



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Woon Si Xiang
NRIC S8328469B insured of vehicle SMT35834 against
your insured vehicle number SLG8520J. (AXA)
On the accident dated on 7/4/2019 (ddmmyyyy) along
Block 610 Chua Chu Kang.

Dated this 7 (day) of 4 (month) 20 19.



Volkswagen Group Singapore

1 Kampong Ampat

Singapore 368314

DID: 69223502 /69223511

HP: 93867833

shushi.tang@vw.com.sg

steven.chee@vw.com.sg

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation Non binding - Preview

Page 1/2

Document no.
Document date 09-04-2019
Customer no. 5211000859
Customer GST-ID 196900406D
Dealer 39999
Job order number 2019000149/ 1
Job order date 08-04-2019
Service Advisor TIOW CHUAN CHEE

Company
AXA Insurance Pte Ltd
8 SHENTON WAY
Singapore 068811

Customer data:
Mr
WOON
SI XIANG
130 PUNGGOL WALK
828776 Singapore

License plate SMJ3583H	Model code 5T13NZ	First registration 28-02-2019	VIN WVGZZZ1TZKW034634	Model Touran 1.4 CL GT110 TSID7F	Mileage 200
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	R&R RIMS & BALANCE	1	pcs.	50.00	#1	50.00	53.50
	B&P WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
	B&P MECH	1	pcs.	200.00	#1	200.00	214.00
	Harness and Short Circuit Check						
	B&P DIAG	1	pcs.	360.00	#1	360.00	385.20
	For Diagnostic and Programming						
	B&P MACP SPRAY PAINT	1	pcs.	500.00	#1	500.00	535.00
	B&P MACP LABOUR	4	pcs.	580.00	#1	2,320.00	2,482.40
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,139.96	#1	1,139.96	1,219.76
	REAR BUMPER						
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	273.34	#1	273.34	292.47
	SPOILER						
5TA807863	Attachment Strip	1	pcs.	55.98	#1	55.98	59.90
	BUMPER CENTRE BRACKET						
5TA807305	Bumper	1	pcs.	442.56	#1	442.56	473.54
	REINFORCEMENT						
5TA807394	Guide Piece	1	pcs.	29.49	#1	29.49	31.55
	RHR SIDE BRACKET						
5TA807454	Guide Piece	1	pcs.	36.27	#1	36.27	38.81
	RHR TAILLIGHT BRACKET						
WHT005263	Rivet	4	pcs.	1.09	#1	4.36	4.67
5TA601025E FZZ	Alloy Wheel Aluminium Shi	1	pcs.	1,107.18	#1	1,107.18	1,184.68
311601361	Rubber Valve	1	pcs.	3.22	#1	3.22	3.45

Quotation valid till 15-04-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		6,882.36	7%	481.77	6,882.36	7,364.13
Total		6,882.36		481.77	6,882.36	7,364.13

Customer

Service Advisor

---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

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Quotation

Non binding - Preview

Page 2/2

Company
AXA Insurance Pte Ltd
8 SHENTON WAY
Singapore 068811

Customer data:
Mr
WOON
SI XIANG
130 PUNGGOL WALK
828776 Singapore

Document no.
Document date
Customer no.
Customer GST-ID
Dealer
Job order number
Job order date
Service Advisor

09-04-2019
5211000859
196900406D
39999
2019000149/ 1
08-04-2019
TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMJ3583H	5T13NZ	28-02-2019	WVGZZZ1TZKW034634	Touran 1.4 CL GT110 TSID7F	200

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	08/04/2019 08:58
Date Of Accident	07/04/2019 14:00
Exact Location Of Accident	BLK 610 CHUA CHU KANG
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMJ3583H
Insured/Policyholder	
Name Of Registered Owner	WOON SI XIANG
NRIC No	S8328469B
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97406939
Alternative Phone No	OFFICE-97406939

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	TOURAN COMFORTLINE 1,4 L TSI 110KW DSG
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
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 29117909 AVW
Cover Note Number	

Driver

Name of Driver	WOON SI XIANG
NRIC No	S8328469B
Date Of Birth	06/09/1983
Occupation	INDOOR
Date Of Driving Pass	27/08/2003
Driving Experience	15 YEARS AND 7 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97406939
Fax Number	
Contact Number	OFFICE-97406939
EMail Address	NOEMAIL

Address	130 PUNGGOL WALK #09-13
Postcode	828776
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	COLLISION - CHANGE/CROSS LANE
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)	4
Passenger 1	NAME: JACELYN KOH GENDER: FEMALE
Passenger 2	NAME: SKYLER WOON GENDER: MALE
Passenger 3	NAME: SONIA WOON GENDER: FEMALE

Details of Police Action

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

Circumstances of Accident

REFER TO SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLG8520J
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	CHUA PEI LENG
NRIC/Passport Number	S7012270G

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

Sketch Plan Pg. 1

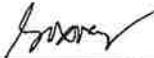
SKETCH PLAN

IMPORTANT NOTICE

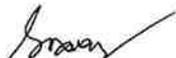
1. Please report **correctly** the details of the accident to speed up the claims process.
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3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
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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:

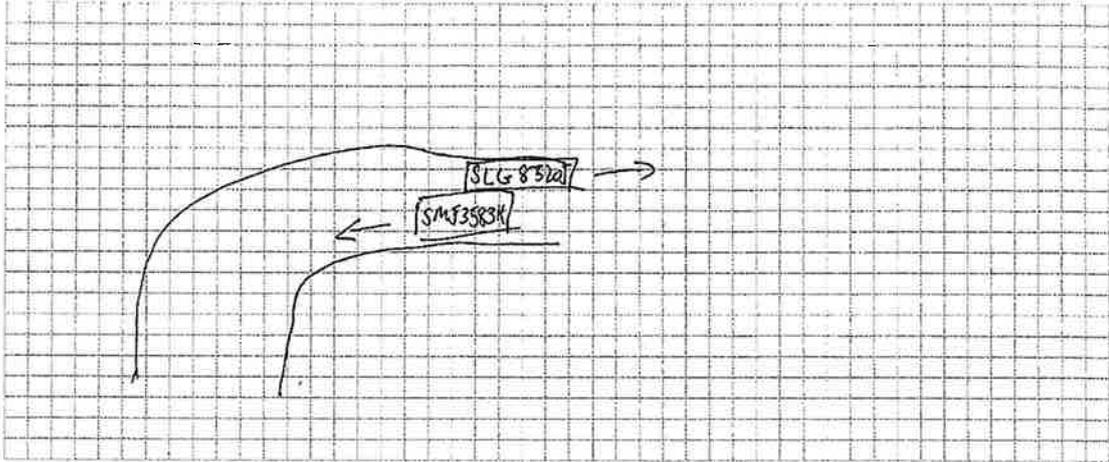


Driver's Signature
(If driver is not the policyholder)
Date & Time:


810 0002

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

SKETCH PLAN

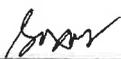


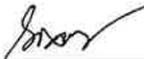
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

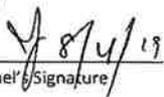
At 2pm on 7/4/2019, I was driving towards B1K 610 Choa Chu Kang coming out of a MSCP. I was driving at the left side of the lane. A black car SLG 8520J was turning right into my lane. As the lane was narrow, I had to stop to let this car go turn in. However this car scratched against my rear right bumper.

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.:



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

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 29117909 AVW

Excess : SGD2,500
 Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle
 SMJ3583H

2. Name of Policyholder
 Woon Si Xiang

3. Effective Date of the Commencement of Insurance for the purposes of the Act
 28/02/2019

4. Date of Expiry of Insurance
 27/02/2020

5. Persons or Classes of Persons entitled to drive*

Woon Si Xiang

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.

MSIG Insurance (Singapore) Pte. Ltd.
 Approved Insurers

for Chief Executive Officer

Accident Sketch Plan

