

INSURANCE

INS. CASE OWNER:

Jaime

CC 4 / EQ1901 3371

T1 wbb

LKK:

IDAC:

Surveyor:

Taufik

DOI:

ASSIGNMENT

31/2/19

Date / Time:

29/1/19

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SKU 4082X

Name of Insured:

HONG TEE SENG KENNY

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

W/1/19

Is driver the owner?

(YES / NO)

Nature of Accident:

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

bmpm19-004888

Honda

PIE TWDs Chong

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

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

Insured Liability:

%

Final ? Yes / No

SLZ 68752

INSRS:
WSP:
Tel:
Liability:
RMKS:

volkswagen

INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:INSRS:
WSP:
Tel:
Liability:
RMKS:

Date/ Time

4/2/19 - X

SKU 4082X - X

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:

violan
31/2/19

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:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE

Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

5/3/19

Confirm with:

Email

Call

Final Liability:

%

Agreed / Assessed BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

SS

16016.46

Loss of Rental (LOR):

SS

720.00 (S 60 x 13 days)

Loss of Use (LOU):

SS

720.00 (S 60 x 13 days)

Loss of Income (LOI):

SS

(S x days)

LOR only

LOU only

LOR + LOU

LOR + LOU

(Tick only one)

GIA/LTA Search

SS

5.00

Medical:

SS

128.00

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Normal/Reject/Private/Settle

2) Report Format:

3) Survey fee:

Total:

SS

16926.46

Global Sum SS:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

16926.46

Name 1:

Volkswagen Centre Singapore

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

ASS. REQ. BY: Tanpin

REF: EQ1

ASSIGNMENT

From:

Date:

31/07/2019

Veh No:

SLZ6875Z

Yr Regn:

2018 May

Estimated Cost:

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

To Inspect Vehicle No:

SLZ6875Z

at Workshop m/s

Volkswagen

of

247 Alexandra Road

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

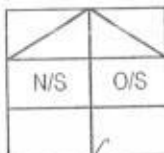
(Client's Record)

Make of Veh:

3pm (waiting)

(Policy Condition)

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



Bal. or Market Value:

\$80K

IDAC Accident Rpt:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

9

days

Res.: Yes or No

Lum Sum:

%

3 Val.: Yes or No

CA / REV / REP. / 24 HRS

rap

Date:

Person Contacted:

Vehicle: IN / OUT

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

Truck / Trailer or

Make:

Volkswagen Golf

c.c

999

Colour:

white

A/C:

Insured / Std / NI / NA

Sp. Reading

14873

T/Radio:

Insured / Std / NI / NA

Eng/No:

WVWZZZAYZJW225250

C/No:

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modl: Nil / S/Rim / STD A/Rim or

Tyre Size:

F:

205/55R16

R:

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

TOYO / YOKO or

Front

Rear

R/Bal.

6

mm

R/Bal.

6

mm

L/Bal.

6

mm

L/Bal.

6

mm

D.O.A.

D.O.I.

31/7/19 3pm

Survey held at

VW Alexandra

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

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

Date / Time

Action / Instruction

PIP \$14968.65 (Rel \$7254/33%)

Rebate: \$47,818

9 + 2PH + 2Sun = 13days

Date/Time, File Pass to?



: Preli. Report

1)



: Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Add Fee:



: Site Insp (\$



: Interview (\$



: Tech. Invs (\$



: Weekend (\$

Survey Fee:

Transportation:

3 + PS SI

Photos

Others

TOTAL

Report Format:

Lump Sum / L&B (\$

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation Non binding - Preview

Page 1/2

Document no.
Document date 29-07-2019
Customer no. 5211013960
Customer GST-ID
Dealer 39999
Job order number 2019001489/ 1
Job order date 29-07-2019
Service Advisor PEARLYN CHEONG

Ms.
ROSALINE HON
SZE LIN
23 JALAN RAJA UDANG
#27-12
Singapore 329216

License plate	Model code	First registration	VIN	Model	Mileage
SLZ6875Z	BQ12AZ	15-05-2018	WVWZZZAUZJW225250	Golf Trendline 1.0 TSI 81kW DSG	10

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
5G6807417BQGRU	Cover For Bumper Primed	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G6807568Q 9B9	Rear Diffusor Satin Black	1	pcs.	254.86	#1	254.86	272.70
5G0807305D	Bumper	1	pcs.	572.31	#1	572.31	612.37
	(bumper reinforcement)						
5G6807863C	Attachment Strip	1	pcs.	59.89	#1	59.89	64.08
5G6807393	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
	(bumper bracket LHS)						
5G6807394	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
	(bumper bracket RHS)						
5G6807393A	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
	(Bumper retainer LHS)						
5G6807394A	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
	(bumper retainer RHS)						
5G6827025Q	Rear Trunk Lid	1	pcs.	1,853.05	#1	1,853.05	1,982.76
5G0853687 2ZZ	Inscription Bright Chrome (Golf)	1	pcs.	66.63	#1	66.63	71.29
5G0853675AR2ZZ	Inscription Bright Chrome (TSI)	1	pcs.	58.66	#1	58.66	62.77
D 004660M2	2k-Glass Glue Application	1	pcs.	123.02	#1	123.02	131.63
D 00920002	Primer	1	pcs.	25.92	#1	25.92	27.73
D 181802M1	Activator For Precoated W	1	pcs.	23.63	#1	23.63	25.28
D 002000A2	Adhesive Remover	1	pcs.	115.74	#1	115.74	123.84
D 00950025	Applicator	2	pcs.	9.48	#1	18.96	20.29
5G0945095Q	Led Tail Light	1	pcs.	569.67	#1	569.67	609.55
5G0945096Q	Led Tail Light	1	pcs.	569.67	#1	569.67	609.55
5G0945093AH	Led Tail Light	1	pcs.	545.12	#1	545.12	583.28
	(INNER LEFT)						
5G0945094AH	Led Tail Light With Rear (RHS INNER)	1	pcs.	545.12	#1	545.12	583.28
1K8943021	License Plate Light	2	pcs.	37.19	#1	74.38	79.59
	LABOUR	5	pcs.	840.00	#1	4,200.00	4,494.00
	RE+REINSTALLED REAR WSCREEN	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	5	pcs.	800.00	#1	4,000.00	4,280.00
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	Tomo Holding Limited	1	pcs.	400.00	#1	400.00	428.00

→ (Reverse sensor)

Quotation valid till 05-08-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	16,214.81	7%	1,188.24	16,974.81	18,163.05
Total	760.00	16,214.81		1,188.24	16,974.81	18,163.05

16974.76
22224.60

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
Document no.	
Document date	29-07-2019
Customer no.	5211013960
Customer GST-ID	
Dealer	39999
Job order number	2019001489/ 1
Job order date	29-07-2019
Service Advisor	PEARLYN CHEONG

License plate	Model code	First registration	VIN	Model	Mileage
SLZ6875Z	BQ12AZ	15-05-2018	WVWZZZAUZJW225250	Golf Trendline 1.0 I TSI 81kW DSG	10

Customer

Service Advisor

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

LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Taufik 97495749

31/7/19 @ 3pm

Resurvey before paint

6 days + 3 = 9 days.

suve@lkkauto.com

taufik@lkkauto.com

Supplementary or Omitted List



VEHICLE NUMBER: **SLZ6875Z**

MODEL **GOLF**

CLAIMS DETAILS

LABOUR DESCRIPTION		AMOUNT		
		Qty	Unit	Amount
1	LABOUR TO REPLACED END PANEL	2	\$ 840.00	\$ 1,680.00
2	SPRAY PAINTING END PANEL	1	\$ 800.00	\$ 800.00
3	R&R LUAGGAGE COMPARTMENT	0.5	\$ 840.00	\$ 420.00
Total				\$2,900.00

No.	Item No.	Description	Qty	Unit Price	Discount	Amount
1	5G6813309	End Panel Outer	1	\$ 112.33	by	\$ 112.33
2	D 007500A2	Zinc Spray	1	\$62.88	ne	\$62.88
3	D 180003M2	2k-Body Adhesive	1	\$398.47	ne	\$398.47
4	D 476KD1M2	Sealant Can Be Sprayed	1	\$62.20	ne	\$62.20
5	5G6863459K 82V	END PANEL TRIM COVER	1	\$152.92	de	\$152.92
6	5G6858832 82V	SPARE WHEEL COVER BRACKET RH	1	\$47.24	de	\$47.24
7	5G6827705E	BOOT WETHERSTRIP	1	\$238.16	pw	\$238.16
8	5G6827469F FOD	Oper.Mechan.With Micro Sw	1	\$709.67	one	\$709.67
9	510827861	Water Drain Hose	1	\$10.16	de X un	\$10.16
10	5G0945087B	3RD BRAKE LIGHT	1	\$155.54	ne	\$155.54
11	8K0973702	NUMBER PLATE LIGHT WIRE HOUSING	2	\$5.39	de	\$10.78
12	5G6858855F CA9	SPARE WHEEL COVER	1	\$387.49	de	\$387.49
TOTAL:						\$2,347.84

Total Labour & Parts

\$5,247.84

Survey By

Taufikh

22222.65

Hsiao Tong

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation
Non binding - Preview

Page 1/2

Ms.
ROSALINE HON
SZE LIN
23 JALAN RAJA UDANG
#27-12
Singapore 329216

Document no.
Document date 29-07-2019
Customer no. 5211013960
Customer GST-ID
Dealer 39999
Job order number 2019001489/ 1
Job order date 29-07-2019
Service Advisor PEARLYN CHEONG

License plate	Model code	First registration	VIN	Model	Mileage
SLZ6875Z	BQ12AZ	15-05-2018	WVWZZZAUZJW225250	Golf Trendline 1.0 TSI 81kW DSG	10

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
5G6807417BQGRU	Cover For Bumper Primed	1	pcs	1,080.14	#1	1,080.14	1,155.75
5G6807568Q 989	Rear Diffuser Satin Black	1	pcs	254.86	#1	254.86	272.70
5G0807305D	Bumper	1	pcs	572.31	#1	572.31	612.37
	(bumper reinforcement)						
5G6807863C	Attachment Strip	1	pcs	59.89	#1	59.89	64.08
5G6807393	Guide Piece	1	pcs	34.51	#1	34.51	36.93
	(bumper bracket LHS)						
5G6807394	Guide Piece	1	pcs	34.51	#1	34.51	36.93
	(bumper bracket RHS)						
5G6807393A	Guide Piece	1	pcs	34.51	#1	34.51	36.93
	(Bumper retainer LHS)						
5G6807394A	Guide Piece	1	pcs	34.51	#1	34.51	36.93
	(bumper retainer RHS)						
5G6827025Q	Rear Trunk Lid	1	pcs	1,853.05	#1	1,853.05	1,982.76
5G0853687 2ZZ	Inscription Bright Chrome (Golf)	1	pcs	66.63	#1	66.63	71.29
5G0853675AR2ZZ	Inscription Bright Chrome (TSI)	1	pcs	58.66	#1	58.66	62.77
D 004660M2	2k-Glass Glue Application	1	pcs	123.02	#1	123.02	131.63
D 00920002	Primer	1	pcs	25.92	#1	25.92	27.73
D 181802M1	Activator For Precoated W	1	pcs	23.63	#1	23.63	25.28
D 002000A2	Adhesive Remover	1	pcs	115.74	#1	115.74	123.84
D 00950025	Applicator	2	pcs	9.48	#1	18.96	20.29
5G0945095Q	Led Tail Light	1	pcs	569.67	#1	569.67	609.55
5G0945096Q	Led Tail Light	1	pcs	569.67	#1	569.67	609.55
5G0945093AH	Led Tail Light (INNER LEFT)	1	pcs	545.12	#1	545.12	583.28
5G0945094AH	Led Tail Light With Rear (RHS INNER)	1	pcs	545.12	#1	545.12	583.28
1K8943021	License Plate Light	2	pcs	37.19	#1	74.38	79.59
	LABOUR	5	pcs	840.00	#1	4,200.00	4,494.00
	RE-INSTALLED REAR WSCREEN	1	pcs	840.00	#1	840.00	898.80
	Spray Painting	5	pcs	800.00	#1	4,000.00	4,280.00
	NUMBER PLATE	1	pcs	80.00	#1	80.00	85.60
	Tomo Holding Limited	1	pcs	400.00	#1	400.00	426.00

→ Reverse sensor

Quotation valid till 05-08-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	16,214.81	7%	1,188.24	16,974.81	18,163.05
Total	760.00	16,214.81		1,188.24	16,974.81	18,163.05

Email 27/9 to Christine.
\$14,968.65, 9 days

VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen ŠKODA

Commercial Vehicles

Tax invoice Copy

Page 1/3

Document no. 12333901081
Document date 28-08-2019
Customer no. 5211043754
Customer GST-ID 197800490N
Dealer 39999
Job order number 2019001552/ 1
Job order date 31-07-2019
Service Advisor PEARLYN CHEONG

Company
EQ INSURANCE COMPANY LIMITED
5 Maxwell Road, #17-00
Tower Block, MND Complex
Singapore 069110

Customer Details:
Ms.
ROSALINE HON
SZE LIN
23 JALAN RAJA UDANG
#27-12
Singapore 329216

License plate	Model code	First registration	VIN	Model	Mileage
SLZ6875Z	BQ12AZ	15-05-2018	WWWZZZAUZJW225250	Golf Trendline 1.0 I TSI 81kW DSG	15,538

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
5G6807417BQGRU	Cover For Bumper Primed XR-1/8/2019	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G6807568Q 9B9	Rear Diffuser Satin Black C/D-1/8/2019	1	pcs.	254.86	#1	254.86	272.70
5G6807863C	Attachment Strip XR-1/8/2019	1	pcs.	59.89	#1	59.89	64.08
5G6807393	Guide Piece (bumper bracket LHS) XR-1/8/2019	1	pcs.	34.51	#1	34.51	36.93
5G6807393A	Guide Piece (Bumper retainer LHS) XR-1/8/2019	1	pcs.	34.51	#1	34.51	36.93
5G6827025S	Heckklappe <i>Rear trunk lid</i> C/D-1/8/2019	1	pcs.	1,855.00	#1	1,855.00	1,984.85
5G0853687 2ZZ	Inscription Bright Chrome (Golf) XR-1/8/2019	1	pcs.	66.63	#1	66.63	71.29
5G0853675AR2ZZ	Inscription Bright Chrome (TSI) XR-1/8/2019	1	pcs.	58.66	#1	58.66	62.77
D 004660M2	2k-Glass Glue Application XR-1/8/2019	1	pcs.	123.02	#1	123.02	131.63
D 00920002	Primer XR-1/8/2019	1	pcs.	25.92	#1	25.92	27.73
D 181802M1	Activator For Precoated W XR-1/8/2019	1	pcs.	23.63	#1	23.63	25.28
D 002000A2	Adhesive Remover XR-1/8/2019	1	pcs.	115.74	#1	115.74	123.84
D 00950025	Applicator XR-1/8/2019	2	pcs.	9.48	#1	18.96	20.29
5G0945093AH	Led Tail Light (INNER LEFT) C/D-1/8/2019	1	pcs.	545.12	#1	545.12	583.28
1K8943021	License Plate Light XR-1/8/2019	1	pcs.	37.19	#1	37.19	39.79
1K8943021	License Plate Light O/S-1/8/2019	1	pcs.	37.19	#1	37.19	39.79
5G6813309	End Plate END PANEL OUTER XR-23/8/2019	1	pcs.	112.33	#1	112.33	120.19
D 007500A2	Zinc Spray XR-23/8/2019	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive XR-23/8/2019	1	pcs.	398.47	#1	398.47	426.36
D 476KD1M2	Sealant Can Be Sprayed XR-23/8/2019	1	pcs.	62.20	#1	62.20	66.55
5G6863459K 82V	Cover For Lock Carrier Ti END PANEL TRIM COVER c/d-23/8/2019	1	pcs.	152.92	#1	152.92	163.62
5G6858832 82V	Mounting Titanium Black SPARE WHEEL COVER BRACKET RH C/D-23/8/2019	1	pcs.	47.24	#1	47.24	50.55

VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

Tax invoice

Copy

Page 2/3

Company
EQ INSURANCE COMPANY LIMITED
5 Maxwell Road, #17-00
Tower Block, MND Complex
Singapore 069110

Customer Details:
Ms.
ROSALINE HON
SZE LIN
23 JALAN RAJA UDANG
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G6827705E	Gasket	1	pcs.	238.16	#1	238.16	254.83
5G6827469F FOD	BOOT WETHERSTRIP XR-23/8/2019	1	pcs.	709.67	#1	709.67	759.35
5G0945087B	Oper.Mechan.With Micro Sw XR-23/8/2019	1	pcs.	155.54	#1	155.54	166.43
8K0973702	Additional Brake Light Wi 3RD BRAKE LIGHT C/D-23/8/2019	1	pcs.	5.39	#1	10.78	11.53
5G6858855F CA9	Flat Contact Housing With NUMBER PLATE LIGHT WIRE HOUSING XR-23/8/2019	2	pcs.				
	Cargo Platform Black	1	pcs.	387.49	#1	387.49	414.61
	SPARE WHEEL COVER C/D-23/8/2019	1	pcs.				
	LABOUR	4	pcs.	840.00	#1	3,360.00	3,595.20
	RE+REINSTALLED REAR WSCREEN	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	3	pcs.	800.00	#1	2,400.00	2,568.00
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REVERSE SENSOR	1	pcs.	400.00	#1	400.00	428.00
	R&R LUAGGAGE COMPARTMENT	0.5	pcs.	840.00	#1	420.00	449.40
	DIRECT SETTLEMENT						
	DOA: 26/07/2019						
	TP VEHICLE NO:						
	SURVEY: TAUFIKH						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	14,208.65	7%	1,047.81	14,968.65	16,016.46
Total	760.00	14,208.65		1,047.81	14,968.65	16,016.46

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

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



Volkswagen



SKODA



Commercial
Vehicles

Tax invoice

Copy

Page	3/3
Document no.	12333901081
Document date	28-08-2019
Customer no.	5211043754
Customer GST-ID	197800490N
Dealer	39999
Job order number	2019001552/ 1
Job order date	31-07-2019
Service Advisor	PEARLYN CHEONG

Company
EQ INSURANCE COMPANY LIMITED
5 Maxwell Road, #17-00
Tower Block, MND Complex
Singapore 069110

Customer Details:
Ms.
ROSALINE HON
SZE LIN
23 JALAN RAJA UDANG
#27-12
Singapore 329216

License plate	Model code	First registration	VIN	Model	Mileage
SLZ6875Z	BQ12AZ	15-05-2018	WWWZZZAUZJW225250	Golf Trendline 1.0 I TSI 81kW DSG	15,538

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

This is an authorised document. No signature is required.

Hsiao Tong (LKKAUTO)

From: Taufikh (LKKAUTO)
Sent: Friday, 27 September 2019 11:59 AM
To: 'Kong Charmaine (VGS - SG/Singapore)'; 'Ong Germaine (VGS - SG/Singapore)'; CS A Team
Cc: 'Cheong Pearlyn (VGS - SG/Singapore)'; 'Wong Meiy (VGS - SG/Singapore)'; 'Goh Edmund (VGS - SG/Singapore)'; Vivian Lau (LKKAUTO); Admin A; Admin-D (LKKAUTO)
Subject: RE: FINALISATION SLZ6875Z

Hi Charmaine,

COR \$14,968.65 , 9 days. Subject to insurance approval.

Regards
Taufikh
Lkk Auto

From: Kong Charmaine (VGS - SG/Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: Thursday, 19 September 2019 6:02 PM
To: Ong Germaine (VGS - SG/Singapore); Taufikh (LKKAUTO); CS A Team
Cc: Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore)
Subject: RE: FINALISATION SLZ6875Z

Dear Taufikh,

Please confirm on finalization amount.

Thanks.

Best regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

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



Internal

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

Sent: Tuesday, 17 September 2019 9:39 AM

To: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: FINALISATION SLZ6875Z

Dear Taufikh

Please see attached finalisation

COR: As per attached

9 working days

Please revert

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>





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www.avg.com



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

Your ref: To Be Advised
Our ref: CC4/EQI19013371/T1wb3

Date: 02.08.2019

The Motor Claims Department
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SLZ6875Z

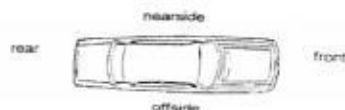
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 31.07.2019 at the premises of M/s Volkswagen Centre Singapore and have the following to report:-

Workshop Estimate Amount	: S\$	16,974.81
Revised Estimate Amount	: S\$	9,682.35
"Check" Items Amount	: S\$	2,325.79
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 6 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser

Nivitha (LKK Auto)

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Sent: Monday, 29 July 2019 3:17 PM
To: Admin A; assignments
Subject: FW: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19
Attachments: 1576_001.pdf; SLZ6875Z- AXA VS EQ.PDF; SAS2641392.pdf

Dear Sirs,

Please attend as SJE.

Thks.

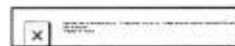
Regards,

Tan Wei Yin
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Wong Meiy (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]
Sent: Monday, July 29, 2019 3:13 PM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Wei Yin,

@ LKK ,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

4:28pm @ 29/7/19
person @ Meiy
vehicle not in

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Sent: Monday, 29 July 2019 2:57 PM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Without Prejudice
Save As To Costs

Dear Sir,

We are interested in DS.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
--	--

3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	10) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
11) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	12) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

Thank you.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Wong Meiy (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]
Sent: Monday, July 29, 2019 2:54 PM
To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Claims,

Please revert on liability & survey arrangements.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>



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Internal

Hsiao Tong (LKKAuto)

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Sent: Wednesday, 4 March 2020 8:32 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: <SEEK MANDATE> ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL) //LKK REF: CC4/EQI19013371/T1pb3s2

Dear Hsiao Tong,

Sorry for the late reply.

Kindly settle with VW urgently with mandate up to **max \$17,186.46**.

	Claimed Amount	Revised Amount	comment
1. Cost of Repair (w/GST)	\$ 23,780.32	\$ 16,016.46	\$16,016.46 (as surveyed)
2. Loss of Use (13days \$80.00)	\$ 1,040.00	\$ 780.00 (13days x \$60.00)	Up to \$1,040 (13 days)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00	\$2.00 (verified)
4. Medical Fee	\$ 128.00	\$ 128.00	\$128.00 (verified)
Total	\$ 24,950.32	\$ 16,926.46	\$17,186.46

Thank you.

Regards,

Jaime Tay
Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



you've got a friend

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 22 January 2020 16:07
To: Jaime Tay <jaime.tay@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL) //LKK REF: CC4/EQI19013371/T1pb3s2

Dear Sirs/Mdm,

We refer to our below email.

Kindly let us have your mandate/instruction.

Thank you.

"Wishing you a Happy and Prosperous New Year"



Best Regards,

Hsiao Tong, Chew (Ms) | 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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 12 November 2019 12:32 PM

To: Jaime Tay

Cc: Admin A ; 'Steve Lim'

Subject: ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)
//LKK REF: CC4/EQI19013371/T1pb3s2

EQ ref : **DM19HO02106**

LKK ref : CC4/EQI19013371/T1pb3s2

Dear Sirs/Madam,

ACCIDENT INVOLVING SKU 4082X(EQ-OI) & SLZ 6875Z(TP) ON 26/07/2019

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer Third Party repairer **"Volkswagen Centre Singapore"** at **\$16,926.46(all-in)**.

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 23,780.32	\$ 16,016.46
2. Loss of Use (13days \$80.00)	\$ 1,040.00	\$ 780.00 (13days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Medical Fee	\$ 128.00	\$ 128.00

Surveyor recommended 9days for repair + 2Sunday + 2PH =13days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval/instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Sent: Tuesday, 12 November 2019 9:26 AM

To: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; 'Steve Lim' <steve.lim@eqinsurance.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Reports (LKKAuto) <report@lkkauto.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Jaime,

We refer to the below email.

Please be informed that we are in the midst of preparing our mandate request.

We will expedite the matter.

Thank you

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Jaime Tay <jaime.tay@eqinsurance.com.sg>

Sent: Tuesday, 12 November 2019 8:18 AM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Steve Lim <steve.lim@eqinsurance.com.sg>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Shu Pei,

Any news on this? VW is chasing for settlement.

Thank you.

Regards,

Jaime Tay

Executive | Claims



EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190

www.eqinsurance.com.sg



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From: Steve Lim

Sent: 30 September 2019 09:37

To: 'Shu Pei (LKKAuto)' <shupeil@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19 (EQI REF: DM19HO02106/SL)

Dear Vivian,

VW sent their LOD to us. Please assist to direct settle if in order.

Regards,

Steve Lim

Assistant Manager | Claims

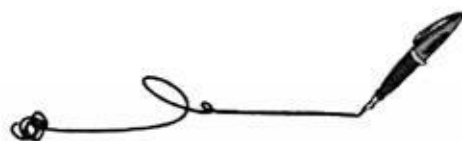
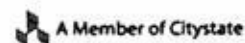


EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

did 65 6496 9885 | tel 65 6223 9433 ext 885 | fax 65 6223 4190

www.eqinsurance.com.sg



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From: Shu Pei (LKKAuto) [mailto:shupe@lkkauto.com]
Sent: Friday, 2 August 2019 3:35 PM
To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLZ 6875Z at M/s Volkswagen Centre Singapore on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupe@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)
Sent: Monday, 29 July 2019 4:31 PM
To: 'Tan Wei Yin'; assignments
Cc: Admin A
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: Tan Wei Yin [mailto:weiyin.tan@eqinsurance.com.sg]
Sent: Monday, 29 July 2019 3:17 PM
To: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: FW: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Sirs,

Please attend as SJE.

Thks.

Regards,

Tan Wei Yin

Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Wong Meiy (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]

Sent: Monday, July 29, 2019 3:13 PM

To: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Wei Yin,

@ LKK ,Thanks.

Thanks and Best Regards,

Meiy

Insurance Service Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd

247 Alexandra Road

Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. Think Blue.

Internal

From: Tan Wei Yin <weiyin.tan@eqinsurance.com.sg>

Sent: Monday, 29 July 2019 2:57 PM

To: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

***Without Prejudice
Save As To Costs***

Dear Sir,

We are interested in DS.

We shall be appointing our surveyor to attend to the pre-repair survey of your client's vehicle.

Below is a list of motor surveyors in our panel. Please revert within 2 working days if you agree or have any objections to the appointment of any of the motor surveyors. If we do not hear from you, you are deemed to have agreed to the appointment of any of the motor surveyors listed by us. Alternatively, please specify one or more of our proposed motor surveyors to the said assignment.

1) AJAX Inspection Services Pte Ltd Tel: 6255 0808 Fax: 6849 9155	2) Automobile Inspection Services Pte Ltd Tel: 6286 0155 Fax: 6284 1539 Contact Person: Sophia
3) LBS Automotive Appraisal Pte Ltd L.B.S. Auto Consultants Pte Ltd Tel: 6281 6690 / 62832866 Fax: 6281 8748 Contact Person: Amy/ Grace	4) Priority Services Tel: 62934822 Fax: 62963283 Contact Person: Sharon
5) RT Appraisal Pte Ltd Tel: 67486076 Fax: 67480361 Contact Person: Elson/Elgene	6) LKK Auto Consultants Pte Ltd Tel: 6256-3561 Fax: 6741-4108
7) Kelvin Automotive Appraising Services Tel: 81825263 Fax: 67461148 Contact Person: Kelvin	8) Automotive Appraiser & Surveying Services Tel: 96623655 Fax: 67655662 Contact Person: Mr Chee
9) JP Knights Pte Ltd Tel: 63450068 Fax: 63445328	10) Appraisals Associates Pte Ltd Tel : 67472822 Fax: 67470070
11) Infiniti Appraisal Service Tel : 96684818/90099001 Fax: 64587432	12) Formteam Adjusters Pte Ltd Tel: 65091788 Fax: 65096221

If you object to all the motor surveyors as proposed by us, please provide a list of at least 10 motor surveyors whom you consider as suitable to appoint for our consideration. We shall revert to you within 2 working days.

Meanwhile, we reserve our rights on Post-Repair Inspection, kindly contact us or our appointed surveyor before you return your client's vehicle to him/her.

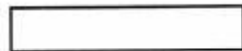
Thank you.

Regards,

Tan Wei Yin
Executive | Claims

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
did 65 64969882 | tel 65 6223 9433 ext 882 | fax 65 6223 4190
www.eqinsurance.com.sg



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From: Wong MeiY (VGS - SG/Singapore) [mailto:meiy.wong@vw.com.sg]

Sent: Monday, July 29, 2019 2:54 PM

To: EQI PRS <EQIPRS@eqinsurance.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SLZ6875Z & SKU4082X ON 26-07-19

Dear Claims,

Please revert on liability & survey arrangements.

Thanks and Best Regards,

Meiy

Insurance Service Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd

247 Alexandra Road

Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

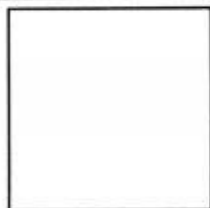
meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



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Internal



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www.avg.com

To: [Remove](#) this sender from my allow list
weiyin.tan@eqinsurance.com.sg
From: shupei@lkkauto.com

You received this message because the sender is on your allow list.

Hsiao Tong (LKKAUTO)

From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Sent: Wednesday, 4 March 2020 6:59 PM
To: Hsiao Tong (LKKAUTO)
Cc: Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Subject: RE: [EXT] Your Ref: SLZ6875Z *Our Ref: CC4/EQI19013371/T1pb3s2 [ACCIDENT INVOLVING SKU4082X(EQ) AND SLZ6875Z ON 26/04/2019]

Dear Hsiao Tong,

Offer accepted case to case basic. Please forward us DV, if any, and kindly process payment ,Thanks.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7216
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
meiy.wong@vw.com.sg
<https://www.volkswagen.com.sg/>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



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Internal

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 4 March 2020 12:16 PM
To: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: [EXT] Your Ref: SLZ6875Z *Our Ref: CC4/EQI19013371/T1pb3s2 [ACCIDENT INVOLVING SKU4082X(EQ) AND SLZ6875Z ON 26/04/2019]

Your Ref: **SLZ6875Z**

Dear Sirs/Mdm,

ACCIDENT INVOLVING SKU4082X(EQ) AND SLZ6875Z ON 26/04/2019

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 16,016.46
2. Loss of Use (13days x \$60.00)	\$ 780.00
3. LTA/GIA Search Fee	\$ 2.00
4. Medical Fee	\$ 128.00
Total	\$ 16,926.46

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

Best Regards,

Hsiao Tong, Chew (Ms) | 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)

Volkswagen Centre Singapore



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

DISCHARGE VOUCHER

I/We Hon Sze Lin Rosaline (Passport No. S81 704456) the

owner of vehicle number S62 68757 hereby accept from

_____ (Insurance Company) the sum of

_____ (total repair cost) in full and final settlement for the cost of repairs

arising from the loss damage of property as a result of the accident involving

S62 68757 & Skoda Octavia along P/E after Spinnaker Road exit
on 26/11/16.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive

only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to

Hon Sze Lin Rosaline

Dated this on 2/9/19 (DD/MM/YYYY)

[Signature]
(Signature of owner / Company stamp)

Name : Hon Sze Lin Rosaline

NRIC No. : S81 704456

Date : 2/9/19



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				
EQ INSURANCE COMPANY LTD		Ref : CC4/EQI19013371/T1pa3s2		
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date : 10-03-2020		
		Code : EQI		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SKU 4082X	Veh. Inspected	SLZ 6875Z	
Policy No.	DMPPHQ19-004888	Coverage (\$)	0.00	
Claim No.	DM19HO02106/SL	Excess (\$)	0.00	
Assign From	JAIME TAY	Assign Date	29/07/2019	
2. Vehicle Particulars & Condition				
Make & Model	VOLKSWAGEN GOLF	c.c	999	
Engine No.	HIDDEN	Year of Reg.	2018	
Chassis No.	WVWZZZAUZJW225250	Colour	WHITE	
Odometer	14873	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre	205/55 R16	PIRELLI	6 mm	
L/H Front Tyre	205/55 R16	PIRELLI	6 mm	
R/H Rear Tyre	205/55 R16	PIRELLI	6 mm	
L/H Rear Tyre	205/55 R16	PIRELLI	6 mm	
4. Description of Damages				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
5. General Information				
Accident Date	26/07/2019	Inspection Date	31/07/2019	
Survey held at	VOLKSWAGEN CENTRE SINGAPORE 247 ALEXANDRA ROAD SINGAPORE 159934			
5a. Remarks				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
5b. Estimate Days of Repair				
ESTIMATED NORMAL PERIOD FOR REPAIR:		9 Working Days		



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Page No.: 1 of 2

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SLZ 6875Z

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<u>REPLACEMENT OF PARTS</u>			
1	COVER FOR BUMPER PRIMED (SN)	DEFORMED	1,080.14	1,080.14
1	REAR DIFFUSER SATIN BLACK (SN)	CUT	254.86	254.86
1	BUMPER (BUMPER REINFORCEMENT) (SN)	NOT NECESSARY	572.31	-
1	ATTACHMENT STRIP (SN)	NECESSARY	59.89	59.89
1	GUIDE PIECE (BUMPER BRACKET LHS) (SN)	NECESSARY	34.51	34.51
1	GUIDE PIECE (BUMPER BRACKET RHS) (SN)	NOT NECESSARY	34.51	-
1	GUIDE PIECE (BUMPER RETAINER LHS) (SN)	NECESSARY	34.51	34.51
1	GUIDE PIECE (BUMPER RETAINER RHS) (SN)	NOT NECESSARY	34.51	-
1	REAR TRUNK LID (SN)	BENT	1,855.00	1,855.00
1	INSCRIPTION BRIGHT CHROME (GOLF) (SN)	NECESSARY	66.63	66.63
1	INSCRIPTION BRIGHT CHROME (TSI) (SN)	NECESSARY	58.66	58.66
1	2K-GLASS GLUE APPLICATION (SN)	NECESSARY	123.02	123.02
1	PRIMER (SN)	NECESSARY	25.92	25.92
1	ACTIVATOR FOR PRECOATED W (SN)	NECESSARY	23.63	23.63
1	ADHESIVE REMOVER (SN)	NECESSARY	115.74	115.74
2	APPLICATOR (SN)	NECESSARY	18.96	18.96
1	LED TAIL LIGHT (SN)	NOT NECESSARY	569.67	-
1	LED TAIL LIGHT (SN)	NOT NECESSARY	569.67	-
1	LED TAIL LIGHT (INNER LEFT) (SN)	CRACKED	545.12	545.12
1	LED TAIL LIGHT WITH REAR (RHS INNER) (SN)	NOT NECESSARY	545.12	-
2	LICENSE PLATE LIGHT (SN)	DISTORTED	74.38	74.38
1	NUMBER PLATE (SN)	BENT	80.00	80.00
1	TOMO HOLDING LIMITED (REVERSE SENSOR) (SN)	NOT WORKING	400.00	400.00
1	END PANEL OUTER (SN) (ADDITIONAL)	BENT	112.33	112.33
1	ZINC SPRAY (SN) (ADDITIONAL)	NECESSARY	62.88	62.88
1	2K-BODY ADHESIVE (SN) (ADDITIONAL)	NECESSARY	398.47	398.47
1	SEALANT CAN BE SPRAYED (SN) (ADDITIONAL)	NECESSARY	62.20	62.20
1	END PANEL TRIM COVER (SN) (ADDITIONAL)	DEFORMED	152.92	152.92
1	SPARE WHEEL COVER BRACKET RH (SN) (ADDITIONAL)	DEFORMED	47.24	47.24
1	BOOT WEATHERSTRIP (SN) (ADDITIONAL)	TWISTED	238.16	238.16
1	OPER.MECHAN.WITH SW (SN) (ADDITIONAL)	CRACKED	709.67	709.67

Report Ref No. CC4/EQI19013371/T1pa3s2



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Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:2 of 2

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	WATER DRAIN HOSE (SN) (ADDITIONAL)	NOT NECESSARY	10.16	-
1	3RD BRAKE LIGHT (SN) (ADDITIONAL)	NECESSARY	155.54	155.54
2	NUMBER PLATE LIGHT WIRE HOUSING (SN) (ADDITIONAL)	DISTORTED	10.78	10.78
1	SPARE WHEEL COVER (SN) (ADDITIONAL)	DEFORMED	387.49	387.49
			9,524.60	7,188.65
	LABOUR			
	DIAGNOSTIC AND PROGRAMMING.		480.00	480.00
	CHECK SHORT CIRCUIT / HARNESS REPAIR.		280.00	280.00
	LABOUR.		4,200.00	1,680.00
	RE+REINSTALLED REAR WSCREEN.		840.00	840.00
	SPRAY PAINTING.		4,000.00	1,600.00
	LABOUR TO REPLACED END PANEL. (ADDITIONAL)		1,680.00	1,680.00
	SPRAY PAINTING END PANEL. (ADDITIONAL)		800.00	800.00
	R&R LUGGAGE COMPARTMENT. (ADDITIONAL)		420.00	420.00
			12,700.00	7,780.00
GRAND TOTAL			22,224.60	14,968.65

RECOMMENDED COST OF REPAIRS			14,968.65
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Report Ref No. CC4/EQI19013371/T1pa3s2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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