

1552000

INS. CASE OWNER

CC / 1900

IDAC:

Surveyor:

MTH

DOI:

ASSIGNMENT

10-1-19

Date / Time:

9/1/19

Registered in Merimen:

9/1/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SLM 67425

Name of Insured:

Sandelion Ed Pte

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

8/1/19

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Jahannum Lim Wei Bin

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

C/E

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

Insured Liability: % Final ? Yes / No

SMF 1378T



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

16/1
ADW

9/9/19

FILE PHU TO TYPE MANDATE

3/9/200

FILE PHU TO HMK TO CLOSE

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call Of:

After call ltr to Of:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to Of:

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: 31/12/19

Confirm with: MEY

Email

Call

Final Liability:

%

100

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

Repair Cost:

(w/61)

SS 12595.73

Loss of Rental (LOR):

(w/61)

SS 684.80

(

8 days) x \$80

Loss of Use (LOU):

SS

-

(5

x

days)

Loss of Income (LOI):

SS

-

(5

x

days)

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

SS

245

Medical:

SS

-

Disbursement:

SS

-

(e.g. Tow/ Independent)

Legal Cost

SS

-

Total:

SS 13287.98

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS 12603.18

Name 1:

Volkswagen Centre Singapore

Payee 2 (Strike if N.A.)

SS 684.80

Name 2:

BKW Rent - A - Car Pte Ltd

Payee 3 (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format: TP

3) Survey fee: \$320

COPY SENT
31/12/19

VGS Singapore, 247, 159934 Singapore

XIE YUFENG
101 BISHAN STREET 23
#04-290
Singapore, 570101
Singapore

Tanaka 9749547
WP
10/1/19 P440
Repair before paint
sure 11 months
6-8 days

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. CV041917
Quote No. SER/QUO/1900063
QuoteDate 09/01/19
Salesperson Claire Chong
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Touran 7 1.4 TSI CL EQP	15	Cheong Pearlyn
License No.	VIN	Initial Registration	Sales Advisor
SMF1378T	WVGZZZ1TZKW004600	29/10/18	Claire Chong
Engine Code	Labor Type	Engine No.	Model Code
	1N	CZD 175734	5T13NZ

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	4	Labor		1680 3,360.00
P B&P ALEX LABOUR	TRANSFER DOOR PARTS	1	Labor		420 840.00
P B&P ALEX LABOUR	RE+REINSTALLED REAR WSCR	1	Labor		420 840.00
P B&P ALEX PAINT	SPRAY PAINT	5	Labor		1600 4,000.00
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				
	Sum Labor				9,800.00
P 5NA943021	LIC PL LIG	2	Pieces		251.34
P 5TA807305	BUMPER REINFORCEMENT	1	Pieces		647.53
P 5TA807393	BUMPER BRACKET LHS	1	Pieces		35.90
P 5TA807394	BUMPER BRACKET RHS	1	Pieces		35.90
P 5TA807417 GRU	REAR BUMPER	1	Pieces		1,957.05
P 5TA807453	BUMPER GUIDE LHS	1	Pieces		44.22
P 5TA807454	BUMPER GUIDE RHS	1	Pieces		44.22
P 5TA807568A 9B9	REAR LOWER SPOILER	1	Pieces		460.83
P 5TA807863	REAR CENTER STRIP	1	Pieces		83.65
P 5TA827025P	REAR LID	1	Pieces		1,638.57
P 5TA853630A DPJ	VW SIGN	1	Pieces		138.56
	Use Predecessor 5TA853630 DPJ				
P 5TA853687 2ZZ	NAME PLATE TOURAN	1	Pieces		90.49
P D 002000A2	CLEANER	1	Pieces		136.27
P D 004660M2	2K GLUE	1	Pieces		167.31
P D 00920002	PRIMER	1	Pieces		30.51

Sum carried forward 15,562.35

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P04525

Bus Reg. No. 53103049E
GST No. M20098505-2

SERVICE ORDER NO: 19IP0094

SERVICE CUSTOMER NO.: F01088R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-18 AIG Building
Singapore

Post Code: 079120

VEH NO.: SMF1378T

DATE: 29/01/19 Pickup:
VIN NO.: WVZZZ1TZKW004800 KM: 5,931
GEARBOX CODE: SSM Engine No.:
MODEL: Touran 7 1.4 TSI CL EQP
SA: Cheong Pearlyn

Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
DIRECT SETTLEMENT AGAINST AIG					
D.O.A: 08-01-19					
SURVEY BY: LKK TAUFIK					
3RD PARTY VEHICLE @ SLM6742S					
	Labor				
1	LABOUR	2.00	LAB	840.00	1,680.00
2	TRANSFER DOOR PARTS	0.50	LAB	840.00	420.00
3	RE+REINSTALLED REAR WSCREEN	1.00	LAB	840.00	840.00
4	SPRAY PAINT	2.00	LAB	800.00	1,600.00
5	B&P NUMBER PLATE -NETT	1.00	ST	80.00	80.00 <i>del</i>
6	Tow SVC- Quality Recovery Services	1.00	UNIT		
7	Tow SVC- Quality Recovery Services	1.00	UNIT		
8	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
9	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
10	REAR BUMPER	1.00	PCS	1,957.05	1,957.05
11	REAR LOWER SPOILER	1.00	PCS	460.83	460.83
12	REAR CENTER STRIP	1.00	PCS	83.65	83.65
13	REAR LID	1.00	PCS	1,638.57	1,638.57
14	PUSHBUTTON	1.00	PCS	1,142.14	1,142.14 <i>del</i>

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P04525

Biz Reg. No. S3103049E
GST No. M20090505-2

SERVICE ORDER NO: 19IP0094

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

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

Post Code: 079120

VEH NO.: SMF1378T

DATE: 29/01/19 Pickup:
VIN NO.: WVGZZZ1TZKW004600 KM: 5,931
GEARBOX CODE: SSM Engine No.:
MODEL: Touran 7 1.4 TSI CL EQP
SA: Cheong Pearllyn

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	REAR WISCREEN SIDE TRIM LH	1.00	PCS	296.59	296.59
16	REAR WISCREEN SIDE TRIM RH	1.00	PCS	296.59	296.59
17	VW SIGN	1.00	PCS	138.56	138.56
18	NAME PLATE TOURAN	1.00	PCS	90.49	90.49
19	REAR NUMBER PLATE PACKING	1.00	PCS	26.09	26.09
20	CLEANER	1.00	PCS	138.27	138.27
21	PRIMER	1.00	PCS	30.51	30.51
22	APPLICATOR	2.00	PCS	11.12	22.24
23	1K adhes.	1.00	PCS	39.73	39.73
24	ACTIVATOR	1.00	PCS	27.84	27.84
25	NUT	2.00	PCS	2.28	4.56

GST (7%) AMOUNT: 824.02
TOTAL AMOUNT: 12,595.73

For Volkswagen Group Singapore Pte Ltd



Customer

NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2528214602 Swift Code: DEUTSGSG Please indicate Customer Name and Invoice Number in the payment

Jia Le (LKK Auto)

From: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Monday, 30 September 2019 5:36 PM
To: Jia Le (LKK Auto)
Subject: RE: Your ref: 0456355281SG [ACCIDENT INVOLVING VEHICLES SLM6742S AND SMF1378T ON 08/01/2019]

Hi Jia le,

We refer to your email dated 30.09.19.

Please note that there is no coverage for this vehicle number SLM6742S accident on 08.01.19.

We will forward repudiation letter to insured to and you may also advise third party (Volkswagen Centre) to re-direct claims to Dandelion ED Pte Ltd.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Monday, September 30, 2019 3:47 PM
To: Foo, Chityan <Chityan.Foo@aig.com>
Subject: [EXTERNAL] Your ref: 0456355281SG [ACCIDENT INVOLVING VEHICLES SLM6742S AND SMF1378T ON 08/01/2019]

This message is from an external sender; be cautious with links and attachments.

AIG Ref: **0456355281SG**

LKK Ref: CC3/AIG19000562/T1da3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLM 6742S(OI) AND SMF 1378T(TP) ON 08/01/2019

We refer to the above matter.

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

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

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

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 18,723.00	\$ 12,595.73
2. Loss of Rental (8days x \$80.00)(w/GST)	\$ 684.80	\$ 684.80 (8days x \$80.00)(w/GST)
3. LTA/ GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 18,415.25	\$ 13,287.98

**06days recommendation for repair + 1 Weekend = 8days

All the relevant documents had been uploaded in Merimen.

