

AES REC BY:

REF: CS/CTI19005773/ Jx d3

Special Instruction:

Survey: Hwee Jie

Revision

ASSIGNMENT (Office)

From (Person): Elaine Chong of CTI

Date/Time: 02 Apr 2019 10:11 a.m.

Estimated Cost: Bill to:

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

To Inspect Vehicle No: SKL 3338M

Insured: YN 6256

at Workshop m/s Volkswagen Centre Singapore

Tel: 85112203

of 1. Kampung Ampat, 268214

Policy No: SEV0000107191 - 0001

Claim No: SAM19D20136702

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 27.3.2019

CA / REV / REP. / REV 24 HRS

"W"

H.O.D. Endorsement:

Date/Time: 24.19 10:35 a.m.

Person Contacted: Steven

Vehicle IN/OUT

Date/Time	Action/Instruction
	Estimate (✓)
	SKL 3338M - CS/EI 18000441/71 x 2
	YN 6256 - X
30/4/19	Final fig \$ 5965.71 Confirmed by email (Ref 10,170.52, 639)

REF: CTI

# ASSIGNMENT

From: Date: 3/4/2019

Estimated Cost:

OD / TP / WS / TP RES / OD RES / EVA / INV / MY

To inspect Vehicle No: SKL 3338 M  
at Workshop m/s: Volkswagen  
of: 1 kampot Ampet

Insured: Macpherson

Policy No.

Claims No.

Sum Insured: Excess:

(Client's Record)

Make of Veh: 1130am (waiting)  
Steven @ 8811 2203

(Policy Condition)

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

Bal. or Market Value:

IDAC Accident Rpt: Consistent? : Yes or No

GIA / PR Seen: Consistent? : Yes or No

Est. Repairs: days Res: Yes or No

Lump Sum: % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: SKL 3338 M Yr Regn: 1 Mar / 2012

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make: Volkswagen Jetta c.c 1390

Colour: Silver A/C: Insured / Std / NI / NA

Sp. Reading: 153305 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WUWZZC16ZCMOT9338

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / STRim / STD A/Rim or

Tyre Size F: 205/55 R16

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MID / OHTSU / PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A 27/3/19

D.O.I 3/4/19

Survey held at Volkswagen

Des. of Damages: Fr / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

MU-137112

PV-131098

NV-16014

RECEIVED 02 MAY 2019

Date/Time, File Pass to? ☐ : Preli. Report

☐ : Final Report

Date/Time, File Return to?

25 2/5 - typist

Report Format: merimen

Lump Sum / I.B.I. (\$) 5965.71

Days Of Repair: 6

Resurvey No. of Trip: 1

Add Fee: ☐ Site Insp (\$)

☐ Interview (\$)

☐ Tech. Invs (\$)

☐ Weekend (\$)

Survey Fee

Transportation

3 + 100 = 103

Photo

Other

TOTAL

## ...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	01 Apr 2019		02 Apr 2019 10:11 Assign				<b>New Assignment</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <div style="float: right;">[Created by insurer]</div>									
Insured:									
Main Claimant: <b>NG CHOON YONG KEVIN</b> , ID: S77010451									
Vehicle Reg. No.: <b>SKL3338M</b>									
Date of Loss: 27/03/2019 11:00 - :59									
Claim Type: <b>TP / SNM19D201367C02</b>									
Policy/Cover Note No.: <b>DMCVSN1649711802</b>									
Vehicle Reg. No. (Insured): <b>YN625C</b>									
Policy No. (Claimant): <b>SGV0000107191-0001</b>									
Excess: <b>S\$500.00</b>									
Repairer: <b>Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT, 368314 Macpherson - Tel:</b>									
Handling Insurer: <b>China Taiping Insurance (Singapore) Pte. Ltd. (HQ) - Tel: 6389 6111 ... [Handled by Elaine Cheong]</b>									
Claimant's Insurer: <b>Allianz Global Corporate &amp; Specialty SE - Singapore Branch (HQ) - Tel: +65 6297 2529</b>									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Final Rpt due 11/04/2019]</b>									
<b>ASSOCIATED MAIL RECEIVED</b> <div style="float: right;"> <a href="#">View All</a> <a href="#">Compose Case Mail</a> </div>									
There are no mail for this case.									
<b>ALL ASSOCIATED TASKS</b> <div style="float: right;"> <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a> </div>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

**Veron Chen (LKKAUTO)**

---

**From:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Sent:** Thursday, 11 April 2019 10:20 AM  
**To:** Hwee Jie (LKK Auto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Hi Hwee Jie,

Offer accepted.

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>



---

**From:** Hwee Jie (LKK Auto) [mailto:hweejie@lkkauto.com]  
**Sent:** Thursday, 11 April, 2019 9:45 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Hi steven,

Sorry, the highest I can offer is \$6,000/-

Best Regards,  
Hwee Jie | Assistant Automotive Assessor  
LKK Auto Consultants

Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]  
**Sent:** Tuesday, 9 April, 2019 6:40 PM  
**To:** Hwee Jie (LKK Auto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Dear Hwee Jie,

May I propose the repair limit \$6,500/- .

Please revert.

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>



---

**From:** Hwee Jie (LKK Auto) [<mailto:hweejie@lkkauto.com>]  
**Sent:** Tuesday, 9 April, 2019 9:39 AM  
**To:** Chee, Steven (VWG Singapore)

**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Hi steven,

I used the highest market value you provide to calculate, repair limit is \$6,000/-

Best Regards,  
**Hwee Jie | Assistant Automotive Assessor**  
**LKK Auto Consultants**  
Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

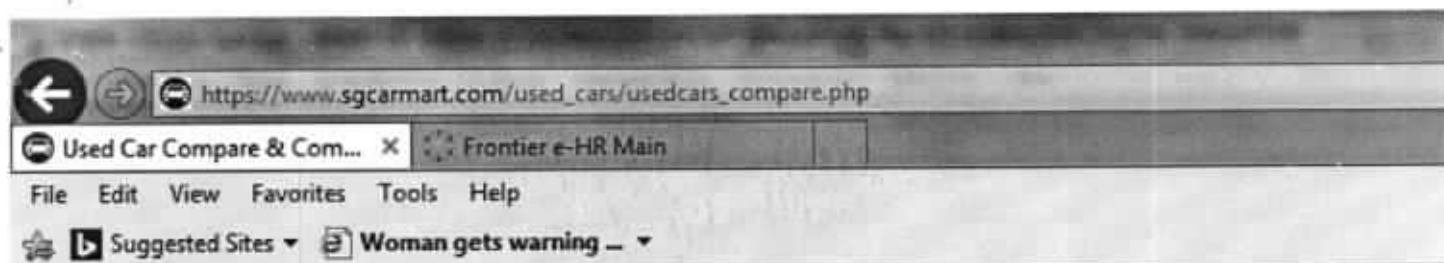
---

**From:** Chee, Steven (VWG Singapore) [mailto:[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)]  
**Sent:** Thursday, 4 April, 2019 6:37 PM  
**To:** Hwee Jie (LKK Auto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Dear Hwee Jie,

The Parf and COE rebate is \$31,081. This car is registered in 1<sup>st</sup> March 2012 and the 3<sup>rd</sup> party insurance could help by offering \$8K for the repair as the damage is caused by their insured and should not lost the vehicle unnecessary.

Please revert back as soon as possible.



**SEARCH**

## Used Car Comparison

— Comparing 3 Vehicles —

Volkswagen Jetta 1.4A TSI

Volkswagen Jetta 1.4A TSI



Clear All

**Add all to Shortlist**

**Add to Shortlist**

**Add to Shortlist**

[Back to search result](#)

### CAR DETAILS

Price	\$36,899	\$35,800
Instalment	\$847	\$822
Registration Date	19-Jan-2012	13-Jan-2012
Manufactured	2011	2011
Mileage	88,000 km	119,000 km
Transmission	Auto	Auto
Engine Cap	1,390 cc	1,390 cc



Thanks you,

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

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



---

**From:** Hwee Jie (LKK Auto) [<mailto:hweejie@lkkauto.com>]  
**Sent:** Thursday, 4 April, 2019 9:55 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** SKL3338

Hi steven,

Repair limit for SKL3338M - \$5,000/-

Best Regards,  
**Hwee Jie | Assistant Automotive Assessor**  
**LKK Auto Consultants**  
Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



## Veron Chen (LKKAUTO)

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**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

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May I propose the repair limit \$6,500/- .

Please revert.

Thanks you,

Best Regards,

Steven Chee  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

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



---

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**Sent:** Tuesday, 9 April, 2019 9:39 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Hi steven,

I used the highest market value you provide to calculate, repair limit is \$6,000/-

Best Regards,

**Hwee Jie | Assistant Automotive Assessor**

**LKK Auto Consultants**

Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315

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

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**From:** Chee, Steven (VWG Singapore) [mailto:[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)]

**Sent:** Thursday, 4 April, 2019 6:37 PM

**To:** Hwee Jie (LKK Auto)

**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)

**Subject:** RE: SKL3338M REPAIR LIMIT

Dear Hwee Jie,

The Parf and COE rebate is \$31,081. This car is registered in 1<sup>st</sup> March 2012 and the 3<sup>rd</sup> party insurance could help by offering \$8K for the repair as the damage is caused by their insured and should not lost the vehicle unnecessary.

Please revert back as soon as possible.

← → https://www.sgcar mart.com/used\_cars/usedcars\_compare.php

Used Car Compare & Com... x Frontier e-HR Main

File Edit View Favorites Tools Help


Suggested Sites Woman gets warning

► **SEARCH** Jetta Price Range Depreciation

► **Used Car Comparison**


--- Comparing 3 Vehicles ---

**Volkswagen Jetta 1.4A TSI**



**Add to Shortlist**

**Volkswagen Jetta 1.4**



**Add to Shortlist**

Clear All

**Add all to Shortlist**

Back to search result

**CAR DETAILS**

Price	\$36,899	\$35,800
Instalment	\$847	\$822
Registration Date	19-Jan-2012	13-Jan-2012
Manufactured	2011	2011
Mileage	88,000 km	119,000 km
Transmission	Auto	Auto
Engine Cap	1,390 cc	1,390 cc

Windows taskbar icons: Internet Explorer, VLC, Firefox, Chrome, Safari, and others.

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>



---

**From:** Hwee Jie (LKK Auto) [<mailto:hweejie@lkkauto.com>]  
**Sent:** Thursday, 4 April, 2019 9:55 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** SKL3338

Hi steven,

Repair limit for SKL3338M - \$5,000/-

Best Regards,  
Hwee Jie | Assistant Automotive Assessor  
LKK Auto Consultants  
Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

## Hwee Jie (LKK Auto)

---

**From:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>  
**Sent:** Thursday, 4 April, 2019 6:37 PM  
**To:** Hwee Jie (LKK Auto)  
**Cc:** Tang, Shu Shi (VWG Singapore); Foo, John (VWG Singapore)  
**Subject:** RE: SKL3338M REPAIR LIMIT

Dear Hwee Jie,

The Parf and COE rebate is \$31,081. This car is registered in 1<sup>st</sup> March 2012 and the 3<sup>rd</sup> party insurance could help by offering \$8K for the repair as the damage is caused by their insured and should not lost the vehicle unnecessary.

Please revert back as soon as possible.

← → ↻ https://www.sgcarmart.com/used\_cars/usedcars\_compare.php

Used Car Compare & Com... × Frontier e-HR Main

File Edit View Favorites Tools Help

★ Suggested Sites ▾ Woman gets warning ... ▾

► **SEARCH** Jetta Price Range ▾ Depreciation ▾

► Used Car Comparison

--- Comparing 3 Vehicles --- Volkswagen Jetta 1.4A TSI Volkswagen Jett

Clear All

Add all to Shortlist Add to Shortlist Add to Shortlist

Back to search result

**CAR DETAILS**

Price	\$36,899	\$35,800
Instalment	\$847	\$822
Registration Date	19-Jan-2012	13-Jan-2012
Manufactured	2011	2011
Mileage	88,000 km	119,000 km
Transmission	Auto	Auto
Engine Cap	1,390 cc	1,390 cc

2-9.5-2

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>



---

**From:** Hwee Jie (LKK Auto) [<mailto:hweejie@lkkauto.com>]  
**Sent:** Thursday, 4 April, 2019 9:55 AM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Tang, Shu Shi (VWG Singapore)  
**Subject:** SKL3338

Hi steven,

Repair limit for SKL3338M - \$5,000/-

Best Regards,  
**Hwee Jie | Assistant Automotive Assessor**  
**LKK Auto Consultants**  
Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**Nivitha (LKK Auto)**

---

**From:** Elaine Cheong <elaine.cheong@sg.cntaiping.com>  
**Sent:** Tuesday, 2 April 2019 10:04 AM  
**To:** Chee, Steven (VWG Singapore); 'assignments'  
**Cc:** Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM19D201367C02/5 -YN625C - REQUEST DIRECT SETTLEMENT  
ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

**WITHOUT PREJUDICE**

Dear Steven,

We refer to your email of 01.04.19.

We will be assigning M/s LKK Auto Consultants Pte Ltd – Mr Xing Quo Qiang (SJE) to survey your client's vehicle.

Aside to LKK,

Please refer to the email below & proceed to survey the third party vehicle.

Thank you.

Regards,

**Elaine Cheong**  
Executive (Motor Claims)  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower  
Singapore 079909  
Co. Reg. No. 200208384E  
DID: 6389 6530  
Fax: 6224 7478 / 6224 7175  
Email: [elaine.cheong@sg.cntaiping.com](mailto:elaine.cheong@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

---

**From:** Chee, Steven (VWG Singapore) [mailto:steven.chee@vw.com.sg]  
**Sent:** Monday, 1 April, 2019 5:39 PM  
**To:** Elaine Cheong <elaine.cheong@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: OUR REF: SNM19D201367 -YN625C - REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

Dear Elaine,

Please arrange XING QUO QIANG as our surveyor.

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>



---

**From:** Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]  
**Sent:** Monday, 1 April, 2019 4:42 PM  
**To:** Chee, Steven (VWG Singapore)  
**Cc:** Claims Dept of CTI  
**Subject:** RE: OUR REF: SNM19D201367 -YN625C - REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

**WITHOUT PREJUDICE**

Dear Steven,

We refer to your email of 01.04.19.

We intend to conduct a pre-repair survey of the damage to your client's vehicle jointly with your client/your motor workshop. We propose to use one of the following motor surveyors to conduct the joint pre-repair survey as a single joint expert.

ADRIAN LING
Kelvin Ang
SEE CHEW SENG
MOHD FADHILAH BIN OSMAN
XING QUO QIANG
KENNETH KONG
SIMON HO
CHUA WEIJIE
MARCUS CHUA
HENRY NG

Please let us know within two(2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

Regards,

**Elaine Cheong**  
Executive (Motor Claims)  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower  
Singapore 079909  
Co. Reg. No. 200208384E  
DID: 6389 6530  
Fax: 6224 7478 / 6224 7175  
Email: [elaine.cheong@sg.cntaiping.com](mailto:elaine.cheong@sg.cntaiping.com)  
Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)

---

**From:** Claims Dept of CTI

**Sent:** Monday, 1 April, 2019 4:02 PM

**To:** Elaine Cheong <[elaine.cheong@sg.cntaiping.com](mailto:elaine.cheong@sg.cntaiping.com)>; Chee So Chow <[sochow.chee@sg.cntaiping.com](mailto:sochow.chee@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; [steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)

**Subject:** OUR REF: SNM19D201367 -YN625C - REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

Dear Elaine,

Please conduct PRS –SKL3338M –urgently – (SNM19D201367 -YN625C)

Office in charge –Elaine Cheong – DID – 6389 6530

Regards  
Angie Foo

---

**From:** Chee, Steven (VWG Singapore) [<mailto:steven.chee@vw.com.sg>]

**Sent:** Monday, April 01, 2019 3:50 PM

**To:** Claims Dept of CTI; Tang, Shu Shi (VWG Singapore)

**Subject:** FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

Dear claims,

Please revert on liability & arrange survey.

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)



**From:** Chee, Steven (VWG Singapore)

**Sent:** Monday, 1 April, 2019 3:48 PM

**To:** 'claimsdept@sg.cntaiping.com'

**Cc:** Tang, Shu Shi (VWG Singapore)

**Subject:** FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

Dear claims,

Please revert on liability & arrange survey.

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>



---

**From:** Chee, Steven (VWG Singapore)

**Sent:** Monday, 1 April, 2019 1:18 PM

**To:** 'claimsdept@sg.cntaiping.com'

**Cc:** Tang, Shu Shi (VWG Singapore)

**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SKL3338M & YN625C DOA : 27/03/2019

Dear claims,

Please revert on liability & arrange survey.

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>



**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:** Monday, 1 April, 2019 1:14 PM

**To:** Chee, Steven (VWG Singapore)

**Subject:** Scan von MyMFP

Scan from MyMFP

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&gt; Back to OneMotoring

27/3/19

## Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Singapore NRIC
Owner ID:	10451
<b>Vehicle Details</b>	
Vehicle No.:	SKL3338M
Vehicle to be Exported:	No
Intended Deregistration Date:	04 Apr 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	JETTA 1.4 TSI AT 1623Q5
Primary Colour:	Silver
Manufacturing Year:	2011
Engine No.:	CAV353547
Chassis No.:	WVWZZZ16ZCM079338
Maximum Power Output:	118.0 kW (158 bhp)
Open Market Value:	\$24,665.00
Original Registration Date:	01 Mar 2012
First Registration Date:	01 Mar 2012
Transfer Count:	0
Actual ARF Paid:	\$24,665.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	28 Feb 2022
PARF Rebate Amount:	\$14,799.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	28 Feb 2022
COE Category:	A - Car (1600cc & below)
COE Period(Years):	10
QP Paid:	\$56,112.00
COE Rebate Amount:	\$16,299.00
<b>Total Rebate Amount:</b>	<b>\$31,098.00</b>

12,332

The information contained herein is correct as at 04 Apr 2019

OK

2-11

8,500

REPUBLIC OF SINGAPORE DRIVING LICENCE

License Number: **S77010451**

Name: **NG CHOON YONG KEVIN  
(HUANG JUNYONG KEVIN)**

Birth Date: **08 Jan 1977**

Issue Date: **07 Oct 2003**

1000857654J



REPUBLIC OF SINGAPORE

IDENTITY CARD NO. **S77010451**

Name: **NG CHOON YONG KEVIN  
(HUANG JUNYONG)**

黄俊湧

Race: **CHINESE**

Date of birth: **08-01-1977**

Sex: **M**

Country of birth: **SINGAPORE**




YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

Class 3 Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms

PASS DATE: **21 Oct 1997**

NP 428A

License No: **S77010451**



16-01-2007

16-01-2007

**S77010451**

2 WOODLEIGH CLOSE #04-08  
SINGAPORE 357900

**S77010451**

**17/05/2013**



## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

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

### ACCIDENT STATEMENT

Date Of Report	27/03/2019 17:06
Date Of Accident	27/03/2019 11:20
Exact Location Of Accident	63 TUAS AVE 1 S(639507)
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKL3338M
<b>Insured/Policyholder</b>	
Name Of Registered Owner	NG CHOON YONG KEVIN
NRIC No	S7701045I
Email Address	KEVINNGCY@YAHOO.COM
Mobile Phone No	(LOCAL) +65-96313529
Alternative Phone No	OFFICE-NOPHONE

### Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	JETTA 1.4 TSI AT 1623Q5
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	ALLIANZ GLOBAL CORPORATE & SPECIALTY SE - SINGAPORE BRANCH
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	SGV0000107191-0001
Cover Note Number	

### Driver

Name of Driver	NG CHOON YONG KEVIN
NRIC No	S7701045I
Date Of Birth	08/01/1977
Occupation	INDOOR
Date Of Driving Pass	21/10/1997
Driving Experience	21 YEARS AND 5 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96313529
Fax Number	
Contact Number	OFFICE-NOPHONE

Email Address	KEVINNGCY@YAHOO.COM
Address	2 WOODLEIGH CLOSE #04-08
Postcode	357900
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?	
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. NOTE: VEHICLE REPAIR AT OWNER'S PREFERRED WORKSHOP.

#### 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	YN625C
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	MOHAMED NASAR BIN AWANG
NRIC/Passport Number	S1002495A
Contact Number	
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:

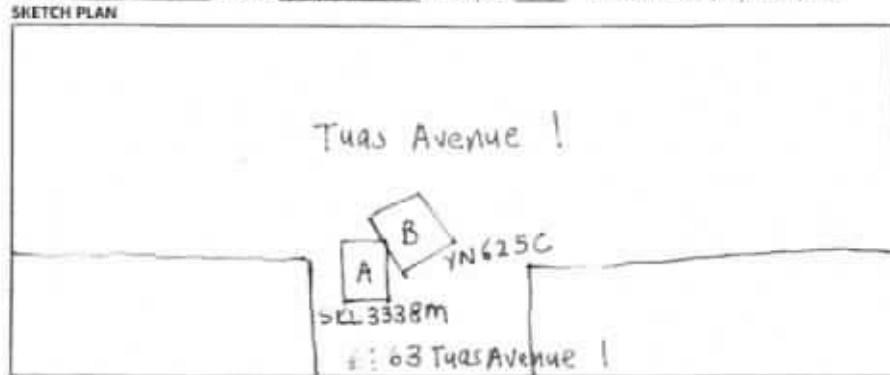
Driver's Signature  
(If driver is not the policyholder)  
Date & Time:

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



# Sketch Plan Pg. 2

Date of accident: 17 March 19 Time: 1120 Location: 63 Tuas Avenue 1  
 Veh A: KL3338M Veh B: YN625C No of pax: 0 Weather: Clear/dry Rain/Wet



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

my vehicle KL3338M was parked at the side of the road and stationary when it was hit by a delivery lorry (YN625C) on the right hand front. My vehicle was damaged but there was no injury or damage to public property. We exchanged particulars and proceeded to make a report and call.

Vehicle B driver: Mohamed Nasar Bin Awang  
 License number: S1002495A

LOI: SGV0000107191

Remarks: Please forward a copy of my file accident report to:  
 My workshop: Volkswagen Macpherson shushi.tang@vw.com.sg  
 Email address: cevinngcy@yahoo.com  
 & myself  
 Email address: 96313529  
 Hq phone:  
 Note: Please take note that your insurer have 14 days timeframe for you to submit own damage claim under your own policy. Kindly check with your own insurer for more information.

## DECLARATION

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

Policyholder's Signature  
 Date & Time: 27/3/19

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

Reporting Centre Personnel's Signature  
 Name:  
 SMC/IN No:

# VOLKSWAGEN CENTRE SINGAPORE

Tuas Avenue  
639176 Singapore  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Quotation  
Non binding

Page 1/2  
Document no.  
Document date 01-04-2019  
Customer no. 5211017399  
Customer GST-ID  
Dealer 39999  
Job order number 2019000007/1  
Job order date 01-04-2019  
Service advisor TIOU CHUAN CHEE

Mr  
NG  
CHOON YONG KEVIN  
2 Woodleigh Close  
357900 Singapore

License plate	Model code	First registration	VIN	Model	Mileage
SKL3338M	XMIGFEHLER	03/01/2012	WVWZZZ16ZCM079338	Migrationstehler	153,000

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	FRT BUMPER DEF ✓	1	pcs.	1,468.25	#1	1,468.25	1,571.03
	Cover For Bumper Primed						
	BRACKET BUMPER FRONT RIGHT rec ✓	1	pcs.	41.15	#1	41.15	44.03
	Guide Piece						
	REINFORCEMENT ? X nn	1	pcs.	824.77	#1	824.77	882.50
	Bumper Bracket						
	FOAM RH ? X nn	1	pcs.	129.60	#1	129.60	138.67
	Foam Insert						
	FOG LAMP GRILLE RH EUC ✓	1	pcs.	113.44	#1	113.44	121.38
	Cooling Air Grill Satin B						
	LOWER CENTRE GRILLE SCR ✓	1	pcs.	246.32	#1	246.32	263.56
	Cooling Air Grill Satin B						
	FENDER RH BUC ✓ X nn	1	pcs.	730.56	#1	730.56	781.70
	Fender						
	FENDER BRACKET RH rec ✓	1	pcs.	57.51	#1	57.51	61.54
	Cross Support						
	HEADLAMP RH CRG ✓	1	pcs.	848.34	#1	848.34	907.72
	Twin Halogen Headlamps						
	FOG LAMP RH ? X nn	1	pcs.	149.76	#1	149.76	160.24
	Headlight						
	License Plate Bracket Sat Sub ✓ X nn	1	pcs.	130.27	#1	130.27	139.39
	LOCK CARRIER ? X nn	1	pcs.	572.00	#1	572.00	612.04
	Carrier						
	Ready-Mix Coolant Frost P ? X nn	2	pcs.	27.87	#1	55.74	59.64
	HEADLAMP TOP PANEL RH J nn x	1	pcs.	48.52	#1	48.52	51.92
	Cross Support						
	Supply of Registration Plate rec ✓	1	pcs.	80.00	#1	80.00	85.60
	B&P NUMBER PLATE						
	For Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	B&P DIAG						
	Harness Repair and Short Circuit Check	1	pcs.	280.00	#1	280.00	299.60
	B&P MECH						
	B&P MACP LABOUR	7	pcs.	840.00	#1	5,880.00	6,291.60
	B&P MACP SPRAY PAINT	5	pcs.	800.00	#1	4,000.00	4,280.00

Quotation valid till 04/08/2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		16,136.23	7%	1,129.54	16,136.23	17,265.77
Total		16,136.23		1,129.54	16,136.23	17,265.77

—VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions) —

# VOLKSWAGEN CENTRE SINGAPORE

Tuas Avenue  
639176 Singapore  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Quotation  
Non binding

Mr  
NG  
CHOON YONG KEVIN  
2 Woodleigh Close  
357900 Singapore

Page 2/2  
Document no.  
Document date 01-04-2019  
Customer no. 5211017399  
Customer GST-ID  
Dealer 39999  
Job order number 2019000007/1  
Job order date 01-04-2019  
Service advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKL3338M	XMIGFEHLER	03/01/2012	WVWZZZ16ZCM079338	Migrationsfehler	153,000

*[Signature]*  
4/4/19

Hwee Jie - LKK

3/4/19

P/P 6 days

Photo before paint

*[Signature]*

LKK Auto Consultants hence notify the Repairer of the following:

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

Acknowledged by Repairer:

Signature:

Date:

## VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639176  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



## Tax invoice

Preview

Page 1/2

Company  
CHINA TAIPING INSURANCE (S) PL  
3 ANSON ROAD  
#18-00 SPRINGLEAF TOWER  
Singapore 079909

Customer Details:  
Mr  
NG  
CHOON YONG KEVIN  
2 Woodleigh Close  
#04-08  
Singapore 357900

Document no.  
Document date 25-04-2019  
Customer no. 5211001170  
Customer GST-ID 200208384E  
Dealer 39999  
Job order number 2019000181/ 1  
Job order date 11-04-2019  
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKL3338M	XMIGFEHLER	01-03-2012	WVWZZZ16ZCMG79338	Migrationsfehler	153,000

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5C6807217D GRU	Cover For Bumper Primed FRT BUMPER*XR-110419	1	pcs.	1,468.25	45.00% #1	807.54	884.07
5C6807184	Guide Piece BRACKET BUMPER FRONT RIGHT*XR-110419	1	pcs.	41.15	45.00% #1	22.63	24.21
5C6853666A 9B9	Cooling Air Grill Satin B FOG LAMP GRILLE RH*XR-110419	1	pcs.	121.38	45.00% #1	66.76	71.43
5C6821136	Cross Support FENDER BRACKET RH*XR-110419	1	pcs.	61.54	45.00% #1	33.85	36.22
5C6941006	Twin Halogen Headlamps HEADLAMP RH*XR-110419	1	pcs.	907.72	45.00% #1	499.25	534.20
5C6853671 RYP	Cooling Air Grill Satin B	1	pcs.	325.26	30.00% #1	227.68	243.02
	B&P NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	Supply of Registration Plate	1	pcs.	480.00	#1	480.00	513.60
	B&P DIAG	1	pcs.	280.00	#1	280.00	299.60
	For Diagnostic and Programming	1	pcs.	280.00	#1	280.00	299.60
	B&P MECH	1	pcs.	280.00	#1	280.00	299.60
	Harness Repair and Short Circuit Check	2	pcs.	840.00	15.00% #1	1,428.00	1,527.96
	B&P MACP LABOUR	3	pcs.	800.00	15.00% #1	2,040.00	2,182.80
	B&P MACP SPRAY PAINT	3	pcs.	800.00	15.00% #1	2,040.00	2,182.80

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1		5,965.71	1,879.59	7%	417.60	1,879.59	5,965.71	6,383.31
Total		5,965.71	1,879.59		417.60	1,879.59	5,965.71	6,383.31

Customer

Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

—VISIT OUR WEBSITE: [offersales.vw.com.sg](http://offersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://www.skoda.com.sg) (for additional services, products and promotions).—

## VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639178  
Biz. Reg. No.: 199101494Z  
GST No.: M200965052



### Tax invoice

Preview

Page	2/2
Document no.	
Document date	25-04-2019
Customer no.	5211001170
Customer GST-ID	200208384E
Dealer	39999
Job order number	2019000181/ 1
Job order date	11-04-2019
Service Advisor	TIOU CHUAN CHEE

Company	Customer Details:
CHINA TAIPING INSURANCE (S) PL	Mr
3 ANSON ROAD	NG
#18-00 SPRINGLEAF TOWER	CHOON YONG KEVIN
Singapore 079909	2 Woodleigh Close
	#04-08
	Singapore 357900

License plate	Model code	First registration	VIN	Model	Mileage
SKL3338M	XMIGFEHLER	01-03-2012	WVWZZZ16ZCM079338	Migrationsfehler	153,000

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd, Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSG5G. Please indicate Customer Number (eg. 521XXXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website [www.volkswagen.com.sg](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.

## Veron Chen (LKKAUTO)

---

**From:** Hwee Jie (LKK Auto)  
**Sent:** Tuesday, 30 April 2019 8:54 AM  
**To:** Tang Shu Shi (VGS - SG/Singapore)  
**Cc:** Veron Chen (LKKAUTO); Chee, Steven (VWG Singapore)  
**Subject:** RE: SKL3338M - Finalized

Hi,

Finalized P/P \$5,965.71/- 6days.

Best Regards,  
Hwee Jie | Assistant Automotive Assessor  
LKK Auto Consultants  
Phone: 9180 3151 | Email: [Hweejie@lkkauto.com](mailto:Hweejie@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Tang Shu Shi (VGS - SG/Singapore) [<mailto:shushi.tang@vw.com.sg>]  
**Sent:** Thursday, 25 April, 2019 6:04 PM  
**To:** Hwee Jie (LKK Auto); CS A Team; Admin A  
**Cc:** Chee Steven (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)  
**Subject:** FW: SKL3338M - Finalized

Hi,

Please note that there is some price difference as compare to the initial estimate because of improve parts.

Thank you.

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:** Tang Shu Shi (VGS - SG/Singapore)

**Sent:** Thursday, 25 April 2019 5:59 PM

**To:** hweejie@lkkauto.com; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Cc:** Chee, Steven (VWG Singapore) <steven.chee@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

**Subject:** SKL3338M - Finalized

Hi,

Please see attached finalized.

COR: As per attached.

DOR: 6 working days.

Please revert.

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>



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
































CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	01 Apr 2019		02 Apr 2019 10:11 <a href="#">Edit Adj Rpt</a>	<b>S\$5,965.71</b> <a href="#">Edit Estimates</a>	<b>S\$5,965.71</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 Insurer]</span>									
Insured: -, ID: -									
Main Claimant: <b>NG CHOON YONG KEVIN</b> , ID: S77010451									
Vehicle Reg. No.: <b>SKL3338M</b>		Date of Loss: 27/03/2019 11:00 - :59	[84 Months and 26 Days From LTA Reg Date (Man Yr)]						
Claim Type: <b>TP / SNM19D201367C02</b>		Policy/Cover Note No.:	DMCVSN1649711802						
Vehicle Reg. No. (Insured): <b>YN625C</b>		Policy No. (Claimant):	SGV0000107191-0001						
		Excess:	S\$500.00						
Repairer: <b>Volkswagen Centre Singapore (MacPherson)</b> 1 KAMPONG AMPAT, 368314 Macpherson - Tel:									
Handling Insurer: <b>China Taiping Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: 6389 6111 ... [Handled by <b>Elaine Cheong</b> ]									
Claimant's Insurer: <b>Allianz Global Corporate &amp; Specialty SE - Singapore Branch (HQ)</b> - Tel: +65 6297 2529									
Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ONG HWEE JIE</b> ] ... [Final Rpt due 11/04/2019]									
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
There are no mail for this case.									
<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

\*SKL3338M (SNM19D201367C02)  
[YN625C]  
TP  
NG CHOON YONG KEVIN  
Mar 27 2019 11:00AM  
[-]  
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			View <span>View in Browser</span>		
Assessment Reports									1 per page		<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)		Thumbnail	Print						
1	27/03/19 17:28	Accident Statement		 Load HTM							
2	28/03/19 10:06	Addendum Sheet		 Load TIF							
3	28/03/19 10:07	Accident Statement Addm. #1		 Load HTM							
Photos/Images									3 per page		<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)		Thumbnail	Print						
1	27/03/19 17:15	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
2	27/03/19 17:15	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
3	27/03/19 17:15	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
4	27/03/19 17:15	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
5	27/03/19 17:27	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
6	27/03/19 17:27	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
7	27/03/19 17:27	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
8	27/03/19 17:27	Accident Photo [Linked Accident Report Documents]		 Load JPG	<input checked="" type="checkbox"/>						
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print						
1	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
2	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
3	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
4	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
5	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
6	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
7	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
8	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
9	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
10	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
11	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
12	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
13	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
14	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
15	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
16	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
17	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
18	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
19	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						
20	30/04/19 08:52	General View		 Load JPG	<input checked="" type="checkbox"/>						

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)	Thumbnail	Print
21	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
22	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
23	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
24	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
25	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
26	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
27	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
28	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
29	30/04/19 08:52	General View	 Load JPG	<input checked="" type="checkbox"/>
30	30/04/19 08:52	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
31	30/04/19 08:52	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
32	30/04/19 08:52	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
33	30/04/19 08:52	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
34	30/04/19 08:52	Replacement Part Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	China Taiping Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	02/04/19 10:12	PRS - SKL3338M	 Load PDF	
2	02/04/19 10:12	PRS - SKL3338M	 Load PDF	
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)	Thumbnail	Print
1	27/03/19 17:15	Sketch Plan [Linked Accident Report Documents]	 Load TIF	

## Linked Accident Report Documents

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)	Thumbnail	Print
1	27/03/19 17:28	Accident Statement	 Load HTM	
2	28/03/19 10:06	Addendum Sheet	 Load TIF	
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Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)	Thumbnail	Print
1	27/03/19 17:15	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
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5	27/03/19 17:27	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
6	27/03/19 17:27	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
7	27/03/19 17:27	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
8	27/03/19 17:27	Accident Photo	 Load JPG	<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Falcon-Air Auto Services Pte Ltd (Sin Ming)	Thumbnail	Print
1	27/03/19 17:15	Sketch Plan	 Load TIF	

## 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 InsurerNote: 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: CS/CTI19005773/JVD3Q2

Date: 08/05/2019

### REFERENCE

Handling Insurer:	China Taiping Insurance (Singapore) Pte. Ltd.	Policy No:	DMCVSN1649711802
Claimant Vehicle No :	SKL3338M	Insured Vehicle No :	YN625C
Date of Loss:	27/03/2019	Nature of Claim:	TP
		Claim No:	SNM19D201367C02

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	<b>SKL3338M</b>		
Make & Model:	VOLKSWAGEN JETTA, 1.4 TSI 1623Q5 (A)	Engine No:	CAV353547
Reg. Date:	01/03/2012 (Man. Year: 2011)	Chassis No:	WVWZZZ16ZCM079338
Colour:	Silver	Odometer:	153305 km
Engine Capacity:	1390 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

### 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:	Michelin 6 mm	Rear Left Side:	Michelin 6 mm
Front Right Side:	Michelin 6 mm	Rear Right Side:	Michelin 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,496.23	1,737.71	3,758.52	68.38
Miscellaneous Items	0.00	0.00	0.00	
Labour	10,640.00	4,228.00	6,412.00	60.26
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>16,136.23</b>	<b>5,965.71</b>	<b>10,170.52</b>	<b>63.03</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>1,129.54</b>	<b>417.60</b>	<b>711.94</b>	<b>63.03</b>
<b>Nett Amount (S\$)</b>	<b>17,265.77</b>	<b>6,383.31</b>	<b>10,882.46</b>	<b>63.03</b>

### INSPECTION

Date of Assignment:	02/04/2019	
Date Inspected:	03/04/2019 Inspected At:	Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT Singapore 368314
Estimated Period of Repair:	6.0 days	

**Adjuster:** ONG HWEE JIE

**Manager:** VERON CHEN

*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

### Reference

<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 08 May 2019)
<b>Parts:</b>	143	VOLKSWAGEN JETTA 1.4 TSI 1623Q5 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SKL3338M)	
<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		*FRT BUMPER	Deformed	1,468.25 FS	*807.54 FS
2	1		*BRACKET BUMPER FRONT RIGHT	Necessary	41.15 FS	*22.63 FS
3	1		*REINFORCEMENT	Not Necessary	824.77 FS	*- FS
4	1		*FOAM RH	Not Necessary	129.60 FS	*- FS
5	1		*FOG LAMP GRILEL RH	Buckled	113.44 FS	*66.76 FS
6	1		*LOWER CENTRE GRILLE	Scratched	246.32 FS	*227.68 FS
7	1		*FENDER RH	Not Necessary	730.56 FS	*- FS
8	1		*FENDER BRACKET RH	Necessary	57.51 FS	*33.85 FS
9	1		*HEADLAMP RH	Cracked	848.34 FS	*499.25 FS
10	1		*FOG LAMP RH	Not Necessary	149.76 FS	*- FS
11	1		*SET LICENSE PLATE BRACKET	Not Necessary	130.27 FS	*- FS
12	1		*LOCK CARRIER	Not Necessary	572.00 F	*- FS
13	2		*READY -MIX COOLANT FROST P	Not Necessary	55.74 FS	*- FS
14	1		*HEADLAMP TOP PANEL RH	Not Necessary	48.52 FS	*- FS
15	1		*REGISTRATION PLATE	Necessary	80.00 FS	*80.00 FS
					<b>Total Parts (\$\$)</b>	<b>5,496.23 1,737.71</b>

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
<u>Labour Items</u>				
1	FOR DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
2	HARNESS REPAIR AND SHORT CIRCUIT CHECK	New	280.00	280.00
3	B&P MACP LABOUR	New	5,880.00	1,428.00
4	B&P MACP SPRAY PAINT	New	4,000.00	2,040.00
Gross Labour Cost (\$\$)			10,640.00	4,228.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >