



**Letter of Claims**  
**Request of direct settlement.**

We are submitting a claim on behalf of our customer SLT 8842L  
NRIC S7974155H insured of vehicle Lim Loung Sen against  
your insured vehicle number SM7 98255. ( AXA )  
On the accident dated on 1/2/19. (ddmmyyyy) along  
intersection of Mountbatten & Ayer Rajah Rd.

Dated this 1 (day) of 4 (month) 20 19.



Volkswagen Group Singapore  
1 Kampong Ampat  
Singapore 368314  
DID: 69223502  
HP: 93867833  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation

Non binding

Page 1/1

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
068811 Singapore

Customer data:  
Mr  
HAROLD  
LIM LOUNG SHENG  
1 AMBER GARDENS  
439957 Singapore

Document no.  
Document date 01-04-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000014/ 1  
Job order date 01-04-2019  
Service advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLT8842L	5G1	11/15/2017	WVWZZZAUZHW119266	Golf 7	15,258

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	LABOUR	3	pcs.	580.00	#1	1,740.00	1,861.80
	For Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
	B&P DIAG						
	Harness Check and Short Circuit Check	1	pcs.	200.00	#1	200.00	214.00
	B&P MECH						
	SPRAY PAINTING	3	pcs.	500.00	#1	1,500.00	1,605.00
	1 Set Sensor Brackets Pri	1	pcs.	19.87	#1	19.87	21.26
	Sensor Bracket	2	pcs.	13.21	#1	26.42	28.27
	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
	Rear Diffusor Satin Black	1	pcs.	277.23	#1	277.23	296.64
	Rivet	4	pcs.	1.09	#1	4.36	4.67
	REAR BUMPER COVER	1	pcs.	1,080.14	#1	1,080.14	1,155.75

Quotation valid till 04/08/2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		5,365.63	7%	375.59	5,365.63	5,741.22
Total		5,365.63		375.59	5,365.63	5,741.22

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

## 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	02/02/2019 10:38
Date Of Accident	01/02/2019 14:05
Exact Location Of Accident	INTERSECTION OF MOUNTBATTEN AND TANJONG KATONG RD
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLT8842L
<b>Insured/Policyholder</b>	
Name Of Registered Owner	LIM LOUNG SHENG HAROLD
NRIC No	S7974155H
Email Address	HAROLD.L.S.LIM@GMAIL.COM
Mobile Phone No	(LOCAL) +65-98322853
Alternative Phone No	OTHERS-98322853

### Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	GOLF 1.4 TSI AT 5G13HZ HID SR
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
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	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 29050220 AVW
Cover Note Number	

### Driver

Name of Driver	MOON VIVIAN TAESUN
Passport No/FIN	G5758198R
Date Of Birth	01/12/1977
Occupation	INDOOR
Date Of Driving Pass	20/04/2018
Driving Experience	0 YEAR AND 9 MONTH
Gender	FEMALE
Mobile Number	(LOCAL) +65-98322853
Fax Number	
Contact Number	OTHERS-98322853
E-Mail Address	HAROLD.L.S.LIM@GMAIL.COM

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

#### General Information of the Accident

Type Of Accident	COLLISION - HEAD TO REAR
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	2
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	YES
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	2
Passenger 1	NAME: : NIL GENDER: : MALE

#### 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

PLS REFER TO THE ATTACHED STATEMENT.

#### 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	SMF9825S
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	HONG JING
NRIC/Passport Number	G1601840L
Contact Number	93548940 / 98779521
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

## Sketch Plan

### SKETCH PLAN

#### IMPORTANT NOTICE

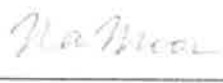
1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may 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:

1 FEB 2019  
4:30 PM

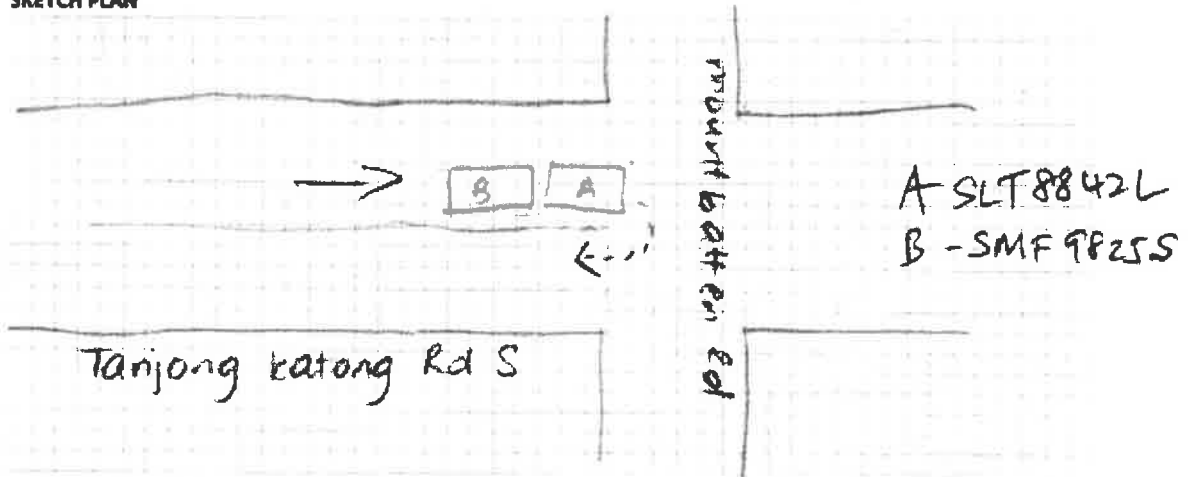
  
Driver's Signature  
(If driver is not the policyholder)  
Date & Time:

1 FEB 19 4:20 PM

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

2/2/2019

# SKETCH PLAN



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was at the intersection of mountbatten and Tanjong Katong Rd, the light was green and I was waiting to make a u-turn. I edged out a little forward and the car behind hit my back bumper.	
Weather was sunny, no rain.	
Date	1 Feb 2019
Time	14.05
Car B SMF 9825S	
Car B Driver:	
Name = FONG JING	
DOB = 19 JAN 1994	
License = G1601890L	
Mobile phone = 9354 8940	
or 9877 9521	

## DECLARATION

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

Policyholder's Signature  
Date & Time:

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

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

1 Feb 4.30pm

72/2019

Driver



YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:

Class	Vehicle Class	Effective Date
Class 3A	Motor cars without clutch pedals (Auto) with unladen weight $\leq$ 3000kg with $\leq$ 7 passengers, exclusive of driver; and other motor vehicles without clutch pedals with unladen weight $\leq$ 2500kg	20 Apr 2018

MP 428A



Driver:







MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way #21-01 SGX Centre 2 Singapore 068807  
Tel: (65) 6827 7888 Fax: (65) 6827 7800  
Co. Reg. No. 200412212G GST Reg. No. 20-0412212G

## Certificate of Insurance

ORIGINAL

ROAD TRANSPORT ACT 1987 (MALAYSIA)  
THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)  
THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)  
(REPUBLIC OF SINGAPORE)  
THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1996 EDITION (REPUBLIC OF SINGAPORE)  
OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form M.X.1  
Individual Ownership

VW DRIVEEASY  
Comprehensive

Certificate No. A 29050220 AVW

Excess : SGD500

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle

SLT8842L

2. Name of Policyholder

Lim Loung Sheng Harold

3. Effective Date of the Commencement of Insurance for the purposes of the Act

15/11/2018

4. Date of Expiry of Insurance

14/11/2019

5. Persons or Classes of Persons entitled to drive\*

Lim Loung Sheng Harold

Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

\* Provided that the person driving is permitted in accordance with the licensing or other laws or laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to use\*

Use only for social domestic and pleasure purposes and for the Policyholder's business.

The Policy does not cover use for hire or reward racing pace-making reliability trial speed-testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

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

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

I/WE HEREBY CERTIFY that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.


 25/10/2018

Signature / Date

Counter-Signatory

Winner Consultancy Pte. Ltd.

MSIG Insurance (Singapore) Pte. Ltd.  
Approved Insurers

  
Amy Ler  
Senior Vice President, Agencies

This certificate is not valid unless it is signed for & on behalf of the Company and Counter-Signed by a duly authorised representative of the Counter-Signatory.

XWCPL0HC2018102518570208