

INSURANCE

INSURANCE OWNER

PRIV

CC 4 AXA1900

8432, Eglu

LKK  
EDAC

Surveyor:

Steve

DOI:

ASSIGNMENT

14/5/19

Date / Time:

14/5/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.

SHB 9A634

Name of Insured

TRANS-ORB SERVICES PTE

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A:

10/5/19

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO: Driver Name / Age:

TOH BIM TEK

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

SAMU2N2D / 115370

Policy No.:

VPC/P16875W

Make / Model:

KOMATI

Place of Accident:

Tanjong Rd

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

Insured Liability:

% Final ? Yes / No

SLN 7751D



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

volkswagen



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date/Time

SLN 7751D - 1

SHB 9A634 - 2

STAGE

DATE / PIC

Non-Reporting Itr (1st):

Non-Reporting Itr (2nd):

Non-Reporting Itr (Final):

Notification Itr (if non-pickup):

Call Of:

After call Itr to OI:

Documentation Check List: Handler Typist

Notification Itr (if non-pickup):

After call Itr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice:

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD:

Payment Breakdown Form:

Post-Repair Photos:

Others:

26/5/19 - Liability unclear. Req M/P from TP  
Final LOD.  
- TP AVF in. Liability clear.  
- seek mandate approval.  
27/5/19 - offer to \$3246.46 (pending acceptance)  
28/5/19 - sent @ \$3246.46, DV send (pending DV).  
28/5/19 - DV in (File pass Admin to close).

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

P/P

\$5 2840.46

( 14 days)

Reduction:

\$3042.82

% 71

Email

Call

FINAL SETTLEMENT

Date/Time:

29/5/19/7pm

Confirm with:

MDM

Email

Call

Final Liability:

%

100

(Agreed / Assessed)

BOLA S/N No.:

NIL

If NO or B 28, Ass. Lia

Repair Cost:

CHENT

\$5 3038.47

did overtake hit TPV.

Loss of Rental (LOR):

\$5

( 5 days)

Loss of Use (LOU):

\$5

( 50 x 4 days)

Loss of Income (LOI):

\$5

( 5 x 4 days)

LOR only

LOU only

LOR + LOU

LOR + LO

[Tick only one]

GIA/LTA Search

\$5

7.49

Medical:

\$5

Disbursement

\$5

(e.g. Towel Independent)

Legal Cost:

\$5

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

TP

3) Survey fee:

\$350/-

Total:

\$5

3246.46

Global Sum \$5:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

\$5

3246.46

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

\$5

Name 2:

Payee 3: (Strike if N.A.)

\$5

Name 3:

COPY SENT  
1/6/19

Steve

REF: ASM (AXA)

ASSIGNMENT

From Date: 14.5.2019

Veh No: SLN 77510 Yr Regn: 17/5/17

Estimated Cost

Type: M/Car / M/Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

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

Truck / Trailer or

To inspect Vehicle No: SLN 77510

Make: Volkswagen Golf 1.2 cc 1197

at Workshop no/s Volkswagen

Colour: Grey A/C: Insured / Std / NI / NA

of 247 Alexandra Road

Sp. Reading: 33529 T/Radio: Insured / Std / NI / NA

Insured:

Eng/No:

Policy No.

C/No: WVKW222 AH 2HW 1052 74

Claims No.

Gen. Cond: Good / Fair / Poor / Burnt

Sum Insured:

Excess:

Steering: Jammed / Leaked / Burnt or

(Client's Record)

Brake: Jammed / Leaked / Burnt or

Make of Veh: 1.45pm owner waiting

Mod: Nil / STD A/Rim or

Tyre Size: F: 205/55R16

R: 16

(Policy Condition)

N/S	O/S

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

TOYO / YOKO or Firelli

Bal. or Market Value:

Front

Rear

IDAC Accident Rpt: Consistent? : Yes or No

R/Bal. 7 mm

GIA / PR. Seem: Consistent? : Yes or No

L/Bal. 7 mm

Est. Repairs: 4 days Res: Yes or No

D.O.A. 10/5/19 D.O.L. 14/5/19

Lump Sum: 1-B-1 % 3 Val: Yes or No

Survey held at Volkswagen, Alexandra Rd

CA / REV / REP. / 24 HRS

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

Date: Person Contacted:

Vehicle: IN / OUT

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

Date / Time

Action / Instruction

MV - 69K

PIP \$2840.16

(Red = \$7042.82 / 71%)

Date/Time, File Pass to?

☐ : Prel. Report

Days Of Repair:

☐ : Final Report

Resurvey No. of Trip:

1)

Date/Time, File Return to?

Survey Fee:

2)

Add Fee: ☐ Site Insp (\$)

Transportation

☐ Interview (\$)

Photos

☐ Tech. Insp (\$)

Others

☐ Weekend (\$)

Report Format :

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

TOTAL

# VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639176  
Biz. Reg. No.: 199101494Z  
GST No.: M200885052

Mr  
FAN  
YEE CHEONG  
9 CANTONMENT CLOSE  
#06-77  
Singapore 080009

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:



## Quotation

Non binding - Preview

Page 1/1

Document no.  
Document date 11-05-2019  
Customer no. 5211037192  
Customer GST-ID  
Dealer 39999  
Job order number 2019000573/ 1  
Job order date 11-05-2019  
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SLN7751D	5G1	17-05-2017	WVWZZZAUZ1W105274	Golf 7	30,353

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	580.00	#1	480.00	513.80
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
5G0807217BNGRU	Cover For Bumper Primed	1	pcs.	1,083.64	#1	1,083.64	1,159.49
5G0807724D	Support Part (BUMPER BRACKET RH)	1	pcs.	50.49	#1	50.49	54.02
5G0807050A	Guide Piece (BUMPER GUIDE RH)	1	pcs.	19.18	#1	19.18	20.52
5G0821106A	Fender (RH FENDER)	1	pcs.	569.67	#1	569.67	609.55
	LABOUR	6	hrs	340.00	#1	4,200.00	4,494.00
	Spray Painting	2	pcs.	800.00	#1	3,200.00	3,424.00

Quotation valid till 18-05-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	9,122.98	7%	691.81	9,882.98	10,574.79
Total	760.00	9,122.98		691.81	9,882.98	10,574.79

Customer

Service Advisor

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

Steve CLKK) Mr. Mij. 14/5/19, 2:01pm  
8322 8813 4 cky  
P/P  
Ry bel spray

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Singapore NRIC
Owner ID:	5964B
<b>Vehicle Details</b>	
Vehicle No.:	SLN7751D
Vehicle to be Exported:	No
Intended Deregistration Date:	14 May 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF 1.2 TSI AT 5G12BZ
Primary Colour:	Grey
Manufacturing Year:	2016
Engine No.:	CYV509942
Chassis No.:	WVWZZZAUZH105274
Maximum Power Output:	81.0 kW (108 bhp)
Open Market Value:	\$18,062.00
Original Registration Date:	17 May 2017
First Registration Date:	17 May 2017
Transfer Count:	0
Actual ARF Paid:	\$8,062.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	16 May 2027
PARF Rebate Amount:	\$6,046.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	16 May 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$51,600.00
COE Rebate Amount:	\$41,307.00
<b>Total Rebate Amount:</b>	<b>\$47,353.00</b>

The information contained herein is correct as at 14 May 2019

OK



Looking At A Stylish And Compact German Hatchback Equipped With A 1.4L Turbo And Mated To A Dual Clutch Gearbox And With Drive Mode Selection Ensuring You A Zippy Yet Fuel Efficient Drive! Specious Ca...

Car Buyers Automotive Pte Ltd

Posted: 16-Apr-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



**Volkswagen Golf 1.4A TSI EQP** **\$78,500** **\$8,850 /yr** **16-Jun-2016** **1,395 cc** **31,000 km** **Hatchback** **Available**

Viewing By Appointment Only.

360 VR Cars

Posted: 01-May-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



Save on petrol with UOB One card!

Enjoy huge petrol savings of up to 24%, attractive cashback on your monthly spend, and 1-year annual fee waiver. Apply now and start enjoying today.

Find out more!



**Volkswagen Golf Variant 1.4A TSI R-Line** **\$78,800** **\$9,320 /yr** **14-Sep-2016** **1,395 cc** **46,000 km** **Stationwagon** **Available**

New Road Tax Till Sep 2019, Warranty And Serviced By Volkswagen, Excellent Choice If You Are Looking For A Large Boot Space, Sporty Outlook That Comes With Performance! Bank And In House Loans Availab...

Posted: 15-May-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



**Volkswagen Golf 1.3A TSI** **\$62,800** **\$7,950 /yr** **30-Sep-2016** **1,197 cc** **50,983 km** **Hatchback** **Available**

One Owner Unit, Stock Condition! Beautiful Black Interior, Excellent Condition. Most Well Known Hatchback! Selling Cheap! High Loan Welcome, Call For An Viewing Appointment Today!

Playfair Motors

Posted: 05-May-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



**Volkswagen Golf 1.3A TSI** **\$65,000** **\$8,100 /yr** **31-Oct-2016** **1,197 cc** **52,000 km** **Hatchback** **Available**

High COE, No Dealer Please.

Posted: 15-May-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



**Volkswagen Golf 1.3A TSI** **\$64,888** **\$7,960 /yr** **30-Dec-2016** **1,197 cc** **16,000 km** **Hatchback** **Available**

Flexi-Lean Available! From \$930 Monthly. Single Owner Unit! Lowest Mileage! Hardly Used! Full Maintenance And Servicing Done By Volkswagen Group. Warranty Till 2018! Last Serviced In Dec 18. Hardly An...

Cars 88 Pte Ltd

Posted: 15-May-2019

Tags: 2016 Volkswagen Golf, 2016 Volkswagen golf, Volkswagen Golf, Volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen

Save this search criteria, to get email alerts whenever a match is found.

Model Price Depreciation New Price Eng Cap Mileage Vch Type Status

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20 results/page

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## Service Request Details

Claim

S9M01N2J

Reference

None

Loss Date

10 May 2019

Report Date

13 May 2019 8:50:00 AM

Request Date

13 May 2019

Due Date

21 May 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P: chairman

T: 10.05 AM

V: out

E: V

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

SLN7751D

PRODUCT

GOLF A7 1.2 TL 81 (DSG)

Service Address

---

...

Primary Contact/Insured

---

TRANS-CAB SERVICES PTE LTD

No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

---

WANG Peter

peter.wang@axa.com.sg

Additional Instructions

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

# Volkswagen Centre Singapore



Biz Reg. No. S3103069E  
GST No. M20098505-2

MSG (NUMBER): 5/6/19

\* SCENE VIDEO \*

## Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer FAN YEE CHEONG.  
NRIC S2725964B insured of vehicle SLN7751D against  
your insured vehicle number SMB 9963G ( AVA )  
On the accident dated on 10.5.19 (ddmmyyyy) along TANGLIN RD  
TOWARDS ORCHARD RD.

Dated this 11 MAY 2019 (day) of \_\_\_\_\_ (month) 2019 .

Charmaine Kong  
Volkswagen Group Singapore  
Accident Claims Dept.  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
DID : 63057176/ 63057299  
HP: 92361399



# VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue  
Singapore 639176  
Biz. Reg. No.: 199101484Z  
GST No.: M200985052



## Quotation

Non binding - Preview

Mr  
FAN  
YEE CHEONG  
9 CANTONMENT CLOSE  
#06-77  
Singapore 080009

Page 1/1  
Document no.  
Document date 11-05-2019  
Customer no. 5211037192  
Customer GST-ID  
Dealer 39999  
Job order number 2019000573/ 1  
Job order date 11-05-2019  
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SLN7751D	5G1	17-05-2017	WWWZZZAUZH105274	Golf 7	30,353

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.80
5G0807217BNGRU	Cover For Bumper Primed	1	pcs.	1,083.64	#1	1,083.64	1,159.49
5G0807724D	Support Part (BUMPER BRACKET RH)	1	pcs.	50.49	#1	50.49	54.02
5G0807050A	Guide Piece (BUMPER GUIDE RH)	1	pcs.	19.18	#1	19.18	20.52
5G0821106A	Fender (RH FENDER)	1	pcs.	569.67	#1	569.67	609.55
	LABOUR	5	pcs.	840.00	#1	4,200.00	4,494.00
	Spray Painting	4	pcs.	800.00	#1	3,200.00	3,424.00

Quotation valid till 18-05-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	9,122.98	7%	691.81	9,882.98	10,574.79
Total	760.00	9,122.98		691.81	9,882.98	10,574.79

Customer

Service Advisor

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



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 26/07/2019

### Survey Details:

Date of loss	10-May-19
Date of appointment	13-May-19
Date of survey	14-May-19
Location of survey	VOLKSWAGEN CENTRE SINGAPORE

### Vehicle Details:

Claim Type:	Third party
Vehicle number	SLN 7751D
Make and Model	VOLKSWAGEN GOLF 1.2 TSI
Date of registration	17/5/2017
Excess	
Market Value	\$69,000
Parf Rebate	\$47,353
Nett Loss	\$21,647

### Repair details:

Initial Estimate	\$ 9,882.98
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 410.16
Check items (estimate)	\$ -
Labour	\$ 2,430.00
<b>Total</b>	<b>\$ 2,840.16</b>
Lump Sum(if applicable)	\$ -

Number of days for repair	4
---------------------------	---



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

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

**Remarks:**

--

**Mandate:**

Liability(TP)		%	
Proposed repair cost	\$	3,038.97	W/GST
Loss of use	\$	240.00	4DAYS X \$60
Loss of rental	\$	-	
Loss of income	\$	-	
LTA search fees	\$	7.49	
Others	\$	-	
<b>Proposed Total</b>	<b>\$</b>	<b>3,286.46</b>	



## <MANDATE IA> - S9M01N2J {ACCIDENT INVOLVING SHB 9963G(OI) & SLN 7751D (TP) ON 10/05/2019}

Type

🔗 Question

Message

LIABILITY: 100% EMAIL LOI. WE SEEK YOUR MANDATE AT \$3286.46 (CLAIMING LOU). MANDATE IA HAD BEEN UPLOADED IN SMARTCLAIM. KINDLY LET US HAVE YOUR APPROVAL/INSTRUCTION.  
THANKS - CECILIA

Reply

## ◀ Pls proceed DS with quantum as proposed

Type

🔔 Question

Message

TP Excess: \$5000

Reply

# Volkswagen Centre Singapore

247 Alexandra Road Singapore 159934  
Fax: 64743643 Tel: 63057299



Biz Reg. No. S3103069E  
GST No. M20098505-2

## LETTER OF DEMAND

Your Ref: CC4/AM19-0024321 Ejb3  
Our Ref: SLN 7751D

To: AXA

Dear Sirs,

ACCIDENT INVOLVING AN 7751D & SHB 99C3G ON 10.5.19

We are claiming on behalf of our client FAN SEE CHONG owner of  
vehicle number SLN 7751D involved in accident on 10.5.19  
with vehicle SHB 99C3G along/at TANGLIN RD.

Description of claims:

Cost of Repairs	\$ <u>3038.97</u> (Incl 7% GST)
Loss of Use/Rental	\$ <u>80</u> X <u>4</u> Days = \$ <u>320</u>
Medical Fee	\$ _____ (Incl 7% GST)
Search Fee	\$ <u>7.49</u> (Incl 7% GST)
TOTAL	\$ <u>3366.46</u>

We are claiming in full and final settlement of \$ 3366.46 payable to  
Volkswagen Centre Singapore.

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 [meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)

Dated this \_\_\_\_\_ of 25 JUL 2019

## Cecilia Chong (LKK Auto)

---

**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 26 July 2019 4:31 PM  
**To:** claims@transcab.com.sg  
**Cc:** 'Ng Wai Yin'; jasminetan@transcab.com.sg  
**Subject:** YOUR REF: SHB 9963G (OUR REF: CC4/ASM19008432/Egb3) \*\*\* ACCIDENT INVOLVING SHB 9963G & SLN 7751D ON 10/05/2019 \*\*\*

26 JULY 2019

Transcab Taxi  
Singapore

Dear Sir,

**OUR REF : CC4/ASM19008432/Egb3**

**YOUR REF : SHB 9963G**

**ACCIDENT INVOLVING SHB 9963G & SLN 7751D ALONG/AT TANGLIN ROAD ON 10/05/2018**

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

We have received a claim from VOLKSWAGEN CENTRE SINGAPORE acting on behalf of the owner of SLN 7751D against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as his taxi had collided onto third party parked vehicle. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

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

Your full co-operation in the handling of the claim is required and kindly submit the following 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 our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to [cst@axa.com.sg](mailto:cst@axa.com.sg) / [ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com) or deliver it by hand to our Customer Care Centre.

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 6749 4274 or email us at [ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com).

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

"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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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

**LKK**

Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*



# Volkswagen Centre Singapore



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

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SLN7751P and SHB99634 on 10/05/2019  
Own vehicle's number THANGLIN ROAD TOWARDS ORTHARO ROAD Other vehicle's number ORTHARO ROAD  
Accident location

BY THE LETTER OF AUTHORITY, I/we, FAN YEE CHEONG  
Name of Policy Holder & IC / Passport number  
of S2125964B owner of Vehicle Registration

Number SLN7751P 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 or 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 A2096 1574 AN 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.

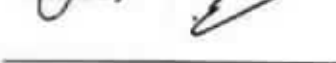
IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 21<sup>st</sup> of the month

JUNE Year 19

Signed & Delivered By:

  
Policy Holder

Witness By:





Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SHB 9963G	(Insd veh)	Model: VOLKSWAGEN GOLF 1.2
	SLN 7751D	(TP veh)	
Date of Accident/ Time:	10/05/2019 / 07:25		

Repair Estimate	: \$	4,154.67	
Final Repair Cost (WGST)	: \$	3,038.97	
Loss of Use	: \$	200.00	4 days at \$50.00 per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$	7.49	
Others:	: \$		
	: \$		
Final Settlement Sum	: \$	3,246.46	
Payee Name: VOLKSWAGEN CENTRE SINGAPORE			
Is Third Party Workshop GIA Registered? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Kindly indicate below)			
A)	For Non GIA Registered Workshop:	Agreed Liability _____ (%)	
B)	For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: <u>NIL</u>	
	BOLA Liability: <u>100</u> (%)	Assessed Liability (*): _____ (%)	
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks:			

#### NOTE:

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

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

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

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

 Meiy Wong Insurance Advisor Tel: 6308 7299/Ext. 216 Mobile: 8121 4681 Fax: 6474 3643 Email: meiy.wong@www.axa.com.sg	 VOLKSWAGEN GROUP SINGAPORE 81030001
Signature of workshop representative / Workshop stamp Name of Representative: Date:	Signature of Witness / Workshop stamp (if applicable) Name of Witness: Date:
 Signature of AXA's surveyor/representative: Name of AXA's surveyor /Representative: Date:	

## 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. 12333900479  
Document date 20-06-2019  
Customer no. 5211000859  
Customer GST-ID 198900408D  
Dealer 39999  
Job order number 2019000802/ 1  
Job order date 30-05-2019  
Service Advisor YEN MEI WONG

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

Customer Details:  
Mr  
FAN  
YEE CHEONG  
9 CANTONMENT CLOSE  
#06-77  
Singapore 080009

License plate	Model code	First registration	VIN	Model	Mileage
SLN7751D	5G1	17-05-2017	WVWZZZAUZH105274	Golf 7	34,761

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G0821106A	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
	Fender	1	pcs.	589.67	#1	410.15	438.87
	(RH FENDER)						
	LABOUR	1.5	pcs.	580.00	#1	870.00	930.90
	Spray Painting	2	pcs.	500.00	#1	1,000.00	1,070.00
	DIRECT SETTLEMENT AGAINST AXA DOA: 10.5.19 TP VEH: SHB9963G SURVEYED BY: 10.5.19 STEVE LKK						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	560.00	2,280.16	159.51	7%	198.81	159.51	2,840.16	3,038.97
Total	560.00	2,280.16	159.51		198.81	159.51	2,840.16	3,038.97

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 etc. after your car has left our premises.

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

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website [www.volkswagen.com.sg](http://www.volkswagen.com.sg)

## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial  
Vehicles

### Tax invoice

Page	2/2
Document no.	12333900479
Document date	20-06-2019
Customer no.	5211000859
Customer GST-ID	196900408D
Dealer	39999
Job order number	2019000802/ 1
Job order date	30-05-2019
Service Advisor	YEN MEI WONG

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

Customer Details:  
Mr  
FAN  
YEE CHEONG  
9 CANTONMENT CLOSE  
#06-77  
Singapore 080009

License plate	Model code	First registration	VIN	Model	Mileage
SLN7751D	5G1	17-05-2017	WVWZZZAUZHW105274	Golf 7	34,781

This is an authorised document. No signature is required.

> Back to OneMotoring



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 11 May 2019 / 11:11:52

Receipt Date/Time : 11 May 2019 / 11:11:52

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-190511-000558

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHB9963G As at 10 May 2019/07:25:00 Insurance Co: AXA INSURANCE PTE LTD				
1	Insurance Enquiry - SHB9963G Enquiry Fee 20190511111016149676	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Result of Insurance Enquiry - SH9138K As at 10 May 2019/08:55:00 Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
2	Insurance Enquiry - SH9138K Enquiry Fee 20190511111016196226	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		14.00	0.98	14.98
Rounding Difference				0.03
Total Amount Payable				14.95
Paid By				
		xxxxxxxxxxxx8287	Credit Card: Visa/MasterCard	14.95
Total				14.95
Cash Change				0.00
Tendered Amount				14.95
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Print Receipt

OK

Save as PDF



# 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/ASM19008432/Egb3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:PETER			Date : 13-08-2019	
			Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SHB 9963G	Veh. Inspected	SLN 7751D	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S9M01N2J	Excess (\$)	0.00	
Assign From		Assign Date	13/05/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	VOLKSWAGEN GOLF 1.2	c.c	1197	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	WVWZZZAUZHW105274	Colour	GREY	
Odometer	33529	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	PIRELLI	7 mm	
L/H Front Tyre	205/55 R16	PIRELLI	7 mm	
R/H Rear Tyre	205/55 R16	PIRELLI	7 mm	
L/H Rear Tyre	205/55 R16	PIRELLI	7 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	10/05/2019	Inspection Date	14/05/2019	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934			
<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:		<b>4 Working Days</b>		

**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 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLN 7751D**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	COVER FOR BUMPER PRIMED (SN) (CONSISTENT)	TO REPAIR SEE LABOUR	✓ 1,083.64	-
1	SUPPORT PART (BUMPER BRACKER RH) (SN) (CONSISTENT)	NOT NECESSARY	✓ 50.49	-
1	GUIDE PIECE (BUMPER GUIDE RH) (SN) (CONSISTENT)	NOT NECESSARY	✓ 19.18	-
1	FENDER (RH FENDER) (SN) (CONSISTENT)	DENIED	✓ 569.67	410.16
			1,722.98	410.16
<b>LABOUR</b>				
	LABOUR INCLUSIVE OF THE REPAIR OF COVER FOR BUMPER PRIMED.		✓ 870.00	870.00
	SPRAY PAINTING		✓ 1,000.00	1,000.00
	DIAGNOSTIC AND PROGRAMMING.		✓ 480.00	360.00
	CHECK SHORT CIRCUIT /HARNESS REPAIR.		✓ 280.00	200.00
			2,630.00	2,430.00
<b>GRAND TOTAL</b>			✓ 4,352.98	2,840.16
<b>RECOMMENDED COST OF REPAIRS</b>				<b>2,840.16</b>

Report Ref No. CC4/ASM19008432/Egb3q2

CHEN TSUE YEE  
Automotive AssessorHO 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

S9403142J

Reference

CC4/ASM19008432/Ljb3a2 

Loss Date

10 May 2019

Report Date

13 May 2019 8:50:00 AM

Request Date

13 May 2019

Due Date

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #

SUN7751D

Make

TPVD VOLKSWAGEN

Model

GOLF A7 1.2 TL 81 (DSG)

Service Address

...

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD  
No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

WANG Peter  
peter.wang@axa.com.sg

Actions

Next Step

Wait for Approve Invoice

Add Remarks


Additional Instructions

Messages | Invoices | History | Documents | Assessment | Metrics | Notes

Document Type

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 LKKInvoice1 (4).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	20 August 2019