Kindly let us have your mandate in Merimen.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

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

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

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Tuesday, 1 October 2019 8:38 AM
To: Wong Mei (VGS - SG/Singapore)
Subject: RE: DV + OFFER REQUEST FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK REF: CC3/AIG19000562/ea3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SLM 6742S & SMF 1378T ON 08/011/2019

We refer to the above matter.

There is no coverage for this vehicle number SLM6742S accident on 08.01.19.

In view of the above, we have our principal instruction to repudiate and unable to look into your client's claim.

As such, you may forward the claim to our insured "Dandelion ED Pte Ltd" directly.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Wong Mei (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]
Sent: Tuesday, 3 September 2019 3:57 PM
To: Jia Le (LKK Auto)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Subject: RE: DV + OFFER REQUEST FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK REF: CC3/AIG19000562/ea3

Dear Jia Le,

Could I have an offer or DV for this settlement.
Appreciated your kind action on this matter, 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
<https://www.volkswagen.com.sg/>



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

Internal

From: Wong Mely (VGS - SG/Singapore)
Sent: Wednesday, 24 July 2019 7:51 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; 'Foo, John (VWG Singapore)' <John.Foo@vw.com.sg>
Subject: RE: DV + OFFER REQUEST FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK REF: CC3/AIG19000562/ea3

Dear Asher,

Could I have an offer or DV for this settlement.
Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Mely
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



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

Internal

From: Wong Mei (VGS - SG/Singapore)
Sent: Friday, 21 June 2019 1:58 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; 'Kong, Charmaine (VWG Singapore)' <charmaine.kong@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>
Subject: DV + OFFER REQUEST FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK REF: CC3/AIG19000562/ea3

Dear Asher,

Could I have an offer or DV for this settlement.
Appreciated your kind action on this matter, 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
<https://www.volkswagen.com.sg/>



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

Internal

From: Kong, Charmaine (VWG Singapore)
Sent: Monday, 25 February 2019 5:48 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK
REF: CC3/AIG19000562/ea3

Dear Asher,

LOD attached FYA please.

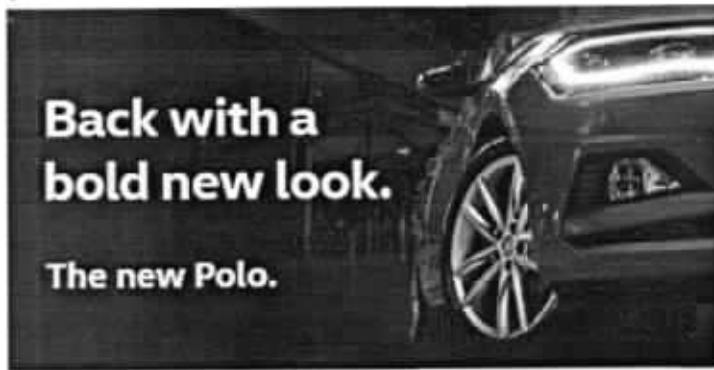
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]

Sent: Thursday, 10 January, 2019 6:00 PM

To: Mei Kwan (LKKAUTO); Kong, Charmaine (VWG Singapore)

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 ***
LKK REF: CC3/AIG19000562/ea3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Hi Sir/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 base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Mei Kwan (LKKAuto)

Sent: Thursday, 10 January 2019 5:57 PM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19 *** LKK
REF: CC3/AIG19000562/ea3

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC3/AIG19000562/ea3	Asher - 6841 6051

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Thursday, 10 January, 2019 3:02 PM

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

Cc: Wong, Mei (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19

Hi,

May I know who is the claim officer for this case?

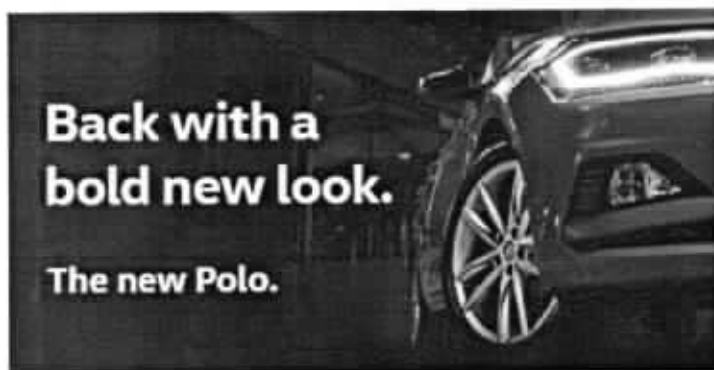
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 9 January, 2019 4:23 PM
To: Kong, Charmaine (VWG Singapore); assignments; Admin A
Cc: Wong, Meiy (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19

Dear Charmaine,

Appointment confirmed.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Wednesday, 9 January, 2019 4:18 PM
To: assignments (assignments@lkkauto.com) <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF1378T & SLM6742S ON 8.1.19

Dear Claims,

Please revert on liability & arrange survey tomorrow at 9.30am. Please confirm.

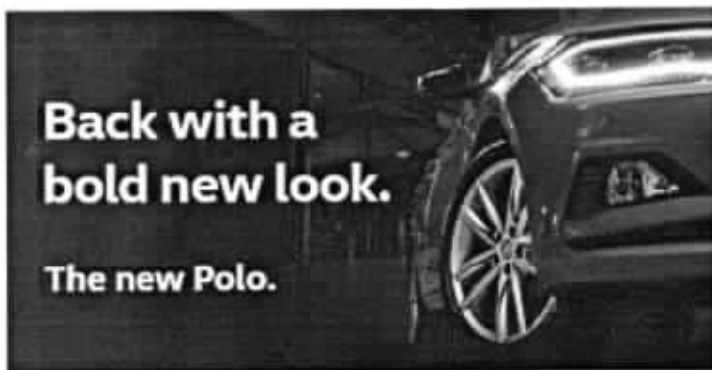
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]
Sent: Wednesday, 9 January, 2019 3:53 PM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

TP CLAIMANT : VOLKSWAGEN CENTRE SINGAPORE

INSURED POLICY HOLDER : DANDELION ED PTE LTD

TP VEHICLE NUMBER: SMF 1378T

OI VEHICLE NUMBER: SLM 6742S

DATE OF ACCIDENT: 08/01/2019

DATE OF INSPECTION: 10/01/2019

10.01.19 – CASE ASSIGN TO ASHER / EMAIL WORKSHOP LIABILITY CLEAR

17.01.19 – ACTIVATE BKW RENTAL

07.06.19 – RECEIVED TP LOD

07.06.19 – CASE TRANSFER TO JIA LE

26.07.19 – LETTER SEND TO INSURED TO INFORM CLAIM

09.09.19 – FILE PASS TO PREPARE REPORT TO SEEK MANDATE

27.09.19 – FILE RETURN TO HANDLER

30.09.19 – SEEK MANDATE APPROVAL

30.09.19 – AIG JIMMY INFORM THAT INSURED POLICY NO COVERAGE / REPUDIATED

01.10.19 – INFORM VW AIG REPUDIATED CLAIM DUE TO NO POLICY COVERAGE

08.10.19 – VW DISPUTE ON THE REPUDIATION

08.10.19 – AIG JIMMY INFORM WILL SPEAK TO THE BOSS AND REVERT

17.10.19 – AIG JIMMY REQUEST FOR CHRONOLOG

Asher Sng (LKKAUTO)

From: Foo, Chityan <Chityan.Foo@aig.com>
Sent: Wednesday, 18 December 2019 4:51 PM
To: Asher Sng (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO)
Subject: 0456355281SG003

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

We refer to your email dated 20.11.19.

Please proceed to liaise with Volkswagen on direct settlement basis.

Kind regards,

Jimmy Foo
AIG
Complex Claims Examiner
AIG Building, 78 Shenton Way, #08-16, Singapore 079120
Tel +(65) 6419 1945 | Fax +(65) 6835 7416

Chityan.foo@aig.com | www.aig.sg

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Wednesday, November 20, 2019 12:13 PM
To: Foo, Chityan <Chityan.Foo@aig.com>
Cc: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>
Subject: [EXTERNAL] Your Ref: 0456355281SG

This message is from an external sender; be cautious with links and attachments.

Hi Jimmy,

We refer to the above matter.

Enclosed the Chronological as per you requested.

Thank You.

Best Regards,
Asher Sng | Case Handler
LKK Auto Consultants Pte Ltd

View Received Message

This mail is associated with :

***SMF1378T (0456355281SG)
[SLM67425]**

TP
XIE YUFENG
Jan 8 2019 7:00PM
[Dandelion ED Pte Ltd]
Volkswagen Centre Singapore

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From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 30/12/2019 15:35 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$13287.98) - SMF1378T - Claim Handler: Foo, Chit Yan

Approved:13287.98.

DOCUMENTS SUMMARY

There are no documents.

...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	09 Jan 2019 Edit Reg		10 Jan 2019 00:00 Edit Adj Rpt	S\$11,771.71 Edit Estimates	S\$11,771.71 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	Dandelion ED Pte Ltd, Co. Reg. No.: 201314301M								
Main Claimant:	XIE YUFENG, ID: 58120914F								
Vehicle Reg. No.:	SMF1378T	Date of Loss:	08/01/2019 19:00 - :59 [2 Months and 10 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 0456355281SG	Policy/Cover Note No.:	(Comprehensive)						
Vehicle Reg. No. (Insured):	SLM6742S	Policy No. (Claimant):	A29102680AVW						
		Excess:							
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Foo, Chit Yan] Chityan.Foo@aig.com								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 18/01/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- AIG_SG_EXPRESS (30/12/2019): Alert - Adj Mandate Approved (S\$13287.98) - SMF1378T - Claim Handler: Foo, Chit ... - AIG_SG_EXPRESS (19/12/2019): Alert - Adj Mandate Approved (S\$8000.00) - SMF1378T - Claim Handler: Foo, Chit Y... - AIG_SG_EXPRESS (30/09/2019): Alert - Adj Mandate Revoked - SMF1378T - Claim Handler: Foo, Chit Yan									
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

*SMF1378T (0456355281SG)
[SLM6742S]
TP
XIE YUFENG
Jan 8 2019 7:00PM
[Dandelion ED Pte Ltd]
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Letters/Correspondences															1 per page		☒			
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		☒			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)													Thumbnail		Print			
1	30/09/19 15:37	Odometer Reading															Load JPG ☒			
2	30/09/19 15:37	Chassis Number															Load JPG ☒			
3	30/09/19 15:37	General View															Load JPG ☒			
4	30/09/19 15:37	General View															Load JPG ☒			
5	30/09/19 15:37	General View															Load JPG ☒			
6	30/09/19 15:37	General View															Load JPG ☒			
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8	30/09/19 15:37	General View															Load JPG ☒			
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34	30/09/19 15:37	General View															Load JPG ☒			
35	30/09/19 15:38	Reinspection Photo															Load JPG ☒			
36	30/09/19 15:38	Reinspection Photo															Load JPG ☒			
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39	30/09/19 15:38	Reinspection Photo															Load JPG ☒			
40	30/09/19 15:38	Reinspection Photo															Load JPG ☒			

Letters/Correspondences			1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
				☒
41	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
42	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
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44	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
45	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
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54	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
55	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
56	30/09/19 15:38	Reinspection Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1.	09/01/19 19:12	NOTIFICATION FROM WORKSHOP + TP ESTIMATE	 Load PDF	
2.	09/01/19 19:12	TP GIA REPORT	 Load PDF	
3.	14/01/19 19:32	TP ESTIMATE - MARKED	 Load PDF	
4.	18/02/19 08:56	RENTAL RECEIPT	 Load PDF	
5.	27/09/19 13:41	LETTER TO OI	 Load PDF	
6.	27/09/19 13:41	LOD	 Load PDF	
7.	27/09/19 13:41	LTA SEARCH	 Load PDF	
8.	07/01/20 13:58	WORKSHOP INVOICE	 Load PDF	
9.	07/01/20 13:58	AUTHORISATION TO ACT FORM	 Load PDF	
10.	07/01/20 13:58	Release Voucher	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1.	10/01/19 11:39	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:	SLM6742S (Insd veh)	Model:	VOLKSWAGEN TOURAN 1.4
	SMF1378T (TP veh)		TSI (A)
Date of Accident:	08/01/2019		

Global Sum Settlement	:	☐ Yes	☒ No
Repair Estimate	:	\$	18,723.00
Final Repair Cost	:	\$	12,595.73
Loss of Use	:	\$	days at \$0.00 per day
Rental (if any)	:	\$	684.80 8 days
LTA / GIA Search Fee	:	\$	7.45
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	13,287.98

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

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

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

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

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

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	Volkswagen Centre Singapore	:	\$ 12,603.18
2)	BKW Rent-A-Car Pte Ltd	:	\$ 684.80
3)		:	\$
4)		:	\$

JOANNE LEE KHANG MIN

07 Jan
2020

LKK Auto Consultants Pte Ltd

Date

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

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

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG19000562/T1DA3Q2

Date: 07/01/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No:

Claimant Vehicle No : SMF1378T Insured Vehicle No : SLM6742S

Date of Loss: 08/01/2019 Nature of Claim: TP Claim No: 0456355281SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SMF1378T**
 Make & Model: VOLKSWAGEN TOURAN, 1.4 TSI (A) Engine No: CZD175734
 Reg. Date: 29/10/2018 (Man. Year: 2018) Chassis No: WVGZZZ1TZKW004600
 Colour: Grey Odometer: 4993 km
 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: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 215/55 R17 Rear Tyre Size: 215/55 R17
 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	7,698.13	6,471.71	1,226.42	15.93
Miscellaneous Items	0.00	0.00	0.00	
Labour	9,800.00	5,300.00	4,500.00	45.92
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	17,498.13	11,771.71	5,726.42	32.73
+ GST 7.00/7.00% (S\$)	1,224.87	824.02	400.85	32.73
Nett Amount (S\$)	18,723.00	12,595.73	6,127.27	32.73
+ Car Rental (8.0 x S\$80.00/day + 7.00% GST) (S\$)		684.80		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		13,287.98		

INSPECTION

Date of Assignment: 10/01/2019

Date Inspected: 10/01/2019 Inspected At:

Volkswagen Centre Singapore (HQ)
247 Alexandra Road
Singapore 159934

Estimated Period of Repair: 6.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHAN JIA LE

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		*LIC PL LIG	Not Necessary	251.34 FS	*- FS
2	1		*BUMPER REINFORCEMENT	Not Necessary	647.53 FS	*- FS
3	1		*BUMPER BRACKET LHS	Not Necessary	35.90 FS	*- FS
4	1		*BUMPER BRACKET RHS	Not Necessary	35.90 FS	*- FS
5	1		*REAR BUMPER	Deformed	1,957.05 FS	*1,957.05 FS
6	1		*BUMPER GUIDE LHS	Not Necessary	44.22 FS	*- FS
7	1		*BUMPER GUIDE RHS	Not Necessary	44.22 FS	*- FS
8	1		*REAR LOWER SPOILER	Cut	460.83 FS	*460.83 FS
9	1		*REAR CENTER STRIP	Necessary	83.65 FS	*83.65 FS
10	1		*REAR LID	Bent	1,638.57 FS	*1,638.57 FS
11	1		*VW SIGN	Necessary	138.56 FS	*138.56 FS
12	1		*NAME PLATE TOURAN	Necessary	90.49 FS	*90.49 FS
13	1		*CLEANER	Necessary	136.27 FS	*136.27 FS
14	1		*2K GLUE	Not Necessary	167.31 FS	*- FS
15	1		*PRIMER	Necessary	30.51 FS	*30.51 FS
16	2		*APPLICATOR	Necessary	22.24 FS	*22.24 FS
17	1		*ACTIVATOR	Necessary	27.84 FS	*27.84 FS
18	1		*PUSHBUTTON	Distorted	1,142.14 FS	*1,142.14 FS
19	1		*REAR W/SCREEN TRIM LH	Necessary	296.59 FS	*296.59 FS
20	1		*REAR W/SCREEN TRIM RH	Necessary	296.59 FS	*296.59 FS
21	1		*REAR NUMBER PLATE PACKING	Dented	26.09 FS	*26.09 FS
22	1		*1K ADHES	Necessary	39.73 FS	*39.73 FS
23	2		*NUT	Necessary	4.56 FS	*4.56 FS
24	1		*B&P NUMBER PLATE	Dented	80.00 FS	*80.00 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$)	7,698.13	6,471.71
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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
<u>Labour Items</u>				
1	LABOUR	New	3,360.00	1,680.00
2	TRANSFER DOOR PARTS	New	840.00	420.00
3	RE+REINSTALLED REAR WSCR	New	840.00	840.00
4	SPRAY PAINT	New	4,000.00	1,600.00
5	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
6	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
Gross Labour Cost (S\$)			9,800.00	5,300.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >