

ASS. REC. BY:

REP:

CS/MSA19013919/Brd3

Special Instructions:

Invoice:

Steve

ASSIGNMENT (Office)

From (Person):

Dny Zi Hui

of

MSIG

Date/Time:

8/8/19 @ 9:58am

Estimated Cost:

Bill to:

OD

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

To Inspect Vehicle No:

SGV 1149 A

Insured:

at Workshop m/s

volkswagen

Tel:

63057216

of

17 tuas Ave 9

Policy No:

A29095073AVW

Claim No:

602305

Sum Insured:

Excess:

789 2000

Make of Veh:

(Client's Record)

D.O.A.

29/7/19

CA

REV

/ REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

10:17am 28/8/19

Person Contacted:

germaine

Vehicle:

IN/OUT

Date/Time

Action/Instruction

13/8/19 ✓

SGV 1149 A - X

13/8/19

Revert via merimen

13/8/19

Recd approved \$10,086.33 from Ming Shao by merimen

14/8/19

Informed Pearlyn c/A ex \$2000 by email

Steve

ASSIGNMENT

Page: _____ Date: _____
 Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To inspect Vehicle No: _____
 at Workshop no: _____
 of _____
 insured: _____
 Policy No: _____
 Claims No: _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____

(Policy Condition)

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

☒	☒
N/S	O/S
☒	☒

Est. or Market Value: _____
 IDAC Accident Report: _____ Consistent? Yes or No
 GIA / PR Seen: _____ Consistent? Yes or No
 Est. Repairs: _____ 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: SGV1149A yr Began: 13/8/18
 Type: (M. Car) / M. Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Sportsvan CC: 1395
 Colour: Blk A/C: Insured / Std / NI / NA
 Sp. Reading: 2259 T/Radio: Insured / Std / NI / NA
 Eng No: _____
 C/Nr: WVWZZZAUZJW522893
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In Order / Jammed / Leaked / Burnt or
 Brake: In Order / Jammed / Leaked / Burnt or
 Mod: Nil / S/Rim / STD A/Rim or
 Tyre Size: F: 225/45 R17
 R: 1
BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or
 Front: _____ Rear: _____
 F/Bal: 5 mm R/Bal: 5 mm
 L/Bal: 5 mm U/Bal: 5 mm
 D.O.A: 29/7/19 D.O.I: 8/8/19
 Survey held at: Volkswagen (Tues Amie)
 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

MV - 88K 29/8/19 finalise confirm \$10,029.21, 8 days (Reelyn)
(Reel 3071.75, 2319)

Date/Time File Path

☐ : Prel. Report
☐ : Final Report

Days Of Repair: 8Resurvey No. of Trip: 1

Survey Fee:

Transportation:

L 3 + 20 11

Fuel:

Tolls:

Other:

Total:

30/8 - typist

Page 1 of 1

Page 1 of 1

meimen

p/p \$10,086.33

And Fee:

☐ Site Insp 15☐ Interview 5☐ Test 10☐ Other 10

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	08 Aug 2019		08 Aug 2019 15:23 Edit Adj Rpt				Pending for Survey Report Cancel Case

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

CLAIM SUBFOLDER DETAILS [Created by insurer]

Insured: ROGER GAIMSTER LANGDALE , ID: S2195982J, Tel: +6597377650, Email: NOEMAIL	Date of Loss: 29/07/2019 13:00 - :59 [11 Months and 16 Days From LTA Reg Date (Man Yr)]
Vehicle Reg. No.: SGV1149A	Policy/Cover Note No.: A29095073AVW (Comprehensive) Coverage: 13/08/2018 - 12/08/2019
Claim Type: OD / 602305	Excess: S\$2,000.00
Repairer: Volkswagen Group Singapore Pte Ltd (HQ) No: 17 Tuas Ave 9, 639197 Tuas - Tel: 65156560	
Handling Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Nor Azlan Binte Noordin - 6594 2558]	
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Imm.Advice due 09/08/2019]	
Driver/Custodian: ROGER GAIMSTER LANGDALE (83 / Male), NRIC: S2195982J, Tel: +6597377650 Email: NOEMAIL	
Adj Asg. Remarks: (Manual assign) Car in, please survey & revert.	

