



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Melvin Tay Seow Tong
NRIC S720506B insured of vehicle SKD 3108L against
your insured vehicle number SJW8818P. (AXA)

On the accident dated on 6/3/19 (ddmmyyyy) along
New upper Changi Rd turn into Bedok North Rd.

Dated this 7 (day) of 5 (month) 20 19.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223502 /69223511
HP: 93867833
shushi.tang@vw.com.sg
steven.chee@vw.com.sg

VOLKSWAGEN CENTRE SINGAPORE

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



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 | WVWZZZAUZJW220610 | Golf Highline 1.4 I 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 | | | | | | |
| | Sectionl Parts Side Panel | 1 | pcs. | 1,623.77 | #1 | 1,623.77 | 1,737.43 |
| | RHR fender | | | | | | |
| D 506KD1A3 | 2k-Insert Foam | 1 | pcs. | 130.29 | #1 | 130.29 | 139.41 |
| D 476KD1M2 | Sealant Can Be Sprayed | 1 | pcs. | 62.20 | #1 | 62.20 | 66.55 |
| D 007600A1 | Inox-Spray | 1 | pcs. | 62.88 | #1 | 62.88 | 67.28 |
| D 180003M2 | 2k-Body Adhesive | 1 | pcs. | 398.47 | #1 | 398.47 | 426.36 |
| 5G4833056AB | Door | 1 | pcs. | 2,005.29 | #1 | 2,005.29 | 2,145.66 |
| | RHR DOOR | | | | | | |
| 5G6839700D | Door Seal Outer | 1 | pcs. | 94.20 | #1 | 94.20 | 100.79 |
| D 378500A2 | Sound Absorber Laminated | 1 | pcs. | 38.79 | #1 | 38.79 | 41.51 |
| 5G0073148K FZZ | Wheel Disc 'Alum.' With | 1 | pcs. | 1,898.00 | #1 | 1,898.00 | 2,030.86 |
| 311601361 | Rubber Valve | 1 | pcs. | 3.22 | #1 | 3.22 | 3.45 |
| | LABOUR | 6 | pcs. | 840.00 | #1 | 5,040.00 | 5,392.80 |
| | TFR door mech | 1 | pcs. | 840.00 | #1 | 840.00 | 898.80 |
| | R&R Rear Seat | 1 | pcs. | 840.00 | #1 | 840.00 | 898.80 |
| | R&R Rear Luggage | 1 | pcs. | 840.00 | #1 | 840.00 | 898.80 |
| | SPRAY PAINT | 5 | pcs. | 800.00 | #1 | 4,000.00 | 4,280.00 |
| | 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 |
| | AXA Direct Settlement, DOA: 06/05/2019, TP | | | | | | |
| | Veh: SJW8818R, 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

Service Advisor

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation

Non binding - Preview

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

| | |
|------------------|-----------------|
| Page | 2/2 |
| 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 | TIOW CHUAN CHEE |

| | | | | | |
|---------------|------------|--------------------|-------------------|----------------------------------|---------|
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| SKD3108C | BQ14HZ | 21-01-2019 | WVWZZZAUZJW220610 | Golf Highline 1.4 I 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).-----

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

| | |
|----------------------------|--|
| Date Of Report | 06/05/2019 16:39 |
| Date Of Accident | 06/05/2019 07:50 |
| Exact Location Of Accident | NEW UPPER CHANGI RD RIGHT TURN INTO BEDOK NORTH RD |
| Country/State of Loss | SINGAPORE |

DETAILS OF OWN VEHICLE

| | |
|-----------------------------|----------------------|
| Vehicle Registration Number | SKD3108C |
| Insured/Policyholder | |
| Name Of Registered Owner | MELVIN TAY SEOW TONG |
| NRIC No | S7205126B |
| Email Address | MT-ST@HOTMAIL.COM |
| Mobile Phone No | (LOCAL) +65-92712522 |
| Alternative Phone No | OFFICE-NOPHONE |

Vehicle Particulars

| | |
|--|--------------|
| Manufacturer | VOLKSWAGEN |
| Model | GOLF-1.4 (A) |
| Exact Purpose for which vehicle was being used at time of accident | PERSONAL |
| Are you claiming under your own insurance policy for repair to your vehicle? | NO |
| If No, Please state action to be taken | THIRD PARTY |
| Vehicle Category | PRIVATE CAR |

Insurance Company

| | |
|---------------------------|--|
| Name of Insurance Company | NTUC INCOME INSURANCE CO-OPERATIVE LTD |
| Type Of Coverage | COMPREHENSIVE |
| Fleet Policy | NO |
| Policy Number | 5107126513 |
| Cover Note Number | |

Driver

| | |
|----------------------|-----------------------|
| Name of Driver | MELVIN TAY SEOW TONG |
| NRIC No | S7205126B |
| Date Of Birth | 21/02/1972 |
| Occupation | INDOOR |
| Date Of Driving Pass | 14/10/2008 |
| Driving Experience | 10 YEARS AND 6 MONTHS |
| Gender | MALE |
| Mobile Number | (LOCAL) +65-92712522 |
| Fax Number | |
| Contact Number | OFFICE-NOPHONE |
| Email Address | MT-ST@HOTMAIL.COM |

| | |
|---|--|
| Address | BLK 39 BEDOK SOUTH ROAD #12-707 SINGAPORE |
| Postcode | 460039 |
| Was driver an employee of the Insured's Company | NO |
| If No, Relationship of the Driver with the Insured | OWNER |
| Vehicle Registration Number of Driver's Own Vehicle | - |
| | - |
| | - |
| Insurance Company of Driver's Own Vehicle | - |
| | - |
| | - |

General Information of the Accident

| | |
|--------------------|------------|
| Type Of Accident | SIDE SWIPE |
| Weather Conditions | CLEAR |
| Road Surface | DRY |

Other Information

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

Details of Police Action

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

Circumstances of Accident

REFER TO SKETCH PLAN

Attachment(s)

| | |
|---|--|
| Are accident photos available for attachment? | YES |
| Was there any video captured by Car Camera? | YES |
| Remarks/ Reasons: | ADVICE TO SEND VIDEO TO MOTORVIDEO@INCOME.COM.SG |
| Was there any audio recorded? | NO |

DETAILS OF OTHER VEHICLE PROPERTY 1

| | |
|-------------------------------------|--------------------|
| Vehicle Registration Number | SJW8818R |
| Vehicle Make/Model/Colour | |
| Details Of Properties | |
| Vehicle Category | PRIVATE CAR |
| Name of Driver | DARRYL YEO JIA WEI |
| NRIC/Passport Number | S9339783E |
| Contact Number | 96751810 |
| Address | |
| Postcode | |
| Insurance Company Name | |
| Nature Of Damage | |
| No. Of Passenger (Including Driver) | 1 |

Accident Sketch Plan

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this (form) and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
 - (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
 - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature

Date & Time:

6/4/2015
14:00hrs

Driver's Signature

(If driver is not the policyholder)

Date & Time:

6/4/2015
14:00hrs

Reporting Centre Personnel's Signature

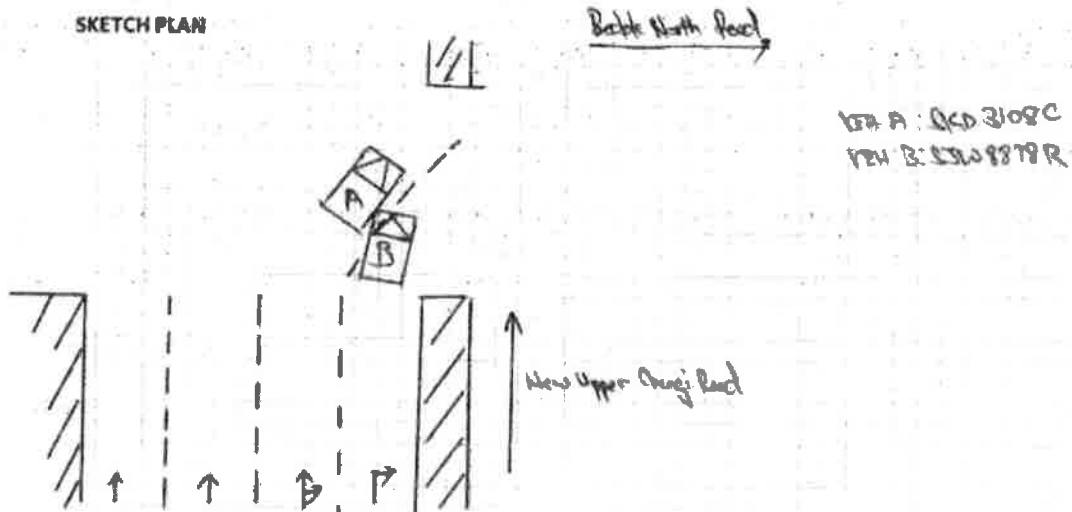
Name:

Joe Tan

NRIC/FIN NO.: 8802141F

Accident Sketch Plan

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 6/5/2019 around 0750hrs, I was driving along New Upper Changi Road, intending to turn right into Becht North Road.

As I was negotiating the right turn, vehicle B suddenly collided into my right side. I was in my lane all along.

No one was injured in the accident.

DECLARATION

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

Policyholder's Signature
Date & Time: 6/5/2019 1100hrs

Driver's Signature
(If driver is not the policyholder)
Date & Time: 6/5/2019 1100hrs

Reporting Centre Personnel's Signature
Name: Jc Tan
NRIC/FIN No.: 8851914

Certificate of Insurance

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) ACT (CHAPTER 189)
MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) RULES, 1960
ROAD TRANSPORT ACT, 1987 (MALAYSIA)
MOTOR VEHICLES (THIRD PARTY RISKS) RULES, 1959 (MALAYSIA)

Certificate Number: 5107126513

Cover : drive PREMIUM

1. Index mark and Registration Number of Vehicle : SKD3108C
Chassis Number : VVVZZZAUZJW220610
2. Name of Policyholder : TAY SEOW TONG MELVIN
3. Effective Date of Insurance : 21 Jan 2019
4. Expiry Date of Insurance : 20 Jan 2020
5. Persons or Classes of Persons entitled to drive#
(a) The Policyholder.
(b) Any other person who is driving on the Policyholder's order or with his/her permission.
Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to Use#

- (a) Use for social domestic and pleasure purposes and in connection with the Policyholder's business or profession.

This Policy does not cover

- (a) Use for hire or reward.
(b) Use for racing, pace-making, reliability trial or speed-testing.
(c) Use for the carriage of goods (other than samples) in connection with any trade or business.
(d) Use for any purpose in connection with the Motor Trade.

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

| | |
|--------------------------------------|---|
| EXCESS (SECTION 1) | : N/A |
| EXCESS (SECTION 2) | : N/A |
| WINDSCREEN EXCESS | : S\$100 |
| ADDITIONAL EXCESS | : N/A |
| UNNAMED DRIVER EXCESS | : PLEASE REFER OVERLEAF |
| REPAIR AT OWNER'S PREFERRED WORKSHOP | : YES |
| INSURE WITH COE | : YES |
| NCD PROTECTION | : YES (FREE) |
| TRANSPORT ALLOWANCE | : NO |
| EXCESS WAIVER | : YES |
| PRIMARY DRIVER | : TAY SEOW TONG MELVIN |
| NAMED DRIVER (1) | : TAY NGIAN HWEE |
| NAMED DRIVER (2) | : N/A |
| HIRE PURCHASE COMPANY | : DBS BANK LTD |
| SUM INSURED | : MARKET VALUE OF INSURED VEHICLE AT TIME OF LOSS |

I/We hereby Certify that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia)

Agency : ONE STOP INSURANCE AGENCY (00000571115)


Date of Issue : 21 Jan 2019 10:44 hrs

For NTUC INCOME INSURANCE CO-OPERATIVE LIMITED



Countersigned By:

Authorised Officer



Chief Executive

REPUBLIC OF SINGAPORE DRIVING LICENCE

Portrait photo of Melvin Tay Seow Tong.

Licence Number: **S7205126B**
Name: **MELVIN TAY SEOW TONG**
(MELVIN ZHENG SHAOZHONG)

Birth Date: **21 Feb 1972**
Issue Date: **14 Oct 2008**

Barcode: 001665370F

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

Class 3A Motor cars without clutch pedals (Auto) \leq 3000kg with \leq 7 passengers, exclusive of the driver; and other motor vehicles without clutch pedals \leq 2500kg

NP 428A

Licence No: S7205

14 Oct 2008