		cc 3/ Mh 191	or whi	D 1862 / 188		
JIS CASE OWNER		The second		FIGUS GUIDACE		
Surveyor	RASUL	DOL ASSIGN	12/19	Date / Time : /	Myig	
			V	Registered in Merimen:	12/2	14
Pre-serign / CCU /	FIE CANDO	125 U				
Insured Vahicle No.	- >440A 8	1 1 2 V 4	Claim No.			12
Name of Insured	. Yramivu	leasing PM	Policy No.			Green.
Insured Tel No.		- Y	Proceedings of the Control	-		
		E12/10	Make / Model			
Excess Sec II:85		D.O.A : 5/7/19	Place of Ascide	ent :		
Is driver the owner?	(YES / NQ)) 1	Nature of Accident				
Jf NO, Driver Nam	ie / Age ;		OI GIA REPO	RT: YS / NO ; TP GIA REPO	ORT-VER/NO	
Driver Tel 1	No.::	(V/L-YES / NO)	Insured Liabilit			
2104 751	41					
Diene.						5
INSRS: WSP: 41	INSRS: WSP.		INSRS:	INS		
	Mayor H Id:	15—7	WSP: Tel:	WS Tel		
Liability:	Linkillity	8-9	Liability:	4.1	rility:	
RMKS:	RMKS:		RMKS:	RM.	7.0	
Dute/Time						
- AAV	X . THEX HUD	: Com 2 Val	N V	STAGE	DATE / PR	c
N/A	S. C. M. J. J. P. J.	1 2 1 8013	7	Non-Reporting by (1st):		
JXY.				Non-Reporting Itr (2nd)		
				Non-Reporting Itr (Final): Notification Itr (if non-pickup):		
1-110	Nr. co			Call OF MILE	1/2/10	
1/3/19	AGVDS.			After call itr to CI	1.14.1	
111/01ta -	61 -21-00	10 0 1 1		Documentation Check List:	Bandler Typis	i.
1114 10.	ru- tyla	madah		Notification Itr (if non-pickup)		
	21			After call lir to CI:	/	
				Authorisation To Act	~	
*	The amature	MA - LIN +	W. 11 .c. A	Release Voucher:	8	
	The signature.	- 401 - 1114 7	Renfol vecept		1	
				Car Rental Invoice:	4	
				Towing invoice		
	-			LTA/GIA:	2	
				Medical Bill:		
				PIR:		
				PIR: Mandate/ Reject Instruction:	P.	
				PIR: Mandate/Reject Instruction: LOD	-	
RELIMINARY ADVICE	Date/Time	Care Dia		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form:	v V	
RELIMINARY ADVICE	Date/Time:	Seat By:		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos:		
				PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others:		
INALIZATION	Date/Time:	Confirm with:		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: M28		
INALIZATION spair Cost P e	Deto/Time: 8\$11,472,39 ()	Confirm with:	30 %	PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: MSS Email		
INALIZATION Epair Cost. P	Date/Time: \$\$11, 472, 29 () Date/Time: 30, 99-8	Confirm with: days) Reduction:		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
INALIZATION spair Cost. Pip INAL SETTLEMENT and Liability:	Date/Time S\$1, WD . 29 () Dete/Time: 30.09-R	Confirm with: 1 days) Reduction: 3 Confirm with Mary Associal BOLA S/N No.:	30 % 9 .	PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: MSS Email		
DALIZATION Epair Cost. Pip DNAL SETTLEMENT nal Liability: Epair Cost. 40142	Date/Time: \$\$11,373_39 (7 Date/Time: 30,99-9 % (Agreed / ,	Confirm with: days) Reduction: Confirm with Mary Associated BOLA SAN No.:		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
INALIZATION epair Cost. Pip INAL SETTLEMENT mal Liability: epair Cost. ollea oss of Rental (LOR): «just	Dete/Time: \$\$11, 472, 39 () Dete/Tipe: 30, 99-9 % (Agreed / , \$\$13,061-35 \$\$ 14906 ()	Confirm with: I days) Reduction: Confirm with Mary Associated BOLA SAN No.:		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
NALIZATION spair Cost. Pip NAL SETTLEMENT nal Linbility: spair Cost. often ses of Rental (LOR): «Jun ses of Use (LOU):	Date/Time: \$\$11, 372, 39 (7) Dete/Time: \$0.99.8 % (Agreed/, \$513,061-35) \$\$14906 (7) \$\$3 2e0.00 (\$30 x)	Confirm with: I days) Reduction: Confirm with Mary Associal BOLA S/N No.; days) = \$100		PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
INALIZATION Epair Cost Pip INAL SETTLEMENT INAL SETTLE	Date/Time: \$\$11, 372, 39 (7) Dete/Time: \$0.09-R % (Agreed/, \$\$13,061-35 \$\$14906 (7) \$\$3 3e0.00 (\$30 x) \$\$2 (\$ x	Confirm with: days) Reduction: Confirm with Mary Associat) BOLA S/N No.: days) = 9100 days) days)	9.	PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
INALIZATION spair Cost: Pip INAL SETTLEMENT mal Liability: spair Cost: silea cost of Rental (LOR): sjun cost of Use (LOU): cost of Income (LOI): OR only LOU only	Dete/Time: \$\$1, \text{VD}_3\text{Q} () Dete/Time: 30_09\text{R} \$6	Confirm with: I days) Reduction: Confirm with Mary Associal BOLA S/N No.; days) = \$100	9.	PIR: Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg Email		
NALIZATION pair Cost. Ply NAL SETTLEMENT nal Linbility: spair Cost: solked ss of Rental (LOR): solked ss of Use (LOU): ss of Income (LOI): OR only LOU enly A/LTA Search	Dete/Time: \$\$11,372,39 () Dete/Time: 30,99-8 % (Agreed/, \$\$13,961-35 \$\$14406 () \$\$3,260.00 (\$30.00) \$\$40.00 (\$30.00) \$\$10R+LOU () \$\$10R+LOU ()	Confirm with: days) Reduction: Confirm with Mary Associat) BOLA S/N No.: days) = 9100 days) days)	9.	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: MSS Email Call If NO or B 28, Ass. Lia:	Call	
INALIZATION spair Cost Plo INAL SETTLEMENT mal Liability: spair Cost ollea oss of Rental (LOR): «just oss of Use (LOU): oss of Income (LOI): OR only LOU enly IA/LTA Search ledical:	Dete/Time: \$\$1, \text{VD}_3\text{Q} () Dete/Time: 30_09\text{R} \$6	Confirm with: days) Reduction: Confirm with Mary Associated BOLA SAN No.; days) a west days days) days) R+LOI [Tick only on	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: M28 Email Call If NO or B 28, Ass. Lin:	Call	
INALIZATION Epair Cost. Plo INAL SETTLEMENT mal Liability: epair Cost: ollea cost of Rental (LOR): ollea cost of Use (LOU): cost of Income (LOI): OR only LOU only LA/LTA Search ledical: (sbursenseat:	Dete/Time: \$\$11, \text{AT2}_2\text{99-9} \$6	Confirm with: days) Reduction: Confirm with Mary Associat) BOLA S/N No.: days) = 9100 days) days)	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg. Email Call If NO or B 28, Ass. Lin: 1) Claim status: Nemal/Reject. 2) Report Format:	Call CuPrivate Settle	
INALIZATION epair Cost. Plo INAL SETTLEMENT mal Liability: epair Cost: ollea cost of Rental (LOR): «just cost of Use (LOU): cost of Income (LOI): OR only LOU enly IA/LTA Search (sedies): (seburasement: egal Cost	Dete/Time: \$\$11, 472, 39 Dete/Time: 30, 99-8 %	Confirm with: I days) Reduction: Confirm with Mary Associal BOLA SAN No.; days) = 4100 days) R+LOI Tick only of (e.g. Tow/ Independ	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: M28 Email Call If NO or B 28, Ass. Lin:	Call CuPrivate Settle	
INALIZATION Epair Cost Pip INAL SETTLEMENT mal Liability: Epair Cost of lea cost of Rental (LOR): cost of Use (LOU): cost of Income (LOI): OR only LOU only IA/LTA Search fedical: isbursement: Epail Cost otal:	Dete/Time: \$\$11,472,39 Dete/Time: \$\$15,061-35 \$\$14906 (7) \$\$2 - (\$ x LOR + LOU LO \$\$1.45 \$\$2 \$\$3 - 25 \$\$3 - 35	Confirm with: I days) Reduction: Confirm with Mary Associal BOLA S/N No.; days) = \$100 days) Co.g. Tow/ Independ Global Sum SS:	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: MSS Email Call If NO or B 28, Ass. Lis.: 1) Claim status Nemal/Reject 2) Report Format: 18 3) Survey fee: 330	Call CuPrivate Settle	
INALIZATION spair Cost. Pip INAL SETTLEMENT nal Liability: spair Cost: silva ass of Rental (LOR): silva ass of Use (LOU): DR only LOU only LA/LTA Search script liability: spail Cost oral; INAL PAYMENT	Dete/Time: \$\$11, \text{AT2}_2\text{39} () Dete/Time: \$\$0.99-9 (Asreed/, \$\$13,061-35 \$\$14906 () \$\$\$2 eo. 06 (\$30 x) \$\$10R+LOU () LO \$\$1.46 \$\$5 - \$\$5 \$\$5 \$\$5 \$\$5 \$\$5 \$\$5 \$\$	Confirm with: days) Reduction:	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: Mgg. Email Call If NO or B 28, Ass. Lin: 1) Claim status: Nemal/Reject. 2) Report Format:	Call CuPrivate Settle	
INAL SETTLEMENT mal Liability: epair Cost: ollea cost of Rental (LOR): *just cost of Use (LOU): cost of Income (LOI):	Dete/Time: \$\$14,472,39 (Dete/Time: 30,99-R %	Confirm with: I days) Reduction: Confirm with Mary Associal BOLA S/N No.; days) = \$100 days) Co.g. Tow/ Independ Global Sum SS:	ne]	Mandate/Reject Instruction: LOD Payment Breakdown Form: Post-Repair Photos: Others: Confirm by: MSS Email Call If NO or B 28, Ass. Lis.: 1) Claim status Nemal/Reject 2) Report Format: 18 3) Survey fee: 330	Call CuPrivate Settle	

	SSIGNMENT
From Date	SKH 7594J 7594J 2017 July
From Date Estimated Cost	Type: WCar / M.Gycle / Bus / Van / Lorry / Taxi / Prime Mover /
DD / (TP/WS / TP RES / OD RES / EVA / INV / MV	Truck / Trailer or
To Inspect Vehicle No. SKH 7594 J	Make Volksuggen 7/humn as 1395
at Workshop mis Volksunghen	Colour PURPLE AIC Insured / Std / NI / NA
247 Mt Januar CO	Sp. Reading 4460 TiRadio Insured / Std / NI / NA
247, Arthomora Ro	Eng/No:
Policy No.	CMO: WYGZZZSNZH W925991
Clams No.	Gen. Cond. Good / Call / Poor / Burnt
Sun Insured Excess	Steering: Iporder / Jammed / Leaked / Burnt or
(Client's Record)	Brake: Morder / Jammed / Leaked / Burnt or
Make of Voh:	Modi Nil / SRim / STD A/Rim or
	Tyre Size: F: 235/55R18
1(an	R: 255
(Policy Condition) Remark: The veh had commenced its	
repair at the time of inspection.	TOYO / YOKO OF CONTINENTAL
	Front Rear
Bat, or Market Value IDAC Accident Roort Consistent? : Yes or No	R/Bal. & mm R/Bal. 6 mm
IDAC Accident Rport: Consistent?: Yes or No GIA / PR Seen: Consistent?: Yes or No	L/Bat 6 mm L/Bat 6 mm
SHIP THE SCHOOL	G
Est Repairs: 7 days Res. Yes or No.	
- Lun Suit.	Des. of Damages Frt / Rear / O/S / N/S / U/C / Rooftop or
CA / REV / REP. / 24 HRS	IN / OUT 0/3 REAL
Date. Person Contacted:	The U/C / Chassis frame / Body Structure affected due to collision
Date / Time Action / Instruction	
PP:+11,202,29 (200:+4,90)) 30 ⁽⁺⁾
-	
Directions File Page 167 Prelli Report	Days Of Repair:
The Control of the Co	Resurvey No. of Trip: Survey Fee
: Final Report	Transportance
	Add Fee: Site Insp (\$) 3-85 34
	Interview (5) Head
Report Format	Tech loss (\$ ') (ma)
Lump Sum / LB.1; (5	Westerid (\$

VGS Singapore, 247, 159934 Singapore

FAIZAH BINTE IBRAHIM 204 LOYANG AVENUE #02-08 Singapore, 509060 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.

CV038213

Quote No.

SER/QUO/1900301

QuoteDate

11/02/19

Salesperson

Jude Kwan

Page

1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make Volkswagen Passeng

License No. V

SKH7594J Engine Code Model Description

Tiguan NF 1.4 TSI CL110 D6EQP VIN

WVGZZZ5NZHW925991 Labor Type

1H

Mileage 39,094

Initial Registration

27/07/17 Engine No. CZE 454752 Service Advisor Cheong Pearlyn

Sales Advisor Jude Kwan Model Code AD13PY

	No.	Description	Qty.	UoM	Unit Price	Amount
Р	B&P ALEX LABOUR	LABOUR	4	Labor		1680 3,260.00
P	B&P ALEX LABOUR	TRANSFER DOOR PARTS	2	Labor		1680 00
P	B&P ALEX PAINT	SPRAY PAINTING	5	Labor		1600 4,000.00
P	B&P DIAG	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	1	Time Un		480.00
P	B&P MECH	CHECK WIRE HARNESS, ECU, S Nett	1	Time Un		280.00
		Sum Labor				9,800.00
Р	5NA831056K	DOOR RHE 84/	1	Pieces		Don 19 1,784.30 /
P	5NA833056J	DOOR RHR 14	- 1	Pieces		1,870.00
P	5NA837120A 9B9	DOOR GASKET RHF *	1	Pieces		111.00
P	5NA837702A 5AP	DOOR SEAL RHF W	1	Pieces		182.58
P	5NA839702A 5AP	DOOR SEAL RHR -	- 1	Pieces		222.13
P	5NA854820J 9B9	RHR FENDER TRIM PROTECTOR K	1	Pieces		217.43
P	5NA854940L RYP	DOOR MOULDING RHF 504/	- 1	Pieces		44.17 397.25
P	5NA854950L RYP	DOOR MOULDING RHR 54	1	Pieces		304-11 373:78
P	D 378500A2	DOOR INSULATOR M	2	Pieces		97.04
		Sum Item				5,255.51

VGS Singapore, 247, 159934 Singapore

FAIZAH BINTE IBRAHIM 204 LOYANG AVENUE #02-08 Singapore, 509060 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.

CV038213

Quote No.

SER/QUO/1900301

QuoteDate

11/02/19

Salesperson

Jude Kwan

Page

2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make

Model Description

Volkswagen Passeng

License No. SKH7594J

WVGZZZ5NZHW925991

Tiguan NF 1.4 TSI CL110 D6EQP

Engine Code

Labor Type

Mileage

39,094

Initial Registration

27/07/17

Engine No. CZE 454752 Service Advisor

Cheong Pearlyn

Sales Advisor

Jude Kwan

Model Code

AD13PY

Sum Labor

9,800.00

Sum Item

5,255.51

Total

SGD

15,055.51

7% GST

15.055.51

1.053.89

Total SGD Incl. GST

16,109.40

Explanations

P = Proportionately Charged

Payment Terms

No Credit

Pasul 4p 90010068 6-7 & days 13/02/19 @1110 Rosury 54 pant

Supplementary or Omitted List

VEHICLE NUMBER: SKH7594J

MODEL

Tiguan NF 1.4 TSI CL110 D6EQP

CLAIMS DETAILS



LABOUR DESCRIPTION	AMOUNT									
	Qty	Unit	Amount							
LABOUR TO REPAIR SIDE FENDER	1	\$ 840.00	\$ 840.00							
SPRAY PAINTING	1	\$ 800.00	\$ 800.00							
Total	Total		\$1,640.00							

No.	Item No.	Description	Qty	Unit Pricing	Discount	Amount
1	3C0853586	GROMMET	8	\$2.11		\$16.88 /
2						1
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
			TOTAL	:		\$16.88

Total Labour & Parts

\$1,656.88

Survey By

LKK

Service Order Confirmation

SERVICE ORDER NO: 19IP0559

CUSTOMER NO.:

CV038213

CUSTOMER NAME: FAIZAH BINTE IBRAHIM

TELEPHONE NO.:

ADDRESS:

294 LOYANG AVENUE #02-08

Singapore

VEH No.: SKH7594J

Order Date:

02/03/19

Reg Date: VIN NO.:

27/07/17

WVGZZZ5NZHW925991

ENGINE NO:

39,094

KM:

SA: Cheong Pearlyn

MODEL:

Tiguan NF 1.4 TSI OL110 DEEGP MODEL NO.: AD13PY

	No.	DESCRIPTION	QIY	MON	UNIT PRICE	DISC %	AMQUNT
	Labor						
1	BAP DIAG	PROGRAMMING & CALIBRATION- NETT	10	TU	480		480
2	B&P MECH	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280		280
3	BBP ALEX LABOUR	LABOUR + 1 DAYS REPAIR	3	LAB	840		2,520
4	B&P ALEX LABOUR	TRANSFER DOOR PARTS	10	LAB	840		840
5	BAP ALEX PAINT	SPRAY PAINTING + 1 REAR FENDER	2	LAB	800		1,600
6	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0		0
τ	EXT00037	Tow SVC- Quality Recovery Services	1.	UNIT	0		0
	Item						
	5NA831056M	DOOR RHF - IMPROVE PARTS	1	PCS	2,022.19		2,022.19
9	5NA837702A 5AP	DOOR SEAL RHF	10	PCS	182.58		182.58
10	D 378500A2	DOOR INSULATOR	2	PCS	48.52		97.04
11	5NA833056J	DOOR RHR	10	PCS	1,870.00		1,870.00
12	5NA839702A 5AP	DOOR SEAL RHR	1	PCS	222.13		222.13
13	SNA854950P RYP	DOOR MOULDING RHR	1	PCS	394.11		394.11
14	5NA807120A 989	DOOR GASKET RHF	15	PCS	111.00		111.00
15	SNAB54940P RYP	DOOR MOULDING RHF	1	PCS	418.93		418.93
16	5NA854820J 989	RHR FENDER TRIM PROTECTOR	1	PCS	217.43		217.43
17	300853586	GROMMET	е	PCS	2.11		16.88

Remarks: AIG DIRECT SETTLEMENT

DOA 9.2.2019

SURVEYOR LKK RASUL

TP VEHICLE SMD8625U

Service Order Confirmation

SERVICE ORDER NO: 19IP0559

CUSTOMER NO.:

	Author	rized Signature		Customer
	On Behalf Of	"COMPANY"	Certified Goods/Se	rvice received:
			TOTAL AMOUNT	12,061.35
			GST AMOUNT	789.06
			TOTAL	11,272.29
No.	DESCRIPTION	SIX	UOM UNIT PRICE	DISC.15 AMQUNI
	iguan NF 1.4 TSI CL110 D6EQP MODEL NO.: AD1:	SPY		
	VVGZZZSNZHW925991 ENGINE NO:			SA: Cheong Pearlyn
	7/07/17 KM: 39.0	094		
r Date: 00	2/03/19			
H No.:	SKH7594J			
	Singapore			
	204 LOYANG AVENUE #02-08			
	FAICAN BINI E IBRAHIM			
STOMER NAME LEPHONE NO.: DRESS:	204 LOYANG AVENUE #02-08			

Hsiao Tong (LKKAuto)

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

Sent: Monday, 18 February 2019 5:08 PM

Mei Kwan (LKKAuto); Cheong, Pearlyn (VWG Singapore); Hsiao Tong (LKKAuto) To: Cc:

Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team; Admin

A; assignments

Subject: RE: SKH7594J REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING

SKH7594J & SMD8625U ALONG BIDEFORD ROAD DOA 9.2.2019 *** LKK REF:

CC3/AIG19002462/pa3

Attachments: email 1 (1).wmv; email 1 (2).wmv

Dear Mei Kwan/Hsiao Tong,

Scene videos front & rear attached for your perusal. Please revert on liability after AIG confirms.

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.sq http://www.vw.com.sq



From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Tuesday, 12 February, 2019 11:33 AM To: Cheong, Pearlyn (VWG Singapore)

Cc: Kong, Charmaine (VWG Singapore); Wong, Meiy (VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team;

Admin A; assignments; Hsiao Tong (LKKAuto)

Subject: RE: SKH7594J REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SKH7594J & SMD8625U

ALONG BIDEFORD ROAD DOA 9.2.2019 *** LKK REF: CC3/AIG19002462/pa3

'WITHOUT PREJUDICE' SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently pending for our principal to release OI GIA report.

Kindly note that for liability, claim negotiation and settlement, please contact Hsiao Tong at 6742 3197.

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

Meanwhile, please arrange appointment for survey.

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: Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>

Sent: Tuesday, 12 February, 2019 10:20 AM

To: SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>; Wong, Meiy (VWG Singapore)

<meiy.wong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: SKH7594J REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SKH7594J & SMD8625U ALONG

BIDEFORD ROAD DOA 9.2.2019

Dear Claims,

Please arrange for survey and revert on liability, thanks.

Best regards,

Pearlyn Cheong Service Advisor Aftersales Body & Paint Department

Volkswagen Group Singapore (Alexandra) 247 Alexandra Road Singapore 159934

Direct line:

+65 6305 7288

Mobile :

+65 9236 1336

Main line:

+65 6305 7299

Main Fax:

+65 6474 3643

pearlyn.cheong@vw.com.sg

http://www.vw.com.sg



From: pearlyn.cheong@vw.com.sg [mailto:pearlyn.cheong@vw.com.sg]
Sent: Tuesday, 12 February, 2019 10:08 AM

To: Cheong, Pearlyn (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

Hsiao Tong (LKKAuto)

From:

Hsiao Tong (LKKAuto)

Sent:

Thursday, 21 February 2019 8:36 AM

To:

'anna sim'

Subject:

RE: Your Ref: FBF 8203Z *LKK Ref: CC4/III18021815/Gpb3 (SHC 1105P); DOA:

16/11/2018

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: anna sim <annasimsl@yahoo.com.sg> Sent: Thursday, 31 January 2019 5:34 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Your Ref: FBF 8203Z *LKK Ref: CC4/III18021815/Gpb3 (SHC 1105P); DOA: 16/11/2018

Dear Hsiao Tong

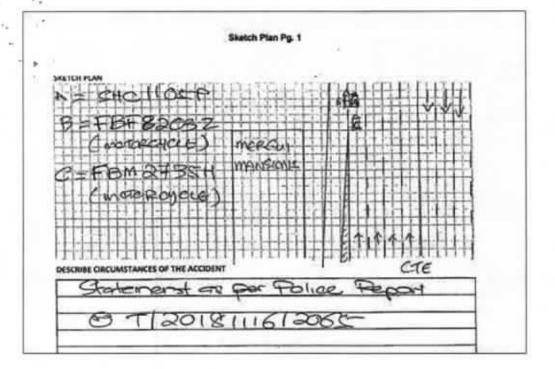
Our client has received a letter from the traffic police that shows your insured has committed an offence of Inconsiderate Driving.

I've attached a copy of the investigation result for your attention.

Kindly revert asap.

Thank you.

Regards,
Anna Sim
Atan Motoring Supply Pte Ltd
Tel: 67431351 Fax: 67434158
email add : annasimsl@yahoo.com.sg
On Wednesday, 5 December 2018, 11:21:31 AM GMT+8, Hsiao Tong (LKKAuto) < chewht@lkkauto.com > wrote:
Without Prejudice
Hi Anna,
We refer to the above matter.
vve refer to the above matter,
Liability is not clear. Kindly refer to the attached report for your perusal.
Kindly let us have evidence (ie: video footage/ scene photos / PIR/) in order for us to look into the matter.
Thank you.



Brief Details.

I am working for Comfort Delgo.

On 16/11/2018 at about 0629hrs, I was driving my vehicle bearing registration plate SHC1105P along Rangoon Road towards CTE and there is one passenger in my vehicle. I was approaching the silproad stop line to CTE as such I slowed down my vehicle. Suddenly a motorcycle bearing vehicle number FBF8203Z hit onto my vehicle's left side mirror and fell to the ground. I got out from my vehicle and spotted the motorcyclist and his pillion on the road and was shouting in pain. As such my passenger called for ambulance. After which I spotted another motorcycle bearing registration plate number FBM2735H which was about 15metre behind my vehicle and the motorcycle was also observed to be lying side way onto the road however I have no idea what happened to the motorcyclist.

Ambulance arrived at scene and the rider and pillion of FBF8203Z was conveyed to TTSH. Traffic police also arrived at scene and managed to obtain the particulars of all parties. There is in-car camera in my vehicle and the memory card was handed over to the police. There is one passenger in my vehicle and he witness the whole incident however I do not have his particulars. I did not suffer any injury. My vehicle left side mirror came off after the accident however I managed to attach it back.

I wish to state that I do not have particulars of any involved parties.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

"Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From:

Foo, Chityan <Chityan.Foo@aig.com>

Sent:

Thursday, 28 February 2019 10:16 AM

To:

Hsiao Tong (LKKAuto)

Subject:

RE: AIG REF: 1371339469SG *LKK REF: CC3/AIG19002462/R1pa3 [ACCIDENT

INVOLVING SMD 8625U(OI) & SKH 7594J(TP) ON 09/02/2019]

Without Prejudice

Hi Hsiao Tong,

We refer to the above matter

After reviewing the video footage in merimen, please proceed to settle the matter at best.

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, February 27, 2019 4:45 PM To: Foo, Chityan < Chityan. Foo@aig.com >

Subject: RE: AIG REF: 1371339469SG *LKK REF: CC3/AIG19002462/R1pa3 [ACCIDENT INVOLVING SMD 8625U(OI) &

SKH 7594J(TP) ON 09/02/2019]

Hi Jimmy.

We refer to our below email.

Kindly let us have your instruction if we may proceed to settle the matter at 100%.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933) From: Hsiao Tong (LKKAuto)

Sent: Friday, 22 February 2019 5:09 PM
 To: 'Foo, Chityan' < Chityan. Foo@aig.com

Subject: RE: AIG REF: 1371339469SG *LKK REF: CC3/AIG19002462/R1pa3 [ACCIDENT INVOLVING SMD 8625U(OI) &

SKH 7594J(TP) ON 09/02/2019]

Hi Jimmy,

We refer to our below email.

Kindly let us have your instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 21 February 2019 9:00 AM To: 'Foo, Chityan' < Chityan. Foo@aig.com >

Subject: AIG REF: 1371339469SG *LKK REF: CC3/AIG19002462/R1pa3 [ACCIDENT INVOLVING SMD 8625U(OI) & SKH

7594J(TP) ON 09/02/2019]

Hi Jimmy,

We refer to the above matter.

We have uploaded a copy of third party's video in Merimen for your easy reference.

From third party's video, it showed that our insured driver was coming out from minor road and collided with third party who was travelling straight within his lane on main road.

We are of the view that liability is not in our insured driver's favour. We will proceed to settle the matter at best with third party.

Kindly let us have your comments/instruction.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

Hsiao Tong (LKKAuto)

From:

Ong, Germaine (VWG Singapore) < Germaine.ong@vw.com.sg>

Sent:

Tuesday, 12 March 2019 6:37 PM

To:

Rasul (LKKAuto)

Cc:

Cheong, Pearlyn (VWG Singapore); Kong, Charmaine (VWG Singapore); Wong, Meiy

(VWG Singapore); Goh, Edmund (VWG Singapore); CS A Team

Subject:

SKH7594J - SUPPLEMENTARY

Attachments:

IMG_0309.JPG; IMG_0299.JPG; IMG_0300.JPG; IMG_0301.JPG; IMG_0302.JPG; IMG_

0303.JPG; IMG_0305.JPG; IMG_0306.JPG; IMG_0307.JPG; IMG_0308.JPG;

SKH7594JSUPPLEMENTARY.xls

Dear Rausl

Please see attached supplementary for your kind approval

We need total of 9 working days

Please revert

Best Regards

Germaine Ong Insurance Service Advisor AfterSales

Volkswagen Centre Singapore 17 Tuas Ave 9 Singapore 639197

HP: +65 92361588 Germaine.ong@vw.com.sg http://www.vw.com.sg



Asher Sng (LKKAuto)

From:

Asher Sng (LKKAuto)

Sent:

Thursday, 25 July 2019 9:49 AM

To:

Foo, Chityan

Subject:

[MANDATE REQUEST] Your ref: 1371339469SG, ACCIDENT ON 09/02/2019 INVOLVING

SMD 8625U (OI) & SKH 7594J (TP)

Your ref: 1371339469SG

Our ref: CC3/AIG19002462/R1ea3

Dear Sirs,

ACCIDENT ON 09/02/2019 INVOLVING SMD 8625U (OI) & SKH 7594J (TP)

We refer to the above matter.

The accident occurred when our insured turn right into the main road hit third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

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

We seek your approval to offer repairer "VOLKSWAGEN CENTRE SINGAPORE" at \$ 12,817.80 (all-in).

The summary is as follows: -

	Ап	ount Claimed	Ап	nount Revised
1. Cost of Repairs (with GST)	\$ 1	7,325.75	\$ 1	12,061.35
2. Loss of Rental (7days x \$100)(w/GST)	\$	749.00	\$	749.00 (7days x \$100)
3. Loss of Use (4days x \$60)	\$	240.00	\$	*
4. LTA Search Fee	\$	7.49	\$	7.45
Total	\$ 1	8.322.24	\$ 1	12.817.80

For your approval in merimen please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: <u>ashersng@lkkauto.com</u> | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park. Ubi Avenue 1, #02-25 | \$(408933)

Print Received Message

This mail is associated with:

*SKH7594J (1371339469SG) [SMD8625U] FAIZAH BINTE IBRAHIM Feb 9 2019 12:00AM

[PREMIUM LEASING PTE LTD] Volkswagen Centre Singapore

From

AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 29/08/2019 18:32 PM.

To Subject LKK_HQ

Alert - Adj Mandate Approved (S\$12817.80) - SKH7594J - Claim Handler: Foo, Chit Yan

Approved:12817.80.

Asher Sng (LKKAuto)

From:

Asher Sng (LKKAuto)

Sent:

Friday, 30 August 2019 4:41 PM

To:

Foo John (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore)

Cc:

Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore)

Subject:

RE: OFFER + DV REQUEST- SKH7594J - *** LKK REF: CC3/AIG19002462/R1EA3Q2

'WITHOUT PREJUDICE' SAVE AS TO COSTS

Hi Sir.

We refer to the above matter.

Our principal propose settlement as follows: -

1. Cost of Repair(w/GST) \$ 12,061.35 2. Loss of Rental w/GST (7days x \$100) \$ 749.00 3. LTA/GIA search fee \$ 7.49 TOTAL \$ 12,817.80

Kindly let us have your acceptance.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: <u>ashersng@lkkauta.com</u> | fax: 6741-4108 Bik 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Monday, 29 July 2019 12:18 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS -

SG/Singapore) <charmaine.kong@vw.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; CS A Team

<cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OFFER + DV REQUEST- SKH7594J - *** LKK REF: CC3/AIG19002462/R1EA3Q2

'WITHOUT PREJUDICE' SAVE AS TO COSTS

Hi John,

Asher Sng (LKKAuto)

From:

Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent:

Wednesday, 25 September 2019 10:59 AM

To:

Asher Sng (LKKAuto)

Cc:

Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo

John (VGS - SG/Singapore)

Subject:

OFFER + DV REQUEST- SKH7594J - *** LKK REF: CC3/AIG19002462/R1EA3Q2

Follow Up Flag:

Follow up

Flag Status:

Completed

Dear Asher,

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

Thanks and Best Regards.

Meiv 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.

PAYMENT ADVICE

Your re	f: AIG	In	sur	anc	e V	ehi	cle	No		- •			-	-	-	-	-	-					
Claiman	t's Ve	hic	le	No.	-	sk.	H_7	50	94-	Ţ.	н	-	-	-	-	-							
Acciden	t on	_ ,	9	- 2	19		-	_	_	inv	olv.	ing	ve	hic	le/	s N	0.	Sm	0 8	767	K	u	
	a SK																			_	_	_	
		-	_	-	-	-	-	_	-	-	-	-	_	_	_	-	-	-	-	_	-	-	
				1	BRI	EA	KD	OW	īN	OF	F	PA:	YM	EN	T/	s							
													V	olk/	sw	age	en (Cer	itre	Sir	าตล	por	'e
1. R	epair	Cos	t S	s 7	49	+	- L	35	4,	Pay	abl	e t	, ,	-	-	-	-	= -	-	-	-	-	-
25	oss-of	-Us	S	- '	989	9	-	-	2	Pay	abl	e t	Vol	ksv	vaç	en	Ce	ntr	e S	ing -	apo	ore -	-
3. TM S	earch	an Fee	d s S	s	7	- կ -	2	-	=	Pay	ab1	e t	0	- \	/oll	(SW	ag -	en -	Ce	ntre -	Si	nga -	pore
Remarks		-	-	*	-	_	-	-	-		_	-	-	-	_	_	-	-	-	_	_	-	
- 2		-	-	_	-	-	-	-	-	-	-	-	~	-	-	-	-	7		-	-	-	
Service	Advis	er	-	_	-	-	-	-	÷	-	-	×	-	-									
Contact	No.H/	/P.	-	-	-	-	-	-	-	-	-												



51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL: (065) 62563561 FAX: (065) 62564315

Our Ref: CC3/AIG19002462/R1pa3

11 MARCH 2019

PREMIUM LEASING PTE LTD

9 LENG KEE ROAD SINGAPORE 159090 ATTN: THE MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING SMD 8625U & SKH 7594J ALONG/AT INFRONT OF 22 BID FORD ROAD (CAR PARK EXIT) ON 09/02/2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SKH 7594J against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your driver's favour as your vehicle came out from minor road and collided with third party who was on main road. Under Motor Accident Guide, vehicle turning into main road should exercise greater caution. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 22/03/2019, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG Case Handler

DID: 6742 3197 FAX: 6741 4108

C.C.

Email: chewht@lkkauto.com

AIG Asia Pacific Insurance Pte Ltd (Motor Claims Dept)

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

(with chop)

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

1. Faizal Brite 18rahim (the third party claimant") of
1, Faizal Bute 18rahim (the third party claimant") of 24 Loyang Are #02-08. Singapone 50900 (address), owner of SEH 7504)
(vehicle no.) hereby authorize
to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no start that was damaged pursuant to the accident which occurred on 6 a wild (date) along Bideford Found (location) involving vehicle no/s who have the accident").
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit
and the workshop is further authorized to receive payment further to settlement of my claim with
payment cheque/s being made in favour of the workshop.
I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.
Dated this (day) of (month) 20 (year)
VOLKSWAGEN GROUP SINGAPORE
Signed by "the third party claimant" Signed by "the workshop"

(with chop if applicable)

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

RELEASE VOUCHER (AIG Asia Pacific – EXPRESS THIRD PARTY CLAIM)

"We/l, Volkswagen Centre Shoppine ("the workshop") hereby confirm that we/l
for vehicle no. 3kth 15943 that was damaged pursuant to the accident which occurred on 09/03/209 (date) along 8/05/200 7090
vehicle no/s (location) involving
This is pursuant to the inspection conducted on
We/I confirm that we/I are/am authorized by the owner FAXPH BATE IBRAHO ("third party claimant"
to make the claim as set out in the characteristics
authority to settle the matter on his/her behalf in a manner that we/l deem fit. We/l enclose herein the letter of
authority given by "the third party claimant".
We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte. Ltd for all damages, loss and/or expense that they will or have already insured in the
expense that they will or have already incurred in the event that "the third party claimant" after the above said
agreement lodges a further claim against the former for any loan
agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs or repairs and/or rental and/or loss of use pursuant to the design of the des
repairs and/or rental and/or loss of use pursuant to the damage to \$\frac{\\$k\th}{15943}\$ (vehicle no.) as a result
Well confirm that the agreement reached above to be a
We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party
claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.
This agreement is subject to the application of all
This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive
jurisdication over any dispute arising out of the same.
Dated this
Dated thisday of(month) 20(year)
GROUP
((LKK)) SINGAPORE
Mas ()
Signed by AIG appointed augustic
Chopped & Signed by "the workshop"

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P12537

Biz Reg. No. 53103069E GST No. M20098505-2

SERVICE ORDER NO: 19IP0559

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE PIL.

TELEPHONE NO:

ADDRESS:

78 Sheriton Way

#07-16 AIG Building

Singapore

Post Code:

13

079120

VEH NO .:

SKH7594J

22/03/19

DATE VIN NO :

WVGZZZSNZHW925981

KM: Engine No.: 47.051

GEARBOX CODE: MODEL:

Tiguan NE 1.4 TSI CL110 DEEQP

AMOUNT

2,520.00

840.00

1,600.00

480.00

280 00

2,022.19

1,870.00

Cheang Pearlyn

Next Appointment Date :

Next Appointment Mileage :

No. DESCRIPTION QTY UOM UNIT PRICE AIG DIRECT SETTLEMENT DOA 9.2.2019 SURVEYOR LKK RASUL TP VEHICLE SMD8625U LABOUR + 1 DAYS REPAIR LAB 3.00 840.00 TRANSFER DOOR PARTS 2 1.00 LAB 840.00 3 SPRAY PAINTING + 1 REAR FENDER 2:00 LAB 800.00 Tow SVC- Quality Recovery Services 1.00 LINIT Tow SVC- Quality Recovery Services UNIT 1.00

PROGRAMMING & CALIBRATION- NETT 1.00 TU 480.00 CHECK WIRE HARNESS, ECU, SENSOR, SOCKET 250.00 GROMMET 8.00 PCS DOOR RHF - IMPROVE PARTS 1.00 PC8 10 DOOR RHR PCS 1.00 DOOR GASKET RHF 11 1.00 PCS DOOR SEAL RHF 12 1.00 PCS

DOOR SEAL RHR

RHR FENDER TRIM PROTECTOR

2,022.19 1,670.00 111.00 182 58 PCS 222 13

1.00

1.00

PC5

2.11

217.43

111.00 182.58 222.13 217.43

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P12537

Biz Reg. No. 53103069E GST No. M20098505-2

SERVICE ORDER NO: 19IP0559

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME: AIG ASIA PACIFIC INSURANCE PIL.

TELEPHONE NO.:

ADDRESS:

78 Shenton Way

#07-16 AIG Building

Singapore

Post Code:

079120

VEH NO .:

SKH7594J

DATE:

22/03/19

Plekup:

Engine No.:

VIN NO.

WVGZZZ5NZHW925991

KM: 47,051

GEARBOX CODE:

Tiguan NF 1.4 TSI CL110 D6EQP

MODEL

Checng Pearlyn

Next Appointment Date :

Next Appointment Mileage:

No.	DESCRIPTION	STY	MOU	UNIT PRICE	AMOUNT
15	DOOR MOULDING RHF	1.00	PCS	418.93	418.93
16	DOOR MOULDING RHR	1.00	PCS	394.11	394.11
17	DOOR INSULATOR	2 00	PCS	46.52	97.04

GST (7%) AMOUNT: 789.06

TOTAL AMOUNT:

12,061.35

For Volks WOLKSWAGEN Pte Ltd GROUP BINGAPORE

Customer

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd. Bank Account. 2528214002 Swift Code: DEUTSGSG. Please indicate Customer Name and Invoice Number in the payment

Volkswagen Centre Singapore 2 1 MAR 2019





Service Tax Invoice No. SV19P12097____

Bir Reg. No. 53103069E GST No. M20098505-2

SERVICE ORDER NO: 19IP0708

SERVICE CUSTOMER NO.: CV038213

SERVICE CUSTOMER NAME: FAIZAH HINTE IHRAHIM

TELEPHONE NO.:

ADDRESS:

204 LOYANG AVENUE

M02-08

Singapore

Post Code:

509060

VEH NO .:

SMF3180H

DATE

20/03/19

Fickup

VIN NO.:

WVWZZZAUZJW048198

Golf 1.4 TSI 92NW CL

GEARBOX CODE:

MODEL:

SA

Wong Mely

Next Appointment Date:

Next Appointment Mileage:

No.

DESCRIPTION

QTY

UNIT PRICE

AMOUNT

FOR VEHICLE @ SKH7594J

B&P VW DRIVEEASY RENTAL/LOAN CAR

7.00

100:00

700.00

GST (7%) AMOUNT: TOTAL AMOUNT:

49.00 749.00

For Volkswagen Group Singapore Pte Ltd

Authorised Signatory

Customer

NOTICE

1. All fund transfer payments should be made payable to Velkawagen Group Singapore Pte Ltd Bank Account: 2528214002 Swift Code: DEUTSGSG Piezes indicate Customer Name and Invoice Number in the payment



Volkswagen Group Singapore Pte Ltd 247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

MAIN DRIVER PARTICULARS	REPLACEMENT VEHICLE PARTICULAR				
Dumer's Vehicle No. SKH 7594J	Replacement Vehicle	N= SMF3180H			
Modeli	Model: RULF				
New Faizah binte Ibrahim	78830000	Date & Time	M	lleage Out	
BK 204 Loyang Avenue	Callection Out	13/03, 1145	52	87	
#02-08	Return In	Date & Time	٨	Allenge In	
(s) 509060	540000	21/2 10.40	390	5	
Office fels Residence Fels	OUT (3-1 BAR	(1	5/2+2	
Ourspellan: 4 Hm 93861687	ЕМРТУ	FULL EM	PTY	FULL	
P.P.A.C. No. 3 8 11 0759 Thiurionality	Ri	EPLACEMENT CAR CHAR	GES TO MS	iiG	
Date of Birth: 14. 04-198[Place of Birth			Doys	Total	
Dr.Lisence Man	Days @\$ (O	O Par Day	7	4900	
ADDITIONAL DRIVER'S PARTICULAR	Abbit	IONAL CHARGES			
Numa Mohamed Ibrahim					
5	FETROL	FETROL TOP-UP CHARGES			
Bik 104 Loyang Avenue					
#02-08		_			
(s) 504060	TOTAL CHA		19749		
Office Tel: Residence Tel:	Nemark;			, , , ,	
Оссирания - ны 86163657					
PACNE S 8605373 2 Nettonality					
Dute of Birth: 31: 01: 19% Place of Birth:	\dashv				
C. LE GITTE CASE					
	R		1	A	
		L	1	10	
78. 71	1		D.	1	
	open C		=		
inally top up the petrol helione you return up the replacement cars Otherwise, there will be	therpse added to your paymen				
in the exect of valida breakdown, please call are Vallaceagus 24brs road continues at 4: DECKED OUT BY:	CHECKED IN BY)	1			

> Back to OneMotoring

SH 7594 J

Authority Land Transport

Land Transport Authority 10 Sin Ming Drive Singapore 575701

GST Registration No.: M4-0006529-2

Print Date/Time:

18 Feb 2019 / 10:17:18

Receipt Date/Time: 18 Feb 2019 / 10:17:18

Tax Invoice/Receipt

Receipt No.: ITNET-00000-190218-000660

Previous Receipt No. :

S/N	Item Description/		Amount	GST	Amount
	Business Transaction Reference		Before	Amount	After GST
	No.		GST (S\$)	(S\$)	(S\$)
Resu	It of Insurance Enquiry - SMD8625U				
As at	09 Feb 2019/20:50:00				
Insur	ance Co: AIG ASIA PACIFIC INSURA	NCE PTE. LTD.			
1	Insurance Enquiry - SMD8625U				
	Enquiry Fee		7.00	0.49	7.49
	20190218101518881384				
		Sub-Total	7.00	0.49	7.49
		Total Before Rounding	7.00	0.49	7.49
		Rounding Difference			0.04
		Total Amount Payable			7.45
		Paid By			
		****************	Credit Card: Visa/MasterCard		7.45
		Total			7.45
		Cash Change			0.00
		Tendered Amount			7.45
		Excess Refundable Amount			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

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

Case	Natified	Est Submitted	Ad) Assigned	Adj Rpt	Adj	Submitted	Ins Auth'ed	Status	
Main	12 Feb 2019 Edit Reg		13 Feb 2019 00:00 Edit Adj Rpt	S\$11,272.29 Edit Estimate	(1) 4 H-559	1,272.29 ew Rpt		Pending for Sur Report Cancel Case	
	Main	R	eference	Claim	Details		Documents		Show All
CLAIM SU	BFOLDER DE	ETAILS				[Created	by adjuster]		
insured:	PREMIUN	LEASING PTE L	TD, Co. Reg. No.:	201009676M					
Main Claimant:	FAIZAH E	INTE IBRAHIM,	ID: \$81107591						
Vehicle Re	SKH7594J Date of Loss: 09/02/2019 00:00 - :59 [18 Months and 13 Days From LTA Reg Date (Man Yr						ste (Man Yr)]		
Claim Type	TP / 137	71339469SG			y/Cover	0999994451			
Vehicle Re No. (Insured):	SMD8625U (Claimant): A29002434AVW								
1111001011				Exc	255				
Repairer:	Volksway	gen Centre Singa	pore (HQ) 247 Ale	exandra Road, 15	9934 Alei	candra - Tei:	63057288		
Handling Insurer:	AIG Asia	Pacific Insuranc	e Pte. Ltd. (Expre	nss) - Tel: 65-64:	9-3000	[Handled b	y Foo, Chit Yan]	hityan.Foo@	aig.com
Claimant's Insurer:	MSIG Ins		ore) Pte. Ltd. (HQ						
Adjuster:	LKK Auto	Consultants Pte	Ltd (HQ) - Tel: 6	256-3561 [Har	idled by I	MOHD RASU	L] [Final Rpt	due 21/02	/2019]
ASSOCIA	TED MAIL RE	CEIVED					View	All Con	npose Case Mail
 AIG_SG 	_EXPRESS (29	0/09/2019): Alert 0/08/2019): Alert 1: No Policy Foun	- Adj Mandate Ap	proved (5\$130 proved (5\$128	17.80) - 17.80) -	SKH7594J - SKH7594J -	Claim Handler: Fo	oo, Chit oo, Chit	
ALL ASS	OCIATED TA	sks=				View All	Search Tasks Cr	eate New Tas	k Complete
Due Da	te Priority	Type Tasi	Group Subje	ct Handler	Assig	ned By	Completed On	Created	On Done

Claim Documents

*SKH7594J (13713394695G) [SMD8625U] TP FAIZAH BINTE IBRAHIM Feb 9 2019 12:00AM [PREMIUM LEASING PTE LTD] Volkswagen Centre Singapore

Vide	90		1 per	page v	V
No.	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Prin
1	21/02/19 08:56	SKH 7594J vs SMD 8625U - TP VIDEO_FRONT	0	Load WMV	-
1	21/02/19 08:56	SKH 75943 vs SMD 8625U - TP VIDEO_REAR	0	Load WMV	
ett	ers/Corresponder	ices	1 per	page 🔻	100
No.	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Prin
1	(Draft)	Third Party Express Settlement - Payment Breakdown	0	Edit	
			Ta	area Ivil	C#
-	tos/Images		3 per	Thumbnall	Prin
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	0	Load JPG	Ø
1	21/02/19 08:55	Odometer Reading	0	Load JPG	82
2	21/02/19 08:55	Chassis Number	6	Consension Co.	₩
3	21/02/19 08:55	General View		Load JPG	
4	21/02/19 08:55	General View	0	Load JPG	12
5	21/02/19 08:55	General View	0	Load JPG	8
6	21/02/19 08:55	General View	0	Load JPG	M
7	21/02/19 08:55	General View	0	Load JPG	Ø
8	21/02/19 08:55	General View	0	Load 3PG	₩.
9	21/02/19 08:55	General View	0	Load JPG	80
10	21/02/19 08:55	General View	0	Load JPG	2
11	21/02/19 08:55	General View	0	Load JPG	N
12	21/02/19 08:55	General View	0	Load JPG	V
13	21/02/19 08:55	General View	0	Load JPG	83
14	21/02/19 08:55	General View	0	Load JPG	8
15	21/02/19 08:55	General View	6	Load JPG	2
16	21/02/19 08:55	General View	0	Load JPG	8
17	21/02/19 08:55	General View	0	Load JPG	Ø
-		General View	0	Load JPG	12
18	21/02/19 08:55	NAME OF THE PARTY	0	Load 3PG	V
19	21/02/19 08:55	General View	0	Load JPG	100
20	21/02/19 08:55	General View	0	Load JPG	<u> 2</u>
21	21/02/19 08:55	General View			W
22	21/02/19 08:55	General View	0	Load JPG	
23	21/02/19 08:55	General View	0	Load JPG	8
24	21/02/19 08:55	General View	0	Load JPG	N
25	21/02/19 08:55	General View	0		N
26	21/02/19 08:55	General View	0		M
27	21/02/19 08:55	General View	0	Load JPG	N
28	21/02/19 08:55	General View	0	Load JPG	N
29	21/02/19 08:55	General View	6	Load JPG	M
30	21/02/19 08:55	General View	0	Load JPG	50
31	21/02/19 08:55	General View	0	Load JPG	100
32	21/02/19 08:55	General View	0	Load JPG	K
33	21/02/19 08:55	General View	0	Load JPG	Z
34	21/02/19 08:55	General View	0	Load JPG	V
35	21/02/19 08:55	General View	0		12

Vide	10		1 per	page 🗸	2
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
36	21/02/19 08:55	General View	0	Load JPG	8
37	21/02/19 08:55	General View	0	Load JPG	V
38	21/02/19 08:55	General View	0	Load JPG	82
39	21/02/19 08:55	General View	0	Load JPG	2
40	21/02/19 08:55	General View	0	Load JPG	Z
41	21/02/19 08:55	General View	0	Load JPG	82
42	21/02/19 08:55	General View	0	Load JPG	Ø
Doc	umentation		1 per	page 🔻	82
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	12/02/19 11:30	TP GIA REPORT	0	Load PDF	
2	12/02/19 11:30	NOTIFICATION FROM WORKSHOP + TP ESTIMATE	0	Load PDF	
3	16/02/19 18:14	TP ESTIMATE - MARKED	0	Load PDF	
4	18/02/19 16:38	LTA SEARCH	0	Load PDF	
5	15/04/19 12:18	LETTER TO OI	0	Load PDF	
6	29/08/19 17:40	LOD	0	Load PDF	
7	05/09/19 09:46	EMAIL FROM WSP DD 050919	0	Load PDF	
8	15/10/19 10:27	WORKSHOP INVOICE	0	Load PDF	
9	15/10/19 10:27	AUTHORISATION TO ACT FORM	0	Load PDF	
10	15/10/19 10:27	Release Voucher	0	Load PDF	
11	15/10/19 10:27	RENTAL RECEIPT	0	Load PDF	
12	15/10/19 10:27	LOD	0	Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)		Thumbnail	Print
1	20/02/19 10:27	OI GIA REPORT	0	Load PDF	
2	18/09/19 17:24	Clear Report	0	Load XLSX	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
			-
			4
Show Remarks To: Handling Insurer Siote: Remarks are private unless you show it to other parties.			

NOTE: TO	RE	COMPL	ETED	RY	SURVEYOR
NO IE. IO		COMPL			COLLECTION

TEAM	
LEMIN	

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	hicle No: SMD8625U (Insd ve		Model:	VOLKSWAGEN TIGUAN 1.4		
	SKH7594J (TP veh)			TSI (A)		
Date of Accident:	dent: 09/02/2019					
CI-1-12 C-111-			[X1 No			
Global Sum Settler	ment : [] Yes	: \$	[X] No 17,325.75			
Repair Estimate		: 5	12,061.35			
Final Repair Cost Loss of Use		: \$	200.00	4.00 days at \$50.00 per day		
		: \$	749.00	7 days		
Rental (if any)		: \$	7.45	/ days		
	ree	. 5	0.00			
Others:		: \$	0.00			
Final Settlement S	STATE OF THE STATE	: \$	13,017.80			
Is Third Party Workshop GIA Registere			0.000/0.000-0.000	[X] NO (Kindly indicate		
below)	Registered Worksho		Agreed Liability	100 (%)		
A) TO NOT GIA	tegistered Workship	P:		e: Yes/ No BOLA Scenario No:		
B) For GIA Regis	stered Workshop:					
BOLA Liability	(%)		Assessed Liabili	ity (*):(%)		
200 CO		for chai		cases where BOLA does not apply		
Remarks						
_		_				
Payment Instruct	ion: Payee's Breakd	own	1612 - 222			
1) Volkswagen (Centre Singapore		: \$	13,017.80		
2)			: \$			
3)			: \$			
4)			: \$			
5)			: \$			
JOANNE	LEE KHANG MIN		15 Oct 2019			
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/AIG19002462/R1EA3Q2

Date:

15/10/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.

Policy No:

0999994451

Claimant Vehicle No : SKH7594J

Insured Vehicle No: SMD8625U

Date of Loss:

09/02/2019

Nature of Claim:

TP

Claim No: 1371339469SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:

SKH7594J

Make & Model:

VOLKSWAGEN TIGUAN, 1.4 TSI (A)

Engine No:

CZE454752

Reg. Date: Colour:

27/07/2017 (Man. Year: 2017)

Chassis No:

WVGZZZ5NZHW925991

Engine Capacity:

Purple 1395 cc Odometer:

44670 km

Market Value/New Car

N/A

Price: Sum Insured (S\$):

Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:

Steering (Serviceable):

Yes Engine Modification:

Yes Footbrake (Serviceable):

Pre-accident Condition:

Yes

Handbrake (Serviceable):

CONDITION OF TYRES

Front Tyre Size:

235/55 R18

Rear Tyre Size:

235/55 R18

Front Left Side: Front Right Side:

Continental 6 mm Continental 6 mm Rear Left Side: Rear Right Side: Continental 6 mm Continental 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS		Repairer's	Adjuster's	Difference	Diff %
Parts		5,552.29	5,552.29	0.00	0,00
Miscellaneous Items		0.00	0.00	0.00	
Labour		10,640.00	5,720.00	4,920.00	46.24
Paintwork Labour		0.00	0.00	0.00	
Towing		0.00	0.00	0.00	
	Gross Total (S\$)	16,192.29	11,272.29	4,920.00	30.38
	+ GST 7.00/7.00% (S\$)	1,133.46	789.06	344.40	30.38
	Nett Amount (S\$)	17,325.75	12,061.35	5,264.40	30.38
	+ Loss of Use (4.0 x	S\$50.00/day) (S\$)	200.00		
	+ Car Rental (7.0 x S\$100.00/day	+ 7.00% GST) (S\$)	749.00		

+ Doc/Search Fee (S\$)

Nett Liability (S\$)

INSPECTION

Date of Assignment:

13/02/2019

Date Inspected:

13/02/2019 Inspected At:

Volkswagen Centre Singapore (HQ)

247 Alexandra Road

Singapore 159934

7.45

13,017.80

Estimated Period of Repair:

7.0 days

Manager: Asher Sng Rong Yi Adjuster: MOHD RASUL

Adjuster Report Page 2 of 4

NOTE: This report represents our findings at the lime 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

*DOOR *DOOR *DOOR *DOOR	RHR GASKET RHF	Bent Bent Necessary	2,022.19FS 1,870.00FS 111.00FS	*2,022.19 FS *1,870.00 FS
*DOOR	GASKET RHF			
10.75.75.75		Necessary	111 00 EC	
*DOOR	DEAL DUE		111.00 FS	*111.00 FS
	SEAL RHF	Necessary	182.58 FS	*182.58 FS
*DOOR	SEAL RHR	Necessary	222.13FS	*222.13 FS
*RHR FI	NDER TRIM PROTECTOR	Deformed	217.43FS	*217.43 FS
		Scratched	418.93FS	*418.93 FS
*DOOR	MOULDING RHR	Scratched	394.11 FS	*394.11 FS
*DOOR	INSULATOR	Necessary	97.04 FS	*97.04 FS
*GROM!	MET	Necessary	16.88FS	*16.88 FS
art. S=SpcNett.		Total Parts (S\$)	5,552.29	5,552.29
	*DOOR I *DOOR I *DOOR I *GROM	*RHR FENDER TRIM PROTECTOR *DOOR MOULDING RHF *DOOR MOULDING RHR *DOOR INSULATOR *GROMMET art. S=SpcNett.	*DOOR MOULDING RHF Scratched *DOOR MOULDING RHR Scratched *DOOR INSULATOR Necessary *GROMMET Necessary art. S=SpcNett.	*DOOR MOULDING RHF Scratched 418.93 FS *DOOR MOULDING RHR Scratched 394.11 FS *DOOR INSULATOR Necessary 97.04 FS *GROMMET Necessary 16.88 FS

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Lab	our Items			
1	LABOUR	New	3,360.00	1,680.00
2	TRANSFER DOOR PARTS	New	1,680.00	840.00
3	SPRAY PAINTING	New	4,000.00	1,600.00
4	PRORAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	CHECK WIRE HARNESS ,ECU,S	New	280.00	280.00
6	LABOUR TO REPAIR SIDE FENDER	New	840.00	840.00
	Gross Labour Cost (S\$)		10,640.00	5,720.00
_	Report was unsubmitted duri			

< END OF ESTIMATES >