ASSOCIATED MAIL RECEIVED [View All](#) [Compose Case Mail](#)

There are no mail for this case.

ALL ASSOCIATED TASKS [View All](#) [Search Tasks](#) [Create New Task](#) [Complete](#)

Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Wednesday, 14 August 2019 8:45 AM
To: 'Cheong Pearlyn (VGS - SG/Singapore)'
Cc: 'Kong Charmaine (VGS - SG/Singapore)'; 'Wong Meiy (VGS - SG/Singapore)'; 'Foo John (VGS - SG/Singapore)'; SUR
Subject: SGV 1149A-DOA: 29/7/2019 (MSIG OD)

Dear Pearlyn,

As instructed by our client , please proceed to repair the **insured vehicle SGV 1149A (Excess \$2000-)**.

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

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

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

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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: Nor Azlan Binte Noordin

Date: 13 Aug 2019

Preliminary Advice

Vehicle No	: SGV1149A	Accident Date	: 29/07/2019
Make	: VOLKSWAGEN SPORTSVAN	Policy No.	: A29095073AVW
Assignment Date	: 08/08/2019	Excess	: S\$2,000.00
Date of Inspection	: 08/08/2019	Est. Duration of Repair	: 8.00
Inspection At	: VOLKSWAGEN GROUP SINGAPORE PTE LTD (HQ) NO: 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

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

Repairer's Estimate (Gross)	:S\$	13,100.96
Revised Amount	:S\$	10,086.33
Check Items (Estimated)	:S\$	0.00
Total	:S\$	10,086.33

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	88,000.00
COE / PARF Rebate	:S\$	47,871.00
Salvage Value	:S\$	
Margin for Repair	:S\$	40,129.00

Remarks

(X) The vehicle is economical for repair.

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

Nivitha (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Thursday, 8 August 2019 9:58 AM
To: assignments@lkkauto.com; admin-d@lkkauto.com
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: SGV1149A- MSIG WINNER OD CASE 29-07-19.pdf; 1709_001.pdf

SURVEY FOR VEHICLE SGV1149A - OD CLAIM (CASE 2 D.O.A: 29/07/2019)

Manual Assigned

Dear LKK,

Refer to the email below, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment

Thank you.

Ong Zi Hui
Admin Officer, Claims Services
D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Wong MeiY (VGS - SG/Singapore) [<mailto:meiy.wong@vw.com.sg>]
Sent: Wednesday, 7 August 2019 7:24 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: SURVEY FOR VEHICLE SGV1149A -OD CLAIM (CASE 2 D.O.A: 29/07/2019)

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Claim

Please arrange survey at 17 Tuas Ave 9,Thanks.

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will, for a fee, be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

ACCIDENT STATEMENT

Date Of Report	07/08/2019 14:54
Date Of Accident	29/07/2019 13:30
Exact Location Of Accident	TANGLIN CLUB CARPARK
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SGV1149A
Insured/Policyholder	
Name Of Registered Owner	ROGER GAIMSTER LANGDALE
NRIC No	S2195982J
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97377650
Alternative Phone No	OFFICE- 97377650

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	SPORTSVAN 1.4CLBMT 92 TSI D7F
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
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	
Cover Note Number	A 29095073 AVW

Driver

Name of Driver	ROGER GAIMSTER LANGDALE
NRIC No	S2195982J
Date Of Birth	10/08/1935
Occupation	INDOOR
Date Of Driving Pass	11/04/1973
Driving Experience	46 YEARS AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97377650
Fax Number	
Contact Number	OFFICE- 97377650
Email Address	NOEMAIL

Address	28 LEONIE HILL #03-28
Postcode	239227
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLIDED INTO PROPERTY
Weather Conditions	CLEAR
Road Surface	DRY

Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles (including own vehicle) involved in the accident	1
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	1

Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

MORE DETAILS PLEASED REFER TO SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	NO
Was there any audio recorded?	NO

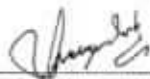
SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
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)**

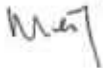
I understand, acknowledge, agree and consent that:

- (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:

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

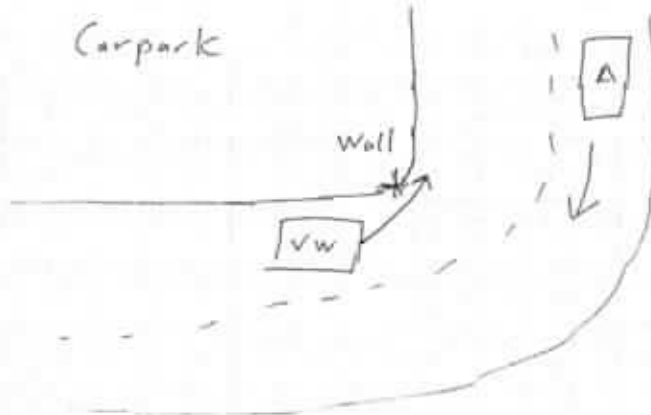


Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

SKETCH PLAN

29/07/19

~ 13:30



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was exiting the garage and going around a corner when another car was approaching and I moved to the left to ensure there was enough space for the other car to pass, but in the process, I scraped the side of the car against the corner of the wall.

I did not file this claim immediately because I needed the car to be available at that time. However, after the accident on the 2nd of August, the car had to be sent for repairs and it makes sense to repair all the damage at the same time.

DECLARATION

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

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.:

Driving License

Sketch Plan Pg. 2



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S2195982J



NAME
ROGER GAIMSTER LANGDALE

SEX
MALE
DATE OF BIRTH
10-08-1928
RESIDENCE
UNITED KINGDOM

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:
Class 2 Motor Cars and Motor Vehicles the weight of which exceeds 3500 kg and licensed 11 Apr 1979



VOLKSWAGEN CENTRE SINGAPORE

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

00-Not A/L (Report) 8/8/19, 3:00 pm
8 days
P/P
Rug Ref spy



Volkswagen



SKODA



Commercial Vehicles

Tax invoice
Preview

Page 1/2
Document no.
Document date 08-08-2019
Customer no. 5211007864
Customer GST-ID
Dealer 39999
Job order number 2019001642/ 1
Job order date 07-08-2019
Service Advisor YEN MEI WONG

Mr
ROGER
GAIMSTER LANGDALE
28 LEONIE HILL
#03-28
Singapore 239227

License plate	Model code	First registration	VIN	Model	Mileage
SGV1149A	AM13HZ	13-08-2018	WVWZZZAUZJW522893	Sportsvan 1.4CLBMT 92 TSI DTF	2,259

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	200.00	#1	200.00	214.00
	Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
510831055S	Door	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
	LHS FRT DOOR / DD						
510837851C	Door Seal Outer / MC	1	pcs.	77.32	28.00% #1	55.67	59.57
D 378500A2	Sound Absorber Laminated / MC	2	pcs.	38.79	28.00% #1	55.86	59.77
	DOOR INSULATOR						
510837205J GRU	Door Handle Outer Primed / CH	1	pcs.	272.81	28.00% #1	196.42	210.17
510837879A GRU	Cap Primed	1	pcs.	26.52	28.00% #1	19.09	20.43
	HANDLE COVER / R						
510837811M	Bow	1	pcs.	132.70	28.00% #1	95.54	102.23
	SUPPORT DOOR HANDLE X nn						
533867910A	Felt Strip / MC	1	pcs.	19.27	28.00% #1	13.87	14.84
510833055R	Door	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
	LHS REAR DOOR / DD						
510839699D	Door Seal Outer / MC	1	pcs.	94.20	28.00% #1	67.82	72.57
510839433C 5AP	Glass Channel Black	1	pcs.	133.47	28.00% #1	96.10	102.83
	DOOR SEAL SIDE						
533863288A	Felt Strip / MC	1	pcs.	26.31	28.00% #1	18.94	20.27
510809843	Sectional Parts Side Panel / DD	1	pcs.	1,716.97	28.00% #1	1,236.22	1,322.76
	LHS REAR FENDER						
D 506KD1A3	2k-Insert Foam / MC	1	pcs.	130.29	28.00% #1	93.81	100.38
D 476KD1M2	Sealant Can Be Sprayed / MC	1	pcs.	62.20	28.00% #1	44.78	47.91
D 007500A2	Zinc Spray / MC	1	pcs.	62.88	28.00% #1	45.27	48.44
D 180003M2	2k-Body Adhesive / MC	1	pcs.	398.47	28.00% #1	286.90	306.98
7P6853910A	Clamp / MC	6	pcs.	2.70	28.00% #1	11.66	12.48
	RIVET						
3G0854719	Speed Nut / MC	2	pcs.	1.30	28.00% #1	1.87	2.00
D 314D38M2	Long-Life Underseal / MC x nn	1	pcs.	79.34	28.00% #1	57.12	61.12
	LABOUR	84	pcs.	475.00	#1 1900	2,850.00	3,049.50
	Spray Painting	53	pcs.	500.00	#1 1500	2,500.00	2,675.00
	R&R REAR SEAT	101	pcs.	475.00	#1 2375	475.00	508.25
	R&R REAR LUGGAGE	205	pcs.	475.00	#1 2375	475.00	508.25
	TRANSFER DOOR MECHANISM	21	pcs.	475.00	#1 475	950.00	1,016.50
	MSIG WINNER OD						
	D.O.A : 29-07-19						
	EXCESS: \$2000						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	560.00	12,540.96	2,057.65	7%	917.07	2,057.65	13,100.96	14,018.03
Total	560.00	12,540.96	2,057.65		917.07	2,057.65	13,100.96	14,018.03

VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue
Singapore 639176
Biz. Reg. No.: 199101494Z
GST No.: M200965052



Volkswagen



SKODA



Commercial
Vehicles

Tax invoice Preview

Page 2/2

Document no.
Document date 08-08-2019
Customer no. 5211007884
Customer GST-ID
Dealer 39999
Job order number 2019001642/ 1
Job order date 07-08-2019
Service Advisor YEN MEI WONG

Mr
ROGER
GAIMSTER LANGDALE
28 LEONIE HILL
#03-28
Singapore 239227

License plate	Model code	First registration	VIN	Model	Mileage
SGV1149A	AM13HZ	13-08-2018	WVWZZZAUZJW522893	Sportsvan 1.4CLBMT 92 TSI D7F	2,259

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).—

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.

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:

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue
Singapore 639176
Biz. Reg. No.: 199101494Z
GST No.: M20085052



Volkswagen



SKODA



Commercial Vehicles

Tax invoice

Preview

Page 1/2

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

Customer Details:
Mr
ROGER
GAIMSTER LANGDALE
28 LEONIE HILL
#03-28
Singapore 239227

Document no.
Document date 28-08-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019001642/ 1
Job order date 07-08-2019
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SGV1149A	AM13HZ	13-08-2018	WVWZZZAUZJW522893	Sportsvan 1.4CLBMT 92 TSI D7F	2,259

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	200.00	#1	200.00	214.00
	Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
510831055S	Door	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
	LHS FRT DOOR C/D-13/8/2019						
510837651C	Door Seal Outer	1	pcs.	77.32	28.00% #1	55.67	59.57
	C/D-13/8/2019						
D 378500A2	Sound Absorber Laminated	2	pcs.	38.79	28.00% #1	55.86	59.77
	DOOR INSULATOR XR-13/8/2019						
510837205J GRU	Door Handle Outer Primed	1	pcs.	272.81	28.00% #1	196.42	210.17
	C/D-13/8/2019						
533867910A	Felt Strip	1	pcs.	19.27	28.00% #1	13.87	14.84
	XR-13/8/2019						
510833055R	Door	1	pcs.	2,009.74	28.00% #1	1,447.01	1,548.30
	LHS REAR DOOR C/D-13/8/2019						
510839699D	Door Seal Outer	1	pcs.	94.20	28.00% #1	67.82	72.57
	C/D-13/8/2019						
510839433C 5AP	Glass Channel Black	1	pcs.	133.47	28.00% #1	96.10	102.83
	DOOR SEAL SIDE O/S-13/8/2019						
533863288A	Felt Strip	1	pcs.	26.31	28.00% #1	18.94	20.27
	XR-13/8/2019						
510809843	Section/ Parts Side Panel	1	pcs.	1,716.97	28.00% #1	1,236.22	1,322.76
	LHS REAR FENDER C/D-13/8/2019						
D 506KD1A3	2k-Insert Foam	1	pcs.	130.29	28.00% #1	93.81	100.38
	O/S-13/8/2019						
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.20	28.00% #1	44.78	47.91
	XR-13/8/2019						
D 007500A2	Zinc Spray	1	pcs.	62.88	28.00% #1	45.27	48.44
	XR-13/8/2019						
D 180003M2	2k-Body Adhesive	1	pcs.	398.47	28.00% #1	286.90	306.98
	XR-13/8/2019						
7P6853910A	Clamp	6	pcs.	2.70	28.00% #1	11.66	12.48
3G0854719	RIVET XR-13/8/2019	2	pcs.	1.30	28.00% #1	1.67	2.00
	Speed Nut						
	A/O-13/8/2019						
	LABOUR	4	pcs.	475.00	#1	1,900.00	2,033.00
	Spray Painting	3	pcs.	500.00	#1	1,500.00	1,605.00
	R&R REAR SEAT	0.5	pcs.	475.00	#1	237.50	254.13
	R&R REAR LUGGAGE	0.5	pcs.	475.00	#1	237.50	254.13
	TRANSFER DOOR MECHANISM	1	pcs.	475.00	#1	475.00	508.25
	Insurance Excess	1	pcs.	-2,000.00	#1	-2,000.00	-2,140.00
	MSIG WINNER OD						
	D.O.A : 29-07-19						
	EXCESS: \$2000						
	STEVE LKK						

VOLKSWAGEN CENTRE SINGAPORE

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

**Tax invoice**

Preview

Page 2/2

Document no.
Document date 28-08-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019001642/ 1
Job order date 07-08-2019
Service Advisor YEN MEI WONG

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

Customer Details:
Mr
ROGER
GAIMSTER LANGDALE
28 LEONIE HILL
#03-28
Singapore 239227

License plate	Model code	First registration	VIN	Model	Mileage
SGV1149A	AM13HZ	13-08-2018	WWZZZAUZJW522893	Sportvan 1.4CLBMT 92 TSI D7F	2,259

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	560.00	7,469.21	1,990.84	7%	562.04	1,990.84	8,029.21	8,591.25
Total	560.00	7,469.21	1,990.84		562.04	1,990.84	8,029.21	8,591.25

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).—

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: DEUTSG33. 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.

Veron Chen (LKKAuto)

From: Steve Chen (LKK Auto)
Sent: Thursday, 29 August 2019 6:51 PM
To: Cheong Pearlyn (VGS - SG/Singapore); SUR; Admin A; Admin-D (LKKAuto)
Cc: Veron Chen (LKKAuto)
Subject: SGV1149A - FINALISE

Dear Pearlyn,

We confirm the finalize \$10,029.21 (P/P, before GST and before excess). 8 repair days.

Thanks

Best Regards,
Steve Chen | Assistant Automotive Assessor
LKK Auto Consultants

Phone: 6256 3561 | Email: SteveChen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Cheong Pearlyn (VGS - SG/Singapore) [mailto:Pearlyn.cheong@vw.com.sg]
Sent: Wednesday, August 28, 2019 1:00 PM
To: Steve Chen (LKK Auto); SUR; Admin A; Admin-D (LKKAuto)
Cc: Kong Charmaine (VGS - SG/Singapore); Wong Mei (VGS - SG/Singapore); Foo John (VGS - SG/Singapore)
Subject: SGV1149A - FINALISE

Dear Steve,

Please confirmed

COR \$8029.21 after less excess before GST

Pearlyn Cheong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7288
Main Line: +65 6305 7299
Main Fax: +65 6474 364
pearlyn.cheong@vw.com.sg
<http://www.vw.com.sg>

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	08 Aug 2019		08 Aug 2019 15:23 Edit Adj Rpt	S\$10,029.21 Edit Estimates	S\$10,029.21 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	ROGER GAIMSTER LANGDALE, ID: S21959823, Tel: +6597377650, Email: NOEMAIL								
Vehicle Reg. No.:	SGV1149A	Date of Loss:	29/07/2019 13:00 - :59 [11 Months and 16 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 602305	Policy/Cover Note No.:	A29095073AVW (Comprehensive) Coverage: 13/08/2018 - 12/08/2019						
		Excess:	S\$2,000.00						
Repairer:	Volkswagen Group Singapore Pte Ltd (HQ) No: 17 Tuas Ave 9, 639197 Tuas - Tel: 65156560								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Nor Azian Binte Noordin - 6594 2558]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Final Rpt due 07/09/2019]								
Driver/Custodian:	ROGER GAIMSTER LANGDALE (83 / Male), NRIC: S21959823, Tel: +6597377650 Email: NOEMAIL								
Adj Asg. Remarks:	(Manual assign) Car in, please survey & revert.								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
MSIG_SG (13/08/2019): Alert - Adj Mandate Approved (S\$10086.33) - SGV1149A - Claim Handler: Nor Azian ...									
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

*SGV1149A (602305)
 OD
 Jul 29 2019 1:00PM
 [ROGER GAIMSTER LANGDALE]
 Volkswagen Group Singapore Pte Ltd

Upload Documents Upload Photos Compose New Letter			View View in Browser	
Assessment Reports			1 per page	☒
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1	13/08/19 12:42	LKK Auto Consultants Pte Ltd (HQ) Adjuster Immediate Advice	Load HTML	
Photos/Images			3 per page	☒
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		Volkswagen Centre Singapore (HQ)		
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		LKK Auto Consultants Pte Ltd (HQ)		
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5	13/08/19 11:04	Chassis Number	Load JPG	☒
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Assessment Reports			1 per page	☒
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2	08/08/19 14:13	Valid DL	 Load PDF	
3	08/08/19 14:13	Valid Road Tax	 Load PDF	
4	08/08/19 14:17	Request for survey frm VW	 Load PDF	
5	08/08/19 14:17	ESTIMATE	 Load PDF	
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1	08/08/19 15:19	email - manual assign	 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	13/08/19 12:45	MARK ESTIMATE	 Load PDF	

Linked Accident Report Documents

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Assessment Reports			1 per page	☒
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1	04/09/19 01:54	Accident Statement	 Load HTML	
Photos/Images			3 per page	☒
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Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKX 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

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

Our File No: CS/MSG19013919/EVD3Q2

Date: 04/09/2019

REFERENCE

Insured/Claimant: ROGER GAIMSTER LANGDALE Policy No: A29095073AVW
Date of Loss: 29/07/2019 Nature of Claim: OD Claim No: 602305

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SGV1149A**
Make & Model: VOLKSWAGEN SPORTSVAN, 1.4 (A) Engine No: CZC861962
Reg. Date: 13/08/2018 (Man. Year: 2017) Chassis No: WWWZZZAUZJW522893
Colour: Silver Odometer: 2259 km
Engine Capacity: 1395 cc
Market Value/New Car Price: S\$88,000.00
Sum Insured (S\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size: 225/45 R17 Rear Tyre Size: 225/45 R17
Front Left Side: Bridgestone 5 mm Rear Left Side: Bridgestone 5 mm
Front Right Side: Bridgestone 5 mm Rear Right Side: Bridgestone 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	5,290.96	5,119.21	171.75	3.25
Miscellaneous Items	0.00	0.00	0.00	
Labour	7,810.00	4,910.00	2,900.00	37.13
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	13,100.96	10,029.21	3,071.75	23.45
- Excess (S\$)	2,000.00	2,000.00	0.00	0.00
(S\$)	11,100.96	8,029.21	3,071.75	27.67
+ GST 7.00/7.00% (S\$)	777.07	562.04	215.03	27.67
Nett Amount (S\$)	11,878.03	8,591.25	3,286.78	27.67

INSPECTION

Date of Assignment: 08/08/2019

Date Inspected: 08/08/2019 Inspected At:

Volkswagen Group Singapore Pte Ltd
(HQ)
No: 17 Tuas Ave 9
Singapore 639197

Estimated Period of Repair: 8.0 days

Adjuster: CHEN TSUE YEE**Manager:** VERON CHEN

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:	(Last Synchronised: 02 Sep 2019)	
Parts:	N/A	VOLKSWAGEN SPORTSVAN 1.4 (A) (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SGV1149A)	
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		*DOOR LHS FRT DOOR	Dented	1,447.01 FS	*1,447.01 FS
2	1		*DOOR SEAL OUTER	Necessary	55.67 FS	*55.67 FS
3	1		*SOUND ABSORBER LAMINATED DOOR INSULATOR	Necessary	55.86 FS	*55.86 FS
4	1		*DOOR HANDLE OUTER PRIMED	Cut	196.42 FS	*196.42 FS
5	1		*CAP PRIMED HANDLE COVER	Repair	19.09 FS	*- FS
6	1		*BOW SUPPORT DOOR HANDLE	Not Necessary	95.54 FS	*- FS
7	1		*FELT STRIP	Necessary	13.87 FS	*13.87 FS
8	1		*DOOR LHS REAR DOOR	Dented	1,447.01 FS	*1,447.01 FS
9	1		*DOOR SEAL OUTER	Necessary	67.82 FS	*67.82 FS
10	1		*GLASS CHANNEL BLACK DOOR SEAL SIDE	Necessary	96.10 FS	*96.10 FS
11	1		*FELT STRIP	Necessary	18.94 FS	*18.94 FS
12	1		*SECTIONAL PARTS SIDE PANEL LHS REAR FENDER	Dented	1,236.22 FS	*1,236.22 FS
13	1		*2K-INSERT FOAM	Necessary	93.81 FS	*93.81 FS
14	1		*SEALANT CAN BE SPRAYED	Necessary	44.78 FS	*44.78 FS
15	1		*ZINC SPRAY	Necessary	45.27 FS	*45.27 FS
16	1		*2K-BODY ADHESIVE	Necessary	286.90 FS	*286.90 FS
17	1		*CLAMP RIVET (6 PCS)	Necessary	11.66 FS	*11.66 FS
18	1		*SPEED NUT (2 PCS)	Necessary	1.87 FS	*1.87 FS
19	1		*LONG-LIFE UNDERSEAL	Not Necessary	57.12 FS	*- FS
Total Parts (S\$)						5,290.96 5,119.21

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
Labour Items				
1	CHECK SPORT CIRCUIT /HARNESS REPAIR	New	200.00	200.00
2	DIAGNOSTIC AND PROGRAMMING	New	360.00	360.00
3	LABOUR	New	2,850.00	1,900.00
4	SPRAY PAINTING	New	2,500.00	1,500.00
5	R&R REAR SEAT	New	475.00	237.50
6	R&R REAR LUGGAGE	New	475.00	237.50
7	TRANSFER DOOR MECHANISM	New	950.00	475.00
Gross Labour Cost (S\$)			7,810.00	4,910.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >