

CS09/2991

ASS. REC. BY:

REP: CS/INC19002576/71+d3<sup>2</sup>

Special Instruction

Surveyor

Tau Fich

ASSIGNMENT (Office)

From (Person)

Daniel Koh

of INC

Date/Time: 12/2/19 @ 10:11am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No.

EV 6460R

Insured:

XE 783M

at Workshop n/s

Volkswagen

Tel:

63057299

of

247 Alexander Road

Policy No

Claim No:

MT-1030828-001

Sum Insured:

Excess:

Make of Veh:  
(Client's Record)

D.O.A

2/2/2019

CA / REV / REP. / REV 24 HRS

(up)

H.O.D. Endorsement

Date/Time:

11:07pm 12/2/19

Person Contacted:

edmund

Vehicle  IN  OUT

Date/Time	Action/Instruction (✓) Estimate
	EV 6460R - X
	XE 783M - X
	Vehicle convert to own Damage.
	Submit preli report



**Nivitha (LKK Auto)**

**From:** Daniel Koh <daniel.koh@income.com.sg>  
**Sent:** Tuesday, 12 February 2019 10:11 AM  
**To:** 'assignments@lkkauto.com'  
**Cc:** Teng Ken Leong; Thio Tse Kiat  
**Subject:** FW: TP CASES FARMED OUT TO LKK ON 12/2/2019

Dear Veron / Catherine,

Please assist to survey the vehicles as per Mr Toh's instruction :-

S/NO	THIRD PARTY	OUR INSURED	WORKSHOP / CONTACT	DOA / REF / OFFICER	TIMING
1	SLH1636A	SJK3446B	VERMOGEN ACE / Pila 63583031	11-2-2019 / MT-1031440-001 / Muhammad Airwan	
2	EV6460R	XE783M	VOLKSWAGEN CENTRE / Edmund Goh 63057299	2-2-2019 / MT-1030828-001 / Helena Tan	10:00-12:00
3	SLU8379C	SJN6151R	CAR CRAFTERS / Jie Ren 94316186	25-1-2019 / MT-1029788-002 / Charlotte Chew	
4	SFS41K	SLF646M	C & C AUTOMOTIVE / Tay Jian Ye 81680997	25-1-2019 / MT-1029518-002 / Rajeswary	11:00-16:00
5	SMC5034A	SKW5684S	C & C FRANCE / Edwin Caina 91819978	7-12-2018 / MT-1023039-002 / Serene Lim	

6	SMA7409A	SLU7485K	HUA HONG PTE LTD / Jerleen 66619688	24-11-2018 / MT-1021408- 002 / David Phua	10:00-12:00
7	YN1111L	SKJ824G	LEE KUAN HWA MOTOR / Siew Chen 62699192	1-2-2019 / MT-1030591-002 / Jeff Lin	
8	EA2318G	SHD2075E	TAN CHONG MOTOR / Lawrence Teo 64694091	23-1-2019 / MT-1029228-002 / Jared Liu	
9	SLM2790D	SHC6977G	WORLD AUTO / Ainee 63621776	4-2-2019 / MT-1031311-001 / David Phua	

Please contact workshops.

Please ack.

Thank You

Daniel Koh  
Senior Admin Assistant, Motor Insurance  
T +65 6430 7901  
[www.income.com.sg](http://www.income.com.sg)

**income**  
made different



## Denise Tay (LKKAuto)

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**From:** Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Thursday, 25 April 2019 3:02 PM  
**To:** Denise Tay (LKKAuto); Goh Edmund (VGS - SG/Singapore)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore)  
**Subject:** RE: EV 6460R / TP / NTUC / DOA: 2/2/2019

Dear Denise,

NTUC checking? Case revert to Own Damaged claims already, 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](mailto:meiy.wong@vw.com.sg)  
<http://www.vw.com.sg>



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

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>  
**Sent:** Thursday, 25 April 2019 2:48 PM  
**To:** Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>  
**Subject:** RE: EV 6460R / TP / NTUC / DOA: 2/2/2019

Dear Edmund,

Any update?

AXA  
US  
NTUC

### 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.

OUT

#### ACCIDENT STATEMENT

Date Of Report	02/02/2019 09:51
Date Of Accident	02/02/2019 08:45
Exact Location Of Accident	BISHAN STADIUM CARPARK
Country/State of Loss	SINGAPORE

#### DETAILS OF OWN VEHICLE

Vehicle Registration Number	EV6460R
<b>Insured/Policyholder</b>	
Name Of Registered Owner	SARANPAL KAUR DHILLON D/O
NRIC No	S7422373G
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-93261183
Alternative Phone No	OFFICE-91174983

#### Vehicle Particulars

Manufacturer	SKODA
Model	OCTAVIA 1.0 85KW AMB PLUS

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

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category PRIVATE CAR

#### Insurance Company

Name of Insurance Company	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	CN018463
Cover Note Number	

#### Driver

Name of Driver	SARANPAL KAUR DHILLON D/O
NRIC No	S7422373G
Date Of Birth	01/07/1974
Occupation	INDOOR
Date Of Driving Pass	24/03/1994
Driving Experience	24 YEARS AND 10 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-91174983
Fax Number	
Contact Number	OFFICE-91174983
EMail Address	SARANDHILLON@GMAIL.COM

Address 109 SUNRISE WAY  
 Postcode 806225  
 Was driver an employee of the Insured's Company NO  
 If No, Relationship of the Driver with the Insured OWNER  
 Vehicle Registration Number of Driver's Own Vehicle -  
 -  
 -  
 Insurance Company of Driver's Own Vehicle -  
 -  
 -

**General Information of the Accident**

Type Of Accident HIT AND RUN / VANDALISM / DAMAGED WHILST PARKED  
 Weather Conditions CLEAR  
 Road Surface DRY

**Other Information**

Was any foreign vehicle involved in this accident? NO  
 Number of vehicles (including own vehicle) involved in the accident 2  
 Was any body injured in the Accident? NO  
 Was any injured conveyed to hospital by ambulance? NO  
 Was any other material or property damaged? YES  
 I have been approached by unknown person(s) soliciting/offering accident claims assistance. NO  
 Number of Passengers (Including Driver) 0

**Details of Police Action**

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

**Circumstances of Accident**

refer to sketch plan

**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 XE783M  
 Vehicle Make/Model/Colour  
 Details Of Properties  
 Vehicle Category COMMERCIAL VEHICLE  
 Name of Driver TUNG SENG KHEONG  
 NRIC/Passport Number 527680794  
 Contact Number 6365 3118  
 Address  
 Postcode  
 Insurance Company Name  
 Nature Of Damage  
 No. Of Passenger (Including Driver)

**SKETCH PLAN**

**IMPORTANT NOTICE**

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

I understand, acknowledge, agree and consent that:

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



Policyholder's Signature  
Date & Time:



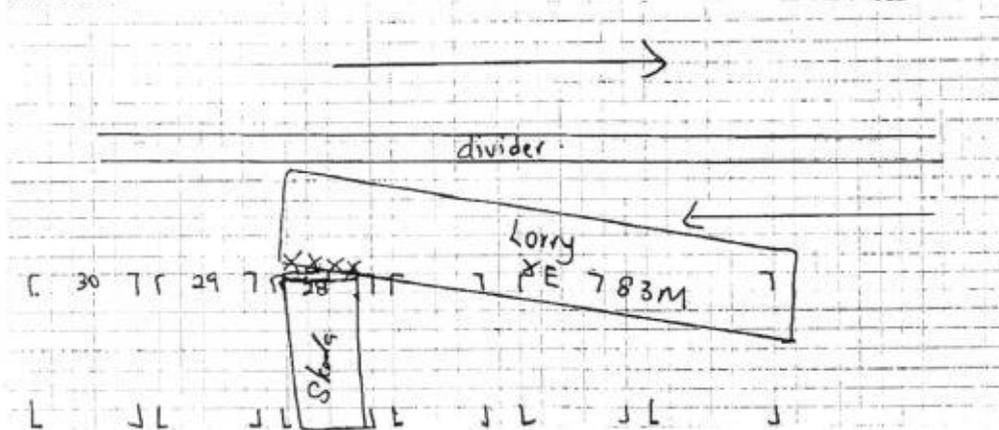
Driver's Signature  
(If driver is not the policyholder)  
Date & Time:



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

Bishan Sports Hall

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I parked my car in lot 28 at Bishan Sports Hall. I came out of my car and was going for my pilates class. Next to my car on the right, there were 10 vacant lots. A 10m lorry drove into the lots in front of my car and then the driver started to reverse into the lots (empty) lots on the right side of my parked vehicle. These are verticle lots but the lorry driver was trying to parallel park on the space of the 10 verticle lots which were empty on the right side of my vehicle. As he was reversing into the verticle lots in a parallel manner, he knocked into the front of my car and still continued reversing into the space next to my car. Only when I started shouting, the driver stopped /braked his lorry.

Accident happened at 8:45am, Saturday, 2<sup>nd</sup> Feb 2019

DECLARATION

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

  
 Policyholder's Signature  
 Date & Time:

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

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



THIRD PARTY  
INSURANCE

**Certificate of Insurance**

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) ACT (CHAPTER 189)  
MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) RULES, 1960  
ROAD TRANSPORT ACT, 1987 (MALAYSIA)  
MOTOR VEHICLES (THIRD PARTY RISKS) RULES, 1959 (MALAYSIA)

<b>Certificate Number :</b> 5086278252-01	<b>Cover :</b> Comprehensive
1. Index mark and Registration Number of Vehicle	: XE783M
Chassis Number	: JALCYH52TF7000101
2. Name of Policyholder	: SH CONSTRUCTION & BUILDING MATERIALS SUPPLIER PTE LTD
3. Effective Date of Insurance	: 27 Nov 2017
4. Expiry Date of Insurance	: 26 Nov 2018
5. Persons or Classes of Persons entitled to drive#	
(a) The Policyholder.	
(b) Any other person who is driving on the Policyholder's order or with his/her permission. Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.	
6. Limitations as to Use#	
(a) Use for social domestic and pleasure purposes and in connection with the Policyholder's business or profession.	
(b) Use for the carriage of passengers or goods in connection with the Policyholder's business.	

This Policy does not cover

- (a) Use for hire or reward.
- (b) Use for racing, pace-making, reliability trial or speed-testing.
- (c) Use whilst drawing a trailer except the towing of any one disabled mechanically propelled vehicle.

# Limitations rendered inoperative by Section 8 of the Motor Vehicle (Third Party Risks and Compensation) Act (Chapter 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

EXCESS (SECTION 1)	: S\$1,500
EXCESS (SECTION 2)	: N/A
WINDSCREEN EXCESS	: S\$100
INSURE WITH US	: YES
HIRE PURCHASE COMPANY	: MERCEDES-BENZ FINANCIAL SERVICES SINGAPORE LTD
SUM-INSURED	: MARKET VALUE OF INSURED VEHICLE AT TIME OF LOSS

I/We hereby Certify that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia)

Agency : JUN SHI INSURANCE AGENCY (00000572596)  
Date of Issue : 03 Nov 2017 14:19 hrs

For NTUC INCOME INSURANCE CO-OPERATIVE LIMITED

Countersigned By:

Authorised Officer

Chief Executive

Accident Photo



Accident Photo



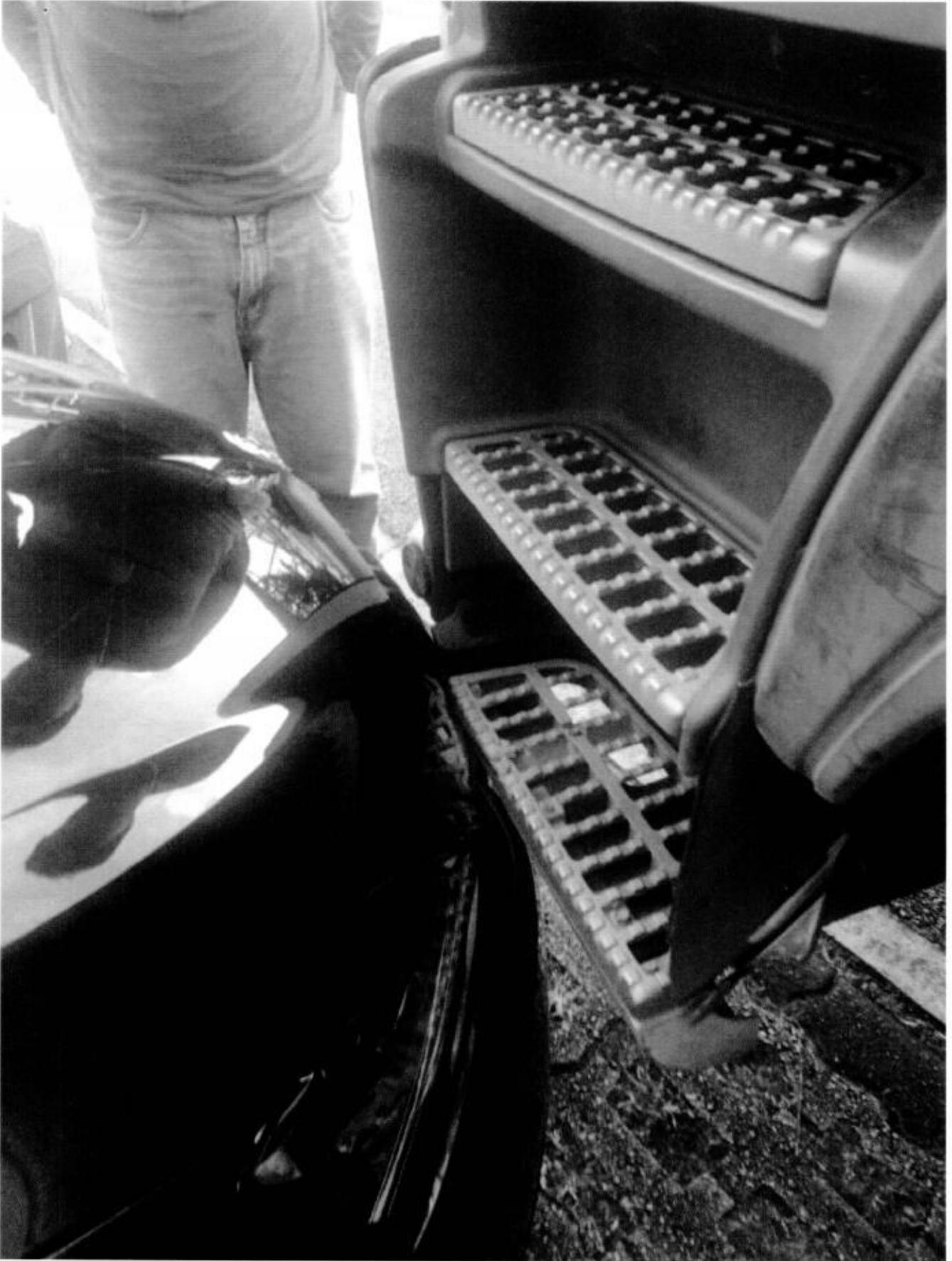
Accident Photo



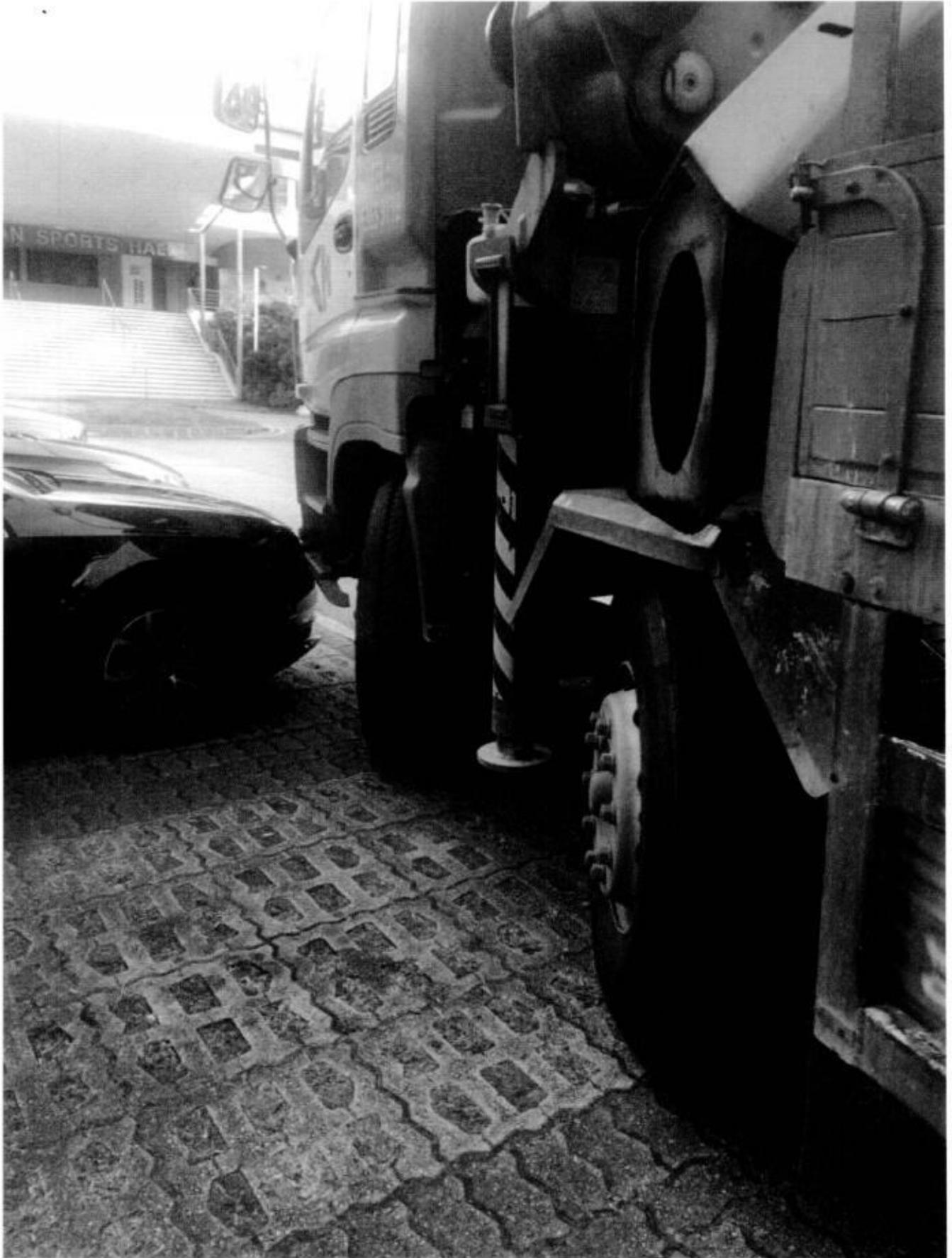
Accident Photo



Accident Photo



Accident Photo



Accident Photo



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. CV042254  
Quote No. SER/QUO/1900261  
QuoteDate 04/02/19  
Salesperson Elaine Ong  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

VGS Singapore, 247, 159934 Singapore

SARANPAL KAUR DHILLON D/O  
HARJIT SINGH  
109 SUNRISE WAY  
Singapore, 806225  
Singapore

*Handwritten:*  
13/2/19  
Tanjah 97495749  
"WP"  
3 days  
11/2/19  
Repair before paint  
sure (MMAuto.com)

LKK Auto Consultants hence notify the Repairer of the following:

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

Make	Model Description
Skoda	Octavia 1.0 85kW Amb Plus
License No:	VIN
EV6460R:	TMBBP7NE5J0322586
Engine Code	Labor Type
	1M

Mileage 311  
Initial Registration 24/10/18  
Engine No. CHZ 895145

Service Advisor Goh Edmund  
Sales Advisor Elaine Ong  
Model Code 5E33BD

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR	3	Labor		2,520.00
P B&P ALEX PAINT	SPRAY PAINT	3	Labor		2,400.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00
P B&P MECH	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00
	<b>Sum Labor</b>				<b>5,680.00</b>
P 5E0807221P	FRONT BUMPER	1	Pieces		1,242.65
P 5E0853653A ZD4	RADIATOR GRILLE	1	Pieces		204.85
P 5E0853761C 2ZZ	RADIATOR GRILLE CHROME	1	Pieces		239.13
P 5E2941016D	FRONT RHS HEADLAMP ASSY	1	Pieces		2,167.08
	<b>Sum Item</b>				<b>3,853.71</b>

Sum Labor 5,680.00  
Sum Item 3,853.71

Total SGD 9,533.71  
7% GST 9,533.71 667.36  
Total SGD Incl. GST 10,201.07

**Explanations**

P = Proportionately Charged

Payment Terms No Credit

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



## LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

### DAMAGE ASSESSMENT REPORT

NTUC INCOME INSURANCE CO-OPERATIVE LTD Ref: CS/INC19002576/T1td3s2

73 BRAS BASAH ROAD  
#05-01 NTUC TRADE UNION HOUSESINGAPORE  
189556

Date: 26-04-2019



ATTN: HELENA TAN

Code: INC

#### 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	XE 783M	Veh. Inspected	EV 6460R
Policy No.		Coverage (\$)	0.00
Claim No.	MT-1030828-001	Excess (\$)	0.00
Assign From	DANIEL KOH	Assign Date	12/02/2019

#### 2. Vehicle Particulars & Condition

Make & Model	SKODA OCTAVIA	c.c	999
Engine No.	HIDDEN	Year of Reg.	2018
Chassis No.	TMBBP7NE5J0322586	Colour	BLACK
Odometer	6509 KM	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

#### 3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	225/45R17	DUNLOP	6 mm
L/H Front Tyre	225/45R17	DUNLOP	6 mm
R/H Rear Tyre	225/45R17	DUNLOP	6 mm
L/H Rear Tyre	225/45R17	DUNLOP	6 mm

#### 4. Description of Damages

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

#### 5. General Information

Accident Date	02/02/2019	Inspect Date / Time	12/02/2019 ( 11:30 AM )
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934		

#### 5a. Remarks

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

#### 5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	3 Working Days
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# LKK Auto Consultants Pte Ltd

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

TEL: 6256 3561 FAX: 6256 4315

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

Page No.:1 of 1

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. EV 6460R

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	FRONT BUMPER (SN)	DEFORMED	1,242.65	1,242.65
1	RADIATOR GRILLE (SN)	CUT	204.85	204.85
1	RADIATOR GRILLE CHORME (SN)	CUT	239.13	239.13
1	FRONT RHS HEADLAMP ASSY (SN)	CUT	2,167.08	2,167.08
			3,853.71	3,853.71
<b>LABOUR</b>				
	LABOUR.		2,520.00	840.00
	SPRAY PAINT.		2,400.00	800.00
	PROGRAMMING & CALIBRATION.		480.00	480.00
	CHECK WIRE HARNESS, ECU, S.		280.00	280.00
			5,680.00	2,400.00
<b>GRAND TOTAL</b>			<b>9,533.71</b>	<b>6,253.71</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>6,253.71</b>

Report Ref No. CS/INC19002576/T1td3s2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

K.K.LAU CPT(RET)

BEng(Hons), B.Bus, MBA, PEng, PE,  
MInstAEA, MASME, MIRTE

REGD Auto Consultant-SAE, Licensed Appraiser

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