



Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer Ng Peng Yuen
NRIC S2512364F insured of vehicle SKR3037A against
your insured vehicle number SKX6149J (AI G)
On the accident dated on 21/01/19 (ddmmYYYY) along Pioneer Road
north bfr The Star of Mt Road

Dated this _____ (day) of _____ (month) 2019 .

Charmaine Kong
Volkswagen Group Singapore
Accident Claims Dept.
charmaine.kong@vw.com.sg
DID : 63057176/ 63057299
HP: 92361399

Service Order Confirmation

SERVICE ORDER NO: 19IP0215

CUSTOMER NO.: CV027859

CUSTOMER NAME: NG PENG YUEN

TELEPHONE NO.:

ADDRESS: 827 JURONG WEST STREET 81 #04-280

Singapore

VEH No.: SKR3037A

Order Date: 23/01/19

Reg Date: 29/01/15 KM: 44,456

VIN NO.: WVVZZZAUZEW367263 ENGINE NO: SA: Wong Meiy

MODEL: GOLF A7 1.4 TSI (DSG) MODEL NO.: 5G13GZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor						
1	B&P MECH CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	200		200
2	B&P DIAG PROGRAMMING & CALIBRATION- NETT	1	TU	360		360
3	B&P MECH R&R ROOFLINING	3	TU	840		2,520
4	B&P ALEX LABOUR LABOUR	10	LAB	840		8,400
5	B&P ALEX PAINT SPRAY PAINT	8	LAB	800		6,400
6	B&P ALEX LABOUR R&R REAR LUGGAGE TRIM	2	LAB	840		1,680
7	B&P ALEX LABOUR R&R REAR W/SCREEN	1	LAB	840		840
8	B&P ALEX LABOUR TRANSFER BOOT LID MECHANISM	1	LAB	840		840
9	B&P NUMBER PLATE B&P NUMBER PLATE -NETT	1	ST	80		80
10	B&P SENSOR SUPPLY & INSTALL REVERSE SENSOR	1	PCS	400		400
11	B&P CELETTE VEHICLE ON BENCH- CELETTE (NETT)	1	LAB	1,500		1,500
Item						
12	5G6827025Q REAR BOOT LID	1	PCS	1,587.14		1,587.14
13	5G6827301C HINGE	2	PCS	120.77		241.54
14	5G6827505B 9B9 LOCK	1	PCS	321.00		321.00
15	5G6827469F FOD OPER MECHANISM	1	PCS	630.58		630.58
16	5G0827517D LATCH	1	PCS	47.98		47.98
17	5G6827705E BOOT WETHERSTRIP	1	PCS	290.25		290.25
18	5G6971829B GROMMET	2	PCS	13.91		27.82
19	1J0827713 PLUG	1	PCS	0.69		0.69
20	5G0945087B 3RD BRAKELIGHT	1	PCS	193.25		193.25
21	5G0853687 2ZZ NAME PLATE - GOLF	1	PCS	81.25		81.25
22	5G0853675M AFM NAME PLATE - BLUEMOTION	1	PCS	72.03		72.03
23	5G0853675A JZQ NAME PLATE - TSI	1	PCS	71.90		71.90
24	5G6867605E 82V BOOT LID TRIM COVER	1	PCS	187.34		187.34
25	5G0945095M TAILLIGHT OUTER LH	1	PCS	353.69		353.69
26	5G0945096M TAILLIGHT OUTER RH	1	PCS	353.69		353.69
27	5G0945093AD TAILLIGHT INNER LH	1	PCS	323.41		323.41
28	5G0945094AD TAILLIGHT INNER RH	1	PCS	323.41		323.41

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CUSTOMER NO.: CV027859

CUSTOMER NAME: NG PENG YUEN

TELEPHONE NO.:

ADDRESS: 827 JURONG WEST STREET 81 #04-280

Singapore

VEH No.: SKR3037A

Order Date: 23/01/19

Reg Date: 29/01/15

KM: 44,456

VIN NO.: WVVZZZAUZEW367263

ENGINE NO:

SA: Wong MeiY

MODEL: GOLF A7 1.4 TSI (DSG)

MODEL NO.: 5G13GZ

	<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
29	5G6807417APGRU	REAR BUMPER	1	PCS	1,046.28		1,046.28
30	5G6807568D 9B9	SPOILER	1	PCS	338.57		338.57
31	WHT005263	POP-RIVET	6	PCS	1.55		9.30
32	5G0807305D	REINFORCEMENT	1	PCS	680.69		680.69
33	5G6807863C	BUMPER CENTRE BRACKET	1	PCS	96.28		96.28
34	5G6807393A	TAILLIGHT LOWER BRACKET LH	1	PCS	41.98		41.98
35	5G6807394A	TAILLIGHT LOWER BRACKET RH	1	PCS	41.98		41.98
36	5G6807393	BUMPER SIDE BRACKET LH	1	PCS	41.98		41.98
37	5G6807394	BUMPER SIDE BRACKET RH	1	PCS	41.98		41.98
38	WHT005560	NUT	6	PCS	1.86		11.16
39	1K8943021	REAR NUMBER PLATE LAMP	2	PCS	47.24		94.48
40	8K0973702	NUMBER PLATE LAMP WIRE HOUSING	1	PCS	5.33		5.33
41	5G0945105	REFELCTOR LH	1	PCS	88.57		88.57
42	5G0945106	REFELCTOR RH	1	PCS	88.57		88.57
43	5G6813301B	REAR END PANEL INNER	1	PCS	620.06		620.06
44	5G6813309	REAR END PANEL OUTER	1	PCS	135.67		135.67
45	D 007600A1	INOXSPRAY	1	PCS	71.38		71.38
46	D 180003M2	2KADHESIV	1	PCS	300.52		300.52
47	D 476KD1M2	SEALANT	1	PCS	81.26		81.26
48	N 90652602	BOLT	6	PCS	0.81		4.86
49	5G6863459K 82V	END PANEL TRIM COVER	1	PCS	138.83		138.83
50	5G6858855F CA9	SPARE WHEEL COVER	1	PCS	363.01		363.01
51	5G6867761E 82V	SHELF LH	1	PCS	131.82		131.82
52	5G6867762H 82V	SHELF RH	1	PCS	131.82		131.82
53	5G0810971D	LHS REAR FENDER LINER	1	PCS	190.29		190.29
54	5C5071911C	REAR SILENCER CHROME	1	PCS	373.76		373.76

Remarks : MSIG WINNER AGAINST AIG

D.O.A: 22-01-19

SURVEY BY LKK

Service Order Confirmation

SERVICE ORDER NO: 19IP0215
CUSTOMER NO.: CV027859
CUSTOMER NAME: NG PENG YUEN
TELEPHONE NO.:
ADDRESS: 827 JURONG WEST STREET 81 #04-280
Singapore

VEH No.: SKR3037A

Order Date: 23/01/19
Reg Date: 29/01/15 KM: 44,456
VIN NO.: WVVZZZAUZEW367263 ENGINE NO: SA: Wong Mei
MODEL: GOLF A7 1.4 TSI (DSG) MODEL NO.: 5G13GZ

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	DISC %	AMOUNT
-----	-------------	-----	-----	------------	--------	--------

TOTAL	33,497.40
GST AMOUNT	2,344.82
TOTAL AMOUNT	35,842.22

On Behalf Of "COMPANY" Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT

MSB (Lim)
VS
ATB
Joung

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	23/01/2019 18:32
Date Of Accident	22/01/2019 17:40
Exact Location Of Accident	ALG PIONEER ROAD NORTH BFR THE J'TION OF INT RD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKR3037A
Insured/Policyholder	
Name Of Registered Owner	NG PENG YUEN
NRIC No	S2512364F
Email Address	PYNGJOHN@HOTMAIL.COM
Mobile Phone No	(LOCAL) +65-91382830
Alternative Phone No	OFFICE-91382830

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	GOLF A7 1.2 TSI TL BMT (DSG)
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
Are you claiming under your own insurance policy for repair to your vehicle?	NO
If No, Please state action to be taken	THIRD PARTY
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 80424017 AVW
Cover Note Number	

Driver

Name of Driver	NG HOONG JIANG DANIEL
NRIC No	S8600024E
Date Of Birth	07/01/1986
Occupation	INDOOR
Date Of Driving Pass	26/06/2012
Driving Experience	6 YEARS AND 6 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-91382830
Fax Number	(LOCAL) +65-91382830
Contact Number	
Email Address	PYNGJOHN@HOTMAIL.COM

Address	APT BLK 827 JURONG WEST ST 81 #04-280
Postcode	
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	CHILDREN
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?	YES
Was any injured conveyed to hospital by ambulance?	YES
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)	1

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	NANYANG N.P.C
Police Station Address	ROAD: 2 JURONG WEST AVE 5 , POSTCODE: 649482 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-7929999 - FAX NO:
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

MORE DETAILS PLEASE REFER TO POLICE REPORT AND SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SKX6149J
Vehicle Make/Model/Colour	HONDA WHITE
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	

Nature Of Damage

No. Of Passenger (Including Driver)

DETAILS OF INJURED PERSON 1

Name	NG HOONG JIANG DANIEL
Approximate Age	33
Injuries Sustain	WHIPLASH
Injured person in which vehicle?	SKR3037A
Were seat belts worn?	YES
Was this injured conveyed to hospital by ambulance?	YES
Address	APT BLK 827 JURONG WEST ST 81 #04-280
Postcode	640827

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:

23/1/19

5 pm

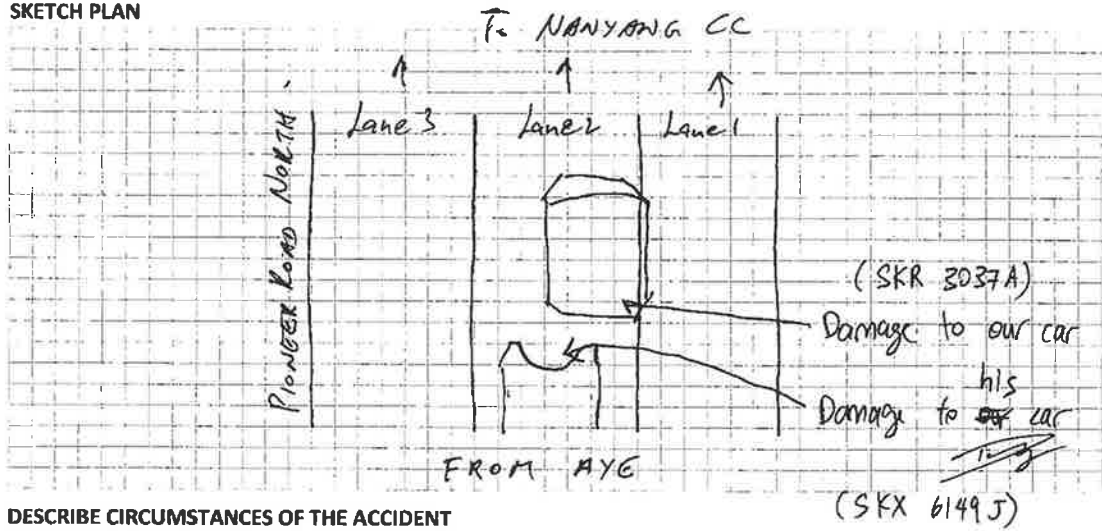
Driver's Signature
(If driver is not the policyholder)
Date & Time:

23/01/19

5:00pm

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Please refer to police report

DECLARATION

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

Policyholder's Signature
Date & Time: 23/11/19 5.00pm

Driver's Signature
(If driver is not the policyholder)
Date & Time: 23/11/19 5.00pm

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:



**SINGAPORE
POLICE FORCE**



T/20190123/2052

1 of 3

Police Station Of Origin:
Nanyang N.P.C
2 Jurong West Avenue 5 SINGAPORE
649482
Tel No: 1800-7929999

Report No. T/20190123/2052

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 23/01/2019 13:01		Vide Report No.: J/20190122/0119		Station Diary No.: 50	
Name of Informant: NG HOONG JIANG DANIEL					
Address: APT BLK 827 JURONG WEST STREET 81 #04-280 SINGAPORE 640827					
ID Type / ID No.: NRIC NO / S8600024E		Contact No.: Home/Office: Mobile: 96757953			
Nationality: SINGAPORE CITIZEN		Email:			
Sex: Male	Age: 33	Date of Birth: 07/01/1986	Type of Informant: Driver		
Race: Chinese		Language:		Institution / School Name:	
Occupation: SCIENTIFIC INSTRUMENT ENGINEER		Driving Licence Information: Class: Date of Expiry:			

Type of Accident:	Injury Attended by Police	Drink Drive: No	Date/Time of Accident: 22/01/2019 17:40	Type of Location: Straight Road
Location: Along Road 1 PIONEER ROAD NORTH <u>Before the junction of international rd</u>				
Weather: Clear		Road Surface: Dry		Road Speed Limit:
Traffic Flow: One Way		Traffic Control: Not Controlled		Traffic Volume: Heavy
Type of Collision: Between Moving Vehicles - Head To Rear				Anyone conveyed by ambulance: Yes

SKR3037A	Car	VOLKSWAGO N	GOLF A7 1.4 TSI AT 5G13GZ W/O HID	Blue	Seriously Damaged	0
SKX6149J	Car	HONDA	JAZZ 1.5 VTIR CVT ABS D/AIRBAG 2WD	White	Seriously Damaged	1



**SINGAPORE
POLICE FORCE**



T/20190123/2052

Police Station Of Origin:
Nanyang N.P.C
2 Jurong West Avenue 5 SINGAPORE
649482
Tel No: 1800-7929999

2 of 3

Report No. T/20190123/2052

CONTINUATION OF REPORT

Any Pedestrian Involved: No			
No. of Pedestrians Injured: NIL		Use of Pedestrian Crossing: NA	
Name	NG HOONG JIANG DANIEL	ID No.	S8600024E
Related Vehicle	SKR3037A (Car)	Contact No.	96757953
Hospital/Clinic	NATIONAL UNIVERSITY HOSPITAL	Class of Driving Licence & Expiry Date	Class: NIL Date of Expiry: NIL
Date Treatment	22/01/2019	Date Discharge	NIL
No. of Days granted Medical Leave	07	Degree of Injury	Serious

Brief Details.

On 22/01/2019 at about 1738HRS, I was driving along Pioneer Road North in my vehicle SKR3037A, before the junction of International Road. Traffic was heavy but it was not congested as I was still moving. I suddenly felt a big impact from the back of my vehicle. After the impact, I stopped my vehicle and stepped out to check what happened. I discovered that there was another vehicle, SKX6149J that crashed into me behind. I called for police thereafter. I did not manage to get the particulars of the other driver during the accident as he was severely injured. However, the driver of the other vehicle admitted to falling asleep, resulting in the accident.

I was also conveyed to NUH hospital by ambulance and was given 7 days MC as I suffered severe whiplash. I want to state that I do not have in car footage of the accident.

Accident Sketch Plan Pg. 1

National University Hospital (Singapore) Pte Ltd
5 Lower Kent Ridge Road, Singapore 119074
TEL: (65) 6779 5655
Business Registration No.198500843R



MEDICAL CERTIFICATE	ORIGINAL	NUH19021894
NAME: NG HOONG JIANG DANIEL		NRIC: S8800024E

Type of Medical Leave granted : OUTPATIENT SICK LEAVE

The above named is unfit for duty for a period of 7 day(s) from 22-Jan-2019 to 28-Jan-2019 inclusive


The certificate is not valid for absence from court attendance.

The above named attended for Examination/Treatment from 22-Jan-2019 18:53 to 22-Jan-2019 23:14

22-Jan-2019
Date
A member of the NUHS

OCHI HARUMI (19816A)
Issued by

A&E
Location



Signature

NETSUUQISD 000
NUH-EMERGENCY MEDICI
RUB
THANK YOU
111897215000 89721501
002028 REF:0
NETS PURCHASE SHV
OBS BANK
22 JAN, 2019 23:23:52
002028 012920 00
TOTAL : \$121.00

APPROVED
NETS

*****DUPLICATE*****

VEHICLE CONDITION REPORT FORM / JOB RECORD

Allianz 

Worldwide Partners

Date: 22/01/19 Time: 1923/1929

Technician Name: Lim GSF 90J

Reg. No: SKR 3037 Job No: VS19000294

Odometer Reading (Customer Vehicle):

KM Travelled by Assistance Vehicle: (1 way)

Fault Reported: Accident

Fault Found:

How was vehicle repaired?

Customer Name: Mr. Pong

Customer Telephone:

Make/Model: VW Golf

Location: Pioneer 2d Before Roundabout

Time on Scene: 2006

Time Job Completed: 2043

Repaired at Breakdown Scene: Y/N

VIN No:

Hubcaps Y/N

Spare Wheel Y/N

Tools Y/N

Audio System Y/N

Keys + Remote Y/N

Aerial Y/N

Cashcard (RM) Y/N

Fuel E F

Interior Condition:

Front Seats

Rear Seats

Floor Covering

Headlining

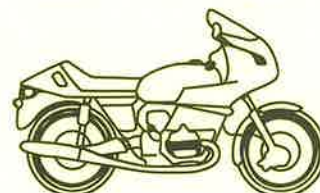
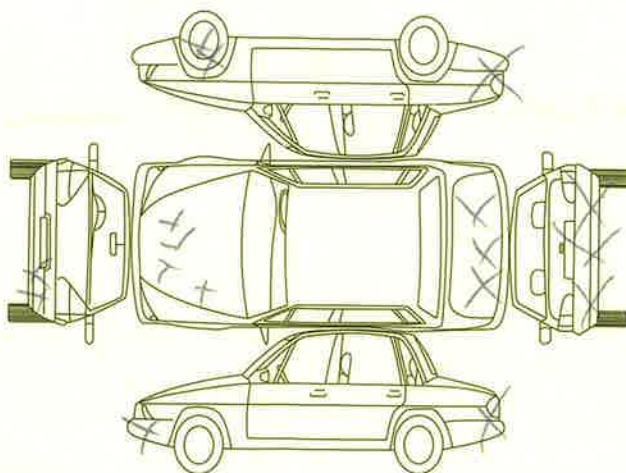
Day/Night

Wet/Dry

Clean/Soiled

Please circle the above as appropriate

Place X on damaged area for scratch and Y for dent



Delivery to Dealership / Date and Time:

VW Alexandra

Vehicle received in the above condition YES/NO

If not stated as above specify difference:

CUSTOMER DECLARATION

- I am entitled to the service requested. In the event of this subsequently not being the case I shall be responsible for the cost of any assistance provided.
- I accept that any roadside repairs will be of a temporary nature and that advice of a franchised dealer should be sought by me as soon as possible.
- In the case of forced entry, I confirm that I specifically requested that the operator forcefully enter the vehicle and that all damages occasioned thereby is and shall be my sole responsibility.
- I accept that any removable items left in the vehicle will not be the responsibility of the emergency service or their agents.

Customers
Signature
(white copy)

Dealer/Workshop
Signature
(pink copy)

Operators
Signature
(yellow copy)