

ASS. REC. BY:

REF: CS/MSG 170101991 GS d30p

Special Instruction:

Survayor: GG

**ASSIGNMENT (Office)**

From (Person): Pang Xiu Shi

of MSG

Date/Time: 10.6.2019 16:58 p.m

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SKG 8835 M

Insured:

at Workshop m/s Volkswagen

Tel: 8511 2203

of 1. Kampong Ampat

Policy No: 29077373AVW

Claim No: 595360

Sum Insured:

Excess: \$600 00

Make of Veh:

(Client's Record)

D.O.A. 30.5.2019

CA / **REV** / REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time: 10.6.19 5:11 p.m

Person Contacted:

Steven

Vehicle **IN** / OUT

Date/Time

Action/Instruction ( ✓ ) Estimate.

SKG 8835 M - CC4 / AXA 16017659 / Kyb392

D.O.A - 19/09/2016

12/06/19

@ 11:35 am revised IA to Pang Xiu Shi via Meimer.

12/06/19

@ 11:39 am mandate requested authorize repair to Pang Xiu Shi via meimer.

12/06/19

@ 14:23 pm mandate approved by Eng Hwey Ni.

12/06/19

@ ...

Meimer

ASSIGNMENT

From: Date: 11.6.2019

Estimated Cost:

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

To Inspect Vehicle No: SKG 8835M

at Workshop m/s Volkswagen

of 1 Kampong Ampat

Insured:

Policy No.

Claims No.

Sum Insured: Excess: \$600.00

(Client's Record)

Make of Veh: 100% owner waiting

(Policy Condition)

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

N/S	O/S

Bal. or Market Value: \$96K

IDAC Accident Rpt: Consistent?: Yes or No

GIA / PR Seen: Consistent?: Yes or No

Est. Repairs: 3 days Res.: Yes or No

Lum Sum: % 3 Val.: Yes or No

CA / REV / REP. / 24 HRS

Date: Person Contacted:

Vehicle: IN / OUT

Veh No: SKG 8835M Yr Regn: 29 Mar 2018

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

Truck / Trailer or

Make: Volkswagen Spatvan 1.4 1395

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

Sp. Reading: 22396 T/Radio: Insured / Std / NI / NA

Eng/No:

C/No: WUVZ82AUZJW536804

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or

Brake: In order / Jammed / Leaked / Burnt or

Modi: Nil / S/Rim / STD / Rim or

Tyre Size: F: 225/40R18

R: 11

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

TOYO / YOKO or

Front

R/Bal. 6 mm

L/Bal. 6 mm

D.O.A.

Survey held at w/s

Rear

R/Bal. 6 mm

L/Bal. 6 mm

D.O.I. 11-06-19

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

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

Date / Time

Action / Instruction

24.09.19 Confirmed P/P \$ 3,303.11 @ 3 days with XGR  
( \$ 2,249.39 Red - 41% )

RECEIVED 27 SEP 2019

[Signature]  
26/9/2019

Date/Time, File, Pass to?

22/09/19

1) Typist

Date/Time, File Return to?

2)

: Preli. Report

: Final Report

Days Of Repair: 3

Resurvey No. of Trip: 1

Add Fee:  : Site Insp (\$ )

: Interview (\$ )

: Tech. Invs (\$ )

: Weekend (\$ )

Survey Fee:

Transportation:

S + RS, SI

Photos

Others

TOTAL

150
11
161

Report Format :

Lump Sum / I.B.I: (\$ 3,303.11 P/P)

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

**CLAIM SUBFOLDER TRACKING**

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	04 Jun 2019		10 Jun 2019 16:58 Assign				<b>New Assignment</b> Cancel Case

Main	Reference	Claim Details	Documents	Show All
------	-----------	---------------	-----------	----------

CLAIM SUBFOLDER DETAILS		[Created by insurer]	
Insured:	<b>CHUA PUAY SEN</b> , ID: S1752235C, Tel: +6596758084, Email: haoma66@yahoo.com.sg		
Vehicle Reg. No.:	<b>SKG8835M</b>	Date of Loss:	30/05/2019 19:00 - :59 [16 Months and 29 Days From LTA Reg Date (Man Yr)]
Claim Type:	<b>OD / 595360</b>	Policy/Cover Note No.:	29077373AVW (Comprehensive) Coverage: 29/03/2019 - 28/03/2020
		Excess:	S\$600.00
Repairer:	<b>Volkswagen Group Singapore Pte Ltd (MacPherson)</b> 1 Kampong Ampat, Singapore 368314, 368314 Macpherson - Tel: 63057299		
Handling Insurer:	<b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888 ... [Handled by <b>Pang Xiu Shi</b> - 6594 2586]		
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [ <b>Imm.Advice</b> due 11/06/2019]		
Driver/Custodian:	CHUA PUAY SEN (53 / Male), NRIC: S1752235C, Tel: +6596758084 Email: haoma66@yahoo.com.sg		
Adj Asg. Remarks:	Survey appt 11/06/19 (Tue) at 10am. Owner waiting at Volkswagen Macpherson w/shop. Survey & revert. Please contact us ASAP if you cannot attend this assignment. To revert. Contact: Steven - 6922-3511 / 8511-2203 / 6305-7299		
<b>ASSOCIATED MAIL RECEIVED</b>		<a href="#">View All</a>	<a href="#">Compose Case Mail</a>
There are no mail for this case.			
<b>ALL ASSOCIATED TASKS</b>			
		<a href="#">View All</a>	<a href="#">Search Tasks</a>
		<a href="#">Create New Task</a>	<a href="#">Complete</a>
Due Date	Priority	Type	Task Group
			Subject
			Handler
			Assigned By
			Completed On
			Created On
			Done?
No results.			

> Back to OneMotoring

### Enquire PARF/COE Rebate for Registered Vehicle

Owner ID Type:	Singapore NRIC
Owner ID:	2235C
Vehicle No.:	SKG8835M
Vehicle to be Exported:	No
Intended Deregistration Date:	11 Jun 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	SPORTSVAN 1.4 HIGHLINE AM14HZ
Primary Colour:	Silver
Manufacturing Year:	2017
Engine No.:	CZC894363
Chassis No.:	WVWZZZAUZJW536804
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$27,826.00
Original Registration Date:	29 Mar 2018
First Registration Date:	29 Mar 2018
Transfer Count:	0
Actual ARF Paid:	\$30,957.00
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	28 Mar 2028
PARF Rebate Amount:	\$23,217.00
COE Expiry Date:	28 Mar 2028
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$38,000.00
COE Rebate Amount:	\$33,423.00
<b>Total Rebate Amount:</b>	<b>\$56,640.00</b>

The information contained herein is correct as at 11 Jun 2019

OK

Re: [EXT] Re: SKG 8835M OD / 595360 Date of Loss - 30/05/2019

Shirley Hiew (LKK Auto)

Fri 27/9/2019 9:08 AM

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

Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; SUR <sur@lkkauto.com>

Dear Steven,

Finalize amount confirmed.

Final invoice and all supporting documents sent over to MSIG Insurance (Singapore) Pte. Ltd.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

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

**Sent:** Thursday, 26 September 2019 4:21 PM

**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

**Cc:** Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

**Subject:** RE: [EXT] Re: SKG 8835M OD / 595360 Date of Loss - 30/05/2019

Dear Shirley,

Please refer attached photo and final invoice.

COR : as per attached.

DOR : 3 working days.

Please revert

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

DID: +65 6922-3511  
Mobile: +65 8511-2203  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620

## Shirley Hiew (LKK Auto)

---

**From:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Sent:** Wednesday, 12 June 2019 5:12 PM  
**To:** steven.chee@vw.com.sg  
**Cc:** 'Ong, Germaine (VWG Singapore)'; SUR  
**Subject:** SKG 8835M OD / 595360 Date of Loss - 30/05/2019

Dear Steven,

As instructed by our client, please proceed to repair the insured vehicle **SKG 8835M (Excess \$ 600/-)**.

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.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [Sur@lkkauto.com](mailto:Sur@lkkauto.com) | fax: 6256-4315

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

### View Received Message

This mail is associated with :  
**\*SKG8835M (595360)**  
OD  
May 30 2019 7:00PM  
[CHUA PUAY SEN]  
Volkswagen Group Singapore Pte Ltd

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 12/06/2019 14:23 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$3303.11) - SKG8835M - Claim Handler: Pang Xiu Shi

Approved:3303.11:check Items of \$91.89 to be verified

**DOCUMENTS SUMMARY**  
There are no documents.

# 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: Pang Xiu Shi

Date: 12 Jun 2019

## Preliminary Advice

Vehicle No	: SKG8835M	Accident Date	: 30/05/2019
Make	: VOLKSWAGEN SPORTSVAN	Policy No.	: 29077373AVW
Assignment Date	: 10/06/2019	Excess	: S\$600.00
Date of Inspection	: 11/06/2019	Est. Duration of Repair	: 3 days
Inspection At	: Volkswagen Group Singapore Pte Ltd (MacPherson) 1 Kampong Ampat, Singapore 368314 Singapore 368314		

### Point of Impact / General Description of Damages

The vehicle sustained impact / damages o/s body and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	5,582.50
Revised Amount	:S\$	3,303.11
Check Items (Estimated)	:S\$	91.89
Total	:S\$	3,395.00

Lump Sum Repair :S\$

### **Total Loss Consideration**

New for Old Value	:S\$	
Pre-Accident Value	:S\$	96,000.00
COE / PARF Rebate	:S\$	56,640.00
Salvage Value	:S\$	
Margin for Repair	:S\$	39,360.00

### Remarks

( X ) The vehicle is economical for repair.

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

## 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	31/05/2019 16:06
Date Of Accident	30/05/2019 19:55
Exact Location Of Accident	JURONG WEST STREET 51 CARPARK
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKG8835M
<b>Insured/Policyholder</b>	
Name Of Registered Owner	CHUA PUAY SEN
NRIC No	S1752235C
Email Address	HAOMA66@YAHOO.COM.SG
Mobile Phone No	(LOCAL) +65-96758084
Alternative Phone No	OFFICE-96758084

### Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	SPORTSVAN 1.4HLBMT 92 TSI D7F
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
------------------	-------------

### Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 290773373 AVW
Cover Note Number	

### Driver

Name of Driver	CHUA PUAY SEN
NRIC No	S1752235C
Date Of Birth	29/03/1966
Occupation	INDOOR
Date Of Driving Pass	11/09/1989
Driving Experience	29 YEARS AND 8 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96758084
Fax Number	
Contact Number	OFFICE-96758084
EMail Address	HAOMA66@YAHOO.COM.SG

Address	517D JURONG WEST STREET 52 #10-579
Postcode	644517
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?	NO
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	YP8603C
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	GOODS VEHICLE
Name of Driver	VEERAAIAH KALIMATHA
NRIC/Passport Number	F7961072X
Contact Number	8232 0214
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

**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 **reputate 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: 31 May 2019

Driver's Signature

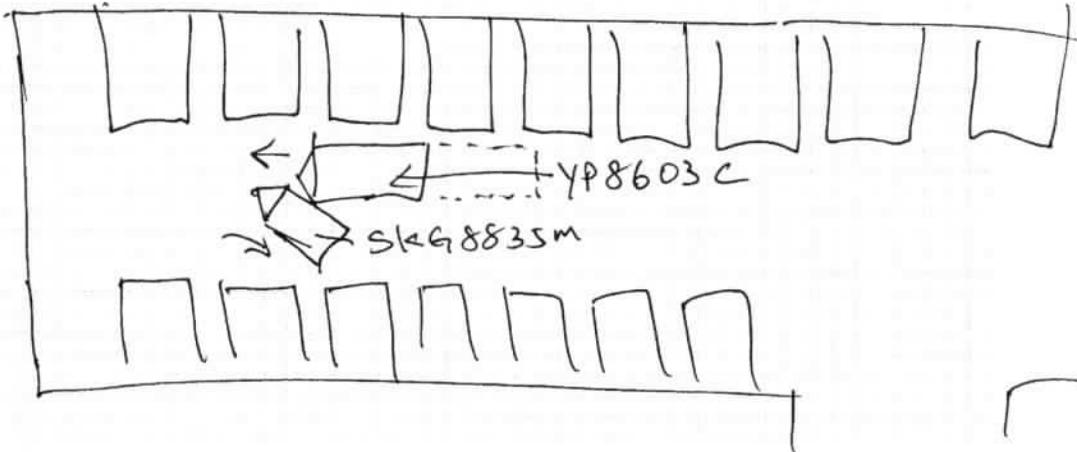
(If driver is not the policyholder)  
Date & Time:



Reporting Centre Personnel's Signature

Name:  
NRIC/FIN No.:

SKETCH PLAN



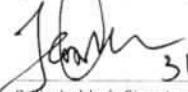
DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 30 May 2019, at 7:55 pm, Blk 501 Jersey West St 51 Carpark. I was driving into the carpark, due to the carpark is full and no parking lot, I decided to drive to the handicap lot and make a 3 point turn and out of the carpark. While I was driving towards the lot, I noticed that YP8603C was station on my right side with hazard light flashing. So I drove ~~in~~ in front of YP8603C, and decided to make a 3 point turn into the lot. While I was making my first steering wheel turn, ~~before~~ I brake my vehicle to full stop, before engaging the ~~reserve~~ Reserve gear, vehicle YP8603C without checking and noticing that I was in front of his vehicle. The driver of YP8603C move forward and collide into my driver's side front door, causing the damage.

Vehicle = YP8603C
Driver : Veeraiyah Kalimuthu
Licence Nos: F7961072X
Mobile : 82320214

DECLARATION

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

 31/ May 2019

Policyholder's Signature  
Date & Time:

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



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



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

VW DRIVEEASY

RENEWAL CERTIFICATE

Policy Number	Period of Insurance	Place of Issue
A 29077373 AVW	29/03/2019 to 28/03/2020	SINGAPORE
Name and Address of Insured		Date of Issue
Chua Puay Sen 517D Jurong West Street 52 #10-579 SINGAPORE 644517		22/02/2019
		Account Number
		156346
Premium	GST	Total Due
SGD1,270.40	SGD88.93	SGD1,359.33

**RISK NUMBER 1**                      **VW DRIVEEASY**

**OCCUPATION**  
Indoor Occupation

**SCOPE OF COVER** Comprehensive

**INTEREST INSURED**

<b>REGISTRATION NO.</b> SKG8835M	<b>SUM INSURED</b>	<b>MARKET VALUE</b>
<b>MAKE/MODEL</b> Volkswagen Sportsvan 1.4 Hline	<b>INCL. COE/PARF</b>	YES
<b>ENGINE NUMBER</b> CZC894363	<b>OFF-PEAK CAR</b>	NO
<b>CHASSIS NUMBER</b> WVVZZZAUZJW536804	<b>NO CLAIM DISCOUNT</b>	30.00 % (or F/D)
<b>YEAR OF MFG</b> 2017	<b>GOOD DRIVER'S DISCOUNT</b>	SGD66.86
<b>CAPACITY</b> 1,395 C.C.	<b>NCD PROTECTOR</b>	NOT COVERED
<b>SEATING CAPACITY</b> 5 (INCL. DRIVER)	<b>EXCESS</b>	SGD600
<b>WINDSCREEN</b> UNLIMITED	<b>ANNUAL PREMIUM</b>	SGD1,270.41

**ACCESSORIES** Aircon, radio/cassette/compact disc player, in-vehicle unit, rust-proofing and other accessories that are factory fitted.

**AUTHORISED DRIVERS**  
Chua Puay Sen  
Any other person provided he is driving on the Insured's order or with the Insured's permission.

11/6/2019 @ 10am

**VOLKSWAGEN CENTRE SINGAPORE**

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



**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
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

**Customer Details:**  
Mr CHUA PUAY SEN  
517D JURONG WEST STREET 52  
#10-579  
Singapore 644517

Acknowledged by Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Company  
MSIG INSURANCE PTE LTD  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 048581

**Quotation**

Non binding - Preview

Page 1/1  
Document no.  
Document date 06-06-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019000867/ 1  
Job order date 06-06-2019  
Service Advisor TIOU CHUAN CHEE

License plate SKG8835M	Model code AM14HZ	First registration 29-03-2018	VIN WVVZZZAUZJW536804	Model Sportsvan 1.4HLBMT 92 TSI D7F	Mileage 15,866
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	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
510831056S	Door RH <i>inc.</i>	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
510837652C	Door Seal Outer RH <i>inc.</i>	1	pcs.	77.32	28.00% #1	55.67	59.57
D 378500A2	Sound Absorber Laminated	1	pcs.	38.79	28.00% #1	27.93	29.89
510837476G VNH	Window Slot Seal Black/Ch CHROME RH <i>inc.</i>	1	pcs.	127.63	28.00% #1	91.89	98.32
	LABOUR	3	pcs.	475.00	475	1,425.00	1,524.75
	TRANSFER DOOR MECHANISM	1	pcs.	475.00	475	475.00	508.25
	Spray Painting	3	pcs.	500.00	500	1,500.00	1,605.00
	MSIG IN HOUSE OD DOA : 30/05/2019 EXCESS : \$600 SURVEY BY :						

Quotation valid till 13-06-2019

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	560.00	5,022.50	630.98	7%	390.78	630.98	5,582.50	5,973.28
<b>Total</b>	<b>560.00</b>	<b>5,022.50</b>	<b>630.98</b>		<b>390.78</b>	<b>630.98</b>	<b>5,582.50</b>	<b>5,973.28</b>

*3/6/19 3 Days.*

*before paint photos.*

*Eno Qian - 82880282*

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).---

*Not Authorized.*

*Excess \$600*

*11/6/19*

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice Preview

Page 1/2

Document no. 27-06-2019  
Document date 5211001211  
Customer no. 200412212G  
Customer GST-ID 39999  
Dealer 2019000958/ 1  
Job order number 12-06-2019  
Job order date TIOU CHUAN CHEE  
Service Advisor

Company  
MSIG INSURANCE PTE LTD  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 048581

Customer Details:  
Mr  
CHUA  
PUAY SEN  
517D JURONG WEST STREET 52  
#10-579  
Singapore 644517

License plate SKG8835M	Model code AM14HZ	First registration 29-03-2018	VIN WVWZZZAUZJW536804	Model Sportsvan 1.4HLBMT 92 TSI D7F	Mileage 23,169
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	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
510831056S	Door	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
	CD-13.6.19-RH						
510837652C	Door Seal Outer	1	pcs.	77.32	28.00% #1	55.67	59.57
	CD-13.6.19-RH						
D 378500A2	Sound Absorber Laminated	1	pcs.	38.79	28.00% #1	27.93	29.89
	STOCK						
	LABOUR	1	pcs.	475.00	#1	475.00	508.25
	TRANSFER DOOR MECHANISM	0.5	pcs.	475.00	#1	237.50	254.13
	SPRAY PAINTING	1	pcs.	500.00	#1	500.00	535.00
	Insurance Excess	1	pcs.	-600.00	#1	-600.00	-642.00
	MSIG IN HOUSE OD						
	DOA : 30/05/2019						
	EXCESS : \$600						
	SURVEY BY : GUO QIANG (LKK)						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	560.00	2,143.11	595.24	7%	189.22	595.24	2,703.11	2,892.33
<b>Total</b>	<b>560.00</b>	<b>2,143.11</b>	<b>595.24</b>		<b>189.22</b>	<b>595.24</b>	<b>2,703.11</b>	<b>2,892.33</b>

Customer

Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

-----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).-----

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Preview

Page	2/2
Document no.	
Document date	27-06-2019
Customer no.	5211001211
Customer GST-ID	200412212G
Dealer	39999
Job order number	2019000958/ 1
Job order date	12-06-2019
Service Advisor	TIOW CHUAN CHEE

Company  
MSIG INSURANCE PTE LTD  
4 Shenton Way  
#21-01 SGX Centre 2  
Singapore 048581

Customer Details:  
Mr  
CHUA  
PUAY SEN  
517D JURONG WEST STREET 52  
#10-579  
Singapore 644517

License plate	Model code	First registration	VIN	Model	Mileage
SKG8835M	AM14HZ	29-03-2018	WVWZZZAUZJW536804	Sportsvan 1.4HLBMT 92 TSI D7F	23,169

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

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

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

This is an authorised document. No signature is required.

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	04 Jun 2019		10 Jun 2019 16:58 <a href="#">Edit Adj Rpt</a>	<b>S\$3,303.11</b> <a href="#">Edit Estimates</a>	<b>S\$3,303.11</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All					
<b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>									
Insured:	CHUA PUAY SEN, ID: S1752235C, Tel: +6596758084, Email: haoma66@yahoo.com.sg								
Vehicle Reg. No.:	SKG8835M	Date of Loss:	30/05/2019 19:00 - :59 [14 Months and 1 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 595360	Policy/Cover Note No.:	29077373AVW (Comprehensive) Coverage: 29/03/2019 - 28/03/2020						
		Excess:	S\$600.00						
Repairer:	Volkswagen Group Singapore Pte Ltd (MacPherson) 1 Kampong Ampat, Singapore 368314, 368314 Macpherson - Tel: 63057299								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Pang Xiu Shi - 6594 2586]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 10/07/2019]								
Driver/Custodian:	CHUA PUAY SEN (53 / Male) , NRIC: S1752235C, Tel: +6596758084 Email: haoma66@yahoo.com.sg								
Adj Asg. Remarks:	Survey appt 11/06/19 (Tue) at 10am. Owner waiting at Volkswagen Macpherson w/shop. Survey & revert. Please contact us ASAP if you cannot attend this assignment. To revert. Contact: Steven - 6922-3511 / 8511-2203 / 6305-7299								
<b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>									
<ul style="list-style-type: none"> <li>MSIG_SG (12/06/2019): Alert - Adj Mandate Approved (S\$3303.11) - SKG8835M - Claim Handler: Pang Xiu Sh...</li> </ul>									
<b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SKG8835M (595360)  
OD  
May 30 2019 7:00PM  
[CHUA PUAY SEN]  
Volkswagen Group Singapore Pte Ltd

Upload Documents		Upload Photos		Compose New Letter		View <span style="float: right;">View in Browser</span>	
<b>Assessment Reports</b>						1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)			Thumbnail	Print	
1	31/05/19 16:44	<b>Accident Statement</b>			Load HTM		
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	12/06/19 11:35	<b>Adjuster Immediate Advice</b>			Load HTM		
<b>Photos/Images</b>						3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)			Thumbnail	Print	
1	31/05/19 16:33	<b>Accident Photo</b> <small>[Linked Accident Report Documents]</small>			Load JPG	<input checked="" type="checkbox"/>	
2	31/05/19 16:33	<b>Accident Photo</b> <small>[Linked Accident Report Documents]</small>			Load JPG	<input checked="" type="checkbox"/>	
3	31/05/19 16:33	<b>Accident Photo</b> <small>[Linked Accident Report Documents]</small>			Load JPG	<input checked="" type="checkbox"/>	
4	31/05/19 16:44	<b>Driving License</b> <small>[Linked Accident Report Documents]</small>			Load JPG	<input checked="" type="checkbox"/>	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
2	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
3.	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
4	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
5	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
6	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
7	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
8	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
9	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
10	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
11	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
12	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
13	12/06/19 11:37	<b>General View</b>			Load JPG	<input checked="" type="checkbox"/>	
14	26/09/19 16:41	<b>Reinspection Photo</b>			Load JPG	<input checked="" type="checkbox"/>	
15	26/09/19 16:41	<b>Reinspection Photo</b>			Load JPG	<input checked="" type="checkbox"/>	
16	26/09/19 16:41	<b>Reinspection Photo</b>			Load JPG	<input checked="" type="checkbox"/>	
17	26/09/19 16:41	<b>Reinspection Photo</b>			Load JPG	<input checked="" type="checkbox"/>	
18	26/09/19 16:41	<b>Reinspection Photo</b>			Load JPG	<input checked="" type="checkbox"/>	
<b>Documentation</b>						1 per page	<input checked="" type="checkbox"/>
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)			Thumbnail	Print	
1	06/06/19 15:27	<b>OD estimate</b>			Load PDF		
2	06/06/19 15:31	<b>Email to arrange survey</b>			Load PDF		
3	06/06/19 15:32	<b>confirmed to survey on 11.06.2019 10am</b>			Load PDF		
No	Finalized On	Volkswagen Centre Singapore (HQ)			Thumbnail	Print	
1	31/05/19 16:44	<b>Sketch Plan</b> <small>[Linked Accident Report Documents]</small>			Load TIF		
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor)			Thumbnail	Print	
1	06/06/19 15:43	<b>Email - Survey Appt 11/06/19</b>			Load PDF		
2	10/06/19 16:55	<b>Outsource Instruction</b>			Load PDF		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)			Thumbnail	Print	
1	12/06/19 11:36	<b>SKG 8835M GIA .pdf</b>			Load PDF		
2	12/06/19 11:36	<b>ESTIMATE.pdf</b>			Load PDF		
3	26/09/19 16:45	<b>ESTIMATE MARKED.pdf</b>			Load PDF		

### Linked Accident Report Documents

			View	View in Browser
<b>Assessment Reports</b>			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	31/05/19 16:44	<b>Accident Statement</b>	 Load HTM	
<b>Photos/Images</b>			3 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	31/05/19 16:33	<b>Accident Photo</b>	 Load JPG	<input checked="" type="checkbox"/>
2	31/05/19 16:33	<b>Accident Photo</b>	 Load JPG	<input checked="" type="checkbox"/>
3	31/05/19 16:33	<b>Accident Photo</b>	 Load JPG	<input checked="" type="checkbox"/>
4	31/05/19 16:44	<b>Driving License</b>	 Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	31/05/19 16:44	<b>Sketch Plan</b>	 Load TIF	

### Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>			
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>			
<b>Show Remarks To:</b> <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/MSG19010199/GSD3E2

**Date:** 02/10/2019

#### REFERENCE

Insured/Claimant:	CHUA PUAY SEN	Policy No:	29077373AVW	
Date of Loss:	30/05/2019	Nature of Claim:	OD	Claim No: 595360

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	<b>SKG8835M</b>		
Make & Model:	VOLKSWAGEN SPORTSVAN, 1.4 (A)	Engine No:	CZC894363
Reg. Date:	29/03/2018 (Man. Year: 2017)	Chassis No:	WVWZZZAUZJW536804
Colour:	Silver	Odometer:	22396 km
Engine Capacity:	1395 cc		
Market Value/New Car Price:	S\$96,000.00		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### 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:	225/40R18	Rear Tyre Size:	225/40R18
Front Left Side:	Bridgestone 6 mm	Rear Left Side:	Bridgestone 6 mm
Front Right Side:	Bridgestone 6 mm	Rear Right Side:	Bridgestone 6 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	1,622.50	1,530.61	91.89	5.66
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,960.00	1,772.50	2,187.50	55.24
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Calculated Gross Total (S\$)</b>	<b>5,582.50</b>	<b>3,303.11</b>	<b>2,279.39</b>	<b>40.83</b>
<b>- Excess (S\$)</b>	600.00	600.00	0.00	0.00
<b>(S\$)</b>	4,982.50	2,703.11	2,279.39	45.75
<b>+ GST 7.00/7.00% (S\$)</b>	348.78	189.22	159.56	45.75
<b>Nett Amount (S\$)</b>	<b>5,331.28</b>	<b>2,892.33</b>	<b>2,438.95</b>	<b>45.75</b>

#### INSPECTION

Date of Assignment: 10/06/2019

Date Inspected: 11/06/2019 Inspected At:

Volkswagen Group Singapore Pte Ltd  
(MacPherson)  
1 Kampong Ampat, Singapore 368314  
Singapore 368314

Estimated Period of Repair: 3.0 days

**Adjuster:** XING GUO QIANG

**Manager:** Hiew May Fung

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 DETAILS****Reference**

<b>Part Source:</b>	(Last Synchronised: 02 Oct 2019)	
<b>Parts:</b>	N/A	VOLKSWAGEN SPORTSVAN 1.4 (A) (Model not available in database)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SKG8835M)	
<b>Validity:</b>	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	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

**Recommended Parts**

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount	
1	1		*DOOR SEAL OUTER RH	Necessary	55.67 FS	*55.67 FS	
2	1		*SOUND ABSORBER LAMINATED	Necessary	27.93 FS	*27.93 FS	
3	1		*WINDOW SLOT SEAL BLACK/CH CHROME RH	Not Necessary	91.89 FS	*- FS	
4	1		*DOOR RH	Buckled	1,447.01 FS	*1,447.01 FS	
					<b>Total Parts (S\$)</b>	<b>1,622.50</b>	<b>1,530.61</b>

F=Franchise part. S=SpcNett.

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
<b>Labour Items</b>				
1	DIAGNOSTIC AND PROGRAMMING	New	360.00	360.00
2	CHECK SHORT CIRCUIT/HARNESS REPAIR	New	200.00	200.00
3	LABOUR	New	1,425.00	475.00
4	TRANSFER DOOR MECHANISM	New	475.00	237.50
5	SPRAY PAINTING	New	1,500.00	500.00
<b>Gross Labour Cost (\$\$)</b>			<b>3,960.00</b>	<b>1,772.50</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >