

CASE OWNER:

CC 4, IN 190 11776, Gwa39

LKK
IDAC

Surveyor:

XGQ

DOI:

ASSIGNMENT

5/7/19

Date / Time:

3/7/19

Registered in Merimen:

8/7/19

Pre-assign / CCU / FTE

SAC 8635E



Insured Vehicle No.

Claim No.

Name of Insured

Comfort Transportation PL

Policy No.

Insured Tel No.

HP:

Make / Model

Excess Sec II :SS

D.O.A:

28/6/19

Place of Accident

Is driver the owner?

(YES / NO)

Nature of Accident

If NO, Driver Name / Age:

Driver Tel No.:

(VL: YES NO)

OI GIA REPORT YES / NO ; TP GIA REPORT YES / NO

Insured Liability:

%

Final ? Yes / No

SLW 7714P



INSRS:

WSP:

Tel:

Liability:

RMKS:

Volkswagen.



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

SLW 7714P. X;
SAC 8635E, car/Lor 187776/11776; 0018/11776
car/Lor 187776/11776; 0018/11776

STAGE	DATE / PIC
Non-Reporting ltr (1st)	
Non-Reporting ltr (2nd)	
Non-Reporting ltr (Final)	
Notification ltr (if non-pickup)	
Call OI	
After call ltr to OI	
Documentation Check List:	Handler Typist
Notification ltr (if non-pickup)	
After call ltr to OI	
Authorisation To Act	
Release Voucher	
Final Repair Bill	
Car Rental Invoice	
Towing Invoice	
LTA / GIA	
Medical Bill	
PIR	
Minute/Reject Instruction	
LOD	
Payment Breakdown Form	
Post-Repair Photos	
Others	

10/7/19.

seek liability via merimen

16/7/19

liability clear via merimen

13/7/19.

File pass to typist type report

* TP had submitted original LOD & dec to II directly.

3/9/19

File -> Su + send DV

16/1/2020

File pass to me to close.

PRELIMINARY ADVICE		Date/Time:	Sent By:	Confirm by:	
FINALIZATION		Date/Time:	Confirm with:	Confirm by:	
Repair Cost:	SS	(days)	Reduction:	%	Email ☐ Call ☐
FINAL SETTLEMENT		Date/Time:	Confirm with:	Email ☐ Call ☐	
Final Liability:	%	100	Agreed / Assessed	BOLA S/N No.:	9
Repair Cost:	SS	5827.64			
Loss of Rental (LOR):	SS	(days)			
Loss of Use (LOU):	SS	240.00 (\$ 60 x 4 days)			
Loss of Income (LOI):	SS	(\$ x days)			
LOR only ☐ LOU only ☐	LOR + LOU ☐ LOR + LOI ☐ [Tick only one]				
GIA/LTA Search	SS	1.45			
Medical:	SS	-			
Disbursement:	SS	-	(e.g. Tow/ Independent)		
Legal Cost	SS	-			
Total:	SS	6075.09	Global Sum SS:		
FINAL PAYMENT		Date/Time:	Confirm with:	Email ☐ Call ☐	
Payee 1:	SS	6075.09	Name 1:	Volkswagen Centre Singapore.	
Payee 2: (Strike if N.A.)	SS		Name 2:		
Payee 3: (Strike if N.A.)	SS		Name 3:		

COPY SENT

1) Claim status: Normal/Reject/Private Settle
2) Report Format: 9
3) Survey fee: 500.00

VOLKSWAGEN CENTRE SINGAPORE

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



L&K 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 1/2

Document no.
Document date 02-07-2019
Customer no. 5211042216
Customer GST-ID
Dealer 39999
Job order number 2019001169/ 1
Job order date 02-07-2019
Service Advisor SHU SHI TANG

Mr
MUHAMMAD HAMDAN
BIN ABDUL R.
20 DIDO STREET
Singapore 459472

License plate	Model code	First registration	VIN	Model	Mileage
SLW7714P	BQ12AZ	28-02-2018	VWVZZZAUZJW082823	Golf Trendline 1.0 TSI 81kW DSG	29,863

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	299.60
5G0807217FNGRU	Cover For Bumper Primed	1	pcs.	1,083.64	#1	1,083.64	1,159.49
	*please check parts number for this chassis						
5G0805915J 9B9	Retainer For Spoiler Sati	1	pcs.	174.53	#1	174.53	186.75
	*please check parts number for this chassis						
5G0807049B	Guide Piece	1	pcs.	19.18	#1	19.18	20.52
	LHF Bumper Bracket						
	*please check parts number for this chassis						
5G0807050B	Guide Piece	1	pcs.	19.18	#1	19.18	20.52
	RHF Bumper Bracket						
	*please check parts number for this chassis						
5G0807248G	Foam Insert	1	pcs.	38.75	#1	38.75	41.46
	*please check parts number for this chassis						
5G0807109AL	Impact Beam	1	pcs.	587.84	#1	587.84	628.99
	Reinforcement						
	*please check parts number for this chassis						
5G0853651CCZLL	Radiator Grille Satin Bla	1	pcs.	422.26	#1	422.26	451.82
3G0853601B DPJ	Vw Sign Black/Bright Chro	1	pcs.	83.89	#1	83.89	89.76
5G0853677M 9B9	Cooling Air Grill Satin B	1	pcs.	119.98	#1	119.98	126.38
5G0853211G 9B9	Cover Part For Bumper Sat	1	pcs.	31.13	#1	31.13	33.31
	LHF cooling air grille						
5G0853212G 9B9	Cover Part For Bumper Sat	1	pcs.	31.13	#1	31.13	33.31
	RHF cooling air grille						
5G0853665N 9B9	Cooling Air Grill Satin B	1	pcs.	70.75	#1	70.75	75.70
	LHF						
5G0853666N 9B9	Cooling Air Grill Satin B	1	pcs.	70.75	#1	70.75	75.70
	RHF						
5G2941005D	Twin Halogen Headlamps	1	pcs.	694.01	#1	694.01	742.59
	LHF						
5G2941006D	Twin Halogen Headlamps	1	pcs.	694.01	#1	694.01	742.59
	RHF						
	Labour	4	pcs.	840.00	#1	3,360.00	3,595.20
	Spray Painting	4	pcs.	800.00	#1	3,200.00	3,424.00
	Number Plate	1	pcs.	80.00	#1	80.00	85.60
	INDIA DIRECT SETTLEMENT						
	DOA: 28/06/2019						
	TP VEH: SHC8635E						
	SURVEY BY:						

Quotation valid till 09-07-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	10,781.03	7%	807.87	11,541.03	12,348.90

4 Days.
One Qial - 8288 0282
05/7/19 before paint photos.

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice Preview

Page 1/2

Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Mr
MUHAMMAD HAMDAN
BIN ABDUL R.
20 DIDO STREET
Singapore 459472

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

24-08-2019
5211000972
198703792K
39999
2019001499/ 1
29-07-2019
TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLW7714P	BQ12AZ	28-02-2018	WVWZZZAUZJW082823	Golf Trendline 1.0 TSI 81kW DSG	36,721

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	299.60
5G0807217FNGRU	Cover For Bumper Primed	1	pcs.	1,083.64	#1	1,083.64	1,159.49
5G0853651CCZLL	Radiator Grille Satin Bla	1	pcs.	422.26	#1	422.26	451.82
3G0853601B DPJ	Vw Sign Black/Bright Chro	1	pcs.	83.89	#1	83.89	89.76
5G0853677M 9B9	Cooling Air Grill Satin B	1	pcs.	119.98	#1	119.98	128.38
5G0805705R	Guide	1	pcs.	36.62	#1	36.62	39.18
	BUMPER CENTRE BRACKET XR-13/8/2019						
	Labour	1.5	pcs.	840.00	#1	1,260.00	1,348.20
	Spray Painting	2	pcs.	800.00	#1	1,600.00	1,712.00
	Number Plate	1	pcs.	80.00	#1	80.00	85.60
	INDIA DIRECT SETTLEMENT DOA: 28/06/2019 TP VEH: SHC8635E SURVEY BY: GUO QIANG (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	4,686.39	7%	381.25	5,446.39	5,827.64
Total	760.00	4,686.39		381.25	5,446.39	5,827.64

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	24-08-2019
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	39999
Job order number	2019001499/ 1
Job order date	29-07-2019
Service Advisor	TIOW CHUAN CHEE

Company	Customer Details:
INDIA INTERNATIONAL INSURANCE	Mr
64 CECIL STREET	MUHAMMAD HAMDAN
#04-05 IOB BUILDING	BIN ABDUL R.
Singapore 049711	20 DIDO STREET
	Singapore 459472

License plate	Model code	First registration	VIN	Model	Mileage
SLW7714P	BQ12AZ	28-02-2018	WVWZZZAUZJW082823	Golf Trendline 1.0 I TSi 81kW DSG	36,721

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2526214002, Swift Code: 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

This is an authorised document. No signature is required.

VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial
Vehicles

Quotation

Non binding - Preview

Page 2/2

Mr
MUHAMMAD HAMDAN
BIN ABDUL R.
20 DIDO STREET
Singapore 459472

Document no.
Document date 02-07-2019
Customer no. 5211042216
Customer GST-ID
Dealer 39999
Job order number 2019001169/ 1
Job order date 02-07-2019
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLW7714P	BQ12AZ	28-02-2018	WVWZZZAUZJW082823	Golf Trendline 1.0 TSI 81kW DSG	29,863

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
Total	760.00	10,781.03		807.87	11,541.03	12,348.90

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) —

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	7421E
Vehicle Details	
Vehicle No.:	SLW7714P
Vehicle to be Exported:	No
Intended Deregistration Date:	05 Jul 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF TSI TL
Primary Colour:	White
Manufacturing Year:	2017
Engine No.:	CHZ579336
Chassis No.:	WVWZZZAUZJW082823
Maximum Power Output:	81.0 kW (108 bhp)
Open Market Value:	\$18,520.00
Original Registration Date:	28 Feb 2018
First Registration Date:	28 Feb 2018
Transfer Count:	1
Actual ARF Paid:	\$18,520.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	27 Feb 2028
PARF Rebate Amount:	\$13,890.00
Intended COE Rebate Details	
COE Expiry Date:	27 Feb 2028
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$38,200.00
COE Rebate Amount:	\$33,029.00
Total Rebate Amount:	\$46,919.00

The information contained herein is correct as at 05 Jul 2019

OK

Certificate of Insurance

MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) ACT (CHAPTER 169)
MOTOR VEHICLES (THIRD PARTY RISKS AND COMPENSATION) RULES, 1960
ROAD TRANSPORT ACT, 1987 (MALAYSIA)
MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (MALAYSIA)

24 Hour Motor Accident Reporting
and Assistance Helpline

6333 2222

www.ergo.com.sg

Certificate/Policy Number : DMPG18004354
Vehicle Registration Number : SLW7714P
Cover Type : Enhanced Comprehensive
Policy Type : Private Car
Name of Policyholder/Insured : MUHAMMAD HAMDAN BIN ABDUL RAHMAN
Commencement Date of Insurance : 05/10/2018
Expiry Date of Insurance : 04/10/2019
Excess :
EXCESS: (SECTION I) : S\$ 500.00
ADD'L EXCESS: UNNAMED DRIVERS (SECTION II) : S\$ 500.00
YOUNG & INEXP DRIVERS (SECTION I) : S\$ 3,000.00

Finance Company/Hire Purchase Owner : DBS BANK LTD

*Persons or Classes of Persons entitled to drive:

1. The Policyholder
2. Any Person who is driving on the Policyholder's order or permission

Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle. And provided further that the Motor Vehicle is registered under the Road Traffic Act and its registration under the Road Traffic Act has not been cancelled at the time of the accident loss or damage.

* Limitations as to Use:

- 1) Use only for social domestic and pleasure purposes
- 2) Use for Policyholder's business

This Policy does not cover

- 1) Use for hire or reward, racing, pace-making, reliability trial or speed-testing and on race track
- 2) Use for the carriage of goods other than samples in connection with any trade or business
- 3) 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 169) and Section 95 of the Road Transport Act, 1987 (Malaysia) are not to be included under these headings (*).

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 169) and Part IV of the Road Transport Act, 1987 (Malaysia).

For and on behalf of ERGO Insurance Pte. Ltd.
Approved Insurer

Karl-Heinz Juy

Authorized Signature

Z000002	MAXURANCE VENTURE	Contact Number: 61002592
Vehicle Chassis Number: WYVZZZAUZ/M082823, Vehicle Engine Number: CHZ579339		PC1, 04/10/2018 15:27

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Wednesday, 3 July 2019 10:25 AM
To: Chee Steven (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: Manivel Priyadarshini
Subject: RE: request direct settlement for SLW7714P & SHC8635E on 28/06/2019
Attachments: 0499_001.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SLW7714P and let us have your report urgently.

This claim will be handled by Ms Priya.

*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,
Gabriel Wee



64 Cecil Street; #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext - 248

From: Chee Steven (VGS - SG/Singapore) [mailto:steven.chee@vw.com.sg]
Sent: 03 July, 2019 9:47 AM
To: Motor Claim - III <motorclaim@iii.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: RE: request direct settlement for SLW7714P & SHC8635E on 28/06/2019

Dear Gabriel,

- We would like to choose LKK Auto Consultants Pte Ltd

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

Veh Out

5/7/19 Nam

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Wednesday, 3 July 2019 9:45 AM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: request direct settlement for SLW7714P & SHC8635E on 28/06/2019

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,
Gabriel Wee



64 Cecil Street, #05 - IOB Building
Singapore 049711
Tel: 6347 6100, Ext - 248

From: Tang Shu Shi (VGS - SG/Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: 02 July, 2019 5:31 PM

To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: request direct settlement for SLW7714P & SHC8635E on 28/06/2019

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Tuesday, 2 July 2019 5:22 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: Scan Image

Internal

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

View Received Message

This mail is associated with :

***SLW7714P (MCT19060743)**

[SHC8635E]

TP

MUHAMMAD HAMDAN BIN ABDUL RAHMAN

Jun 28 2019 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

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

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 10/07/2019 16:37 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (S\$0.00) - SLW7714P - Claim Handler: Priya

Approved:0.00.

DOCUMENTS SUMMARY

There are no documents.

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Jul 2019 14:10	Clim Dtl Modified	Claimant's Name: -> MUHAMMAD HAMDAN BIN ABDUL RAHM. Claimant's ID: -> S9337421E.	[A] HOW MEI KWAN
2	03 Jul 2019 14:10	Clim Veh Model Changed	(205668) VOLKSWAGEN GOLF 999cc TSI TL (A).	[A] HOW MEI KWAN
3	03 Jul 2019 14:10	Clim Created	Reg No: SLW7714P. Acct Date: 2019/06/28. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: ERGO Insurance Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (MacPherson)	[A] HOW MEI KWAN
4	03 Jul 2019 14:10	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	03 Jul 2019 14:10	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/07/12	[A] HOW MEI KWAN
6	03 Jul 2019 14:10	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Jul 2019 14:11	Label Added	(30651):Vehicle Not In,(30653):Direct Settlement.	[A] HOW MEI KWAN
8	03 Jul 2019 14:11	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
9	08 Jul 2019 19:48	Label Removed	(30651):Vehicle Not In.	[A] HOW MEI KWAN
10	08 Jul 2019 19:48	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> XING GUO QIANG	[A] HOW MEI KWAN
11	08 Jul 2019 19:48	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD. Insured ID: -> 199303821R.	[A] HOW MEI KWAN
12	10 Jul 2019 16:15	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remarks: BOLA 9	[A] VIVIAN LAU PEI FENG
13	10 Jul 2019 16:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/07/12	[I] Priya
14	10 Jul 2019 16:37	Adj Mandate Set	Approved:0.00.	[I] Priya
15	23 Sep 2019 10:03	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	23 Sep 2019 10:03	Clim Dtl Modified	JPJ Reg. Date: -> 2018/02/28.	[A] JOANNE LEE KHANG MIN
17	23 Sep 2019 10:03	Clim Details Notified		[A] JOANNE LEE KHANG MIN
18	26 Sep 2019 12:59	Adj Mandate Request	Cur.Req:6075.09:PODS Liability: 100% Quantum: (a)CORw/GST: \$5,827.64 + (b)LOU (4days x \$60.00): \$240.00 + (c)LTA/GIA search fee: \$7.45 = Total: \$6,075.09 Vehicle Model: Volkswagen Golf (999cc) 4 recommendation repair days For your approval pleas	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None



Go

ACTIVITY

[16/07/2019 10:29] VIVIAN LAU PEI FENG:

liability clear via merimen

[10/07/2019 16:15] VIVIAN LAU PEI FENG:

Print Received Message

This mail is associated with :

***SLW7714P (MCT19060743)
[SHC8635E]**

TP

MUHAMMAD HAMDAN BIN ABDUL RAHMAN

Jun 28 2019 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 26/09/2019 14:08 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$6075.09) - SLW7714P - Claim Handler: Priya

Approved:6075.09.

Hsiao Tong (LKKAuto)

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Friday, 27 September 2019 4:46 PM
To: Hsiao Tong (LKKAuto)
Cc: Wong MeiY (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); Admin A
Subject: RE: [EXT] RE: FINALISATION SLW7714P //LKK REF: CC4/III19011776/Gpa3

Dear Hsiao Tong,

Offer accepted, please proceed necessary action.

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Friday, 27 September 2019 4:40 PM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: RE: [EXT] RE: FINALISATION SLW7714P //LKK REF: CC4/III19011776/Gpa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 5,827.64
2. Loss of Use (4days x \$60.00)	\$ 240.00
3. LTA/GIA Search Fee	\$ 7.45
Total	\$ 6,075.09

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 12 September, 2019 7:13 PM

To: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Guo Qiang (LKKAuto)

<GuoQiang@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>;

Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>

Subject: RE: [EXT] RE: FINALISATION SLW7714P

Dear Vivian,

Please refer attached LOD and please process necessary action.

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



Internal

From: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Sent: Tuesday, 27 August 2019 12:19 PM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>
Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Admin A <admin-a@lkkauto.com>
Subject: [EXT] RE: FINALISATION SLW7714P

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/Madam,

ACCIDENT INVOLVING SLW 7714P & SHC 8635E ON 28/06/2019

We refer to the above matter

Our surveyor have finalise COR at \$ 5,446.39 (exclude gst) 4days. (**Subject to insurance approval**)

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

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

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

Sent: Saturday, 24 August, 2019 10:57 AM

To: Guo Qiang (LKKAuto) <GuoQiang@lkkauto.com>

Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FINALISATION SLW7714P

Dear GX

Please see attached finalisation

COR :As per attached

4 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
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

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

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	03 Jul 2019 Edit Reg		03 Jul 2019 00:00 Edit Adj Rpt	\$55,446.39 Edit Estimates	\$55,446.39 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R									
Main Claimant: MUHAMMAD HAMDAN BIN ABDUL RAHMAN, ID: S9337421E									
Vehicle Reg. No.: SLW7714P		Date of Loss: 28/06/2019 19:00 - :59 [16 Months From LTA Reg Date (Man Yr)]							
Claim Type: TP / MCT19060743		Policy/Cover Note No.: MCOM0015							
Vehicle Reg. No. (Insured): SHC8635E		Policy No. (Claimant): DMPG18004354							
		Excess:							
Repairer: Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT, 368314 Macpherson - Tel:									
Handling Insurer: India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]									
Claimant's Insurer: ERGO Insurance Pte. Ltd. (HQ) - Tel: 6829 9199									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 12/07/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- III_SG (26/09/2019): Alert - Adj Mandate Approved (\$6075.09) - SLW7714P - Claim Handler: Priya - III_SG (10/07/2019): Alert - Adj Mandate Approved (\$0.00) - SLW7714P - Claim Handler: Priya									
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

*SLW7714P (MCT19060743)
[SHC8635E]

TP

MUHAMMAD HAMDAN BIN ABDUL RAHMAN

Jun 28 2019 7:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

Upload Documents			Upload Photos		Compose New Letter		View		View in Browser	
Photos/Images							3 per page		☒	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)						Thumbnail	Print	
1	27/08/19 09:14	General View						Load JPG	☒	
2	27/08/19 09:14	General View						Load JPG	☒	
3	27/08/19 09:14	General View						Load JPG	☒	
4	27/08/19 09:14	General View						Load JPG	☒	
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Photos/Images			3 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
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68	27/08/19 09:14	General View		☒
69	27/08/19 09:14	General View		☒
70	27/08/19 09:16	Odometer Reading		☒
71	27/08/19 09:16	Chassis Number		☒
72	27/08/19 09:16	Dismantled Parts		☒
73	27/08/19 09:16	Dismantled Parts		☒
74	27/08/19 09:16	Dismantled Parts		☒
75	27/08/19 09:16	Dismantled Parts		☒
76	27/08/19 09:16	Dismantled Parts		☒
77	27/08/19 09:16	Dismantled Parts		☒
78	27/08/19 09:16	Dismantled Parts		☒
79	27/08/19 09:16	Reinspection Photo		☒
80	27/08/19 09:16	Reinspection Photo		☒
81	27/08/19 09:16	Reinspection Photo		☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	03/07/19 14:11	ACKNOWLEDGEMENT EMAIL TO III DD 03.07.2019		☐
2	03/07/19 14:11	NOTIFICATION FROM WORKSHOP + TP ESTIMATE + TP GIA REPORT		☐
3	09/07/19 08:50	TP ESTIMATE - MARKED		☐
4	23/09/19 11:46	WORKSHOP INVOICE		☐
5	23/09/19 11:46	LTA SEARCH		☐
6	17/01/20 10:20	AUTHORISATION TO ACT FORM		☐
7	17/01/20 10:20	DISCHARGE VOUCHER		☐
8	17/01/20 10:20	LOD		☐
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	04/07/19 08:53	Singapore Accident Statement		☐
2	27/09/19 16:21	Letter of Demand from Third Party TPD LOD FROM VOLKSWAGEN (SLW7714P) FWD LKK HANDLE		☐

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: ☐ Handling Insurer

Note: Remarks are private unless you show it to other parties.

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

Our File No: CC4/III19011776/GPA3Q2

Date: 17/01/2020

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: SLW7714P Insured Vehicle No: SHC8635E
 Date of Loss: 28/06/2019 Nature of Claim: TP Claim No: MCT19060743

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SLW7714P
 Make & Model: VOLKSWAGEN GOLF, 999cc TSI TL (A) Engine No: CHZ579336
 Reg. Date: 28/02/2018 (Man. Year: 2017) Chassis No: VWWZZZAUZJW082823
 Colour: White Odometer: 34400 km
 Engine Capacity: 999 cc
 Market Value/New Car Price: N/A
 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: Yes

CONDITION OF TYRES

Front Tyre Size: 205/50 R16 Rear Tyre Size: 205/50 R16
 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	4,257.65	1,826.39	2,431.26	57.10
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,320.00	3,620.00	3,700.00	50.55
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	11,577.65	5,446.39	6,131.26	52.96
+ GST 7.00/7.00% (S\$)	810.44	381.25	429.19	52.96
Nett Amount (S\$)	12,388.09	5,827.64	6,560.45	52.96
+ Loss of Use (4.0 x S\$60.00/day) (S\$)		240.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		6,075.09		

INSPECTION

Date of Assignment: 03/07/2019
 Date Inspected: 05/07/2019 Inspected At: Volkswagen Centre Singapore (MacPherson)
 1 KAMPONG AMPAT Singapore 368314
 Estimated Period of Repair: 4.0 days

Adjuster: XING GUO QIANG

Manager: CHEW HSIAO TONG

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		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 23 Sep 2019)
Parts:	144	VOLKSWAGEN GOLF 999cc TSI TL (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SLW7714P)	
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 FOR BUMPER PRIMED	Deformed	1,083.64 FS	*1,083.64 FS
2	1		*RETAINER FOR SPOILER SATI	Not Necessary	174.53 FS	*- FS
3	1		*GUIDE PIECE LHF BUMPER BRACKET	Not Necessary	19.18 FS	*- FS
4	1		*GUIDE PIECE RHF BUMPER BRACKET	Not Necessary	19.18 FS	*- FS
5	1		*FOAM INSERT	Not Necessary	38.75 FS	*- FS
6	1		*IMPACT BEAM REINFORCEMENT	Not Necessary	587.84 FS	*- FS
7	1		*RADIATOR GRILLE SATIN BLA	Cracked	422.26 FS	*422.26 FS
8	1		*VW SIGN BLACK/BRIGHT CHRO	Missing	83.89 FS	*83.89 FS
9	1		*COOLING AIR GRILL SATIN B	Cracked	119.98 FS	*119.98 FS
10	1		*COVER PART FOR BUMPER SAT LHF COOLING AIR GRILLE	Not Necessary	31.13 FS	*- FS
11	1		*COVER PART FOR BUMPER SAT RHF COOLING AIR GRILLE	Not Necessary	31.13 FS	*- FS
12	1		*COOLING AIR GRILL SATIN B LHF	Not Necessary	70.75 FS	*- FS
13	1		*COOLING AIR GRILL SATIN B RHF	Not Necessary	70.75 FS	*- FS
14	1		*TWIN HALOGEN HEADLAMPS LHF	Not Necessary	694.01 FS	*- FS
15	1		*TWIN HALOGEN HEADLAMPS RHF	Not Necessary	694.01 FS	*- FS
16	1		*NUMBER PLATE	Bent	80.00 FS	*80.00 FS
17	1		*BUMPER CENTRE BRACKET	Broken	36.62 FS	*36.62 FS

F=Franchise part. S=SpcNett.

Total Parts (S\$) **4,257.65** **1,826.39**

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
<u>Labour Items</u>				
1	LABOUR	New	3,360.00	1,600.00
2	SPRAY PAINTING	New	3,200.00	1,260.00
3	DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
4	CHECK SHORT CIRCUIT /HARNESS REPAIR	New	280.00	280.00
Gross Labour Cost (S\$)			7,320.00	3,620.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >