









## VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639176  
Biz. Reg. No.: 199101494Z  
GST No.: M200955052



### Quotation

Non binding - Preview

Page 1/2

Mr  
MELVIN  
TAY SEOW TONG  
20 DOVER CRESCENT  
#15-320  
Singapore 460039

Document no.  
Document date 07-05-2019  
Customer no. 5211016814  
Customer GST-ID  
Dealer 39999  
Job order number 2019000490/ 1  
Job order date 06-05-2019  
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKD3108C	BQ14HZ	21-01-2019	WWWZZZAUZJW220810	Golf Highline 1.4 TSI 92kW DSG	50

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G6807417BQGRU	Cover For Bumper Primed	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G6807394	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
5G4809844	RHR Bumper bracket	1	pcs.	1,623.77	#1	1,623.77	1,737.43
	Sectional Parts Side Panel	1	pcs.				
	RHR fender	1	pcs.	130.29	#1	130.29	139.41
D 506KD1A3	2k-Insert Foam	1	pcs.	62.20	#1	62.20	66.55
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.88	#1	62.88	67.28
D 007600A1	Inox-Spray	1	pcs.	398.47	#1	398.47	426.36
D 180003M2	2k-Body Adhesive	1	pcs.	2,005.29	#1	2,005.29	2,145.66
5G4833056AB	Door	1	pcs.				
	RHR DOOR	1	pcs.	94.20	#1	94.20	100.79
5G6839700D	Door Seal Outer	1	pcs.	38.79	#1	38.79	41.51
D 378500A2	Sound Absorber Laminated	1	pcs.	1,898.00	#1	1,898.00	2,030.86
5G0073148K FZZ	Wheel Disc 'Alum.' With	1	pcs.	3.22	#1	3.22	3.45
311601361	Rubber Valve	1	pcs.	840.00	#1	840.00	898.80
	LABOUR	6/5	pcs.	840.00	#1	840.00	898.80
	TFR door mech	1	pcs.	840.00	#1	840.00	898.80
	R&R Rear Seal	1	pcs.	840.00	#1	840.00	898.80
	R&R Rear Luggage	1	pcs.	800.00	#1	800.00	850.00
	SPRAY PAINT	1	pcs.	360.00	#1	360.00	385.20
	WHEEL ALIGNMENT	1	pcs.	50.00	#1	50.00	53.50
	R&R RIM & BALANCING	1	pcs.	480.00	#1	480.00	513.60
	B&P CIAG	1	pcs.	280.00	#1	280.00	299.60
	B&P MECH	1	pcs.				
	AXA Direct Settlement, DOA: 06/05/2019, TP						
	Veh: SJW6818R, Survey by:						

Quotation valid till 13-05-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		20,161.76	7%	1,411.32	20,161.76	21,573.08
Total		20,161.76		1,411.32	20,161.76	21,573.08

Customer

**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:

Service Advisor

Tay Jia 974957401  
9/5/17 @ 2:20 PM  
Resurvey before paint  
9 days.  
sure lkkauto.com



## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial  
Vehicles

### Quotation

Non binding - Preview

Page 2/2

Mr  
MELVIN  
TAY SEOW TONG  
20 DOVER CRESCENT  
#15-320  
Singapore 460039

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

07-05-2019  
5211016814  
38999  
2019000490/ 1  
06-05-2019  
TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKD3108C	BQ14HZ	21-01-2019	WVWZZZAUZJW220610	Golf Highline 1.4 TSI 92kW DSG	50

—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)—



## Hsiao Tong (LKKAuto)

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 22 July 2019 11:59 AM  
**To:** Tang Shu Shi (VGS - SG/Singapore); Hsiao Tong (LKKAuto)  
**Cc:** Chee Steven (VGS - SG/Singapore); Admin A  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3  
**Attachments:** LOD.pdf

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

Dear Sir / Madam,

Thank you for your email.

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

**Hi Hsiao Tong,**

**Kindly assist.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [asher.sng@lkkauto.com](mailto:asher.sng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Monday, 22 July 2019 11:31 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Dear Asher,

LOD attached FYA please.

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



Internal

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Thursday, 23 May 2019 12:33 PM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

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

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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



---

**From:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Thursday, 23 May 2019 11:26 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; [cst@axa.com.sg](mailto:cst@axa.com.sg)  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi,

I have not hear from you.

We have sent the video on the actual accident.

Please revert 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)  
<https://www.volkswagen.com.sg/>



---

**From:** Tang Shu Shi (VGS - SG/Singapore)  
**Sent:** Tuesday, 21 May 2019 9:02 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi Asher,

Please revert on liability, it had been 2 weeks.



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



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**From:** Tang Shu Shi (VGS - SG/Singapore)  
**Sent:** Thursday, 16 May 2019 11:33 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Dear asher,

Please revert on liability of this claim.

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:** Monday, 13 May 2019 4:44 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi,

Any updates on liability?

May we 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:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, 9 May 2019 4:04 PM

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

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments







<assignments@lkkauto.com>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

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

Hi Shu Shi,

Thank you for the video footage.

We will submit to our principal and seek for further instruction.

Shall revert to you once our principal revert.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Thursday, 9 May 2019 2:34 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; 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)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi Asher,

Vehicle had been survey, please let me know if can proceed with DS?

I will send you the video in an external mail.

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  
http://www.vw.com.sg



**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Tuesday, 7 May 2019 2:57 PM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

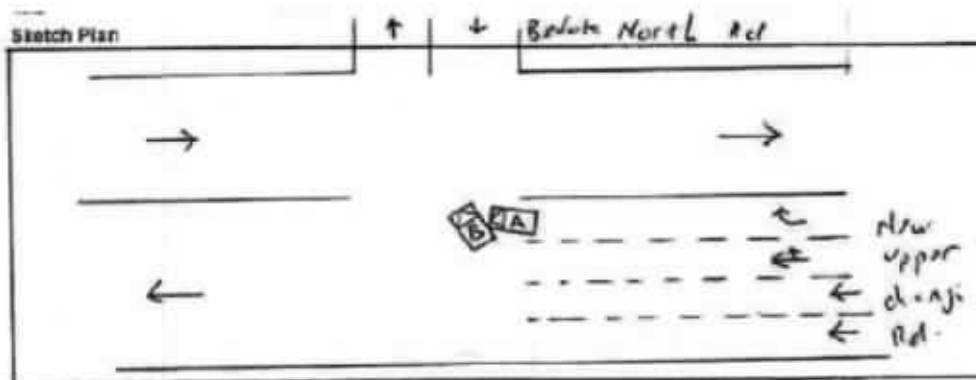
**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

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.



**Describe Circumstances of the Accident**

After the green right-turn arrow appeared, I prepared to turn right. Realising my turn was too tight, I began to correct my turn. It was then that the other car turned right ahead of me from the left lane, resulting in a collision between his back door (right side) and the front left bumper of my car.

Meanwhile, please provide us evidence i.e. video/ scene photo and arrange for TP survey.

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051.**



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

**Sent:** Tuesday, 7 May, 2019 12:45 PM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor\\_survey@axa.com.sg](mailto:motor_survey@axa.com.sg)>

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

**Subject:** request direct settlement for SKD3108C & SJW8818R on 06/05/2019

Dear Claims,

Please revert on liability & survey arrangement for this claim.

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) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Sent:** Tuesday, 7 May 2019 12:30 PM

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

**Subject:** Scan Image



**Catherine Chong (LKK Auto)**

---

**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Tuesday, 7 May, 2019 2:46 PM  
**To:** assignments  
**Subject:** FW: request direct settlement for SKD3108C & SJW8818R on 06/05/2019  
**Attachments:** 0155\_001.pdf

Hi team

*Kindly assist. Tp smart.*

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)

3.46pm @ 7/5/19  
shu shi  
vehicle not in

---

**From:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Sent:** Tuesday, 7 May, 2019 12:45 PM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey <motor.survey@axa.com.sg>  
**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Subject:** request direct settlement for SKD3108C & SJW8818R on 06/05/2019

Dear Claims,

Please revert on liability & survey arrangement for this claim.

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) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Sent:** Tuesday, 7 May 2019 12:30 PM

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

**Subject:** Scan Image





DISCHARGE VOUCHER

I/We Melvin Tay Seow Tong (Passport No. S7205126B) the  
owner of vehicle number SKD 3108C hereby accept from  
AXA (Insurance Company) the sum of  
                     (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
SKD 3108C & SJW 8818R along New upper changi Road turn into  
on 07/08/19 Bedok North Road

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive  
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / ~~rental~~ receipts) to be payable to  
VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 8/6/2019 (DD/MM/YYYY)

  
(Signature of owner / Company stamp)

Name : Melvin Tay

NRIC No. : S7205126B

Date : 8 June 2019





<TP - Mandate IA> - S9M01MJ7 [ACCIDENT INVOLVING SJW 8818R(OI) & SKD 3108C(TP) ON 06/05/2019]

Type

Question

Message

Liability: 100%. Insured driver made a wide turn and collided with third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$15,882.16(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 24 July 2019

Reply





Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (665) 62563561 FAX : (665) 62564315

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 24/7/2019

### Survey Details:

Date of loss	6-May-19
Date of appointment	7-May-19
Date of survey	9-May-19
Location of survey	VOLKSWAGEN CENTRE SINGAPORE

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SKD3108C
Make and Model	VOLKSWAGEN GOLF 1.4 TSI HL
Date of registration	21-Jan-19
Parf Rebate	
Market Value	\$ 118,000.00
Parf Rebate	\$ 40,652.00
Nett Loss	\$ 77,348.00

### Repair details:

Initial Estimate	\$ 20,161.76
------------------	--------------

### Proposed/Revised repair cost:

Parts	\$ 7,397.25
Check items (estimate)	
Labour	\$ 6,440.00
<b>Total</b>	<b>\$ 13,837.25</b>
Lump Sum(if applicable)	\$ -

Number of days for repair	9
---------------------------	---





Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 URAVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

### Remarks:

9 recommended repair days + 2PRS + 2Saturday + 2Sunday + 1PH  
= 16days

### Mandate:

Liability(TP)		100%
Proposed repair cost (w/GST)	\$	14,805.86 ✓
Loss of use	\$	960.00 (16days x \$60.00)
Loss of rental		NIL
Loss of income		NIL
LTA search fees	\$	2.00 ✓
Others (Medical Fee)	\$	114.30 ✓
<b>Proposed Total</b>	<b>\$</b>	<b>15,882.16</b>

14 x 60 = 840



## Hsiao Tong (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 24 July 2019 3:44 PM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** FW: New message for service request 114491, vehicle number SKD3108C

24/7/19 3:24 PM \*\*\* Message Hi Hsiao Tong, COR-proceed. LOU - \$840 - \$60 x 14 days (9 workdays + 2 sat + 2 sun + 1ph) = DOA- 06.05.19 @ 7.50am, reporting - 06.05.19 @ 4.39pm, received TP assignment - 07.05.19 @ 12.45pm, surveyed @ 09.05.19 @ 3.58pm. (within 48 hrs PRS) LTA/medical - proceed. Tks - HO Winnie

-----Original Message-----

From: winnie.ho@axa.com.sg [mailto:winnie.ho@axa.com.sg]  
Sent: Wednesday, 24 July, 2019 3:39 PM  
To: admin-d@lkkauto.com  
Subject: New message for service request 114491, vehicle number SKD3108C

AXA Insurance has sent you a message for claim number S9M01MJ7.  
Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.  
This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.





**RE: <TP - Mandate IA> - S9M01MJ7 [ACCIDENT INVOLVING SJW 8818R(OI) & SKD 3108C(TP) ON 06/05/2019]**

Type

 Question

Message

Hi, Third party rejected our offer at \$15,762.16(all-in) and proposed \$15,922.16(all-in). We have uploaded a copy of TP-Mandate IA dd 090819 in SC. Kindly let us have your further mandate / instruction please. Hsiao Tong - 09 Aug 2019

Reply





Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198H

51 UBI AVE 1, #02-25 PAVA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 09/08/2019

### Survey Details:

Date of loss	06.05.2019
Date of appointment	07.05.2019
Date of survey	09.05.2019
Location of survey	VOLKSWAGEN CENTRE SINGAPORE

### Vehicle Details:

Claim Type:	Third party
Vehicle number	SKD3108C
Make and Model	VOLKSWAGEN GOLF 1.4 TSI HL
Date of registration	21.01.2019
Excess	NIL
Market Value/ Book Value	\$ 118,000.00 (est)
Parf/COE Rebate	\$ 40,652.00 (est)
Scrap Value	NIL
Nett Loss	\$ 77,348.00 (est)

### Repair details:

Initial Estimate	\$ 20,161.76
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### Proposed/Revised repair cost:

Parts	\$ 7,397.25
Check items (estimate)	NIL
Labour	\$ 6,440.00
Supplementary	NIL
<b>Total</b>	<b>\$ 13,837.25</b>
Lump Sum(if applicable)	-

Number of days for repair	<u>9</u>
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**Remarks:**

For LOU, TP proposed 16days as TP request for survey on 07/05/2019, DOI on 09/05/2019(2days).  
Furthermore, TP would like to claim for coating amount at \$40.00. Coating receipt before & after accident had been uploaded in SC.

**Mandate:**

Liability(TP)	100%	100%	
	Our Offer	TP Proposed	
Proposed repair cost (w/GST)	\$ 14,805.86	\$ 14,805.86	
Loss of use (14days x \$60.00)	\$ 840.00	\$ 960.00	(16days x \$60.00)
Loss of rental	NIL	NIL	
Loss of income	NIL	NIL	
LTA/GIA search fees	\$ 2.00	\$ 2.00	
Others (Medical Fee)	\$ 114.30	\$ 114.30	
Othiers (Coating)	NIL	\$ 40.00	
<b>Total</b>	<b>\$ 15,762.16</b>	<b>\$ 15,922.16</b>	





<TP - Mandate IA> - S9M01MJ7 [ACCIDENT INVOLVING SJW 8818R(OI) & SKD 3108C(TP) ON 06/05/2019]

Type

 Question

Message

Hi Hsiao Tong, Coating - \$40- ok. others proceed as per 24.07.2019, maintain offer. tks

Reply



## Hsiao Tong (LKKAuto)

---

**From:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Sent:** Tuesday, 20 August 2019 10:35 AM  
**To:** Hsiao Tong (LKKAuto); Tang Shu Shi (VGS - SG/Singapore)  
**Cc:** Admin A; Foo John (VGS - SG/Singapore)  
**Subject:** RE: [EXT] RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019  
\*\*\* LKK REF: CC4/ASM19007994/T1pa3

Dear Hsiao Tong,

Offer accepted,

Please proceed necessary payment.

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  
steven.chee@vw.com.sg  
<https://www.volkswagen.com.sg/>



Internal

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 14 August 2019 12:34 PM  
**To:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>  
**Subject:** RE: [EXT] RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/T1pa3

Without Prejudice



Dear Sirs/Mdm,

We have our principal instruction to revise our offer as follows: -

1. Cost of Repair (w/GST)	\$ 14,805.86
2. Loss of Use (14days x \$60.00)	\$ 840.00
3. LTA/GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 114.30
5. Coating	\$ 40.00
<b>Total</b>	<b>\$ 15,802.16</b>

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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)

---

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

**Sent:** Monday, 29 July 2019 3:04 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** RE: [EXT] RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/T1pa3

Dear Hsiao Tong,

Please refer to attach coating bill. Customer done it before the accident.

And he re apply the coating after the accident.

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  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>





Internal

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 29 July 2019 3:02 PM  
**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>  
**Subject:** [EXT] RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/T1pa3

**Without Prejudice**

Dear Sirs/Mdm,

We refer to your below email.

We noted that the coating of \$40.00 is done after the accident.

Kindly let us have a copy of receipt for COATING(before accident) for our further action.

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,

**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)

**From:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Sent:** Monday, 29 July 2019 2:12 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>



**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Dear Hsiao Tong,

There is a bill that include coat on the affected area of accident \$40.

Please revert on the offer.

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  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>



Internal

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Sunday, 28 July 2019 11:04 AM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer as follows: -

1. Cost of Repair (w/GST)	\$ 14,805.86
2. Loss of Use (14days x \$60.00)	\$ 840.00



3. LTA/GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 114.30
<b>Total</b>	<b>\$ 15,762.16</b>

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

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)

---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, 22 July 2019 11:59 AM

**To:** 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)>

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF:

CC4/ASM19007994/ea3

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

Dear Sir / Madam,

Thank you for your email.

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

***Hi Hsiao Tong,***

***Kindly assist.***

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Monday, 22 July 2019 11:31 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF:

CC4/ASM19007994/ea3

Dear Asher,



LOD attached FYA please.

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



Internal

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Thursday, 23 May 2019 12:33 PM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

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

Hi Sir/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051



In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Thank You.

Best Regards.

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Thursday, 23 May 2019 11:26 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; [cst@axa.com.sg](mailto:cst@axa.com.sg)

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi,

I have not hear from you.

We have sent the video on the actual accident.

Please revert 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)  
<https://www.volkswagen.com.sg/>





**From:** Tang Shu Shi (VGS - SG/Singapore)  
**Sent:** Tuesday, 21 May 2019 9:02 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi Asher,

Please revert on liability, it had been 2 weeks.

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



**From:** Tang Shu Shi (VGS - SG/Singapore)  
**Sent:** Thursday, 16 May 2019 11:33 AM  
**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Dear asher,

Please revert on liability of this claim.

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:** Monday, 13 May 2019 4:44 PM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi,

Any updates on liability?

May we 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:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Sent:** Thursday, 9 May 2019 4:04 PM

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

**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

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

Hi Shu Shi,

Thank you for the video footage.

We will submit to our principal and seek for further instruction.

Shall revert to you once our principal revert.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Thursday, 9 May 2019 2:34 PM

**To:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

**Cc:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

**Subject:** RE: request direct settlement for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

Hi Asher,



Vehicle had been survey, please let me know if can proceed with DS?

I will send you the video in an external mail.

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:** Tuesday, 7 May 2019 2:57 PM

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

**Cc:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@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 for SKD3108C & SJW8818R on 06/05/2019 \*\*\* LKK REF: CC4/ASM19007994/ea3

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

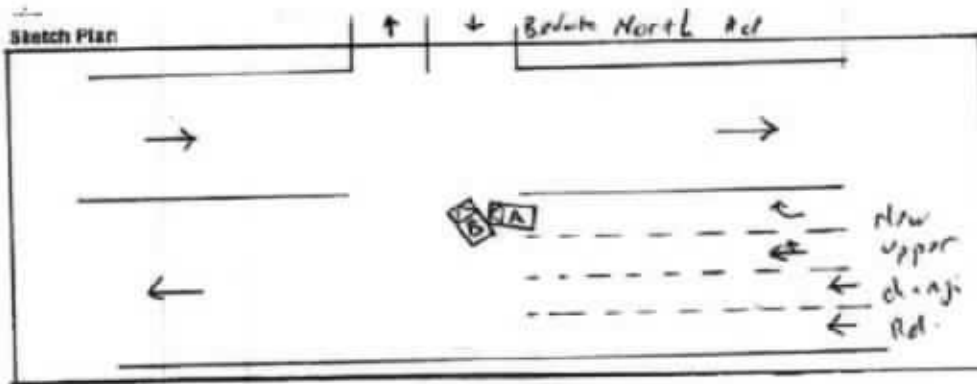
Dear Sir / Madam,

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.





**Describe Circumstances of the Accident**

After the green right-turn arrow appeared, I prepared to turn right. Realising my turn was too tight, I began to correct my turn. It was then that the other car turned right ahead of me from the left lane, resulting in a collision between his back door (right side) and the front left bumper of my car.

**Meanwhile, please provide us evidence i.e. video/ scene photo and arrange for TP survey.**

Please note that for liability, claim negotiation and settlement, please contact **Asher at 6841 6051.**

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

**Sent:** Tuesday, 7 May, 2019 12:45 PM

**To:** SG AXA Insurance SM AXA SGP - Motor Survey <[motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg)>

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

**Subject:** request direct settlement for SKD3108C & SJW8818R on 06/05/2019

Dear Claims,

Please revert on liability & survey arrangement for this claim.

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) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Sent:** Tuesday, 7 May 2019 12:30 PM  
**To:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>  
**Subject:** Scan Image





LETTER OF DEMAND

Your Ref: SJW8818R  
Our Ref: SKD3108C  
To: AKA

Dear Sirs,

ACCIDENT INVOLVING SKD3108C & SJW8818R ON 07/05/2019

We are claiming on behalf of our client Melvin Tay Seow Tong

owner of vehicle number SKD3108C involved in accident on 07/05/2019

with vehicle SJW8818R along/at New Upper Changi Rd towards Bedok North Rd

Description of claims:

Cost of Repairs \$ 14,805.86 (incl 7% GST)  
Loss of Use/Rental \$ 80 x 32 Days = \$ 2,560 (incl 7% GST)  
Search Fee \$ 2 (incl 7% GST)  
Miscellaneous Fee \$ 28.80 + 885.50 + 40 = 914.30 (incl 7% GST)  
TOTAL \$ 17,521.30 (incl 7% GST)

We are claiming in full and final settlement of \$ 17,521.30  
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).

  
20 JUL 2019

Dated this





## Asher Sng (LKKAUTO)

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Thursday, 9 May 2019 4:02 PM  
**To:** allanyeo@singnet.com.sg  
**Subject:** ACCIDENT INVOLVING SJW 8818R AND SKD 3108C ALONG JUNCTION OF NEW UPPER CHANGI RD & BEDOK NORTH ROAD ON 06/05/2019  
**Attachments:** TP VIDEO SKD 3108C.mp4

09 MAY 2019

YEO HWEE TIONG

Dear Sir/ Mdm

**OUR REF : CC4/ASM19007994/ea3**

**YOUR REF : SJW 8818R**

**ACCIDENT INVOLVING SJW 8818R AND SKD 3108C ALONG JUNCTION OF NEW UPPER CHANGI RD & BEDOK NORTH ROAD ON 06/05/2019**

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 M/s VOLKSWAGEN CENTRE SINGAPORE acting on behalf of the owner of SKD 3108C against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided Third Party vehicle SKD 3108C while making the right turn. As such, liability is down against us.

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 7 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 [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) within 7 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 6256 3561 or email us at [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com).

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

Yours sincerely,

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. AXA Insurance Pte Ltd (AXA)  
(Motor Claims Dept)



# Volkswagen Centre Singapore



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

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SKD3108C and SJW8818K on 06/05/19  
Own vehicle's number Other vehicle's number Date of accident  
along New Upper Changi Road Turn into Bedok North Road.  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Melvin Tay Seow Tong  
Name of Policy Holder & IC / Passport number  
of S7205126B owner of Vehicle Registration

Number SKD3108C 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.**

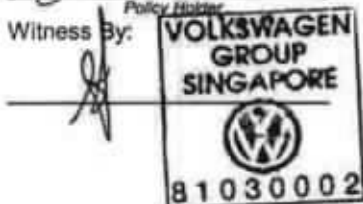
\*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 8 of the month

6 Year 19

Signed & Delivered By:

Witness By:







### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SJW 8818R (Insd veh)	Model: VOLKSWAGEN : GOLF-1.4 (A)
	SKD 3108C (TP veh)	
Date of Accident/ Time:	06/05/2019	

Repair Estimate	: \$	21,543.08	
Final Repair Cost (WGRT)	: \$	14,805.86	
Loss of Use	: \$	840.00	14 days at \$ 60.00 per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$	2.00	
Others: (MEDICAL)	: \$	114.30	
Others : (costing)	: \$	40.00	
Final Settlement Sum	: \$	15,802.16	

Payee Name : VOLKSWAGEN CENTRE SINGAPORE

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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No BOLA Scenario No: <u>NIL</u>
	BOLA Liability: _____ (%)	Assessed Liability (*): <u>100</u> (%)
* Assessed Liability to be filed 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) losses (past/present/future) arising from this accident.

We confirmed that we have the authority to act for and on their behalf in this settlement.

Signature of workshop representative / Workshop stamp  
Name of Representative: 28-8-19  
Date: 28-8-19

Signature of Witness / Workshop stamp (if applicable)  
Name of Witness: 28-8-19  
Date: 28-8-19

Signature of AXA's surveyor/representative:  
Name of AXA's surveyor /Representative: MTM  
Date: 29/9/19



## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

## Tax invoice

Page 1/2

Document no. 12333900397  
Document date 31-05-2019  
Customer no. 5211000859  
Customer GST-ID 196900406D  
Dealer 39999  
Job order number 2019000698/ 1  
Job order date 23-05-2019  
Service Advisor TIOU CHUAN CHEE

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

Customer Details:  
Mr  
MELVIN  
TAY SEOW TONG  
20 DOVER CRESCENT  
#15-320  
Singapore 460039

License plate	Model code	First registration	VIN	Model	Mileage
SKD3108C	BQ14HZ	21-01-2019	WVWZZZAUZJW220610	Golf Highline 1.4 TSI 92kW DSG	3,349

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G6807417BQGRU	Cover For Bumper Primed XR-230519	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G4809844	Sectionl Parts Side Panel RHR fender*CD-240519	1	pcs.	1,623.77	#1	1,623.77	1,737.43
D 506KD1A3	2k-Insert Foam OS-240519	1	pcs.	130.29	#1	130.29	139.41
D 476KD1M2	Sealant Can Be Sprayed XR-230519	1	pcs.	62.20	#1	62.20	66.55
D 007600A1	Incx-Spray XR-230519	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive XR-230519	1	pcs.	398.47	#1	398.47	426.36
5G4833056AC	Door XR-230519	1	pcs.	2,005.29	#1	2,005.29	2,145.66
5G6839700D	Door Seal Outer XR-230519	1	pcs.	94.20	#1	94.20	100.79
D 378500A2	Sound Absorber Laminated XR-230519	1	pcs.	38.79	#1	38.79	41.51
5G0073148K FZZ	Wheel Disc 'Alum.' With CP&L-230519	1	pcs.	1,898.00	#1	1,898.00	2,030.86
311601361	Rubber Valve AO-240519	1	pcs.	3.22	#1	3.22	3.45
	LABOUR	5	pcs.	580.00	#1	2,900.00	3,103.00
	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
	R&R RIM & BALANCING	1	pcs.	50.00	#1	50.00	53.50
	B&P DIAG	1	pcs.	480.00	#1	480.00	513.60
	B&P MECH	1	pcs.	280.00	#1	280.00	299.60
	TRANSFER DOOR MECH	0.5	pos.	580.00	#1	290.00	310.30
	SPRAY PAINTING	3	pcs.	500.00	#1	1,500.00	1,605.00
	R&R REAR LUGGAGE	0.5	pos.	580.00	#1	290.00	310.30
	R&R REAR SEAT	0.5	pos.	580.00	#1	290.00	310.30

AXA Direct Settlement, DOA: 06/05/2019, TP  
Veh: SJWB818R, Survey by: Taufik (LKK).

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		13,837.25	7%	968.61	13,837.25	14,805.86
Total		13,837.25		968.61	13,837.25	14,805.86



# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

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

Customer Details:  
Mr  
MELVIN  
TAY SEOW TONG  
20 DOVER CRESCENT  
#15-320  
Singapore 460039

Page	2/2
Document no.	12333900397
Document date	31-05-2019
Customer no.	5211000859
Customer GST-ID	196900406D
Dealer	39999
Job order number	2019000698/ 1
Job order date	23-05-2019
Service Advisor	TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKD3108C	BQ14HZ	21-01-2019	WVWZZZAUJZW220610	Golf Highline 1.4 TSI 92kW DSG	
Customer					

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents or damage to the vehicle left our premises.

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

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: DEUTSG33. 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](https://www.volkswagen.com.sg)

This is an authorised document. No signature is required.





RECORDS MANAGEMENT CENTRE

**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-19-071221  
Date of Request: 07/05/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 07/05/2019  
Enquiry By Tang Shu Shi  
TP Vehicle No. SJW8818R  
Accident Date 06/05/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJW8818R	AXA Insurance Pte Ltd	31/01/2018-30/01/2020	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-19-071221  
Date of Request: 07/05/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 07/05/2019  
Enquiry By Tang Shu Shi  
TP Vehicle No. SJW8818R  
Accident Date 06/05/2019

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



# TECHNEAT CAR CARE

Co. Reg. No.: 52863190W

8 Kaki Bukit Ave 4 #03-40

Premier @ Kaki Bukit, Singapore 415875

Tel/Fax: 6384 1996 H/p: 9691 0887

M/s

Address:

Vehicle No.: 5KD3108

Model:

V1W

Receipt No.: 12346

Last Service: KM

Next Service: KM

Date: 26-6-19

No.	Description	Unit Price	Amount
1	REAR RIGHT DOOR CEMENT		\$40.00
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
Total S\$			40.00

Received by

Issued by



Before Acc

# TECHNEAT CAR CARE

Co. Reg. No.: 52863190W  
8 Kaki Bukit Ave 4 #03-40  
Premier @ Kaki Bukit, Singapore 415875  
Tel/Fax: 6384 1996 H/p: 9691 0887

M/s \_\_\_\_\_

Address: \_\_\_\_\_

Receipt No.: 12160

Last Service: \_\_\_\_\_ KM

Next Service: \_\_\_\_\_ KM

Date: 9/2/19

Vehicle No.: SKD3108 Model: VW

No.	Description	Unit Price	Amount
1	Apply Ceramic coating		\$188.00
2	Interior clean & vacuum		
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
Total S\$			188.00



Received by \_\_\_\_\_

Issued by \_\_\_\_\_





# Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056  
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

## TAX INVOICE

TAY SEOW TONG MELVIN

Nric : S7205126B

Invoice No : CK/433389

Date : 06/05/2019

Attended By : DR CHONG TZE HORNG

Items :			Amount
CONSULTATION	1		\$20.00
ADJUSTMENT	1		-\$0.09
CAP CELEBREX 400MG	10	tab	\$36.00
TAB FAMOTIDINE 40MG	10	tab	\$4.00
TAB MYDONAL 50MG	10	tabs	\$12.00
CAP DOMAR (PINAZEPAM) 5MG	10	tab	\$8.00

Oasis Family Clinic

Blk 56 New Upper Changi Road  
#01-1322 Singapore 461056  
Tel: 6448 8055 Fax: 6448 8130

Paid : \$85.50      Nets

Sub Total : \$79.91

GST Amount : \$5.59

Grand Total : \$85.50

Amount paid : \$85.50

Amount outstanding : \$0.00

Oasis Family Clinic





# Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056  
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

## TAX INVOICE

TAY SEOW TONG MELVIN

Nric : S7205126B

Invoice No : CK/433553

Date : 08/05/2019

Attended By : DR CHONG TZE HORNG

Items :		Amount
CONSULTATION	1	\$20.00
ALPRAZOLAM 0.5MG	10 tab	\$7.00
ADJUSTMENT	1	-\$0.08

## Oasis Family Clinic

Blk 56 New Upper Changi Road  
#01-1322 Singapore 461056  
Tel: 6448 8055 Fax: 6448 8130

Paid : \$28.80      Nets

Oasis Family Clinic

Sub Total	\$28.92
GST Amount :	\$1.88
Grand Total :	\$28.80
Amount paid	\$28.80
Amount outstanding	\$0.00






# 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/ASM19007994/T1pa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:LYNN KHONG			Date : 17-09-2019	
			Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SJW 8818R	Veh. Inspected	SKD 3108C	
Policy No.	CN871855	Coverage (\$)	0.00	
Claim No.	S9M01MJ7	Excess (\$)	0.00	
Assign From		Assign Date	07/05/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	VOLKSWAGEN GOLF	c.c	1395	
Engine No.	HIDDEN	Year of Reg.	2019	
Chassis No.	WWZZZAUZJW220610	Colour	WHITE	
Odometer	3314	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	225/40 R18	GOODYEAR	6 mm	
L/H Front Tyre	225/40 R18	GOODYEAR	6 mm	
R/H Rear Tyre	225/40 R18	GOODYEAR	6 mm	
L/H Rear Tyre	225/40 R18	GOODYEAR	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	06/05/2019	Inspection Date	09/05/2019	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 1 KAMPONG AMPAT OFF MACPHERSON ROAD SINGAPORE 368314			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		9 Working Days		





# 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. SKD 3108C

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	COVER FOR BUMPER PRIMED (SN) (CONSISTENT)	DEFORMED	1,080.14	1,080.14
1	GUIDE PIECE RHR BUMPER BRACKET (SN) (CONSISTENT)	NOT NECESSARY	34.51	-
1	SECTION PARTS SIDE PANEL RHR FENDER (SN) (CONSISTENT)	BENT	1,623.77	1,623.77
1	2K-INSERT FOAM (SN) (CONSISTENT)	NECESSARY	130.29	130.29
1	SEALANT CAN BE SPRAYED (SN) (CONSISTENT)	NECESSARY	62.20	62.20
1	INOX-SPRAY (SN) (CONSISTENT)	NECESSARY	62.88	62.88
1	2K-BODY ADHESIVE (SN) (CONSISTENT)	NECESSARY	398.47	398.47
1	DOOR RHR DOOR (SN) (CONSISTENT)	BENT	2,005.29	2,005.29
1	DOOR SEAL OUTER (SN) (CONSISTENT)	NECESSARY	94.20	94.20
1	SOUND ABSORBER LAMINATED (SN) (CONSISTENT)	NECESSARY	38.79	38.79
1	WHEEL DISC 'ALUM' WITH (SN) (CONSISTENT)	CUT	1,898.00	1,898.00
1	RUBBER VALVE (SN) (CONSISTENT)	NECESSARY	3.22	3.22
			7,431.76	7,397.25
<b>LABOUR</b>				
	LABOUR.		5,040.00	2,900.00
	TFR DOOR MECH.		840.00	290.00
	R&R REAR SEAT.		840.00	290.00
	R&R REAR LUGGATE.		840.00	290.00
	SPRAY PAINT.		4,000.00	1,500.00
	WHEEL ALIGNMENT.		360.00	360.00
	R&R RIM & BALANCING.		50.00	50.00
	B&P DIAG.		480.00	480.00
	B&P MECH.		280.00	280.00
			-	-
			-	-
			-	-
			12,730.00	6,440.00
<b>GRAND TOTAL</b>			<b>20,161.76</b>	<b>13,837.25</b>

Report Ref No. CC4/ASM19007994/T1pa3q2





RECOMMENDED COST OF REPAIRS			13,837.25
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Report Ref No. CC4/ASM19007994/T1pa3q2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

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

SPM01MJ7

Reference

CCA/ASM19007994/TPa3g2

Loss Date

6 May 2019

Report Date

7 May 2019 10:00:00 AM

Request Date

29 August 2019

Due Date

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TPP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #

SKD310BC

Make

TPVO VOLSWAGEN

Model

GOLF 1.4

Service Address

...

Primary Contact/Insured

YEO HWEE TIONG ALLAH  
BLK 1 #03-344, BALESTIER HILL SHOPPING CENTRE, 300001, Singapore  
B2168B1B

Claim Handler

HIO Winnie  
6568804833  
winnie\_ho@saxa.com.sg

Actions

Next Step

Wait for: Approve Invoice

Add Invoice

Additional Instructions

GIA NOT REPORTED

Messages

Invoices

History

Documents

Assessment

Metrics

Notes




Document Type

Document SubType

Upload Document

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Accident Statement	Reports & Statement		Meriman	



 LKXInvoice1 (1).pdf	Inspector / Assessor SUPERVISOR	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019 (UNLOCKED)
 MEDICAL FEE.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 LKXInspection (3).pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 LKXAdjustment1a (5).pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 GIA SEARCH.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 PAYMENT BREAKDOWN_EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 WORKSHOP INVOICE.pdf	Invoice	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 LETTER TO OI.pdf	Letters and Correspondence	LKX AUTO CONSULTANTS PTE LTD (TP)	20 September 2019
 TP-Mandate IA d4 090819.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	9 August 2019
 COATING_AFTER ACCIDENT.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	9 August 2019
 COATING_BEFORE ACCIDENT.pdf	Forms / Claim Documents	LKX AUTO CONSULTANTS PTE LTD (TP)	9 August 2019
 LKX Resurvey Photos.pdf	Reports & Statement	LKX AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
 PAIRF_COE_Rebase_Enquiry.pdf	Reports & Statement	LKX AUTO CONSULTANTS PTE LTD (TP)	24 July 2019



NAME	TYPE	SUB TYPE	AUTHOR	DATE UPLOADED
TP-Mandates IA dd 240719.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
INSURANCE SEARCH FEE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
MEDICAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
TP ESTIMATE_MARKED(FINAL).pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	24 July 2019
TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	14 May 2019
IA.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	13 May 2019
TP VIDEO SKD 3108C.mp4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	9 May 2019
EMAIL TP PRI.mpg	Letters and Correspondence	Workshop	VISHNU BATHAM Shekhar	7 May 2019