

Amber

INS. CASE OWNER

sundari

CC 4/1111900 6471

T2 953

LKK
IDAC

Surveyor

MTN

DOI

ASSIGNMENT

11/4/19

Date / Time

11/4/19

Registered in Merimen

11/4/19

Pre-assign / CCU / FTE



Insured Vehicle No.

SHC 38034

Name of Insured

YPL

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A :

6/4/19

Is driver the owner?

(YES / NO)

Nature of Accident :

If NO, Driver Name / Age : Loo Tek Voon

Driver Tel No. :

(VA- YES / NO)

Claim No. :

Policy No. :

MIDWOODS

Make / Model :

MODERNES

Place of Accident :

PIE THOS STEVEN RD

OI GIA REPORT (YES / NO) : TP GIA REPORT (YES / NO)

Insured Liability :

% Final ? Yes / No

SMF 27390



INSRS:

WSP:

Tel :

Liability :

RMKS:

volkswagen



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:



INSRS:

WSP:

Tel :

Liability :

RMKS:

Date/Time

15/4/19

seek mandate BOLA 21, Approved

pending finalise OK

12/4 - file pass MTH to finalise.
21/4 - file pass PT type report.
16/4 - pending mandate approval ✓
21/4 - BOLA 11,445.64 by LHT.
23/4 - Re-offer 0,445.64. settle @ 11,445.64.
23/4 - send (pending on in).
4/5 - PM in, file pass MR to close.

STAGE

DATE / PIC

Non-Reporting 1st (1st)

Non-Reporting 1st (2nd)

Non-Reporting 1st (Final)

Notification 1st (if non-pickup)

Call OI

After call 1st to OI

Documentation Check List: Handler Typist

Notification 1st (if non-pickup)

After call 1st to OI

Authorisation To Act

Release Voucher

Final Repair Bill

Car Rental Invoice

Towing Invoice

ITA / GIA

Medical Bill

PIR

Mandate/Reject Instruction

LOD

Payment Breakdown Form

Post-Repair Photos

Others

PRELIMINARY ADVICE Date/Time

15/4/19

Sent By

LSP

FINALIZATION

Date/Time

Confirm with

Confirm by

Tan Jiah

Repair Cost

PIP

SS 10,185.20

7 days

Reduction

\$5537.68

35

FINAL SETTLEMENT

Date/Time

23/11/2019

Confirm with

MTH

Email

Call

Final Liability

%

100

(Agreed / Assessed) BOLA S/N No.

27

If NO or B 28. Ass. Lia

Repair Cost

(W/ASS)

SS 10,898.16

Loss of Rental (LOR)

SS

-

days

Loss of Use (LOU)

SS

540.00

1560

x 9

days

Loss of Income (LOI)

SS

-

(5 x days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GPA/TA Search

SS

7.48

Medical

SS

-

Disbursement

SS

-

re: g. Tow/ Independent

Legal Cost

SS

-

Total

SS

11,445.64

Global Sum SS

FINAL PAYMENT

Date/Time

Confirm with

Email

Call

Payee 1

SS

11,445.64

Name 1

Volkswagen Group Singapore Pte Ltd

Payee 2 (Strike if N.A.)

SS

Name 2

Payee 3 (Strike if N.A.)

SS

Name 3

1) Claim status: Normal/Reject/Private Settle
2) Report Format: TP
3) Survey fee: \$600

COPY SENT
4/2/2020

Front to rear

2018 out.

(b)(6); (b)(7)(C)).

(c) *Example.* The vehicle had commenced its repair at the time of inspection.



Est. or Market Value				
Days to Market Report		Completed?	Yes or No	
Days to ETC Survey		Completed?	Yes or No	
Est. Response	7	days	Yes	Yes or No
Time taken	1-8-1	h	3 Mtd	Yes or No
EA / ETC / REP / REP	24 HRS			

Case	Primary Complaint
1	Headache
2	Headache
3	Headache
4	Headache
5	Headache
6	Headache
7	Headache
8	Headache
9	Headache
10	Headache
11	Headache
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98	Headache
99	Headache
100	Headache

WILSON, J. H. / COTI

Exhibitor	Number	Location / Description
-----------	--------	------------------------

SMF2739D

Truck/Trailer or	Volkswagen Taurus 14	
Make	Shel	Year
Color	7687	Trailer Weight (Lb) (H) (K)
Up/Downing		Trailer Weight (Lb) (H) (K)

Project: WV 6227 / T2 KW 00569
 Case: Good / Good / Fair / Poor / Bad
 (Scoring): Good / Jammed / Leaked / Bad / or
 (Status): Good / Jammed / Leaked / Bad / or
 Mod: Nil / STD / or 2.5 / 55K / 7
 Type:

BS / DUH / EXNOVA / GY / PS / LKA / MIG / OHTSU (PIC) / ZMM /
TOYO / YOKO - 64

Front		Back	
Height 7 1/2 in		Height 7 in	
Width 2 in		Width 2 in	

DOA: DOB: 11/4/1981/30

Carry held at VW Motors

Cost, of Damages, per Hour of CRG + HRS + UIC + Rooftop in

The UIC / Chassis frame / Body Structure collected due to collision.

P/P \$10,185.20/- (Red - \$5537.68 / 35%.)

* $\Rightarrow$ repair days + 1 Sunday + 1 PRS = 9 days

☐ Preli. Report

Days Of Repair:

☐ Final Report

Reimbursement No. of Trip:

© 2006 Blackwell Publishing Ltd *Journal of Internal Medicine* 260: 369–377

11-10-2012 11:40:00

44-38749-4 (1990-1991)

Add Fee: Sales tax: (%)

100

Target Format

© 1999 Blackwell Science Ltd *Journal of Internal Medicine* 245: 101–107

Salmon traps	13
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Figure 5.42

2008年12月15日 星期一

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99

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



Volkswagen

SKODA

Commercial Vehicles

Page

1/2

Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Mr
HUA
YONG
270C PUNGGOL FILED
#10-243
Singapore 823270

Document no 12333900175
Document date 30-04-2019
Customer no 5211000972
Customer GST-ID 198703792K
Dealer 39999
Job order number 2019000212/ 1
Job order date 15-04-2019
Service Advisor MEI KWAN KONG

[illegible]

VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue
Singapore 639178
Biz. Reg. No.: 199101494Z
GST No.: M200985052

**Tax invoice**

Page 2/2

Document no 12333900176
Document date 30-04-2019
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 39999
Job order number 2019000212/ 1
Job order date 15-04-2019
Service Advisor MEI KWAN KONG

Company
INDIA INTERNATIONAL INSURANCE
84 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Mr
HUA
YONG
270C PUNGGOL FILED
#10-243
Singapore 823270

License plate	Model code	First registration	VIN	Model	Mileage
SMF2739D	5T13NZ	31-10-2018	WVGZZZ1TZKW005691	Touran Comfortline 1.4 I TSI 110kW DSG	8,322

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		10,185.20	7%	712.96	10,185.20	10,898.16
Total		10,185.20		712.96	10,185.20	10,898.16

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

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2526214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), 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

This is an authorised document. No signature is required.

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



Non binding - Preview

Document no.
Document date 09-04-2019
Customer no 5211042417
Customer GST-ID
Dealer 39999
Job order number 2019000163/ 1
Job order date 09-04-2019
Service Advisor MEI KWAN KONG

Mr
HUA
YONG
270C PUNGGOL FILED
Singapore 823270

Tanfield 17445749
wp
11/4/19C 1130
Recovery before paint
of 7 days
Sue Eltham

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,139.96	#1	1,139.96	1,219.76
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	273.34	#1	273.34	292.47
5TA807305	Bumper	1	pcs.	442.56	#1	442.56	473.54
	BUMPER REINFORCEMENT						
5TA807863	Attachment Strip	1	pcs.	55.98	#1	55.98	59.90
5TA807453	Guide Piece	1	pcs.	36.27	#1	36.27	38.81
	BUMPER REAR GUIDE LH						
5TA807454	Guide Piece	1	pcs.	36.27	#1	36.27	38.81
	BUMPER REAR GUIDE RH						
5TA807393	Guide Piece	1	pcs.	29.49	#1	29.49	31.55
	BUMPER REAR BRACKET LH						
5TA807394	Guide Piece	1	pcs.	29.49	#1	29.49	31.55
	BUMPER REAR BRACKET RH						
3CN9450B7	Additional Brake Light W/	1	pcs.	208.66	#1	208.66	223.27
5TA827025P	Rear Trunk Lid	1	pcs.	1,914.28	#1	1,914.28	2,048.26
	BOOTLID						
5TA853687 2ZZ	Inscription Bright Chrome	1	pcs.	58.66	#1	58.66	62.77
	TOURAN						
5TA853630A DPJ	Vw Sign Black/Bright Chro	1	pcs.	89.76	#1	89.76	96.04
	VW						
D 004660M2	2k-Glass Glue Application	1	pcs.	123.02	#1	123.02	131.63
D 00920002	Primer	1	pcs.	25.92	#1	25.92	27.73
D 181802M1	Activator For Precoated W/	1	pcs.	23.63	#1	23.63	25.28
D 00920002	Primer	1	pcs.	25.92	#1	25.92	27.73
D 00950025	Applicator	1	pcs.	9.48	#1	9.48	10.14
	Panel Repair and Straightening	5	pcs.	840.00	#1	4,200.00	4,494.00
	RE+REINSTALLED REAR WINDSCREEN	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	5	pcs.	800.00	#1	4,000.00	4,280.00
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	For Diagnostic and Programming						
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
	Harness Repair and Short Circuit Check						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		14,322.69	7%	1,002.59	14,322.69	15,325.28
Total	LKK Auto Consumables	14,322.69		1,002.59	14,322.69	15,325.28

the Recorder 2000

• *Staphylococcus aureus*

100

10

100

10

Signature _____

Date: _____

475,722.88

Supplementary or Omitted List



VEHICLE NUMBER: SMF2739D

MODEL: Touran Comfortline 1.4

CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1	LABOUR TO TRANSFER BOOT LID	1	\$ 420.00	\$ 420.00
2	REVERSE SENSOR	1	\$ 400.00	\$ 400.00
Total				\$820.00

No.	Item No.	Description	Qty	Unit Pricing	Discount	Amount
1	WHT007341	RIVET NUT	2	\$1.88		\$3.76
2	8D0853419D	REAR NUMBER PLATE PACKING SEAL	1	\$27.03		\$27.03
3	5TA827939 041	W/SCREEN SIDE TRIM LH	1	\$242.77		\$242.77
4	5TA827940 041	W/SCREEN SIDE TRIM RH	1	\$242.77		\$242.77
5	5TA945105	LHS REFLECTOR INNER	1	\$63.86		\$63.86
TOTAL:						\$580.19

Total Labour & Parts

\$1,400.19

Survey By

TAUFIKH

Nivithia (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Wednesday, 10 April 2019 2:08 PM
To: Kong, Charmaine (VWG Singapore); 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: Goh, Edmund (VWG Singapore); Sundari Nagarajan - III
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF2739D & SHC3803U ON 6.4.19
Attachments: MyDocument_2019_04_10_10_53_55.pdf; SMF2739D - MSIG WINNER VS UNKNOWN 06-04-2019.pdf

3:03pm @ 10/4/19

VNT
Charmaine

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SMF2739D and let us have your report urgently.

This claim will be handled by Ms Sundari.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



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

From: Kong, Charmaine (VWG Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: 10 April, 2019 12:40 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF2739D & SHC3803U ON 6.4.19

Hi,

Please assign to LKK.

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: Motor Claim - III [<mailto:motorclaim@iii.com.sg>]

Sent: Wednesday, 10 April, 2019 12:20 PM

To: Kong, Charmaine (VWG Singapore)

Cc: Goh, Edmund (VWG Singapore)

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF2739D & SHC3803U ON 6.4.19

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

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

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

Best Regards,
Gabriel Wee



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

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

Sent: 10 April, 2019 10:58 AM

To: Motor Claim - III <motorclaim@iii.com.sg>

Cc: Goh, Edmund (VWG Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMF2739D & SHC3803U ON 6.4.19

Dear Claims,

Please revert on liability & survey arrangements.

