

INSURANCE

INS. CASE OWNER:

CC 3 / AIG1900 4020, E-8627

LKK
HAC

Surveyor:

Steve

DOI:

ASSIGNMENT

6/3/2019

Date / Time:

5/2/19

Registered in Merit:

5/1/19

Pre-assign / CCU / FTE



Insured Vehicle No.:

S 3760CD

Name of Insured:

EMBASSY OF THE REPUBLIC OF
VILAND

Insured Tel No.:

HP:

4/7/19

Excess Sec II : \$

D.O.A.:

Claim No.:

70197400656

Policy No.:

70042558-03

Make / Model:

WOLVO

Place of Accident:

INTERSON RD

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

HARMONY DIN 28381

OL GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Driver Tel No.:

(VL: YES / NO)

Insured Liability:

%

Final ? Yes / No

Sub 9894



INSRS:
WSP:
Tel:
Liability:
RMKS:

WOLVO



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time

3760CD
WOLVO
video footage to drive, show both party change
loss, request longer version video footage
received to video footage, both party change loss
with 50% liability, pending court

9/9/19 - still pass to LSP to close

STAGE	DATE / PIC
Non-Reporting 1st (1st)	
Non-Reporting 1st (2nd)	
Non-Reporting 1st (Final)	
Notification 1st (to non-pickup)	
Call OL	
After call 1st to OL	
Documentation Check List:	Handler Typist
Notification 1st (to non-pickup)	
After call 1st to OL	
Authorization To Act	
Release Voucher	
Final Repair Bill	
Car Rental Invoice	
Towing Invoice	
LTA / GIA	
Medical Bill	
PIR	
Mandate/Reject Instruction	
LOD	
Payment Breakdown Form	
Post-Repair Photos	
Others	

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	\$	days) Reduction:	%
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	%	(Agreed / Assessed) BOLA S/N No.	
Repair Cost:	\$		
Loss of Rental (LOR):	\$	(days)	
Loss of Use (LOU):	\$	(\$ x days)	
Loss of Income (LOI):	\$	(\$ x days)	
LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LOI ☐	[Tick only one]		
GIA/LTA Search	\$		
Medical:	\$		
Disbursement:	\$	(e.g. Tow/ Independent)	
Legal Cost	\$		
Total:	\$	Global Sum \$:	
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	\$	Name 1:	
Payee 2: (Strike if N.A.)	\$	Name 2:	
Payee 3: (Strike if N.A.)	\$	Name 3:	

1) Claim status: Normal/Reject/Private Settle
2) Report Format: WP
3) Survey fee: \$320 790

9/9/19

ASSIGNMENT

From: Date: 06/3/19
 Estimated Cost:
 OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To inspect Vehicle No: SLG 9899K
 at Workshop n/s: VW
 of: Alexandra
 Insured:
 Policy No.:
 Claims No.:
 Sum Insured: Excess:
 (Client's Record)
 Make of Veh:

11 km owner waiting

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value:

IDAC Accident Report: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: 5 days Res.: Yes or No

Lump Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SLG 9899K To Inspect: 29/08/16
 Type: Car / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Jetta CC 1.4
 Colour: Blue AC Insured / Std / NI / NA
 Sp. Reading: 92554 Tires: Insured / Std / NI / NA
 Eng/No:
 C/No: WVVZZZ162GM005255
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In order / Jammed / Leaked / Burnt or
 Brake: In order / Jammed / Leaked / Burnt or
 Model: Nil / 5/Rim / STD A/Rim or
 Tyre Size: F: 205/55R16
 R: 4
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or Pirelli
 Front: Rear:
 R/Bal: 6 mm R/Bal: 6 mm
 L/Bal: 6 mm L/Bal: 6 mm
 D.O.A: 4/3/19 D.O.A: 6/3/19
 Survey held at: Volkswagen
 Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or
 RH
 The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

MV - 68,000

PV - 53,010

NV - 14,990

P/P - \$7698.57 (Red \$7608.36 / 50%)

Date/Time: File Past to?

☐

: Prel. Report

0

☐

: Final Report

Date/Time: File Return to?

0

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

Report Format :

Lump Sum T.B.T. : \$

Add Fee:

☐

Site Insp. : \$

☐

Interview : \$

☐

Field Notes : \$

☐

Witnesses : \$

1 1-100 : \$

2 100-200 : \$

3 200-300 : \$

4

1000

Steven Chen@KKK auto.com

Steve (LKK)
83978873

with prejudice 6/3/19 11am

P/P

Reg before & After spray

VGS Singapore, 247, 159934 Singapore

V UMA MAHASWARI
678D JURONG WEST
#14-347
Singapore, 644678
Singapore

KKK Auto Consultants hereby 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

Acknowledged by Repairer
Signature:
Date:

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. CV034815
Quote No. SER/QUO/1900460
QuoteDate 04/03/19
Salesperson Jimmy Lee
Page 1

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description	Mileage	Service Advisor
Volkswagen Passeng	JETTA TSI (DSG) TRENDLINE	85,098	
License No.	VIN	Initial Registration	Sales Advisor
SLG9899K	WVWZZZ16ZGM005255	29/08/16	Jimmy Lee
Engine Code	Labor Type	Engine No.	Model Code
	M4	CAX F82207	1632G7

No.	Description	Qty.	UoM	Unit Price	Amount
P B&P ALEX LABOUR	LABOUR <i>190</i>	5	Labor		<i>1680</i> 4,200.00
P B&P ALEX LABOUR	TRANSFER DOOR MECHANISM	1	Labor		<i>430</i> 840.00
P B&P ALEX PAINT	SPRAY PAINT <i>150</i>	6	Labor		<i>2800</i> 4,800.00
P B&P DIAG	PROGRAMMING & CALIBRATION	1	Time Un		480.00/
P B&P MECH	COMPULSORY TO DO AFTER AC				
	CHECK WIRE HARNESS, ECU, S	1	Time Un		280.00/
	Nett				
	Sum Labor				10,600.00
P 3C8857538 GRU	RHS MIRROR COVER <i>x R</i>	1	Pieces		165.58
P 5C6831056K	RHS FRT DOOR <i>x R</i>	1	Pieces		1,901.49
P 5C6833056E	RH REAR DOOR <i>/ ON</i>	1	Pieces		1,537.47
	Use Predecessor 5C6833056C				
P 5C6837652	RF FRONT DOOR SEAL <i>x NN</i>	1	Pieces		71.53
P 5C6839700D	DOOR SEAL <i>(Rear) / NLC</i>	1	Pieces		111.50
	Use Predecessor 5C6839700C				
P 5C6857522C	RHS MIRROR GLASS <i>x NN</i>	1	Pieces		209.69
P 5C8857508C	RHS MIRROR HOUSING <i>/ ISR</i>	1	Pieces		340.86
P 5N0837205M GRU	FRONT DOOR HANDLE <i>x R</i>	1	Pieces		157.95
	Use Predecessor 5N0837205F GR				
P D 314D36M2	UNDERSEAL <i>x NN</i>	1	Pieces		113.58
P D 378500A2	DOOR INSULATOR <i>x NN</i>	1	Pieces		48.54
P D 378500A2	DOOR INSULATOR <i>/ NLC</i>	1	Pieces		48.54
Sum carried forward					15,306.73

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

VGS Singapore, 247, 159934 Singapore

V UMA MAHASWARI
678D JURONG WEST STREET 64
#14-347
Singapore, 644678
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. CV034815
Quote No. SER/QUO/1900460
QuoteDate 04/03/19
Salesperson Jimmy Lee
Page 2

THIS IS NOT AN OFFICIAL TAX INVOICE

Make	Model Description
Volkswagen Passeng	JETTA TSI (DSG) TRENDLINE
License No.	VIN
SLG9899K	WVWZZZ16ZGM005255
Engine Code	Labor Type
	M4

Mileage	Service Advisor
85,098	
Initial Registration	Sales Advisor
29/08/16	Jimmy Lee
Engine No.	Model Code
CAX F82207	1632G7

Continued 15,306.73

Sum Item 4,706.73

Sum Labor 10,600.00
Sum Item 4,706.73

Total SGD 15,306.73
7% GST 15,306.73 1,071.47
Total SGD Incl. GST 16,378.20

Explanations

P = Proportionately Charged

Payment Terms No Credit

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

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	8992I
Vehicle Details	
Vehicle No.:	SLG9899K
Vehicle to be Exported:	No
Intended Deregistration Date:	07 Mar 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	JETTA GP 1.4 TSI 90 A/T TL 1632G5
Primary Colour:	Blue
Manufacturing Year:	2015
Engine No.:	CAXF82207
Chassis No.:	WVWZZZ16ZGM005255
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$17,538.00
Original Registration Date:	29 Aug 2016
First Registration Date:	29 Aug 2016
Transfer Count:	0
Actual ARF Paid:	\$17,538.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	28 Aug 2026
PARF Rebate Amount:	\$13,153.00
Intended COE Rebate Details	
COE Expiry Date:	28 Aug 2026
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$53,334.00
COE Rebate Amount:	\$39,857.00
Total Rebate Amount:	\$53,010.00

The information contained herein is correct as at 07 Mar 2019

OK



© 2000 by The McGraw-Hill Companies
All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or by any information storage and retrieval system, without permission in writing from The McGraw-Hill Companies, Inc.



© 2000 Blackwell Science Ltd
Journal of Internal Medicine 247: 391–397

Sort by Date Posted • 20 results/page •

Endogenous factors

1/2

Nivitha (LKK Auto)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, 5 March 2019 8:55 AM
To: assignments (assignments@lkkauto.com); Admin A; Admin-D (LKKAuto)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19
Attachments: MyDocument_2019_03_05_08_49_00.pdf; SLG9899K- MSIG NOT WINNER VS AIG.pdf

Dear LKK,

Please revert on liability & arrange survey tomorrow at 11am. Please confirm.

Thanks,

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: charmaine.kong@vw.com.sg [mailto:charmaine.kong@vw.com.sg]
Sent: Tuesday, 5 March, 2019 8:49 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

Poh Kin (LKKAUTO)

From: Poh Kin (LKKAUTO)
Sent: Wednesday, 20 March 2019 10:21 AM
To: 'Kong, Charmaine (VWG Singapore)'
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); Admin A
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3

Importance: High

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC3/AIG19004030/fb3
Your Ref: SLG 9899K

Dear Charmaine,

We refer to the above matter and the video footage.

Please be informed that we have review the matter and we are view that the Liability of this matter could be 50/50 as both party changing lane at the same time. Both vehicles should exercise caution when changing lanes.

Please confirm.

Your prompt action will be very much appreciated.

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

Poh Kin (LKKAUTO)

From: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, 12 March 2019 10:34 AM
To: Poh Kin (LKKAUTO)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3
Attachments: 20190304_080421_EF.wmv

Dear Poh Kin,

As requested, please refer to the longer video.

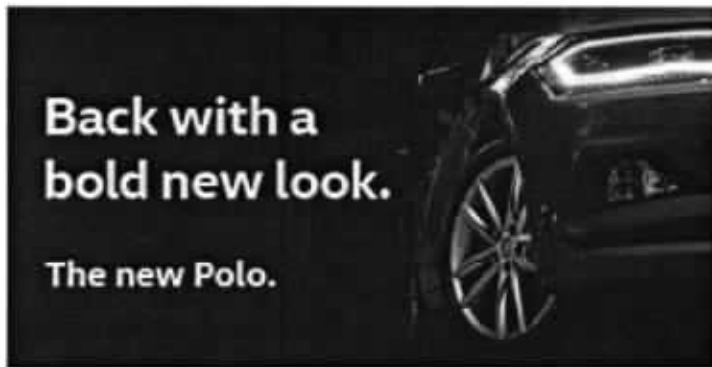
Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Kong, Charmaine (VWG Singapore)
Sent: Wednesday, 6 March, 2019 3:40 PM
To: 'Shu Pei (LKKAUTO)'; Poh Kin (LKKAUTO) (pohkin@lkkauto.com)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please refer to the attached scene video & revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Shu Pei (LKKAUTO) [mailto:shupe@lkkauto.com]
Sent: Tuesday, 5 March, 2019 3:28 PM
To: Kong, Charmaine (VWG Singapore)
Cc: Wong, Mei (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore); assignments; Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19
***LKK REF:CC3/AIG19004030/fb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Our case handler in-charge should be is Poh Kin and he can be contacted at 6841 2132.

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

Thank you

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

Best Regards,
Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 5 March 2019 8:55 AM

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

Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore)

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

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

Dear LKK,

Please revert on liability & arrange survey tomorrow at 11am. Please confirm.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

charmaine.kong@vw.com.sg

<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]

Sent: Tuesday, 5 March, 2019 8:49 AM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Thursday, 5 September 2019 12:41 PM
To: Tan, Bennie-WZ
Subject: Your ref: 3019735076SG[ACCIDENT INVOLVING VEHICLES S3760CD AND SLG9899K ON 04/03/2019]
Attachments: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3

Dear Bennie,

Third Party decided to withdraw the third party claim. We will submit documents as soonest possible.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Jia Le (LKK Auto)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Thursday, 5 September 2019 12:32 PM
To: Jia Le (LKK Auto)
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3

Hi,
Customer withdraw case.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



Internal

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Thursday, 5 September 2019 12:28 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK REF:CC3/AIG19004030/fb3

WITHOUT PREJUDICE

Dear Charmaine,

Kindly advise whether your client decide to withdraw the claim.

Thank you.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Poh Kin (LKKAuto)

Sent: Wednesday, 20 March 2019 10:21 AM

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

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK
REF:CC3/AIG19004030/fb3

Importance: High

WITHOUT PREJUDICE

SAVE AS TO COSTS

Our Ref: CC3/AIG19004030/fb3

Your Ref: SLG 9899K

Dear Charmaine,

We refer to the above matter and the video footage.

Please be informed that we have review the matter and we are view that the Liability of this matter could be 50/50 as both party changing lane at the same time. Both vehicles should exercise caution when changing lanes.

Please confirm.

Your prompt action will be very much appreciated.

"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,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Tuesday, 19 March 2019 3:56 PM
To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Cc: Wong, Meiy (VWG Singapore) <meiy.wong@vw.com.sg>; Cheong, Pearlyn (VWG Singapore) <Pearlyn.cheong@vw.com.sg>; Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19 ***LKK
REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Kong, Charmaine (VWG Singapore)

Sent: Friday, 15 March, 2019 9:31 AM

To: Poh Kin (LKKAuto) (pohkin@lkkauto.com)

Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

***LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Kong, Charmaine (VWG Singapore)
Sent: Thursday, 14 March, 2019 5:20 PM
To: Poh Kin (LKKAUTO) (pohkin@lkkauto.com)
Cc: Wong, Mely (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19
***LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please email me the liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Kong, Charmaine (VWG Singapore)
Sent: Tuesday, 12 March, 2019 10:34 AM
To: Poh Kin (LKKAUTO) (pohkin@lkkauto.com)
Cc: Wong, Mely (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19
***LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

As requested, please refer to the longer video.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: Kong, Charmaine (VWG Singapore)
Sent: Wednesday, 6 March, 2019 3:40 PM
To: 'Shu Pei (LKKAUTO)'; Poh Kin (LKKAUTO) (pohkin@lkkauto.com)
Cc: Wong, Mely (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19
***LKK REF:CC3/AIG19004030/fb3

Dear Poh Kin,

Please refer to the attached scene video & revert on liability.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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

**Back with a
bold new look.**

The new Polo.



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Tuesday, 5 March, 2019 3:28 PM

To: Kong, Charmaine (VWG Singapore)

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

***LKK REF:CC3/AIG19004030/fb3

Dear Charmaine,

We refer to the below email.

Please be informed that we are currently pending for our insured's report.

Our case handler in-charge should be is Poh Kin and he can be contacted at 6841 2132.

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

Thank you

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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

Sent: Tuesday, 5 March 2019 8:55 AM

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

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

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLG9899K & S3760CD ON 4.3.19

Dear LKK,

Please revert on liability & arrange survey tomorrow at 11am. Please confirm.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]
Sent: Tuesday, 5 March, 2019 8:49 AM
To: Kong, Charmaine (VWG Singapore)
Subject: Scan von MyMFP

Scan from MyMFP

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

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	05 Mar 2019 Edit Reg		06 Mar 2019 00:00 Edit Adj Rpt	\$57,698.37 Edit Estimates	\$57,698.37 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
-------------	------------------	----------------------	------------------	--------------------------

CLAIM SUBFOLDER DETAILS [Created by adjuster]

Insured:	Embassy of the Republic of Poland, Co. Reg. No.: S69DP0037G		
Main Claimant:	V UMA MAHASWARI, ID: S2668992I		
Vehicle Reg. No.:	SLG9899K	Date of Loss:	04/03/2019 08:00 - :59 [30 Months and 4 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / 3019735076SG	Policy/Cover Note No.:	2100425558 (Comprehensive)
Vehicle Reg. No. (Insured):	S3760CD	Policy No. (Claimant):	
		Excess:	
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Tan, Bennie-WZ - 6419 1718] Bennie-WZ.Tan@aig.com		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Final Rpt due 14/03/2019]		

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLG9899K (3019735076SG)
[S3760CD]
TP
V UMA MAHASWARI
Mar 4 2019 8:00AM
[Embassy of the Republic of Poland]
Volkswagen Centre Singapore

Upload Documents		Upload Photos		Compose New Letter		Upload Video		Upload Audio		View View in Browser	
Video										1 per page	☒
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	02/08/19 09:54	Video - Accident						Load WMV			
Photos/Images										1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	02/08/19 09:56	General View						Load JPG	☒		
2	02/08/19 09:56	General View						Load JPG	☒		
3	02/08/19 09:56	General View						Load JPG	☒		
4	02/08/19 09:56	General View						Load JPG	☒		
5	02/08/19 09:56	Odometer Reading						Load JPG	☒		
6	02/08/19 09:56	Chassis Number						Load JPG	☒		
7	02/08/19 09:56	General View						Load JPG	☒		
8	02/08/19 09:56	General View						Load JPG	☒		
9	02/08/19 09:56	General View						Load JPG	☒		
10	02/08/19 09:56	General View						Load JPG	☒		
11	02/08/19 09:56	General View						Load JPG	☒		
12	02/08/19 09:56	General View						Load JPG	☒		
13	02/08/19 09:56	General View						Load JPG	☒		
14	02/08/19 09:56	General View						Load JPG	☒		
15	02/08/19 09:56	General View						Load JPG	☒		
16	02/08/19 09:56	General View						Load JPG	☒		
17	02/08/19 09:56	General View						Load JPG	☒		
18	02/08/19 09:56	General View						Load JPG	☒		
19	02/08/19 09:56	General View						Load JPG	☒		
20	02/08/19 09:56	General View						Load JPG	☒		
21	02/08/19 09:56	General View						Load JPG	☒		
22	02/08/19 09:56	General View						Load JPG	☒		
23	02/08/19 09:56	General View						Load JPG	☒		
24	02/08/19 09:56	General View						Load JPG	☒		
25	02/08/19 09:56	General View						Load JPG	☒		
26	02/08/19 09:56	General View						Load JPG	☒		
27	02/08/19 09:56	General View						Load JPG	☒		
28	02/08/19 09:56	General View						Load JPG	☒		
29	02/08/19 09:56	General View						Load JPG	☒		
30	02/08/19 09:56	General View						Load JPG	☒		
Documentation										1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print		
1	05/03/19 15:12	TP ESTIMATE						Load PDF			
2	05/03/19 15:12	TP GIA REPORT						Load PDF			
3	07/03/19 17:52	TP ESTIMATE- MARKED						Load PDF			
4	05/09/19 12:41	EMAIL FROM WKSP TO WITHDRAW THE CLAIM						Load PDF			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)						Thumbnail	Print		
1	06/03/19 13:48	OI GIA REPORT						Load PDF			

Documents Checklist

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

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/AIG19004030/EDB3Q2

Date: 13/09/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100425558
Claimant
Vehicle No : SLG9899K **Insured Vehicle No :** S3760CD
Date of Loss: 04/03/2019 **Nature of Claim:** TP **Claim No:** 3019735076SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLG9899K
Make & Model: VOLKSWAGEN JETTA TSI, 1.4 (A) **Engine No:** CAXF82207
Reg. Date: 29/08/2016 (Man. Year: 2015) **Chassis No:** WWWZZZ16ZGM005255
Colour: Blue **Odometer:** 92554 km
Engine Capacity: 1390 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: 205/55 R16 **Rear Tyre Size:** 205/55 R16
Front Left Side: Firelli 6 mm **Rear Left Side:** Firelli 6 mm
Front Right Side: Firelli 6 mm **Rear Right Side:** Firelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	4,706.73	2,038.37	2,668.36	56.69
Miscellaneous Items	0.00	0.00	0.00	
Labour	10,600.00	5,660.00	4,940.00	46.60
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	15,306.73	7,698.37	7,608.36	49.71
+ GST 7.00/7.00% (S\$)	1,071.47	538.89	532.58	49.71
Nett Amount (S\$)	16,378.20	8,237.26	8,140.94	49.71
Global Sum Settlement (S\$)		0.00		

INSPECTION

Date of Assignment: 06/03/2019
Date Inspected: 06/03/2019 **Inspected At:** Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
Estimated Period of Repair: 5.0 days

Adjuster: CHEN TSUE YEE

Manager: CHAN JIA LE

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

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RHS MIRROR COVER	Repair	165.58 FS	*- FS
2	1		*RHS FRT DOOR	Repair	1,901.49 FS	*- FS
3	1		*RH REAR DOOR	Dented	1,537.47 FS	*1,537.47 FS
4	1		*RF FRONT DOOR SEAL	Not Necessary	71.53 FS	*- FS
5	1		*DOOR SEAL	Necessary	111.50 FS	*111.50 FS
6	1		*RHS MIRROR GLASS	Not Necessary	209.69 FS	*- FS
7	1		*RHS MIRROR HOUSING	Broken	340.86 FS	*340.86 FS
8	1		*FRONT DOOR HANDLE	Repair	157.95 FS	*- FS
9	1		*UNDERSEAL	Not Necessary	113.58 FS	*- FS
10	1		*DOOR INSULATOR	Not Necessary	48.54 FS	*- FS
11	1		*DOOR INSULATOR	Necessary	48.54 FS	*48.54 FS
Total Parts (S\$)					4,706.73	2,038.37

F=Franchise part. S=SpcNett.

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
Labour Items				
1	LABOUR	New	4,200.00	1,680.00
2	TRANSFER DOOR MECHANISM	New	840.00	420.00
3	SPRAY PAINT	New	4,800.00	2,800.00
4	PROGRAMMING & CABLIBRATION COMPULSORY TO DO AFTER AC	New	480.00	480.00
5	CHECK WIRE HARNESS ,ECU ,S	New	280.00	280.00
Gross Labour Cost (S\$)			10,600.00	5,660.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >