

ASS. REC. BY:

REF: CS/MSG 19008233/R19.d312

Special Instruction:

Survivor: Rasul

ASSIGNMENT (Office)

Munim

From (Person): Jocelyn Ngchin Bun of MSG Date/Time: 9.5.19 16.32p.m

Estimated Cost: Bill to:

OD / TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No: SLT 5372X Insured:

at Workshop m/s Volkswagen Centre Tel: 63057176

of 247 Alexandra Road

Policy No: 29044332 Claim No: 592555

Sum Insured: Excess: \$1500.00

Make of Veh: D.O.A. 3.5.2019

(Client's Record) 10.5.19 12.30p.m

CA / REV / REP. / REV 24 HRS H.O.D. Endorsement:Date/Time: 9.5.19 5.09p.m Person Contacted: Charmaine Vehicle IN / OUT

Date/Time	Action/Instruction (✓) Estimate
	SLT 5372X - X
13/5/19 @ 1.29pm	revert to Jocelyn Ng via Meriman.
13/5/19 @ 2.51pm	Jocelyn Ng informed c/a via Meriman.
14/5/19 @ 9.17am	Informed Charmaine c/a 8 exs @ 1500 by email.
27/8/19 @ 3.53pm	Informed by Charmaine, the owner withdraw claim.
27/8/19	submit prelim. report.

REF: MS19

6863A

ASSIGNMENT

From:

Date: 10.5.2019

Veh No:

SLT 5372X

Yr Regn: 2017 / OCT

Estimated Cost:

Type: ☒ M.Cat / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

☒ OD / TP WS / TP RES / OD RES / EVA / INV / MV

Make:

VOLKSWAGEN PASSAT 18 c.c. 1798

Colour:

BROWN

A/C: Insured / Std / NI / NA

Sp Reading:

28312

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

WVW ZZZ3CZHE054507

Gen. Cond: Good / ☒ Fair / BurntSteering: ☒ Inorder / Jammed / Leaked / Burnt orBrake: ☒ Inorder / Jammed / Leaked / Burnt orModi: Nil / ☒ S/Rim / STD A/Rim or

Tyre Size:

F: 215/55R17

R:

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / ☒ PIR / SUMI /

TOYO / YOKO or

Front

Rear

R/Bal.

6

mm

R/Bal.

6

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

03/05/19

D.O.I.

10/05/19

Survey held at

VOLKSWAGEN

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

N/S REAR

The U/C / Chassis frame / Body Structure affected due to collision.

To Inspect Vehicle No: SLT 5372X

at Workshop m/s Volkswagen Centre

of 247 Alexandra Road

Insured:

Policy No.

Claims No.

Sum Insured:

Excess: \$1500.00

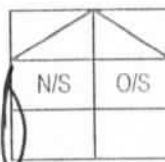
(Client's Record)

Make of Veh:

12.30 pm owner waiting

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.



Bal. or Market Value:

112K

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

10

days

Res.: Yes or No

Lum Sum:

%

3 Val.: Yes or No

CA ☒ REV / REP. / 24 HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Date / Time

Action / Instruction

RECEIVED 22 AUG 2019

Date/Time, File Pass to?



Preli. Report

1) 20/8/2019



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:



Site Insp (\$)



Interview (\$)



Tech. Invs (\$)



Weekend (\$)

Survey Fee:

200

Transportation:

S + RS, SI

Photos

Others

TOTAL

11

211

Report Format :

Lump Sum / I.B.I. (\$)

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	07 May 2019		09 May 2019 16:32 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS									
Insured:		[Created by insurer] ARAVIND S/O K VASU, ID: S1306863A, Tel: +6597642568, Email: aravind.vasu@gmail.com							
Vehicle Reg. No.:	SLT5372X	Date of Loss:	03/05/2019 07:00 - :59 [18 Months and 3 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 592555	Policy/Cover Note No.:	29044332 (Comprehensive) Coverage: 31/10/2018 - 30/10/2019						
		Excess:	S\$1,500.00						
Repairer:	Volkswagen Centre Singapore (Alexandra) 247 Alexandra Road, 159934 Alexandra - Tel: 64748288								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jocelyn Ng Shin Bun]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 10/05/2019]								
Driver/Custodian:	ARAVIND S/O K VASU (60 / Male) , NRIC: S1306863A, Tel: +6597642568 Email: aravind.vasu@gmail.com								
Adj Asg. Remarks:	Please revert.								
ASSOCIATED MAIL RECEIVED									
			View All	Compose Case Mail					
There are no mail for this case.									
ALL ASSOCIATED TASKS									
		View All	Search Tasks	Create New Task	Complete				
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Shiau Chan (LKKAUTO)

From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Wednesday, 21 August 2019 3:53 PM
To: Shiau Chan (LKKAUTO); Cheong Pearlyn (VGS - SG/Singapore); Wong MeiY (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore)
Cc: SUR; Goh Edmund (VGS - SG/Singapore)
Subject: RE: [EXT] RE: OD VEHICLE SLT 5372X (DOA: 03/05/2019)

Hi,

Customer withdraw claim.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



Internal

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 21 August 2019 2:10 PM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: SUR <sur@lkkauto.com>
Subject: [EXT] RE: OD VEHICLE SLT 5372X (DOA: 03/05/2019)

Dear Charmaine,

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 14 May 2019 9:17 AM
To: Kong, Charmaine (VWG Singapore); Cheong, Pearlyn (VWG Singapore)
Cc: SUR
Subject: OD VEHICLE SLT 5372X (DOA: 03/05/2019)

Dear Charmaine,

As instructed by our client, please proceed to repair the insured vehicle **SLT 5372X (Excess \$1,500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their right **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	07 May 2019 11:29	Clm Veh Model Changed	(205792) VOLKSWAGEN PASSAT CC 1.8 T 3572J7 (A).		[I] Sam Tan
2	07 May 2019 11:29	Clm Created	Reg No: SLT5372X. Policy No: 29044332. Acct Date: 2019/05/03. Claim Type: SC. Insur er: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Ins.Status => Notification. Created fro m SAS:MVGSI9057278		[I] Sam Tan
3	07 May 2019 15:34	Clm Registration Modified	Excess: -> 1500.00.		[I] Jocelyn Ng Shin Bun
4	07 May 2019 15:34	Clm Veh Model Changed	(205792) -> (205769) VOLKSWAGEN PASSAT 1.8 B8 TFSI AT SR 17W 3G24JZ HUD (A).		[I] Jocelyn Ng Shin Bun
5	07 May 2019 15:36	Notification Status Changed	Ins.Status => Incoming Claim		[I] Jocelyn Ng Shin Bun
6	07 May 2019 15:36	Clm Registration Modified	Setl.Type:3->0. Rep:1137->200076. Claim Type:SC->OD.		[I] Jocelyn Ng Shin Bun
7	07 May 2019 15:36	Adj Co Assigned	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor):a if c		[I] Jocelyn Ng Shin Bun
8	07 May 2019 15:36	Adj Next Rpt Changed	Next Rpt:Im. Advice.Due Date:2019/05/08		[I] Jocelyn Ng Shin Bun
9	07 May 2019 15:36	Adj Mandate Set	Approved:25000.00.Reinsp:Adj decides.		[I] Jocelyn Ng Shin Bun
10	07 May 2019 15:39	Assignment 1st Accessed			[A] Crystal Lee
11	09 May 2019 16:31	Adj Assignment Cancelled	To outsource as appt full.		[I] Winnie Chua Ping Ping
12	09 May 2019 16:31	Adj Est Details Deleted	Deleting Est Details For Cancelling Adjuster Assignment		[I] Winnie Chua Ping Ping
13	09 May 2019 16:32	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):Please revert.		[I] Winnie Chua Ping Ping
14	09 May 2019 16:32	Adj Next Rpt Changed	Next Rpt:Im. Advice.Due Date:2019/05/10		[I] Winnie Chua Ping Ping
15	09 May 2019 16:32	Adj Mandate Set	Approved:25000.00.Reinsp:Adj decides.		[I] Winnie Chua Ping Ping
16	09 May 2019 16:33	Assignment 1st Accessed			[A] DENISE TAY KWEE CHENG
17	09 May 2019 17:41	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID		[A] LEE SU THING

AUDIT TRAIL

No.	On	Audit	Remarks	By
18	13 May 2019 13:20	Adj Rpt Initiated		[A] SHIAU CHAN
19	13 May 2019 13:26	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/06/08	[A] SHIAU CHAN
20	13 May 2019 13:26	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/08	[A] SHIAU CHAN
21	13 May 2019 13:29	Adj Mandate Request	Cur.Req:9113.80:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. WE HAVE NOT A UTHORISE REPAIR.	[A] SHIAU CHAN
22	13 May 2019 14:51	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/06/08. Mandate Remarks: a if c	[I] Jocelyn Ng Shin Bun
23	13 May 2019 14:51	Adj Mandate Set	Approved:8921.32:a if c	[I] Jocelyn Ng Shin Bun

Date From



Date To



Audit Type

None

Go

ACTIVITY

[09/05/2019 17:48] LEE SU THING:

Please be informed that repairer agreed to survey on 10/5/2019.

[09/05/2019 16:29] Winnie Chua Ping Ping:

appt full, to outsource to LKK

[09/05/2019 08:59] Ong Zi Hui:

Edmund informed owner can't make it, re-arrange to 10/05/2019 12.30PM, owner waiting.

[08/05/2019 09:00] Ong Zi Hui:

Edmund confirm survey appointment on 09/05/2019 10AM, owner waiting.

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2143918	13/05/2019 13:20	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLT5372X		10.70

Note: This document has not been finalised.**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

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

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Jocelyn Ng Shin Bun

Date: 13 May 2019

Preliminary Advice

Vehicle No	: SLT5372X	Accident Date	: 03/05/2019
Make	: VOLKSWAGEN PASSAT	Policy No.	: 29044332
Assignment Date	: 09/05/2019	Excess	: S\$1,500.00
Date of Inspection	: 10/05/2019	Est. Duration of Repair	: 10.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (ALEXANDRA) 247 ALEXANDRA ROAD SINGAPORE 159934		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages n/s rear portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	13,501.57
Revised Amount	:S\$	8,921.32
Check Items (Estimated)	:S\$	192.48
Total	:S\$	9,113.80

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	112,000.00
COE / PARF Rebate	:S\$	65,540.00
Salvage Value	:S\$	
Margin for Repair	:S\$	46,460.00

Remarks

(X) The vehicle is economical for repair.

() The above survey was conducted on a 'without prejudice' basis.

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	6863A
Vehicle Details	
Vehicle No.:	SLT5372X
Vehicle to be Exported:	No
Intended Deregistration Date:	13 May 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	PASSAT B8 1.8 TFSI AT SR NAV 17W 3G24JZ
Primary Colour:	Brown
Manufacturing Year:	2016
Engine No.:	CJS175012
Chassis No.:	WVWZZZ3CZHE054507
Maximum Power Output:	132.0 kW (177 bhp)
Open Market Value:	\$31,412.00
Original Registration Date:	31 Oct 2017
First Registration Date:	31 Oct 2017
Transfer Count:	0
Actual ARF Paid:	\$30,977.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	30 Oct 2027
PARF Rebate Amount:	\$23,232.00
Intended COE Rebate Details	
COE Expiry Date:	30 Oct 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$49,996.00
COE Rebate Amount:	\$42,308.00
Total Rebate Amount:	\$65,540.00

The information contained herein is correct as at 13 May 2019

OK

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	03/05/2019 16:37
Date Of Accident	03/05/2019 07:45
Exact Location Of Accident	9 HOLT ROAD CARPARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLT5372X
Insured/Policyholder	
Name Of Registered Owner	ARAVIND S/O K VASU
NRIC No	S1306863A
Email Address	ARAVIND.VASU@GMAIL.COM
Mobile Phone No	(LOCAL) +65-97642568
Alternative Phone No	OFFICE-97642568

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	PASSAT COMFORTLINE 1.8 L TSI 132KW DSG
Exact Purpose for which vehicle was being used at time of accident	

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

Vehicle Category	PRIVATE CAR
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Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 2904 4332 AVW
Cover Note Number	

Driver

Name of Driver	ARAVIND S/O K VASU
NRIC No	S1306863A
Date Of Birth	27/08/1958
Occupation	INDOOR
Date Of Driving Pass	17/02/1994
Driving Experience	25 YEARS AND 2 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97642568
Fax Number	
Contact Number	OFFICE-97642568
Email Address	ARAVIND.VASU@GMAIL.COM

Address	9 HOLT ROAD #09-02
Postcode	249446
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	COLLIDED INTO PROPERTY
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	1
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
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?	NO
Was there any audio recorded?	NO

SKETCH PLAN

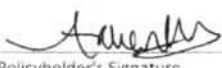
IMPORTANT NOTICE

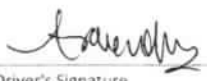
1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
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5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgment of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

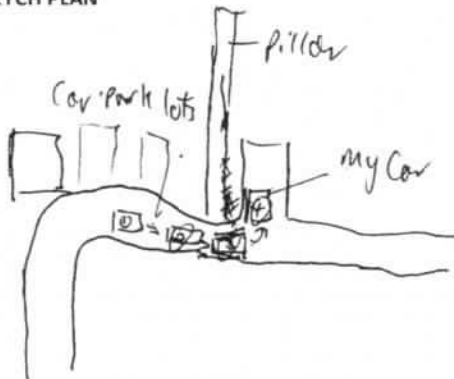
- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the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


Policyholder's Signature
Date & Time: 03/05/19


Driver's Signature
(If driver is not the policyholder)
Date & Time: 03/05/19


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

SKETCH PLAN



Car Park
9 HOIT Road
S 249446

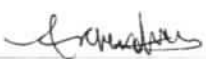
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

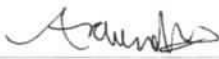
I was driving into the car park and turning left into the car park lot. I was distracted by bicycles parked in front of the car park lot and turned too sharply and scraped the pillar that was next to the car park lot.

The accident happened at 0745 on Friday 3rd May 2019. I am the driver and owner of the vehicle SLI 5372x. Around S/O K Vasu, 513068634 Tel: 97642568

DECLARATION

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


Policyholder's Signature
Date & Time: 03/05/19


Driver's Signature
(If driver is not the policyholder)
Date & Time: 03/05/19


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

**MSIG**

MSIG Insurance (Singapore) Pte. Ltd.
 4 Shenton Way, # 21-01, SGX Centre 2, Singapore 068807
 Tel +65 6827 7888, Fax +65 6827 7800
 Co. Reg. No. 200412212G GST Reg. No. 20-0412212G

Certificate of Insurance

ROAD TRANSPORT ACT 1987 (MALAYSIA)
 THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)
 THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)
 (REPUBLIC OF SINGAPORE)
 THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1996 EDITION (REPUBLIC OF SINGAPORE)
 OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form M.X.1
 Individual Ownership

VW DRIVEEASY
 Comprehensive

Certificate No. A 29044332 AVW

Excess: SGD1,500

Windscreen Excess: SGD100

1. Index Mark and Registration Number of Vehicle
 SLT5372X

2. Name of Policyholder
 Aravind s/o K Vasu

3. Effective Date of the Commencement of Insurance for the purposes of the Act
 31/10/2018

4. Date of Expiry of Insurance
 30/10/2019

5. Persons or Classes of Persons entitled to drive*

Aravind s/o K Vasu

Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

* Provided that the person driving is permitted in accordance with the licensing or other laws or laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.

6. Limitations as to use*

Use only for social domestic and pleasure purposes and for the Policyholder's business.

The Policy does not cover use for hire or reward racing pace-making reliability trial speed-testing the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with the Motor Trade.

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

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

I/WE HEREBY CERTIFY that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.

MSIG Insurance (Singapore) Pte. Ltd.
 Approved Insurers

for Chief Executive Officer

Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



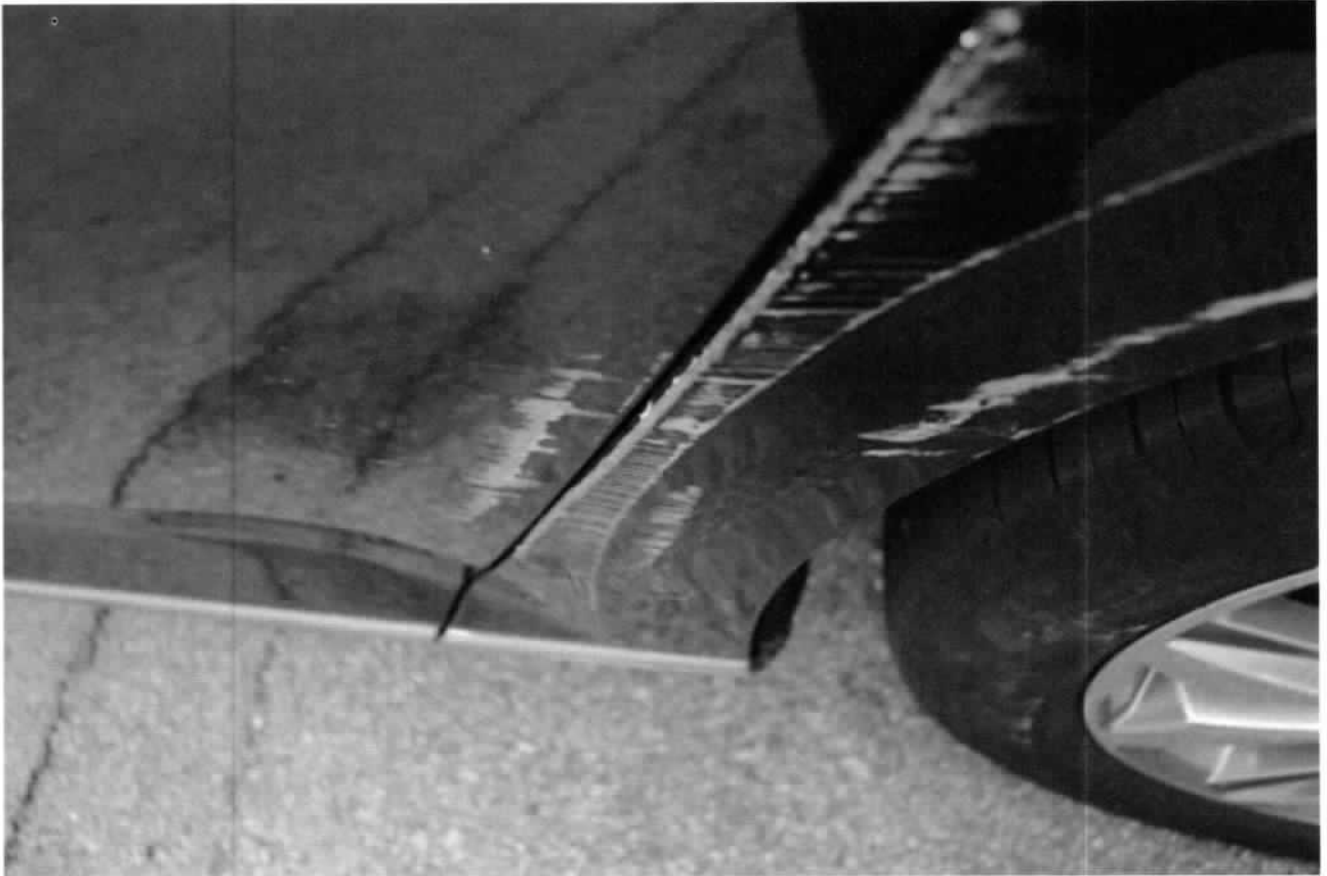
Accident Photo



Accident Photo



Accident Photo



Accident Photo



Accident Photo



MSH VIN
60

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation Non binding - Preview

SNV: 09/05/19, 1000, 247, ✓

Mr
ARAVIND
S/O K VASU
9 HOLT ROAD
#09-02
Singapore 249446

Page 1/2
Document no.
Document date 06-05-2019
Customer no. 5211039084
Customer GST-ID
Dealer 39999
Job order number 2019000504/ 1
Job order date 06-05-2019
Service Advisor PEI FANG CHEONG

License plate	Model code	First registration	VIN	Model	Mileage
SLT5372X	3G24JZ	31-10-2017	WVWZZZ3CZHE054507	Passat Comfortline 1.8 TSI 132kW DSG	1,212

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
3G5807417 GRU	Cover Primed (REAR BUMPER) <i>see</i>	1	pcs.	1,530.46	#1	1,530.46	1,637.59
3G5807375	Guide Piece (BUMPER BRACKET LHS) ?	1	pcs.	34.66	#1	34.66	37.09
3G5809843A	Sectional Part Side Panel (LHS REAR FENDER) <i>bt</i>	1	pcs.	1,348.72	#1	1,348.72	1,443.13
D 180003M2	2k-Body Adhesive <i>see</i>	1	pcs.	398.47	#1	398.47	426.36
D 506KD1A3	2k-Insert Foam <i>see</i>	1	pcs.	130.29	#1	130.29	139.41
D 007600A1	Inox-Spray <i>see</i>	1	pcs.	62.88	#1	62.88	67.28
D 476KD1M2	Sealant Can Be Sprayed <i>see</i>	1	pcs.	62.20	#1	62.20	66.55
D 822150A1	Bonding Agent For Plastic <i>see</i>	1	pcs.	56.90	#1	56.90	60.88
D 180KU2A1	2k-Plastic Adhesive <i>see</i>	1	pcs.	74.29	#1	74.29	79.49
3G0998491	1 Set Sensor Brackets <i>see</i>	1	pcs.	39.84	#1	39.84	42.63
D 004660M2	2k-Glass Glue Application <i>see</i>	1	pcs.	123.02	#1	123.02	131.63
D 00920002	Primer <i>see</i>	1	pcs.	25.92	#1	25.92	27.73
D 181802M1	Activator For Precoated W <i>see</i>	1	pcs.	23.63	#1	23.63	25.28
D 002000A2	Adhesive Remover <i>see</i>	1	pcs.	115.74	#1	115.74	123.84
D 00950025	Applicator <i>see</i>	2	pcs.	9.48	#1	18.96	20.29
3G0853333A 3Q7	Decorative Moulding Chrom ?	1	pcs.	107.51	#1	107.51	115.04
3G0898985	Cover Strip (LHR FENDER STRIP) ?	1	pcs.	50.31	#1	50.31	53.83
3G5833055AC	Door LHR <i>Repair</i>	1	pcs.	2,262.62	#1	2,262.62	2,421.00
3G5839701B 5AP	Door Seal Outer Black X (LHR DOOR SEAL)	1	pcs.	161.36	#1	161.36	172.66
D 378500A2	Sound Absorber Laminated X	1	pcs.	38.79	#1	38.79	41.51
	LABOUR <i>25</i>	1	pcs.	475.00	#1	3,325.00	3,557.75
	TRANSFER DOOR PARTS	1	pcs.	475.00	#1	475.00 X	508.25 X
	RE+REINSTALLED UPHOLDSTREY	1	pcs.	475.00	#1	475.00	508.25
	Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
	Check Short Circuit / Harness Repair	1	pcs.	200.00	#1	200.00	214.00
	<i>spray paint</i>	4		500		2000	2140.00

Quotation valid till 13-05-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		11,501.57	7%	805.11	11,501.57	12,306.68
Total		11,501.57		805.11	11,501.57	12,306.68

12501.57

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 06-05-2019
Customer no. 5211039084
Customer GST-ID
Dealer 39999
Job order number 2019000504/ 1
Job order date 06-05-2019
Service Advisor PEI FANG CHEONG

Mr
ARAVIND
S/O K VASU
9 HOLT ROAD
#09-02
Singapore 249446

License plate	Model code	First registration	VIN	Model	Mileage
SLT5372X	3G24JZ	31-10-2017	WVWZZZ3CZHE054507	Passat Comfortline 1.8 TSI 132kW DSG	1,212
Customer				Service Advisor	

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

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:

Rasul
Hp 90010068
13/5/19

10 days
10/05/19 @ 1230
EXCESS: 1500

REPAIR
Resurvey before paint

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	07 May 2019		09 May 2019 16:32 Edit Adj Rpt	S\$8,921.32 Edit Estimates	S\$8,921.32 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	ARAVIND S/O K VASU, ID: S1306863A, Tel: +6597642568, Email: aravind.vasu@gmail.com								
Vehicle Reg. No.:	SLT5372X	Date of Loss:	03/05/2019 07:00 - :59 [18 Months and 3 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 592555	Policy/Cover Note No.:	29044332 (Comprehensive) Coverage: 31/10/2018 - 30/10/2019						
		Excess:	S\$1,500.00						
Repairer:	Volkswagen Centre Singapore (Alexandra) 247 Alexandra Road, 159934 Alexandra - Tel: 64748288								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jocelyn Ng Shin Bun]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 08/06/2019]								
Driver/Custodian:	ARAVIND S/O K VASU (60 / Male) , NRIC: S1306863A, Tel: +6597642568 Email: aravind.vasu@gmail.com								
Adj Asg. Remarks:	Please revert.								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
<ul style="list-style-type: none"> MSIG_SG (13/05/2019): Alert - Adj Mandate Approved (S\$8921.32) - SLT5372X - Claim Handler: Jocelyn Ng ... MSIG_SG (13/05/2019): Please provide the preliminary advice soonest as repairer is chasing for authori... 									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SLT5372X (592555)
OD
May 3 2019 7:00AM
[ARAVIND S/O K VASU]
Volkswagen Centre Singapore

Upload Documents

Upload Photos

Compose New Letter

View

View in Browser

Assessment Reports							1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)		Thumbnail	Print			
1	03/05/19 16:55	Accident Statement			Load HTM			
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	13/05/19 13:26	Adjuster Immediate Advice			Load HTM			

Photos/Images							3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	13/05/19 13:28	Odometer Reading			Load JPG			<input checked="" type="checkbox"/>
2	13/05/19 13:28	Chassis Number			Load JPG			<input checked="" type="checkbox"/>
3	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
4	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
5	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
6	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
7	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
8	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
9	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
10	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
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12	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
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15	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
16	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
17	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
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23	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
24	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
25	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
26	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
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28	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
29	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
30	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
31	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
32	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
33	13/05/19 13:28	General View			Load JPG			<input checked="" type="checkbox"/>
34	13/05/19 13:28	General View			Load JPG			

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
				<input checked="" type="checkbox"/>
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	07/05/19 15:32	Transfer Fee Details		Load PDF
2	07/05/19 15:32	PARF COE		Load PDF
3	07/05/19 15:37	Email from VW (Edmund Goh) - to arrange survey		Load PDF
4	07/05/19 15:37	Estimate repair cost		Load PDF
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor)	Thumbnail	Print
1	08/05/19 09:00	email-survey appointment		Load PDF
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/05/19 13:28	ESTIMATE		Load PDF

Linked Accident Report Documents

Assessment Reports			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	03/05/19 16:55	Accident Statement		Load HTM
Photos/Images			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
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2	03/05/19 16:53	Accident Photo		Load JPG
3	03/05/19 16:53	Accident Photo		Load JPG
4	03/05/19 16:53	Accident Photo		Load JPG
5	03/05/19 16:53	Accident Photo		Load JPG
6	03/05/19 16:53	Accident Photo		Load JPG
7	03/05/19 16:53	Accident Photo		Load JPG
8	03/05/19 16:53	Accident Photo		Load JPG
9	03/05/19 16:54	Accident Photo		Load JPG
10	03/05/19 16:54	Accident Photo		Load JPG
Documentation			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	03/05/19 16:54	Sketch Plan		Load TIF

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ) <div style="border: 1px solid black; height: 40px; margin: 5px 0;"></div>			
Show Remarks To: <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)
51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park
Singapore 408933
Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Our File No: CS/MSG19008233/R1QD3E2
Date: 28/08/2019

REFERENCE

Insured/Claimant:	ARAVIND S/O K VASU	Policy No:	29044332	
Date of Loss:	03/05/2019	Nature of Claim:	OD	Claim No: 592555

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLT5372X		
Make & Model:	VOLKSWAGEN PASSAT, 1.8 B8 TFSI AT SR 17W 3G24JZ HUD (A)	Engine No:	CJS175012
Reg. Date:	31/10/2017 (Man. Year: 2016)	Chassis No:	WWZZZ3CZHE054507
Colour:	Brown	Odometer:	28312 km
Engine Capacity:	1798 cc		
Market Value/New Car Price:	S\$112,000.00		
Sum Insured (S\$):	Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size:	215/55 R17	Rear Tyre Size:	215/55 R17
Front Left Side:	Pirelli 6 mm	Rear Left Side:	Pirelli 6 mm
Front Right Side:	Pirelli 6 mm	Rear Right Side:	Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	6,666.57	4,011.32	2,655.25	39.83
Miscellaneous Items	0.00	0.00	0.00	
Labour	6,835.00	4,910.00	1,925.00	28.16
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	13,501.57	8,921.32	4,580.25	33.92
- Excess (S\$)	1,500.00	1,500.00	0.00	0.00
(S\$)	12,001.57	7,421.32	4,580.25	38.16
+ GST 7.00/7.00% (S\$)	840.11	519.49	320.62	38.16
Nett Amount (S\$)	12,841.68	7,940.81	4,900.87	38.16

INSPECTION

Date of Assignment:	09/05/2019	
Date Inspected:	10/05/2019 Inspected At:	Volkswagen Centre Singapore (Alexandra) 247 Alexandra Road Singapore 159934
Estimated Period of Repair:	10.0 days	

Adjuster: MOHD RASUL

Manager: SHIAU CHAN

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

(REPAIR COST NOT CONCLUDE)
(EXCLUDE CHECK ITEMS S\$192.48 NETT)

REPAIR DETAILS

Reference

Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 28 Aug 2019)
Parts:	143	VOLKSWAGEN PASSAT 1.8 B8 TFSI AT SR 17W 3G24JZ HUD (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLT5372X)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*COVER PRIMED (REAR BUMPER)	Scratched	1,530.46 FS	*1,530.46 FS
2	1		*GUIDE PIECE (BUMPER BRACKET LHS)	* Check	34.66 FS	*- FS
3	1		*SECTIONAL PART SIDE PANEL (LHS REAR FENDER)	Bent	1,348.72 FS	*1,348.72 FS
4	1		*2K-BODY ADHESIVE	Necessary	398.47 FS	*398.47 FS
5	1		*2K-INSERT FOAM	Necessary	130.29 FS	*130.29 FS
6	1		*INOX-SPRAY	Necessary	62.88 FS	*62.88 FS
7	1		*SEALANT CAN BE SPRAYED	Necessary	62.20 FS	*62.20 FS
8	1		*BONDING AGENT FOR PLASTIC	Necessary	56.90 FS	*56.90 FS
9	1		*2K-PLASTIC ADHESIVE	Necessary	74.29 FS	*74.29 FS
10	1		*SET SENSOR BRACKETS	Necessary	39.84 FS	*39.84 FS
11	1		*2K-GLASS GLUE APPLICATION	Necessary	123.02 FS	*123.02 FS
12	1		*PRIMER	Necessary	25.92 FS	*25.92 FS
13	1		*ACTIVATOR FOR PRECOATED W	Necessary	23.63 FS	*23.63 FS
14	1		*ADHESIVE REMOVER	Necessary	115.74 FS	*115.74 FS
15	2		*APPLICATOR	Necessary	18.96 FS	*18.96 FS
16	1		*DECORATIVE MOULDING CHROM	* Check	107.51 FS	*- FS
17	1		*COVER STRIP (LHR FENDER STRIP)	* Check	50.31 FS	*- FS
18	1		*DOOR LHR	Repair	2,262.62 FS	*- FS
19	1		*DOOR SEAL OUTER BLACK (LHR DOOR SEAL)	Not Necessary	161.36 FS	*- FS
20	1		*SOUND ABSORBER LAMINATED	Not Necessary	38.79 FS	*- FS

F=Franchise part. S=SpcNett.

Total Parts (S\$) **6,666.57** **4,011.32**

Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	LABOUR	New	3,325.00	2,375.00
2	TRANSFER DOOR PARTS	New	475.00	0.00
3	RE+REINSTALLED UPHOLDSTREY	New	475.00	475.00
4	DIAGNOSTIC AND PROGRAMMING	New	360.00	360.00
5	CHECK SHORT CIRCUIT / HARNESS REPAIR	New	200.00	200.00
6	SPRAY PAINT	New	2,000.00	1,500.00
Gross Labour Cost (S\$)			6,835.00	4,910.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >