	7,669.89	3,849.44	3,820.45	49.81
+ GST 7.00/7.00% (S\$)	536.89	269.46	267.43	49.81
Nett Amount (S\$)	8,206.78	4,118.90	4,087.88	49.81

INSPECTION

Date of Assignment: 26/12/2018
Date Inspected: 02/01/2019 Inspected At: Volkswagen Group Singapore Pte Ltd (-)
247 ALEXANDRA ROAD
Singapore 159934
Estimated Period of Repair: 3.0 days

Adjuster: XING GUO QIANG

Manager: DENISE TAY KWEE CHENG

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

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 16 May 2019)
Parts:	143	VOLKSWAGEN GOLF A7 1.4 (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLJ9421P)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BUMPER REINFORCEMENT	Bent	629.03 FS	*629.03 FS
2	1		*SENSOR BRACKET	Necessary	15.49 FS	*15.49 FS
3	1		*SENSOR BRACKET	Necessary	15.49 FS	*15.49 FS
4	1		*SENSOR BRACKET	Necessary	15.49 FS	*15.49 FS
5	1		*SENSOR BRACKET	Necessary	15.49 FS	*15.49 FS
6	1		*SENSOR BRACKET	Necessary	27.89 FS	*27.89 FS
7	1		*BUMPER BRACKET LH	Not Necessary	39.97 FS	*-FS
8	1		*BUMPER GUIDE LH	Not Necessary	39.97 FS	*-FS
9	1		*BUMPER BRACKET RH	Not Necessary	39.97 FS	*-FS
10	1		*BUMPER GUIDE RH	Not Necessary	39.97 FS	*-FS
11	1		*REAR BUMPER COVER	Deformed	996.45 FS	*996.45 FS
12	1		*REAR DIFFUSER	Not Necessary	322.45 FS	*-FS
13	1		*STRIP	Not Necessary	58.12 FS	*-FS
14	1		*2KADHESIVE	Necessary	89.84 FS	*89.84 FS
15	1		*BONDAGENT	Necessary	64.27 FS	*64.27 FS
16	1		*B&P NUMBER PLATE	Bent	80.00 FS	*80.00 FS

F=Franchise part, S=SpcNett.

Total Parts (S\$)	2,489.89	1,949.44
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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	LABOUR.	New	2,520.00	840.00
2	SPRAY PAINT.	New	2,400.00	800.00
3	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC.	New	480.00	480.00
4	CHECK WIRE HARNESS, ECU, S.	New	280.00	280.00
Gross Labour Cost (S\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >