

1000000

INS. CASE OWNER:

CC 4/III1900

LKK:

IDAC:

Surveyor:

Rnsml

DOI:

ASSIGNMENT

26/1/19  
(17h00)

Date / Time:

24/1/19

Registered in Meritrix:

24/1/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

SHD 4525K

Name of Insured:

LTL

Insured Tel No.:

HP:

Excess Sec II : \$

D.O.A.:

26/1/19

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

Hui Kian Ming

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

%

Final ? Yes / No

SGC 1015C



INSRS:

WSP:

Tel:

Liability:

RMKS:

volkswagen



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

SGC 1015C

6/10/19/19-7

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call OI:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup)

After call Itr to OI:

Authorisation To Act

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOI:

Payment Breakdown Form:

Post-Repair Photos:

Others:

13/1/19

File pass to typist type report

→ TP had submitted original docs to III directly.

20/1/19 - DV sat

11/2/19 - file → Shun Ki to close.

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

\$

days Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Confirm by:

Final Liability:

%

100

(Agreed / Assessed)

BOLA S/N No.:

21

Email

Call

Repair Cost:

\$

9832.51

O/D REPAIR ENDORSED TO

Loss of Rental (LOR):

\$

856.00

8 days

#100

Loss of Use (LOU):

\$

5

x

days

Loss of Income (LOI):

\$

5

x

days

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GL / LTA Search

\$

Medical:

\$

Disbursement:

\$

(e.g. Tow/ Independent)

Legal Cost

\$

Total:

\$

10688.51

Global Sum \$:

FINAL PAYMENT

Date/Time:

Confirm with:

Confirm by:

Payee 1:

\$

10688.51

Name 1:

Volkswagen Centre Singapore.

Payee 2: (Strike if N.A.)

\$

Name 2:

Payee 3: (Strike if N.A.)

\$

Name 3:

Email

Call

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$6w.w

Frank

III

e

04335

28/2/19

SGC 1015C

2018 84P

SGC 1015Y  
Volkswagen  
1 kampot Ampat

Volkswagen Tiguan HL 1395

grey  
10039

WVG Z225N ZJW949534

3:30pm  
(waiting)



235/55R18

10/9/19 confirm 2B.2 \$ 9189.26 with 6 working days

9+1 sat + 1 sun + 1 day = 7

(Red: \$ 6575.51)  
42/1

Date/Time: File Parts list		<input type="checkbox"/> - Prelt. Report		Days Of Repair:	
0		<input type="checkbox"/> - Final Report		Resurvey No. of Trip:	
Date/Time: File Station list				Survey Fee:	
0				Transportation:	
				1 10-15	
				1 16-20	
				1 21-25	
				1 26-30	
				1 31-35	
				1 36-40	
				1 41-45	
				1 46-50	
				1 51-55	
				1 56-60	
				1 61-65	
				1 66-70	
				1 71-75	
				1 76-80	
				1 81-85	
				1 86-90	
				1 91-95	
				1 96-100	
				1 101-105	
				1 106-110	
				1 111-115	
				1 116-120	
				1 121-125	
				1 126-130	
				1 131-135	
				1 136-140	
				1 141-145	
				1 146-150	
				1 151-155	
				1 156-160	
				1 161-165	
				1 166-170	
				1 171-175	
				1 176-180	
				1 181-185	
				1 186-190	
				1 191-195	
				1 196-200	
				1 201-205	
				1 206-210	
				1 211-215	
				1 216-220	
				1 221-225	
				1 226-230	
				1 231-235	
				1 236-240	
				1 241-245	
				1 246-250	
				1 251-255	
				1 256-260	
				1 261-265	
				1 266-270	
				1 271-275	
				1 276-280	
				1 281-285	
				1 286-290	
				1 291-295	
				1 296-300	
				1 301-305	
				1 306-310	
				1 311-315	
				1 316-320	
				1 321-325	
				1 326-330	
				1 331-335	
				1 336-340	
				1 341-345	
				1 346-350	
				1 351-355	
				1 356-360	
				1 361-365	
				1 366-370	
				1 371-375	
				1 376-380	
				1 381-385	
				1 386-390	
				1 391-395	
				1 396-400	
				1 401-405	
				1 406-410	
				1 411-415	
				1 416-420	
				1 421-425	
				1 426-430	
				1 431-435	
				1 436-440	
				1 441-445	
				1 446-450	
				1 451-455	
				1 456-460	
				1 461-465	
				1 466-470	
				1 471-475	
				1 476-480	
				1 481-485	
				1 486-490	
				1 491-495	
				1 496-500	
				1 501-505	
				1 506-510	
				1 511-515	
				1 516-520	
				1 521-525	
				1 526-530	
				1 531-535	
				1 536-540	
				1 541-545	
				1 546-550	
				1 551-555	
				1 556-560	
				1 561-565	
				1 566-570	
				1 571-575	
				1 576-580	
				1 581-585	
				1 586-590	
				1 591-595	
				1 596-600	
				1 601-605	
				1 606-610	
				1 611-615	
				1 616-620	
				1 621-625	
				1 626-630	
				1 631-635	
				1 636-640	
				1 641-645	
				1 646-650	
				1 651-655	
				1 656-660	
				1 661-665	
				1 666-670	
				1 671-675	
				1 676-680	
				1 681-685	
				1 686-690	
				1 691-695	
				1 696-700	
				1 701-705	
				1 706-710	
				1 711-715	
				1 716-720	
				1 721-725	
				1 726-730	
				1 731-735	
				1 736-740	
				1 741-745	
				1 746-750	
				1 751-755	
				1 756-760	
				1 761-765	
				1 766-770	
				1 771-775	
				1 776-780	
				1 781-785	
				1 786-790	
				1 791-795	
				1 796-800	
				1 801-805	
				1 806-810	
				1 811-815	
				1 816-820	
				1 821-825	
				1 826-830	
				1 831-835	
				1 836-840	
				1 841-845	
				1 846-850	
				1 851-855	
				1 856-860	
				1 861-865	
				1 866-870	
				1 871-875	
				1 876-880	
				1 881-885	
				1 886-890	
				1 891-895	
				1 896-900	
				1 901-905	
				1 906-910	
				1 911-915	
				1 916-920	
				1 921-925	
				1 926-930	
				1 931-935	
				1 936-940	
				1 941-945	
				1 946-950	
				1 951-955	
				1 956-960	
				1 961-965	
				1 966-970	
				1 971-975	
				1 976-980	
				1 981-985	
				1 986-990	
				1 991-995	
				1 996-1000	

VGS Singapore  
247  
Alexandra Road  
159934 Singapore

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

VGS Singapore, 247, 159934 Singapore

GAN SWEE HUAT  
(YAN RUIFA)  
91 TAMPINES AVENUE 1  
#03-40  
Singapore, 528690  
Singapore

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

## Service Quote

Customer No. CV042159  
Quote No. SER/QUO/1900416  
QuoteDate 26/02/19  
Salesperson Shawn Lim  
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	Tiguan NF 1.4 TSI HL110 D6	21	STEVEN CHEE
License No.	VIN	Initial Registration	Sales Advisor
SGC1015C	WVGZZZ5NZJW949534	28/09/18	Shawn Lim
Engine Code	Labor Type	Engine No.	Model Code
	1H	CZE 387593	AD14PY

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P MACP LABOUR	LABOUR	5	UNIT	1680	8400.00
P B&P MACP LABOUR	R&R REAR SILENCER	1	UNIT	840	840.00
P B&P MACP PAINT	SPRAY PAINT	5	Labor	1600	8000.00
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
P 1K0253141S	CLAMP cut	1	Pieces		130.63
P 5NA253609Q	REAR SILENCER ?	1	Pieces		1,126.64
P 5NA807305A	REINFORCEMENT ?	1	Pieces		455.44
P 5NA807393	LHR SIDE BRACKET ?	1	Pieces		40.62
P 5NA807393A	LHR TAILLIGHT BRACKET ?	1	Pieces		40.62
P 5NA807394	RHR SIDE BRACKET ?	1	Pieces		40.62
P 5NA807394A	RHR TAILLIGHT BRACKET ?	1	Pieces		40.62
P 5NA807421 GRU	REAR BUMPER DE	1	Pieces		1,145.62
P 5NA807521B 9B9	SPOILER TOP DE	1	Pieces		237.43
P 5NA807568C YE4	SPOILER LOWER DE	1	Pieces		523.66
P 5NA807863	REAR CNTR BRACKET ?	1	Pieces		64.33
P 5NA813309A	END PANEL ?	1	Pieces		361.16
P 5NA853630 FOD	VW SIGN X	1	Pieces		101.34
P 5NA853687 2ZZ	NAME PLATE TIGUAN X see	1	Pieces		112.65
P 5NA853835 2ZZ	CENTRE CHROME cut	1	Pieces		233.41
P 5NA853841 2ZZ	LHR CHROME ?	1	Pieces		183.36
P 5NA853842 2ZZ	RHR CHROME ?	1	Pieces		183.36
	Sum carried forward				14,821.51

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

7% GST 15,724.83 1,100.74  
Total SGD Incl. GST 16,825.57

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



**MODEL** Tiguan NF 1.4 TSI HL110 D6

LABOUR DESCRIPTION		AMOUNT		
		Qty	Unit	Amount
	R&R REAR SILENCER	1	\$ 840.00	\$ 840.00
	LABOUR REPAIR END PANEL	2	\$ 840.00	\$ 840.00
	SPRAY PAINT END PANEL	1	\$ 800.00	\$ 800.00
	<b>Total</b>			<b>\$2,480.00</b>

**\$2,489.38**

Survey By

**Nivitha (LKK Auto)**

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Wednesday, 27 February 2019 12:00 PM  
**To:** Tang, Shu Shi (VWG Singapore); 'sur@lkkauto.com'; admin-d@lkkauto.com  
**Cc:** Manivel Priyadarshini  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K  
DOA : 26/02/2019  
**Attachments:** MyDocument\_2019\_02\_26\_05\_42\_35.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGC1015C and let us have your report urgently.

This claim will be handled by Ms Priya.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

12.15pm @ 27/2/19  
vnl  
Steven

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** 27 February, 2019 10:18 AM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Cc:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Hi,

Please use LKK.

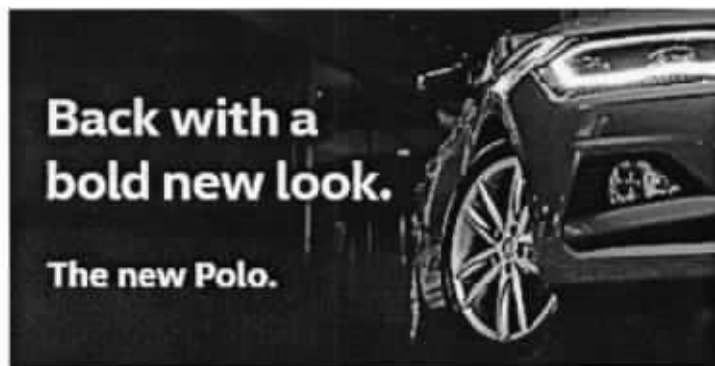
Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833

Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** Wednesday, 27 February, 2019 9:58 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

---

**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** 26 February, 2019 5:45 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear claims,

Please revert on liability & arrange survey for this claims.

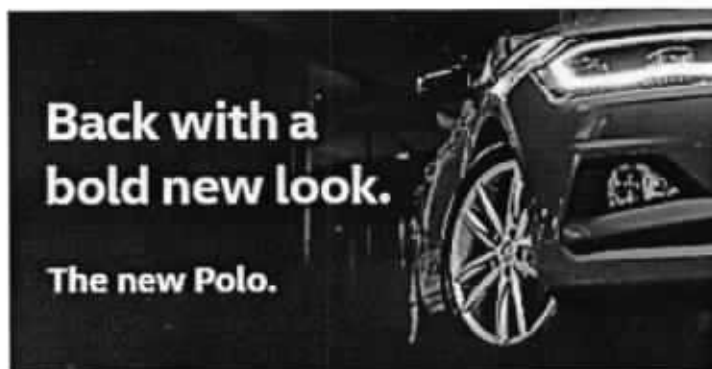
Thanks you,

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Direct line : +65 6922-3511  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<http://www.vw.com.sg>



**From:** [steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg) [mailto:[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)]  
**Sent:** Tuesday, 26 February, 2019 5:43 PM  
**To:** Chee, Steven (VWG Singapore)  
**Subject:** Scan von MyMFP

Scan from MyMFP

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be

intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	27 Feb 2019 14:07	Clim Veh Model Changed	(204180) VOLKSWAGEN TIGUAN 1.4 TSI (A).	[A] Lau Shu Pei
2	27 Feb 2019 14:07	Clim Created	Reg No: SGC1015C. Acct Date: 2019/02/26. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] Lau Shu Pei
3	27 Feb 2019 14:07	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	27 Feb 2019 14:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/03/08	[A] Lau Shu Pei
5	27 Feb 2019 14:07	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
6	27 Feb 2019 14:08	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei
7	27 Feb 2019 14:08	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
8	01 Mar 2019 13:50	Label Removed	(30651):Vehicle Not In.	[A] Lau Shu Pei
9	01 Mar 2019 13:50	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] Lau Shu Pei
10	06 Mar 2019 10:13	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
11	06 Mar 2019 10:13	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
12	07 Mar 2019 12:34	Adj Mandate Request	Cur.Req:0.00:PODS: LIABILITY: 100% REMARK: B :27 OID REAR ENDED TP	[A] Asher Sng Rong Yi
13	07 Mar 2019 13:59	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/03/08	[I] Priya
14	07 Mar 2019 13:59	Adj Mandate Set	Approved:0.00.	[I] Priya
15	23 Sep 2019 08:43	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	23 Sep 2019 08:43	Clim Dtl Modified	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
17	23 Sep 2019 08:43	Clim Dtl Modified	JPJ Reg. Date: -> 2018/09/28.	[A] JOANNE LEE KHANG MIN
18	23 Sep 2019 08:43	Clim Details Notified		[A] JOANNE LEE KHANG MIN
19	26 Sep 2019 12:54	Adj Mandate Request	Cur.Req:10581.51:PODS Liability: 100% Quantum: (a)CORw/GST: \$9,832.51 + (b)LOR w/GST(7days x \$100.00): \$749.00= Total: \$10,581.51 Vehicle Model: Volkswagen Tiguan (1395cc) 4 recommendation repair days + 1Saturday + 1Sunday + 1PRS = 7days F or your	[A] CHEW HSIAO TONG
20	26 Sep 2019 13:59	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/03/08. Mandate Remarks: please try to negotiate 20% from COR.	[I] Priya
21	26 Sep 2019 13:59	Adj Mandate Set	Maintained:please try to negotiate 20% from COR.	[I] Priya
22	30 Oct 2019 08:26	Adj Mandate Request	Cur.Req:10581.51:Third Party rejected our reduction of 20% on COR as Third Party repairer is an agent workshop and the repair is under part by part basis. Kindly let us have your mandate after review the matter.	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type None

Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2287721	23 Sep 2019 08:43:27	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SGC1015C	SHD4525K	11.77

## Print Received Message

This mail is associated with :

**\*SGC1015C (MCT19020733)**  
**[SHD4525K]**  
TP  
GAN SWEE HUAT  
Feb 26 2019 7:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Volkswagen Centre Singapore

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 30/10/2019 10:57 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$10581.51) - SGC1015C - Claim Handler: Priya

Approved:10581.51.

## Hsiao Tong (LKKAUTO)

---

**From:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Monday, 4 November 2019 2:39 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** FW: SGC1015C FINALIZE

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<https://www.volkswagen.com.sg/>



Internal

**From:** Rasul (LKKAUTO) <Rasul@lkkauto.com>  
**Sent:** Thursday, 28 March 2019 4:26 PM  
**To:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Cc:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>; Foo, John (VWG Singapore) <John.Foo@vw.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Subject:** RE: SGC1015C FINALIZE

Hi Steven,

Finalised amount is confirmed

Best Regards,

**Rasul** | Assessor

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Rasul@lkkauto.com](mailto:Rasul@lkkauto.com) | fax: 6841-4315

---

**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** Monday, 25 March, 2019 6:02 PM  
**To:** Rasul (LKKAuto); CS A Team; Admin A  
**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** SGC1015C FINALIZE

Dear Rasul,

Please refer to attach finalize.

COR : As per attach.

DOR : 7 working days.

Please revert.

As spoken, we accept the repair end panel labour 1 unit.

Thanks you.

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Mobile : +65 85112203  
Direct line : +65 6922-3511  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<http://www.vw.com.sg>



## Claim Audit

### AUDIT TRAIL

No.	On	Audit	Remarks	By
1	27 Feb 2019 14:07	Clim Veh Model Changed	(204180) VOLKSWAGEN TIGUAN 1.4 TSI (A).	[A] Lau Shu Pei
2	27 Feb 2019 14:07	Clim Created	Reg No: SGC1015C. Acct Date: 2019/02/26. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] Lau Shu Pei
3	27 Feb 2019 14:07	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
4	27 Feb 2019 14:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/03/08	[A] Lau Shu Pei
5	27 Feb 2019 14:07	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei
6	27 Feb 2019 14:08	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei
7	27 Feb 2019 14:08	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
8	01 Mar 2019 13:50	Label Removed	(30651):Vehicle Not In.	[A] Lau Shu Pei
9	01 Mar 2019 13:50	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] Lau Shu Pei
10	06 Mar 2019 10:13	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
11	06 Mar 2019 10:13	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
12	07 Mar 2019 12:34	Adj Mandate Request	Cur.Reg:0.00:PODS: LIABILITY: 100% REMARK: B :27 OID REAR ENDED TP.	[A] Asher Sng Rong Yi
13	07 Mar 2019 13:59	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/03/08	[I] Priya
14	07 Mar 2019 13:59	Adj Mandate Set	Approved:0.00.	[I] Priya
15	23 Sep 2019 08:43	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	23 Sep 2019 08:43	Clim Dtl Modified	Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
17	23 Sep 2019 08:43	Clim Dtl Modified	JPJ Reg. Date: -> 2018/09/28.	[A] JOANNE LEE KHANG MIN
18	23 Sep 2019 08:43	Clim Details Notified		[A] JOANNE LEE KHANG MIN
19	26 Sep 2019 12:54	Adj Mandate Request	Cur.Reg:10581.51:PODS Liability: 100% Quantum: (a)CORw/GST: \$9,832.51 + (b)LOR w/GST(7days x \$100.00): \$749.00= Total: \$10,581.51 Vehicle Model: Volkswagen Tiguan (1395cc) 4 recommendation repair days + 1Saturday + 1Sunday + 1PRS = 7days F or your	[A] CHEW HSIAO TONG
20	26 Sep 2019 13:59	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/03/08. Mandate Remarks: please try to negotiate 20% from COR.	[I] Priya
21	26 Sep 2019 13:59	Adj Mandate Set	Maintained:please try to negotiate 20% from COR.	[I] Priya
22	30 Oct 2019 08:26	Adj Mandate Request	Cur.Reg:10581.51:Third Party rejected our reduction of 20% on COR as Third Party repairer is an agent workshop and the repair is under part by part basis. Kindly let us have your mandate after review the matter.	[A] CHEW HSIAO TONG
23	30 Oct 2019 10:57	Adj Mandate Set	Approved:10581.51.	[I] Lalitha Krishnan
24	16 Nov 2019 10:09	Adj Mandate Request	Cur.Reg:10688.51:PODS Liability: 100% Quantum: (a)CORw/GST: \$9,832.51 + (b)LOR w/GST(8days x \$100.00): \$856.00= Total: \$10,688.51 *6 recommendation repair days + 1Saturday + 1Sunday =8days. For your approval.	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None



Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

## Print Received Message

This mail is associated with :

**\*SGC1015C (MCT19020733)**

**[SHD4525K]**

TP

GAN SWEE HUAT

Feb 26 2019 7:00AM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 18/11/2019 10:58 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$10688.51) - SGC1015C - Claim Handler: Priya

Approved:10688.51:Request TP WS to issue Tax invoice for Repairs in III's favour

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Saturday, 30 November 2019 10:14 AM  
**To:** Chee Steven (VGS - SG/Singapore)  
**Cc:** Tang Shu Shi (VGS - SG/Singapore); Wong MeiY (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Admin A  
**Subject:** RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019  
**Attachments:** DV\_SGC1015C.pdf

### Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We confirm settlement at **\$10,688.51(all-in)**.

Please duly sign the DV enclosed and **return the original copy to us (LKK)** for our necessary action.

Thank you.

"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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Sent:** Wednesday, 20 November 2019 4:15 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear Hsiao Tong,

Offer rejected.

1. Cost of Repair (w/GST)	\$ 9,832.51
2. Loss of Rental (8days x \$100.00)(w/GST)	\$ 856.00
<b>Total</b>	<b>\$10,688.51</b>

Due to 7 working days and + weekends.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>



Internal

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, 4 November 2019 9:12 AM

**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 9,832.51
2. Loss of Rental (7days x \$100.00)(w/GST)	\$ 7 49.00

Total	\$10,581.51
-------	-------------

Please confirm acceptance.

"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 (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Sent:** Monday, 2 September 2019 5:51 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear claims,

Please revert on payment status.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>



Internal

**From:** Chee Steven (VGS - SG/Singapore)

**Sent:** Saturday, 20 July 2019 11:27 AM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Hi,

Please revert on payment status.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>



Internal

**From:** Manivel Priyadarshini <manivel@iii.com.sg>  
**Sent:** Thursday, 28 February 2019 5:06 PM  
**To:** Tang, Shu Shi (VWG Singapore) <shushi.tang@vw.com.sg>  
**Cc:** admin-d@lkkauto.com; 'sur@lkkauto.com' <sur@lkkauto.com>; Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear Tang,

We are down on liability, we are keen on direct settlement. Please liaise with our surveyor for the Direct settlement.

Thank You  
Priya  
Motor claims Department

---

**From:** Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]  
**Sent:** Thursday, 28 February, 2019 3:56 PM  
**To:** Manivel Priyadarshini  
**Cc:** admin-d@lkkauto.com; Motor Claim - III; 'sur@lkkauto.com'; Chee, Steven (VWG Singapore)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Hi,

Vehicle had been survey, please let us know if can proceed with DS?

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

---

**From:** Motor Claim - III [mailto:motorclaim@iii.com.sg]  
**Sent:** Wednesday, 27 February, 2019 12:00 PM  
**To:** Tang, Shu Shi (VWG Singapore); 'sur@lkkauto.com'; admin-d@lkkauto.com  
**Cc:** Manivel Priyadarshini  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SGC1015C and let us have your report urgently.

This claim will be handled by Ms Priya.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

---

**From:** Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** 27 February, 2019 10:18 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Chee, Steven (VWG Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Hi,

Please use LKK.

Best Regards,

Tang Shu Shi  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3502  
Mobile: +65 9386-7833  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** Wednesday, 27 February, 2019 9:58 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

---

**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** 26 February, 2019 5:45 PM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Tang, Shu Shi (VWG Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SGC1015C & SHD4525K DOA : 26/02/2019

Dear claims,

Please revert on liability & arrange survey for this claims.

Thanks you,

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

Direct line : +65 6922-3511  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<http://www.vw.com.sg>



---

**From:** [steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** Tuesday, 26 February, 2019 5:43 PM  
**To:** Chee, Steven (VWG Singapore)  
**Subject:** Scan von MyMFP

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance

Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

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

Direct Settlement

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	27 Feb 2019 <a href="#">Edit Reg</a>		27 Feb 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$9,189.26</b> <a href="#">Edit Estimates</a>	<b>\$9,189.26</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by adjuster]</span>									
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: -								
Main Claimant:	GAN SWEE HUAT, ID: S73004333								
Vehicle Reg. No.:	SGC1015C	Date of Loss:	26/02/2019 07:00 - :59 [4 Months and 29 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19020733	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD4525K	Policy No. (Claimant):	A29098258AVW						
		Excess:							
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288								
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]								
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 08/03/2019]								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>III_SG (18/11/2019): Alert - Adj Mandate Approved (\$10688.51) - SGC1015C - Claim Handler: Priya</li> <li>III_SG (30/10/2019): Alert - Adj Mandate Approved (\$10581.51) - SGC1015C - Claim Handler: Priya</li> <li>III_SG (26/09/2019): Alert - Adj Mandate Maintained - SGC1015C - Claim Handler: Priya</li> <li>III_SG (07/03/2019): Alert - Adj Mandate Approved (\$0.00) - SGC1015C - Claim Handler: Priya</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SGC1015C (MCT19020733)  
[SHD4525K]  
TP  
GAN SWEE HUAT  
Feb 26 2019 7:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
Volkswagen Centre Singapore

Upload Documents

Upload Photos

Compose New Letter



















































View

View in Browser

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
2	26/09/19 12:45	Chassis Number	Load JPG	<input checked="" type="checkbox"/>
3	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
4	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
5	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
6	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
7	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
8	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
9	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
10	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
11	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
12	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
13	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
14	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
15	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
16	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
17	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
18	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
19	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
20	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
21	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
22	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
23	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
24	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
25	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
26	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
27	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
28	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
29	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
30	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
31	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
32	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
33	26/09/19 12:45	General View	Load JPG	<input checked="" type="checkbox"/>
34	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
35	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
36	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
37	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
38	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
39	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
40	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
41	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
42	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
43	26/09/19 12:47	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>

Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
44	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
45	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
46	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
47	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
48	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
49	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
50	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
51	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
52	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
53	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
54	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
55	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
56	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
57	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
58	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
59	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
60	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
61	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
62	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
63	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
64	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
65	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
66	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
67	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
68	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
69	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
70	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
71	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
72	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
73	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
74	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
75	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
76	26/09/19 12:47	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
77	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
78	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
79	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
80	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
81	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
82	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
83	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
84	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
85	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
86	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
87	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
88	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
89	26/09/19 12:48	Reinspection Photo	 Load JPG	<input checked="" type="checkbox"/>
90	26/09/19 12:48	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
91	26/09/19 12:48	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
92	26/09/19 12:48	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
93	26/09/19 12:48	Reinspection Photo	Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	27/02/19 14:08	EMAIL FROM III DD 27022019	 Load PDF	
2	27/02/19 14:08	TP EST & GIA REPORT	 Load PDF	
3	01/03/19 17:16	TP ESTIMATE- MARKED	 Load PDF	
4	23/09/19 08:54	WORKSHOP INVOICE	 Load PDF	

Photos/Images				3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
5	23/09/19 08:54	RENTAL RECEIPT		Load PDF	
6	23/09/19 08:54	LOD		Load PDF	
7	16/11/19 10:08	Supplementary		Load PDF	
8	24/12/19 11:23	AUTHORISATION TO ACT FORM		Load PDF	
9	24/12/19 11:23	DISCHARGE VOUCHER		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	28/02/19 09:15	Singapore Accident Statement		Load PDF	
2	13/05/19 13:54	Letter of Demand from Third Party TPD LOD FROM VOLKSWAGEN GROUP (SGC1815C)		Load PDF	

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

## 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: CC4/III19003674/R1PB3N2

Date: 24/12/2019

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant SGC1015C Insured Vehicle No : SHD4525K  
 Vehicle No : SGC1015C  
 Date of Loss: 26/02/2019 Nature of Claim: TP Claim No: MCT19020733

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SGC1015C  
 Make & Model: VOLKSWAGEN TIGUAN, 1.4 TSI (A) Engine No: CZE387593  
 Reg. Date: 28/09/2018 (Man. Year: 2018) Chassis No: WVGZZZ5NZJW949534  
 Colour: Grey Odometer: 10039 km  
 Engine Capacity: 1395 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

## CONDITION OF TYRES

Front Tyre Size: 235/55 R18 Rear Tyre Size: 235/55 R18  
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm  
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,934.21	4,309.26	1,624.95	27.38
Miscellaneous Items	0.00	0.00	0.00	
Labour	9,800.00	4,880.00	4,920.00	50.20
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>15,734.21</b>	<b>9,189.26</b>	<b>6,544.95</b>	<b>41.60</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>1,101.39</b>	<b>643.25</b>	<b>458.14</b>	<b>41.60</b>
<b>Nett Amount (S\$)</b>	<b>16,835.60</b>	<b>9,832.51</b>	<b>7,003.09</b>	<b>41.60</b>
<b>+ Car Rental (8.0 x S\$100.00/day + 7.00% GST) (S\$)</b>		<b>856.00</b>		
	<b>Nett Liability (S\$)</b>	<b>10,688.51</b>		

## INSPECTION

Date of Assignment: 27/02/2019  
 Date Inspected: 28/02/2019 Inspected At: 1 KAMPONG AMPAT OFF  
 MACPHERSON ROAD  
 SINGAPORE 368314  
 Repairer: Volkswagen Centre  
 Singapore (HQ)  
 Estimated Period of Repair: 6.0 days

Adjuster: MOHD RASUL

Manager: CHEW HSIAO TONG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

<b>Reference</b>		
<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 23 Sep 2019)
<b>Parts:</b>	M1-SUV	VOLKSWAGEN TIGUAN 1.4 TSI (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SGC1015C)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*CLAMP	Cut	130.63 FS	*130.63 FS
2	1		*REAR SILENCER	Bent	1,126.64 FS	*1,126.64 FS
3	1		*REINFORCEMENT	Bent	455.44 FS	*455.44 FS
4	1		*LHR SIDE BRACKET	Serviceable	40.62 FS	*- FS
5	1		*LHR TAILLIGHT BRACKET	Serviceable	40.62 FS	*- FS
6	1		*RHR SIDE BRACKET	Serviceable	40.62 FS	*- FS
7	1		*RHR TAILLIGHT BRACKET	Serviceable	40.62 FS	*- FS
8	1		*REAR BUMPER	Deformed	1,145.62 FS	*1,145.62 FS
9	1		*SPOILER TOP	Deformed	237.43 FS	*237.43 FS
10	1		*SPOILER LOWER	Deformed	523.66 FS	*523.66 FS
11	1		*REAR CNTR BRACKET	Cracked	64.33 FS	*64.33 FS
12	1		*END PANEL	Serviceable	361.16 FS	*- FS
13	1		*VW SIGN	Serviceable	101.34 FS	*- FS
14	1		*NAME PLATE TIGUAN	Serviceable	112.65 FS	*- FS
15	1		*CENTRE CHROME	Cut	233.41 FS	*233.41 FS
16	1		*LHR CHROME	Serviceable	183.36 FS	*- FS
17	1		*RHR CHROME	Serviceable	183.36 FS	*- FS
18	1		*SENSOR BRACKET	Necessary	28.77 FS	*28.77 FS
19	1		*SENSOR BRACKET	Necessary	24.34 FS	*24.34 FS
20	1		*SENSOR BRACKET	Necessary	19.25 FS	*19.25 FS
21	1		*SENSOR BRACKET	Necessary	19.25 FS	*19.25 FS
22	1		*SENSOR BRACKET	Necessary	19.25 FS	*19.25 FS
23	1		*SENSOR BRACKET	Necessary	19.25 FS	*19.25 FS
24	1		*SILENCER HOLDER	Necessary	87.71 FS	*87.71 FS
25	1		*NAME PLATE 280 TSI	Serviceable	67.44 FS	*- FS
26	1		*INOXSPRAY	Not Necessary	71.38 FS	*- FS
27	1		*2KADHESIV	Not Necessary	300.52 FS	*- FS
28	1		*2KADHESIVE	Necessary	94.34 FS	*94.34 FS
29	1		*SEALANT	Not Necessary	81.26 FS	*- FS
30	1		*BONDAGENT	Necessary	67.48 FS	*67.48 FS
31	2		*POP-RIVET	Necessary	3.08 FS	*3.08 FS
32	1		*SILENCER WIRE HOUSING	Cut	9.38 FS	*9.38 FS

F=Franchise part. S=SpcNett.

<b>Total Parts (\$\$)</b>	<b>5,934.21</b>	<b>4,309.26</b>
---------------------------	-----------------	-----------------

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	LABOUR	New	4,200.00	1,680.00
2	R&R REAR SILENCER	New	840.00	840.00
3	SPRAY PAINT	New	4,000.00	1,600.00
4	PROGRAMMING & CALIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	CECK WIRE HARNESS ,ECU ,S	New	280.00	280.00
Gross Labour Cost (S\$)			9,800.00	4,880.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >