

INS. CASE OWNER:

PA

CC 4, Asm 1900 7391, F Pas

IDAC:

112829

Surveyor:

Steve

DOI:

ASSIGNMENT  
20/4/19

Date / Time:

26/4/19

Registered in Merimen:

Pre-assign CCU / FTE



Insured Vehicle No.:

F8P 767M

Name of Insured:

KHOO SU-XIAN, JOLYNN

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

24/4/19

Is driver the owner? (YES / NO)

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(VL: YES / NO)

Claim No.:

59M01LON

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability: % Final ? Yes / No

SLS 9684 A



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Volkswagen



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

SLS 9684 A - X; F8P 767M - X

STAGE

DATE / PIC

3/5/19

Called OI, ✓ accident ✓ settle  
OI wants to know exact amount.

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

sent 3/5/19

After call ltr to OI:

3/5/19

✓ TP video

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

11/6/19

Seek mandali via SMART

25/6/19

mandali approval via merimen

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

( days) Reduction: %

Email  Call

FINAL SETTLEMENT

Date/Time:

11/7/19

Confirm with:

Shu Shi

Email  Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No. : 77

IFNO or B 28, Ass. Lia :

Repair Cost:

SS 4794.27

Loss of Rental (LOR):

SS

( days)

Loss of Use (LOU):

SS 320.00 (\$ 80 x 4 days)

Loss of Income (LOI):

SS (\$ x days)

LOR only  LOU only

LOR + LOU  LOR + LOI  [Tick only one]

GIA/LTA Search

SS 2.00

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

Total:

SS 5116.27

Global Sum SS:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

FINAL PAYMENT

Date/Time:

Confirm with:

Email  Call

Payee 1:

SS 5116.27

Name 1:

Volkswagen Group Singapore Pte Ltd

Payee 2: (Surrogate if N.A.)

SS

Name 2:

Payee 3: (Surrogate if N.A.)

SS

Name 3:

COMPONENT  
2/8/19



hsian Tony

**VOLKSWAGEN CENTRE SINGAPORE**

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



Tax invoice  
Preview

Page 1/2  
Document no.  
Document date 28-05-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000522/ 1  
Job order date 07-05-2019  
Service Advisor TIOU CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate SLS9584A	Model code 3G24JZ	First registration 12-10-2017	VIN WVWZZZ3CZHE054224	Model PASSAT Sed. HLBMT 132 D7F	Mileage 28,953
---------------------------	----------------------	----------------------------------	--------------------------	------------------------------------	-------------------

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	① B&P MECH	1	pcs	200.00	#1	200.00	214.00
	② LABOUR	1.5	pcs	580.00	#1	870.00	930.90
	③ SPRAY PAINT	2	pcs	500.00	#1	1,000.00	1,070.00
	⑩ B&P DIAG	1	pcs	360.00	#1	360.00	385.20
	⑪ WHEEL ALIGNMENT	1	pcs	360.00	#1	360.00	385.20
3G5807417	GRU Cover Primed	1	pcs	1,530.46	28.00% #1	1,101.93	1,179.07
	④ REAR BUMPER*XR-070519						
3G0998491	⑤ 1 Set Sensor Brackets XR-070519	1	pcs	39.84	28.00% #1	28.68	30.69
D 180KU2A1	⑥ 2k-Plastic Adhesive XR-070519	1	pcs	74.29	28.00% #1	53.49	57.23
D 822150A1	⑦ Bonding Agent For Plastic XR-070519	1	pcs	56.90	28.00% #1	40.97	43.84
000863890A	⑧ Insulation AO-080519	1	pcs	36.22	28.00% #1	26.08	27.91
WHT005263	⑨ Rivet XR-070519	5	pcs	1.09	28.00% #1	3.92	4.19
3G5945207E	⑫ Led Tail Light RR TAILLIGHT OUTER*XR-070519	1	pcs	604.94	28.00% #1	435.56	466.05

AXA DIRECT SETTLEMENT, DOA :  
24/04/2019, T/P VEH : FBP767M, SURVEY  
BY: STEVE (LKK)

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1		4,480.63	657.47	7%	313.64	657.47	4,480.63	4,794.27
<b>Total</b>		<b>4,480.63</b>	<b>657.47</b>		<b>313.64</b>	<b>657.47</b>	<b>4,480.63</b>	<b>4,794.27</b>

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.

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice Preview

Page	2/2
Document no	
Document date	28-05-2019
Customer no.	5211000859
Customer GST-ID	196900406D
Dealer	39999
Job order number	2019000522/ 1
Job order date	07-05-2019
Service Advisor	TIOW CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate	Model code	First registration	VIN	Model	Mileage
SLS9684A	3G24JZ	12-10-2017	WWWZZZ3CZHE054224	PASSAT Sed. HLBMT 132 D7F	28,953

—VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.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).—

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: 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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.

**VOLKSWAGEN CENTRE SINGAPORE**

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



Steve (83228813)  
(LKK)

mit PIP 30/4/19 3:45pm  
PIP 4 days  
Rm bef sping

**Quotation**  
Non binding - Preview

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

Page 1/2  
Document no.  
Document date 30-04-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000360/ 1  
Job order date 25-04-2019  
Service Advisor TIOU CHUAN CHEE

License plate SLS9884A	Model code 3G24JZ	First registration 12-10-2017	VIN WVWZZZ3CZHE054224	Model PASSAT Sed. HLBMT 132 07F	Mileage 28,953
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Position No.	Description	Quantity	Unit	Unit price excl. GST	Unit price incl. GST	Total amount excl. GST	Total amount incl. GST
1	B&P MECH	1	pcs.	200.00	#1	200.00	214.00
2	LABOUR	1.5	pcs.	580.00	#1	870.00	2,482.40
3	SPRAY PAINT	1.2	pcs.	500.00	#1	1,000.00	2,140.00
4	B&P DIAG	1	pcs.	380.00	#1	380.00	385.20
5	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
6	Rim & Balance	1	pcs.	50.00	#1	50.00	53.50
7	Cover Primed	1	pcs.	1,530.48	#1	1,530.48	1,637.59
8	REAR BUMPER	1	pcs.	1,530.48	#1	1,530.48	1,637.59
9	Spoiler Primed	1	pcs.	217.41	#1	217.41	232.63
10	SPOILER	1	pcs.	217.41	#1	217.41	232.63
11	1 Set Sensor Brackets	1	pcs.	39.84	#1	39.84	42.63
12	2x-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
13	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
14	Insulation	1	pcs.	36.22	#1	36.22	38.76
15	Decorative Moulding Brigh	1	pcs.	150.53	#1	150.53	161.07
16	LH CHROME MOLDING	1	pcs.	150.53	#1	150.53	161.07
17	Decorative Moulding Brigh	1	pcs.	150.53	#1	150.53	161.07
18	RH CHROME MOLDING	1	pcs.	150.53	#1	150.53	161.07
19	Decorative Moulding Brigh	1	pcs.	195.49	#1	195.49	209.17
20	CTR CHROME MOLDING	1	pcs.	195.49	#1	195.49	209.17
21	Reflector	1	pcs.	63.86	#1	63.86	68.33
22	LH OUTER	1	pcs.	63.86	#1	63.86	68.33
23	Reflector	1	pcs.	63.86	#1	63.86	68.33
24	LH INNER	1	pcs.	63.86	#1	63.86	68.33
25	Guide Piece	1	pcs.	34.66	#1	34.66	37.09
26	LHR SIDE BRACKET	1	pcs.	20.09	#1	20.09	21.50
27	Guide	1	pcs.	20.09	#1	20.09	21.50
28	LHR TAILLIGHT BRACKET	1	pcs.	20.09	#1	20.09	21.50
29	Rivet	5	pcs.	1.09	#1	5.45	5.83
30	Alloy Wheel Anthracite/Al	1	pcs.	1,254.11	#1	1,254.11	1,341.90
31	Rubber Valve	1	pcs.	3.22	#1	3.22	3.45
32	Led Tail Light	1	pcs.	604.94	#1	604.94	647.29
33	RR TAILLIGHT OUTER	1	pcs.	604.94	#1	604.94	647.29

Quotation valid till 02-05-2019

Tax Code	Description	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	LKK Auto Co. the Repairer	7%	685.43	9,791.86	10,477.29
<b>Total</b>			<b>685.43</b>	<b>9,791.86</b>	<b>10,477.29</b>

- Third party surveyor
- No illegal
- Supplier is subject

Acknowledged by Receiver

Signature:

Date:

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation Non binding - Preview

Page 2/2

Document no.  
Document date 30-04-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000366/ 1  
Job order date 25-04-2019  
Service Advisor TIOU CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate SLS9684A	Model code 3G24JZ	First registration 12-10-2017	VIN WWWZZZ3C2HE054224	Model PASSAT Sed. HLBM 132 D7F	Mileage 28,953
---------------------------	----------------------	----------------------------------	--------------------------	-----------------------------------	-------------------

Customer

Service Advisor

—VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.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).—

**LKK Auto Consultants hence notify  
the Repairer of the following:**

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

Acknowledged by Repairer

Signature:

Date:

# Measurement printout

VAS Car measurement (207)

Beissbarth © \* VAS 6767 (SL)

M \* R+ \*\* OK \* VOLKSWAGEN\_AG / 26.00 / 2439 / C

Date: 21.05.2019 13:54:08

# VOLKSWAGEN AG

Version (program) v5.0b3225/v5.0b3225	Version (FWA) v5.0b1801	Version (target data) VOLKSWAGEN AG v26.00	Serial number QY0000305	Last service 21.01.2019
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**VOLKSWAGEN GROUP SINGAPORE PTE LTD**  
17 TUAS AVENUE 9  
SINGAPORE

## Customer

Name: ALVIN

## Vehicle

VIN: WWWZZZ3CZHE054224  
Registration: SLS9684A  
Odometer: 33396KM

## Order

Operator: 202/659  
Order No.: 522

Vehicle: VOLKSWAGEN AG v26.00

VW (EUROPE) \* Passat B8 (3G) \* Basic suspension \* G01/G10

Reason: ACCIDENT ON REAR BUMPER

Rear Axle		Initial Measurement	Target Data	Final Measurement
Camber	left	-1°47'	-0°30' [-1°20'] +0°30'	-1°20'
	right	-1°13'		-1°24'
Cross Camber		-0°34'	[0°30']	+0°04'
Individual Toe	left	-0°09'	-0°05' [+0°05'] +0°05'	+0°06'
	right	+0°05'		+0°04'
Total Toe		-0°04'	-0°10' [+0°10'] +0°10'	+0°09'
Setback		-0°06'		+0°00'
Geometrical driving axis		+0°07'	-0°10' [+0°00'] +0°10'	-0°01'
Front Axle		Initial Measurement	Target Data	Final Measurement
Castor 20°	left	+7°40'	-0°30' [+7°23'] +0°30'	+7°29'
	right	+7°23'		+7°31'
K.P.I. 20°	left	+14°45'		+14°37'
	right	+14°34'		+14°35'
Toe out on turns	left	-1°24'	-0°20' [-1°18'] +0°20'	-1°28'
	right	-1°22'		-1°15'
Camber	left	-0°51'	-0°30' [-0°32'] +0°30'	-0°43'
	right	-0°27'		-0°37'
Cross Camber		-0°24'	[0°30']	-0°06'
Individual Toe	left	-0°02'	-0°05' [+0°05'] +0°05'	+0°05'
	right	-0°01'		+0°04'
Total Toe		-0°03'	-0°10' [+0°10'] +0°10'	+0°09'
Setback		-0°08'		+0°04'
Included Angle 20°	left	+13°53'		+14°03'
	right	+14°07'		+13°58'
Max Steer to Left	left	+39°02'		+38°04'
	right	+32°33'		+32°11'
Max Steer to Right	left	+31°28'		+32°10'
	right	+37°19'		+38°36'

**VOLKSWAGEN CENTRE SINGAPORE**

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



Steve (83228813)  
 [LKR]

wil April 30/4/19 3.45pm  
 P/P 4 days  
 Ray bok spm

**Quotation**  
 Non binding - Preview

Page 1/2  
 Document no.  
 Document date 30-04-2019  
 Customer no. 5211000859  
 Customer GST-ID 196900406D  
 Dealer 39999  
 Job order number 2019000360/ 1  
 Job order date 25-04-2019  
 Service Advisor TIOU CHUAN CHEE

Company  
 AXA Insurance Pte Ltd  
 8 SHENTON WAY  
 #27-01 AXA TOWER  
 Singapore 068811

Customer Details:  
 Mr  
 ALVIN  
 LIEW KHOONG KIN  
 253 PASIR RIS STREET 21  
 #05-227  
 Singapore 510253

License plate SLS9684A	Model code 3G24JZ	First registration 12-10-2017	VIN WVWZZZ3CZHE054224	Model PASSAT Sed. HLBMT 132 D7F	Mileage 28,953
---------------------------	----------------------	----------------------------------	--------------------------	------------------------------------	-------------------

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	B&P MECH	1	pcs.	200.00	#1	200.00	214.00
	LABOUR	1.5	pcs.	580.00	#1	2,320.00	2,482.40
	SPRAY PAINT	1.7	pcs.	500.00	#1	2,000.00	2,140.00
	B&P DIAG	1	pcs.	360.00	#1	360.00	385.20
	WHEEL ALIGNMENT	1	pcs.	380.00	#1	380.00	385.20
	Rim & Balance	1	pcs.	50.00	#1	50.00	53.50
3G5807417	GRU Cover Primed	1	pcs.	1,530.46	#1	1,530.46	1,637.59
	REAR BUMPER	1	pcs.	1,530.46	#1	1,530.46	1,637.59
3G0807521B	GRU Spoiler Primed	1	pcs.	217.41	#1	217.41	232.63
	SPOILER	1	pcs.	217.41	#1	217.41	232.63
3G0998491	1 Set Sensor Brackets	1	pcs.	39.84	#1	39.84	42.63
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
D 822150A1	Bonding Agent For Plastic	1	pcs.	58.90	#1	58.90	60.88
000863890A	Insulation	1	pcs.	36.22	#1	36.22	38.76
3G0853841	ZZZ Decorative Moulding Brigh LH CHROME MOLDING	1	pcs.	150.53	#1	150.53	161.07
3G0853842	ZZZ Decorative Moulding Brigh RH CHROME MOLDING	1	pcs.	150.53	#1	150.53	161.07
3G0853835	ZZZ Decorative Moulding Brigh CTR CHROME MOLDING	1	pcs.	195.49	#1	195.49	209.17
3G0945105A	Reflector LH OUTER	1	pcs.	63.86	#1	63.86	68.33
3G0945103A	Reflector LH INNER	1	pcs.	63.86	#1	63.86	68.33
3G5807375	Guide Piece LHR SIDE BRACKET	1	pcs.	34.66	#1	34.66	37.09
3G5807483A	Guide LHR TAILLIGHT BRACKET	1	pcs.	20.09	#1	20.09	21.50
WHT005263	Rivet	5	pcs.	1.09	#1	5.45	5.83
3G0601025G	ZD8 Alloy Wheel Anthracite/Al	1	pcs.	1,254.11	#1	1,254.11	1,341.90
311601361	Rubber Valve	1	pcs.	3.22	#1	3.22	3.45
3G5945207E	Led Tail Light RR TAILLIGHT OUTER	1	pcs.	604.94	#1	604.94	647.29

AXA DIRECT SETTLEMENT, DOA :  
 24/04/2019, T/P VEH : FBP767M

Quotation valid till 02-05-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	• To resurvey	9,791.86	7%	685.43	9,791.86	10,477.29
Total	• To display	9,791.86		685.43	9,791.86	10,477.29

LKK Auto Repair  
 the Repairer  
 • To resurvey  
 • To display  
 • Parts provided  
 • Third party  
 • No  
 • Supplier  
 is subject  
 Acknowledged  
 Signature  
 Date

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation

Non binding - Preview

Page	2/2
Document no.	
Document date	30-04-2019
Customer no.	5211000859
Customer GST-ID	196900406D
Dealer	39999
Job order number	2019000380/ 1
Job order date	25-04-2019
Service Advisor	TIOU CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate	Model code	First registration	VIN	Model	Mileage
SLS9684A	3G24JZ	12-10-2017	WWZZZ3CZHE054224	PASSAT Sed. HLBMT 132 D7F	28,953

Customer

Service Advisor

—VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.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) —

**LKK Auto Consultants** hence notify  
the Repairer of the following:

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

Acknowledged by Repairer

Signature:

Date:



## Nivitha (LKK Auto)

---

**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Friday, 26 April 2019 10:10 AM  
**To:** assignments  
**Subject:** FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M  
DOA : 24/04/2019  
**Attachments:** 0075\_001.pdf

P. Steven

T: 10.29.9.7

E. ✓

V. Out

Hi Team

*TP smart. Kindly assist.*

Thank you.

Best Regards,

Mei Kwan | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Sent:** Thursday, 25 April, 2019 5:32 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019

Dear claims,

Please revert on liability & arrange survey for this claims.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
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:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Sent:** Thursday, 25 April 2019 5:28 PM

**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Subject:** Scan Image

## Hsiao Tong (LKKAuto)

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**From:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Sent:** Friday, 3 May 2019 11:47 AM  
**To:** Hsiao Tong (LKKAuto); Tang Shu Shi (VGS - SG/Singapore)  
**Cc:** Admin A; assignments  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M  
DOA : 24/04/2019 \*\*\* LKK REF: CC4/ASM19007391/pa3  
**Attachments:** accident video.mp4

Dear Hsia Tong,

The bike collided on the left rear side on the vehicle.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
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>



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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Friday, 3 May 2019 11:34 AM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019 \*\*\* LKK REF: CC4/ASM19007391/pa3

Without Prejudice

Dear Shu Shi,

As per instruction, we would like to request a copy of your client's video footage.

"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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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**From:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Sent:** Friday, 3 May 2019 10:51 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>;

Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019 \*\*\* LKK  
REF: CC4/ASM19007391/pa3

Dear Hsiao Tong,

Please revert on liability for this claim, 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:** Tuesday, 30 April 2019 2:46 PM

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>;

Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019 \*\*\* LKK  
REF: CC4/ASM19007391/pa3

Hi,

Vehicle had been survey, may I know if we can proceed with DS?

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 26 April 2019 3:16 PM

**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019 \*\*\* LKK  
REF: CC4/ASM19007391/pa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that we are currently **pending verification for direct settlement.**

Fyi, OI has reported. Please refer to the below OI's sketch plan and statement.

SKETCH PLAN

Vehicle  
A - F6P 767M  
B - SLS 9684A

Legend  
Vehicle  
Motorcycle

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Refer to police report no: T/2019 of 24/2096.

**Brief Details.**

ON THE ABOVE MENTIONED THE DATE, TIME AND LOCATION.  
THE TRAFFIC FLOW WAS HEAVY AND THE ROAD SURFACE WAS DRY, I WAS TRAVELLING ALONG ECP TOWARDS MCE ON THE 2 LANE FROM THE EXTREME LEFT LANE. AS I WAS TRAVELLING BEHIND VEHICLE NO. (SLS9684A) AND I WAS FILTERING TO THE LEFT LANE. SUDDENLY THE VEHICLE IN FRONT JAM HIS BRAKE AND I HIT ONTO HIS REAR LEFT BUMPER. AS I FALL TO THE GROUND, I WAS STILL HOLDING ONTO THE BIKE AND AS I WAS BEING DRAG. I WAS ABLE TO STAND UP AND GET MYSELF TO THE ROAD SHOULDER AND THE DRIVER HELPED ME TO SHIFT MY BIKE TO THE ROAD SHOULDER. THERE AN OTHER FEMALE MOTORCYCLE CAME OVER TO HELP AND SHE CALLED FOR THE AMBULANCE. WHEN THE AMBULANCE ARRIVED TO THE SCENE AND LATER ON, I WAS CONVEYED TO THE HOSPITAL THAT'S ALL

**Please arrange for TP survey.**

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong at 6742 3197.**

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Sent:** Thursday, 25 April, 2019 5:32 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLS9684A & FBP767M DOA : 24/04/2019

Dear claims,

Please revert on liability & arrange survey for this claims.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
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:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Sent:** Thursday, 25 April 2019 5:28 PM  
**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Subject:** Scan Image

« <REQUEST FOR DS> - S9M01LDN [ACCIDENT INVOLVING FBF 767M(OI) & SLS 9684A(TP) ON 24/04/2019]

Type

🔔 Question

Message

Hi, we have uploaded a copy of video footage from TP(REAR) as requested. Liability: 100%. Insured rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. Kindly advise if we may proceed DS. Thank you. Hsiao Tong - 03 May 2019

Reply



## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 03/05/2019

### Survey Details:

Date of loss	24.04.2019
Date of appointment	26.04.2019
Date of survey	30.04.2019
Location of survey	VOLKSWAGEN CENTRE SINGAPORE

### Vehicle Details:

Claim Type:	Third party
Vehicle number	SLS 9684A
Make and Model	Volkswagen Passat (1798cc)
Date of registration	12.10.2017
Excess	NIL
Market Value/ Book Value	\$ 110,000.00 (est)
Parf/COE Rebate	\$ 63,865.00 (est)
Nett Value/ ERV	\$ 46,135.00 (est)

### Repair details:

Initial Estimate	\$ 9,791.86
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 1,035.05
Check items (estimate)	\$ 205.28
Labour	\$ 2,430.00
Supplementary	NIL
<b>Total</b>	<b>\$ 3,670.33</b>
Lump Sum(if applicable)	

Number of days for repair	<u>4</u>
---------------------------	----------



**Remarks:**

*We will seek mandate after surveyor had verify check items.*

**Mandate:**

<b>Liability(TP)</b>	<b>100%</b>	
Proposed repair cost (w/GST)		
Loss of use		
Loss of rental		
Loss of income		
LTA/GIA search fees		
Others		
<b>Proposed Total</b>		

**<< Re:TP MANDATE IA- S9M01LDN**

Type

🔔 Question

Message

Hi, we agree with the COR. For LOU, pls offer \$80/- per day & if for LOR, pls offer \$120/- per day. TY.

[Reply](#)



LETTER OF DEMAND

Your Ref: FBP767M  
Our Ref: SLS9684A  
To: AXA

Dear Sirs,

ACCIDENT INVOLVING SLS9684A & FBP767M ON 24/4/2019

We are claiming on behalf of our client Liew Kheng Kin Alvin

owner of vehicle number SLS9684A involved in accident on 24/4/2019

with vehicle FBP767M along/at ECP > MUE > AYE > Tuas

Description of claims:

Cost of Repairs	\$ <u>4,794.27</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>180</u> x <u>4</u> Days = \$ <u>720</u>	(incl 7% GST)
Search Fee	\$ <u>2.00</u>	(incl 7% GST)
Miscellaneous Fee	\$ _____	(incl 7% GST)
<b>TOTAL</b>	\$ <u>5,516.27</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 5,516.27  
payable to Volkswagen Group Singapore Pte Ltd.

Kindly send us a written acknowledgement within 14 days from receipt of this document. Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to [shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg) / [steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg).

Dated this 12 JUN 2019  
  




Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

17 MAY 2019

**KHOO SU-XIAN, JOLYNN**  
BLK 10E BEDOK SOUTH AVE 2  
#08-552  
SINGAPORE 464010

Dear Sir/ Mdm

**OUR REF : CC4/ASM19007391/Epa3**  
**YOUR REF : FBP 767M**  
**ACCIDENT INVOLVING FBP 767M AND SLS 9684A ALONG/AT ECP (MCE) 13KM MCE**  
**ENTRANCE ON 24/04/2019**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from VOLKSWAGEN CENTRE SINGAPORE acting on behalf of the owner of SLS 9684A against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to [chewht@lkkauto.com](mailto:chewht@lkkauto.com) within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

*Cc AXA Insurance Pte Ltd  
(Motor Claims Dept)*

# Volkswagen Centre Singapore



Biz Reg. No. 53103069E  
GST No. M20098505-2

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SLS9684A and FBP767M on 24/4/2019  
Own vehicle's number Other vehicle's number Date of accident  
along ECQ > MLE > AYE > Tuas  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Liew Khoong Kin Alvin  
Name of Policy/Holder & IC / Passport number  
of S7480859Z owner of Vehicle Registration

Number SLS9684A hereby irrevocable appoint **Volkswagen Centre Singapore**  
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be \*my / our Attorney and in \* my / our name(s) on \*my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or **alternatively** under Insurance Policy number \_\_\_\_\_ taken up by \*me/us and pay the **compulsory excess** in respect of the cost repairs suffered by \*me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Centre Singapore** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

\*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 25 of the month

5 Year 2019.

Signed & Delivered By:

Policy Holder

Witness By:





### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	FBP 767M (Insd veh)	Model: Volkswagen Passat - 1798cc
	SLS 9684A (TP veh)	
Date of Accident/ Time:	24/04/2019	

Repair Estimate	: \$	10,477.09	
Final Repair Cost	: \$	4,794.27	
Loss of Use	: \$	320.00	04 days at \$ 80.00 per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$	2.00	
Others:	: \$		
	: \$		
Final Settlement Sum	: \$	5,118.27	

Payee Name : VOLKSWAGEN GROUP SINGAPORE PTE LTD

Is Third Party Workshop GIA Registered?  YES  NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability \_\_\_\_\_ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No. 27  
 BOLA Liability: 100 (%) Assessed Liability (\*): \_\_\_\_\_ (%)

\* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks:

**NOTE:**

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
- AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are *not received within 7 days* of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a full and final settlement that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

**VOLKSWAGEN GROUP SINGAPORE**  
 Signature of workshop representative / Workshop stamp  
 Name of Representative: Tyler  
 Date: 030002 1/7/19

**VOLKSWAGEN GROUP SINGAPORE**  
 Signature of Witness / Workshop stamp  
 Name of Witness:  
 Date: 1/7/2019

**AXA**  
 Signature of AXA's surveyor/representative:  
 Name of AXA's surveyor /Representative:  
 Date: 1/7/19

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 1/2

Document no. 1233900334  
Document date 28-05-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000522/1  
Job order date 07-05-2019  
Service Advisor TIOU CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate SLS9684A	Model code 3G24JZ	First registration 12-10-2017	VIN WVWZZZ3CZHE054224	Model PASSAT Sed. HLBMT 132 D7F	Mileage 33,395
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	B&P MECH	1	pcs.	200.00	#1	200.00	214.00
	LABOUR	1.5	pcs.	580.00	#1	870.00	930.90
	SPRAY PAINT	2	pcs.	500.00	#1	1,000.00	1,070.00
	B&P DIAG	1	pcs.	360.00	#1	360.00	385.20
	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
3G5807417 GRU	Cover Primed	1	pcs.	1,530.46	28.00% #1	1,101.93	1,179.07
	REAR BUMPER*XR-070519						
3G0998491	1 Set Sensor Brackets XR-070519	1	pcs.	39.84	28.00% #1	28.68	30.69
D 180KU2A1	2k-Plastic Adhesive XR-070519	1	pcs.	74.29	28.00% #1	53.49	57.23
D 822150A1	Bonding Agent For Plastic XR-070519	1	pcs.	56.90	28.00% #1	40.97	43.84
000863890A	Insulation AO-080519	1	pcs.	36.22	28.00% #1	26.08	27.91
WHT005263	Rivet XR-070519	5	pcs.	1.09	28.00% #1	3.92	4.19
3G5945207E	Led Tail Light RR TAILLIGHT OUTER*XR-070519	1	pcs.	604.94	28.00% #1	435.56	466.05
	AXA DIRECT SETTLEMENT, DOA : 24/04/2019, T/P VEH : FBP767M, SURVEY BY: STEVE (LKK)						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1		4,480.63	657.47	7%	313.64	657.47	4,480.63	4,794.27
<b>Total</b>		<b>4,480.63</b>	<b>657.47</b>		<b>313.64</b>	<b>657.47</b>	<b>4,480.63</b>	<b>4,794.27</b>

Customer

12 JUN 2019 Service Advisor  
81030002

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.

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12333900334
Document date	28-05-2019
Customer no.	5211000859
Customer GST-ID	198900406D
Dealer	39999
Job order number	2019000522/ 1
Job order date	07-05-2019
Service Advisor	TIOU CHUAN CHEE

Company  
AXA Insurance Pte Ltd  
8 SHENTON WAY  
#27-01 AXA TOWER  
Singapore 068811

Customer Details:  
Mr  
ALVIN  
LIEW KHOONG KIN  
253 PASIR RIS STREET 21  
#05-227  
Singapore 510253

License plate	Model code	First registration	VIN	Model	Mileage
SLS9684A	3G24JZ	12-10-2017	WVWZZZ3CZHE054224	PASSAT Sed. HLBMT 132 D7F	33,395

---VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.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).---

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: 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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.



**GENERAL INSURANCE ASSOCIATION OF SINGAPORE**  
**RECORDS MANAGEMENT CENTRE**  
 6 Raffles Quay #18-00, Singapore 048580  
 Phone: +65 6224 0010 Fax: +65 6224 0030  
 Operating Hours: Monday to Friday 9am to 5pm  
 GST Registration No: M400017735

### Third Party Insurer Enquiry

Our Ref No: GR-19-064815  
 Date of Request: 24/04/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
 247 Alexandra Road  
 Singapore 159934

Dear Sir/Madam,

Enquiry Date: 24/04/2019  
 Enquiry By: Tang Shu Shi  
 TP Vehicle No.: FBP767M  
 Accident Date: 24/04/2019

#### Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
FBP767M	AXA Insurance Pte Ltd	29/01/2019-28/01/2020	6338 7288

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-19-064815

Date of Request: 24/04/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 24/04/2019  
Enquiry By Tang Shu Shi  
TP Vehicle No. FBP767M  
Accident Date 24/04/2019

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

GIRO  Cash  Cheque



# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile

AXA INSURANCE PTE LTD

Ref : CC4/ASM19007391/Ewa3q2

8 SHENTON WAY #24-01  
AXA TOWERSINGAPORE 068811  
ATTN:RICHARD ANG

Date : 16-07-2019



Code : ASM

## 1. Policy Particulars :- THIRD PARTY CLAIM

<b>Insured Veh.</b>	FBP 767M	<b>Veh. Inspected</b>	SLS 9684A
<b>Policy No.</b>	VMZ/P2246798	<b>Coverage (\$)</b>	0.00
<b>Claim No.</b>	S9M01LDN	<b>Excess (\$)</b>	0.00
<b>Assign From</b>		<b>Assign Date</b>	26/04/2019

## 2. Vehicle Particulars & Condition

<b>Make &amp; Model</b>	VOLKSWAGEN PASSAT	<b>c.c</b>	1798
<b>Engine No.</b>	HIDDEN	<b>Year of Reg.</b>	2017
<b>Chassis No.</b>	WVWZZZ3CZHE054224	<b>Colour</b>	BLACK
<b>Odometer</b>	31813	<b>Steering</b>	IN ORDER
<b>Brakes</b>	IN ORDER	<b>Modification</b>	SPORTS RIM
<b>General</b>	GOOD		

## 3. Conditions of Tyres

	Size	Make	Balance
<b>R/H Front Tyre</b>	215/55 R17	PIRELLI	7 mm
<b>L/H Front Tyre</b>	215/55 R17	PIRELLI	7 mm
<b>R/H Rear Tyre</b>	215/55 R17	PIRELLI	7 mm
<b>L/H Rear Tyre</b>	215/55 R17	PIRELLI	7 mm

## 4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION.  
DAMAGES SEE DETAILS.

## 5. General Information

<b>Accident Date</b>	24/04/2019	<b>Inspection Date</b>	30/04/2019
<b>Survey held at</b>	VOLKSWAGEN GROUP SINGAPORE PTE LTD 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314		

## 5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.  
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

## 5b. Estimate Days of Repair

<b>ESTIMATED NORMAL PERIOD FOR REPAIR:</b>	<b>4 Working Days</b>
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# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 2

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLS 9684A

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	REAR BUMPER (SN) (CONSISTENT)	CUT	1,530.46	1,101.93
1	SPOILER (SN) (CONSISTENT)	NOT NECESSARY	217.41	-
1	SET SENSOR BRACKETS (SN) (CONSISTENT)	NECESSARY	39.84	28.68
1	2K-PLASTIC ADHESIVE (SN) (CONSISTENT)	NECESSARY	74.29	53.49
1	BONDING AGENT FOR PLASTIC (SN) (CONSISTENT)	NECESSARY	56.90	40.97
1	INSULATION (SN) (CONSISTENT)	NECESSARY	36.22	26.08
1	LH CHROME MOLDING (SN) (CONSISTENT)	NOT NECESSARY	150.53	-
1	RH CHROME MOLDING (SN) (CONSISTENT)	NOT NECESSARY	150.53	-
1	CTR CHROME MOLDING (SN) (CONSISTENT)	NOT NECESSARY	195.49	-
1	LH OUTER (SN) (CONSISTENT) ✓	NOT NECESSARY	63.86	-
1	LH INNER (SN) (CONSISTENT)	NOT NECESSARY	63.86	-
1	LHR SIDE BRACKET (SN) (CONSISTENT)	NOT NECESSARY	34.66	-
1	LHR TAILLIGHT BRACKET (SN) (CONSISTENT)	NOT NECESSARY	20.09	-
5	RIVET (SN) (CONSISTENT)	NECESSARY	5.45	3.92
1	ALLOY WHEEL ANTHRACITE/AL(SN) (CONSISTENT)	NOT NECESSARY	1,254.11	-
1	RUBBER VALVE (SN) (CONSISTENT)	NOT NECESSARY	3.22	-
1	RR TAILLIGHT OUTER (SN) (CONSISTENT)	CUT	604.94	435.56
			<b>4,501.86</b>	<b>1,690.63</b>
<b>LABOUR</b>				
	B&P MECH .		200.00	200.00
	LABOUR .		2,320.00	870.00
	SPRAY PAINT.		2,000.00	1,000.00
	B&P DIAG .		360.00	360.00
	WHEEL ALIGNMENT.		360.00	360.00
	RIM & BALANCE.	NOT NECESSARY	50.00	-
			-	-
			-	-
			-	-
			<b>5,290.00</b>	<b>2,790.00</b>
<b>GRAND TOTAL</b>			<b>9,791.86</b>	<b>4,480.63</b>

Report Ref No. CC4/ASM19007391/Ewa3q2



RECOMMENDED COST OF REPAIRS			4,480.63
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Report Ref No. CC4/ASM19007391/Ewa3q2

CHEN TSUE YEE

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report. No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

## Service Request Details

Claim	SPR001LDN	Vehicle Information	Incident Vehicle Registration #	9L59684A
Reference	CC4/ASK19007391/EwaJu2	Make	TPVD VOLKSWAGEN	
Loss Date	24 April 2019	Model	PASSAT COMFORTLINE 1.8L TSI 132KW DSG	
Report Date	26 Apr 2019 9:13:00 AM	Service Address	...	
Request Date	26 April 2019	Primary Contact/Insured	KHOO SU XIAN JOLYNN 10E BEDOK SOUTH AVENUE 2, #09-552, 464010, Singapore 91763305 JOLYNNKHOOSX@GMAIL.COM	
Due Date		Claim Handler	ANG Richard richard.ang@axa.com.sg	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)			
Type of Loss	Third Party Vehicle Damage			
Services	Pending verification - Direct Settlement			

**Actions**

Next Step: Wait for Approve Invoice

Add Invoice

### Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Document Type:

[Upload Documents](#)

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LkkInvoice1 (1)2.pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	17 July 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
LKXInspection (5).pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
LKXA-AdjustmentLA (17).pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
LKX PHOTO-2.pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
GIA SEARCH.pdf	Forms / Claim Documents	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
WORKSHOP INVOICE.pdf	Invoice	Requaire	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKX AUTO CONSULTANTS PTE LTD (TP)	17 July 2019
REVISE MANDATE IA-SLS 9684A.pdf	Reports & Statement	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	12 June 2019
TP ESTIMATE_MARKED.pdf	Reports & Statement	Estimator / Quotation	LKX AUTO CONSULTANTS PTE LTD (TP)	3 May 2019
PAIR_COE REBATE.pdf	Reports & Statement	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	3 May 2019
LKX Survey Photos.pdf	Reports & Statement	Others	LKX AUTO CONSULTANTS PTE LTD (TP)	3 May 2019
IA-Id 000519.pdf	Forms / Claim Documents	Assessment	LKX AUTO CONSULTANTS PTE LTD (TP)	3 May 2019
SLS 9684A vs FB 767M - TP VIDEO_BEAB.mp4	Evidence	Videos	LKX AUTO CONSULTANTS PTE LTD (TP)	3 May 2019

NAME	TYPE	SUB TYPE	AUTHOR	DATE UPLOADED
TP ESTIMATE_MARKED.pdf	Reports & Statement	Estimate / Quotation	LJK AUTO CONSULTANTS PTE LTD (TP)	3 May 2019
SLESHINA TP GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	26 April 2019
TP PH FROM WORKSHOP.mng	Letters and Correspondence	Workshop	DHAKAL Raghav	26 April 2019
FBP767M INSD GIA REPORT.PDF	Reports & Statement	GIA Report	DHAKAL Raghav	26 April 2019