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: Wednesday, 10 April, 2019 10:54 AM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP

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

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	11 Apr 2019 12:22	Cim Dtl Modified	Claimant's Name: -> HUA YONG. Claimant's ID: -> S7485119C.	[A] Lau Shu Pei
2	11 Apr 2019 12:22	Cim Veh Model Changed	(201186) VOLKSWAGEN TOURAN 1.4 TSI (A).	[A] Lau Shu Pei
3	11 Apr 2019 12:22	Cim Created	Reg No: SMF2739D, Acct Date: 2019/04/06, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ), Workshop: Volkswagen Centre Singapore (HQ)	[A] Lau Shu Pei
4	11 Apr 2019 12:22	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lau Shu Pei
5	11 Apr 2019 12:22	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/04/23	[A] Lau Shu Pei
6	11 Apr 2019 12:22	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] Lau Shu Pei
7	11 Apr 2019 12:22	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] Lau Shu Pei
8	11 Apr 2019 12:22	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lau Shu Pei
9	12 Apr 2019 15:03	Label Removed	(30651):Vehicle Not In.	[A] Lau Shu Pei
10	15 Apr 2019 09:43	Cim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lau Shu Pei
11	15 Apr 2019 14:00	Adj Mandate Request	Cur,Req:0.00:PODS Liability: 100% Remarks: BOLA 27, OID rear ended TP vehicle.	[A] Chong Poh Kin
12	15 Apr 2019 14:08	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/04/23, Mandate Remarks: Agreed to do direct settlement. Please revert with your quantum advice Request video from TP for our perusal.	[I] Sundari Nagarajan
13	15 Apr 2019 14:08	Adj Mandate Set	Approved:0.00:Agreed to do direct settlement. Please revert with your quantum advice Request video from TP for our perusal.	[I] Sundari Nagarajan

Date From Date To Audit Type None Go

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
No billing items							

Print Received Message

This mail is associated with :

***SMF2739D (MCT19040184)**

[SHC3803U]

TP

HUA YONG

Apr 6 2019 2:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 15/04/2019 14:08 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$0.00) - SMF2739D - Claim Handler: Sundari Nagarajan

Approved:0.00:Agreed to do direct settlement. Please revert with your quantum advice Request video from TP for our perusal.

Print Received Message

This mail is associated with :

***SMF2739D (MCT19040184)**

[SHC3803U]

TP

HUA YONG

Apr 6 2019 2:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 17/12/2019 11:51 AM.
To LKK_HQ
Subject Alert - Adj Mandate Maintained - SMF2739D - Claim Handler: Sundari Nagarajan

Maintained: Create estimate in Audatex and upload the report

Hsiao Tong (LKKAuto)

From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Wednesday, 22 January 2020 3:21 PM
To: Hsiao Tong (LKKAuto); Foo John (VGS - SG/Singapore)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); KKLau; Cecilia Chong (LKK Auto)
Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST //LKK REF: CC4/III19006431/T1gb3

Dear Hsiao Tong,

Thanks your offer ,but, please amend search Fee @ \$7.49 instead \$7.45 and ,Thanks

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. Think Blue.

Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 22 January 2020 2:42 PM
To: Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; KKLau <kklau@lkkauto.com>; Cecilia Chong (LKK

Auto) <CeciliaChong@lkkauto.com>

Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST //LKK REF: CC4/III19006431/T1gb3

Without Prejudice

Dear Mr John,

Thank you for your patience. We have just received mandate approval from III on this case.

We would like to propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 10,898.16
2. Loss of Use (9days x \$60.00)	\$ 540.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 11,445.61

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

"Wishing you a Happy and Prosperous New Year"



Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Sent: Tuesday, 21 January 2020 6:31 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; KKLau <kklau@lkkauto.com>

Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST

Dear Cecilia,

It has been 19 days of waiting for your reply on this case. I think I have to pay my friend, Lalitha and Meka a visit, wishing them Happy New Year.

Best Regards,

John Foo
Bodyshop Manager

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934
Body & Paint Department (1st Level)

Main: +65-6305 7132

HP: +65 96911588

John.foo@vw.com.sg

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



Internal

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Friday, 3 January 2020 4:55 PM

To: Wong Mei (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: [EXT] RE: SMF2739D - OFFER + DV REQUEST

WITHOUT PREJUDICE

Dear Mei,

We will check and revert back to you soon.

Thanks

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.

"Wishing you a Happiness and Prosperity New Year"

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



LKK
Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

From: Wong MeiY (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Friday, 3 January 2020 4:03 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: SMF2739D - OFFER + DV REQUEST

Dear Cecilia,

Any update for this offer settlement request ?Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Wong MeiY (VGS - SG/Singapore)

Sent: Thursday, 5 December 2019 3:04 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS -

SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST

Dear Cecilia,

Please help to expedite, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Thursday, 5 December 2019 1:14 PM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST

WITHOUT PREJUDICE

Dear Meiy,

We are still in the process of generating report to seek for quantum advice.

Once quantum has approved after we seek, we will revert back to you.

Thanks

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: Wong Meiy (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Wednesday, 4 December 2019 9:25 AM

To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST

Good Morning Cecilia,

Any update ?

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Wong Mei (VGS - SG/Singapore)
Sent: Tuesday, 26 November 2019 5:32 PM
To: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: RE: [EXT] RE: SMF2739D - OFFER + DV REQUEST

Dear Bryan,

Your message well noted with Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Sent: Tuesday, 26 November 2019 4:15 PM
To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: [EXT] RE: SMF2739D - OFFER + DV REQUEST

Dear Meiy

We are seeking mandate on the quantum from insurer.

My colleague Cecilia has taken over this case. She will follow up with an offer upon mandate approval.

Dear Cecilia

Our ref: CC4/III19006431/T1gb3

Best Regards,
Bryan Ang
LKK Auto Consultants Pte Ltd
phone: 6256-3561 | email: bryanang@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Tuesday, 26 November 2019 4:08 PM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: SMF2739D - OFFER + DV REQUEST

Importance: High

Dear LKK Team,

Who can assist me on this ?

Could I have an offer or DV for this settlement.

Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)

Sent: Friday, 8 November 2019 7:14 PM

To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: SMF2739D - OFFER + DV REQUEST

Dear LKK Team,

Could I have an offer or DV for this settlement.
Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Wong Meiy (VGS - SG/Singapore)
Sent: Friday, 6 September 2019 2:15 PM
To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>
Subject: SMF2739D - OFFER + DV REQUEST

Dear LKK Team,

Could I have an offer or DV for this settlement.
Appreciated your kind action on this matter, Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Taufikh (LKKAuto) <Taufikh@lkkauto.com>
Sent: Wednesday, 24 April 2019 7:54 PM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Subject: RE: SMF2739D - SUPPLEMENTARY

Hi Germaine,

Please proceed to replace the supplementary parts. 7 days for repair.

Regards
Taufikh
Lkk Auto

From: Ong Germaine (VGS - SG/Singapore) [<mailto:Germaine.ong@vw.com.sg>]
Sent: Wednesday, 24 April 2019 6:21 PM
To: Taufikh@lkkauto.com; cs-a@lkkauto.com; admin-a@lkkauto.com
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore)
Subject: SMF2739D - SUPPLEMENTARY

Dear Taufikh

Please see attached supplementary

Total 7 working days

Please revert

Best Regards,

Germaine Ong
Body and Paint Department

Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588



germane.ong@vw.com.sg
<http://www.vw.com.sg>

Print Received Message

This mail is associated with :

***SMF2739D (MCT19040184)**
[SHC3803U]

TP

HUA YONG

Apr 6 2019 2:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 22/01/2020 10:59 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$11445.65) - SMF2739D - Claim Handler: Sundari Nagarajan

Approved:11445.65:Request TP WS to issue Tax invoice for Repairs in III's favour

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

Direct Settlement

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	11 Apr 2019 Edit Reg		11 Apr 2019 00:00 Edit Adj Rpt	S\$10,185.20 Edit Estimates	S\$10,185.20 View Rpt		Pending for Survey Report Cancel Case

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

CLAIM SUBFOLDER DETAILS		[Created by adjuster]	
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Main Claimant:	HUA YONG, ID: S7485119C		
Vehicle Reg. No.:	SMF2739D	Date of Loss:	06/04/2019 14:00 - :59 [5 Months and 6 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT19040184	Policy/Cover Note No.:	MC00015
Vehicle Reg. No. (Insured):	SHC3803U	Policy No. (Claimant):	
		Excess:	
Repairer:	Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sundari Nagarajan - 6347 6071]		
Claimant's Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 23/04/2019]		
ASSOCIATED MAIL RECEIVED		View All	Compose Case Mail
- III_SG (22/01/2020): Alert - Adj Mandate Approved (S\$11445.65) - SMF2739D - Claim Handler: Sundari Na... - III_SG (17/12/2019): Alert - Adj Mandate Maintained - SMF2739D - Claim Handler: Sundari Nagarajan - III_SG (15/04/2019): Alert - Adj Mandate Approved (S\$0.00) - SMF2739D - Claim Handler: Sundari Nagara...			
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

*SMF2739D (MCT19040184)
[SHC3803U]
TP
HUA YONG
Apr 6 2019 2:00PM
[COMFORT TRANSPORTATION PTE LTD]
Volkswagen Centre Singapore

Upload Documents

Upload Photos

Compose New Letter

View

View in Browser

Photos/Images

3 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	16/12/19 14:34	General View		Load JPG	
2	16/12/19 14:34	General View		Load JPG	
3	16/12/19 14:34	General View		Load JPG	
4	16/12/19 14:34	General View		Load JPG	
5	16/12/19 14:34	General View		Load JPG	
6	16/12/19 14:34	General View		Load JPG	
7	16/12/19 14:34	General View		Load JPG	
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24	16/12/19 14:34	General View		Load JPG	
25	16/12/19 14:34	General View		Load JPG	
26	16/12/19 14:34	General View		Load JPG	
27	16/12/19 14:34	General View		Load JPG	
28	16/12/19 14:34	General View		Load JPG	

Documentation

1 per page

No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	11/04/19 12:23	EMAIL FROM III DD 10042019		Load PDF	
2	11/04/19 12:23	TP ESTIMATE		Load PDF	
3	11/04/19 12:23	TP GIA REPORT		Load PDF	
4	15/04/19 09:23	TP ESTIMATE- MARKED		Load PDF	
5	06/12/19 12:01	WORKSHOP INVOICE		Load PDF	
6	06/12/19 12:01	LTA SEARCH		Load PDF	
7	06/12/19 12:01	LOD		Load PDF	
8	05/02/20 09:58	AUTHORISATION TO ACT FORM		Load PDF	
9	05/02/20 09:58	DISCHARGE VOUCHER		Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	12/04/19 09:17	Singapore Accident Statement		Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST[Reset](#)[Save](#)[Print](#)

There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

^

v

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: CC4/III19006431/T1GS3Q2

Date: 05/02/2020

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant SMF2739D Insured Vehicle No: SHC3803U
 Vehicle No : SMF2739D
 Date of Loss: 06/04/2019 Nature of Claim: TP Claim No: MCT19040184

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMF2739D
 Make & Model: VOLKSWAGEN TOURAN, 1.4 TSI (A) Engine No: CZD175700
 Reg. Date: 31/10/2018 (Man. Year: 2018) Chassis No: WVGZZZ1TZKW005691
 Colour: Silver Odometer: 7687 km
 Engine Capacity: 1395 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): Market Value/New Car Price

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 215/55 R17 Rear Tyre Size: 215/55 R17
 Front Left Side: Pirelli 7 mm Rear Left Side: Pirelli 7 mm
 Front Right Side: Pirelli 7 mm Rear Right Side: Pirelli 7 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,628.10	4,885.20	742.90	13.20
Miscellaneous Items	0.00	0.00	0.00	
Labour	10,220.00	5,300.00	4,920.00	48.14
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	15,848.10	10,185.20	5,662.90	35.73
+ GST 7.00/7.00% (S\$)	1,109.37	712.96	396.41	35.73
Nett Amount (S\$)	16,957.47	10,898.16	6,059.31	35.73
+ Loss of Use (9.0 x S\$60.00/day) (S\$)		540.00		
+ Doc/Search Fee (S\$)		7.49		
Nett Liability (S\$)		11,445.65		

INSPECTION

Date of Assignment: 11/04/2019
 Date Inspected: 11/04/2019 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 7.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: Chong Pui Lin

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		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 06 Dec 2019)
Parts:	M1-MPV	VOLKSWAGEN TOURAN 1.4 TSI (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SMF2739D)	
Validity:	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	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*COVER FOR BUMPER PRIMED	Deformed	1,139.96 FS	*1,139.96 FS
2	1		*SPOILER SATIN BLACK	Deformed	273.34 FS	*273.34 FS
3	1		*BUMPER BUMPER REINFORCEMENT	Not Necessary	442.56 FS	*- FS
4	1		*ATTACHMENT STRIP	Necessary	55.98 FS	*55.98 FS
5	1		*GUIDE PIECE BUMPER REAR GUIDE LH	Necessary	36.27 FS	*36.27 FS
6	1		*GUIDE PIECE BUMPER REAR GUIDE RH	Not Necessary	36.27 FS	*- FS
7	1		*GUIDE PIECE BUMPER REAR BRACKET LH	Necessary	29.49 FS	*29.49 FS
8	1		*GUIDE PIECE BUMPER REAR BRACKET RH	Not Necessary	29.49 FS	*- FS
9	1		*ADDITIONAL BRAKE LIGHT WI	Not Necessary	208.66 FS	*- FS
10	1		*REAR TRUNK LID BOOT LID	Bent	1,914.28 FS	*1,914.28 FS
11	1		*INSCRIPTION BRIGHT CHROME TOURAN	Necessary	58.66 FS	*58.66 FS
12	1		*VW SIGN BLACK /BRIGHT CHRO VW	Necessary	89.76 FS	*89.76 FS
13	1		*2K-GLASS GLUE APPLICATION	Necessary	123.02 FS	*123.02 FS
14	1		*PRIMER	Not Necessary	25.92 FS	*- FS
15	1		*ACTIVATOR FOR PRECOATED W	Necessary	23.63 FS	*23.63 FS
16	1		*PRIMER	Necessary	25.92 FS	*25.92 FS
17	2		*APPLICATOR	Necessary	18.96 FS	*18.96 FS
18	1		*REAR NUMBER PLATE PACKING SEAL	Necessary	27.03 FS	*27.03 FS
19	2		*RIVET NUT	Necessary	3.76 FS	*3.76 FS
20	1		*W/SCREEN SIDE TRIM LH	Necessary	242.77 FS	*242.77 FS
21	1		*W/SCREEN SIDE TRIM RH	Necessary	242.77 FS	*242.77 FS
22	1		*LHS REFLECTOR INNER	Cracked	63.86 FS	*63.86 FS
23	1		*REVERSE SENSOR	Not Working	400.00 FS	*400.00 FS
24	1		*ADHESIVE REMOVER	Necessary	115.74 FS	*115.74 FS
Total Parts (S\$)					5,628.10	4,885.20

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 TO TRANSFER BOOT LID	New	420.00	420.00
2	PANEL REPAIR AND STRAIGHTENING	New	4,200.00	1,680.00
3	RE+REINSTALLED REAR WINDSCREEN	New	840.00	840.00
4	SPRAY PAINTING	New	4,000.00	1,600.00
5	DIAGNOSTIC AND PROGRAMMING FOR DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
6	CHECK SHORT CIRCUIT /HARNESS REPAIR HARNESS REPAIR AND SHORT CIRCUIT CHECK	New	280.00	280.00
Gross Labour Cost (\$\$)			10,220.00	5,300.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >