

ASS. REC. BY:

REF: CS/MSG/19014509/R19/302

Special Instruction:

Survivor: Rosu

ASSIGNMENT (Office)

From (Person): Jocelyn Ng Chin Dun of MSG Date/Time: 20.8.19 10.27am

Estimated Cost: Bill to:

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

To Inspect Vehicle No: SLU 4152R Insured:

at Workshop m/s Volkswagen Tel: 85112203

of 17 Tias Ave 9

Policy No: A29055741A VW Claim No: 603341

Sum Insured: Excess: \$500.00

Make of Veh: D.O.A. 18.8.2019

(Client's Record)

CA / REV / REP. / REV 24 HRS

Date/Time: 20.8.19 11.24am Person Contacted: Steven

H.O.D. Endorsement:

Vehicle IN/OUT

Date/Time Action/Instruction (✓) Estimate

SLU 4152R - x

21/8/19 @ 4.07pm revert to Jocelyn Ng via Merimen. (wait insurance's offer)

22/8/19 @ 10.34am Jocelyn Ng informed c/a within repair limit \$19K & Ex: \$500 via Merimen.

22/8/19 @ 10.42am informed executive c/a within repair limit \$19K & Ex: \$500

24/8/19 @ 2.23pm 2nd revert to Jocelyn Ng via Merimen. (supplementary).

Form

es/msc19014509/R1qf3

0863

ASSIGNMENT

Front: _____ Date: _____
 Estimated Cost: _____
☒ OD / ☐ TP / ☐ WS / ☐ TP RES / ☐ OD RES / ☐ EVA / ☐ INV / ☐ MV
 To Inspect Vehicle No: SLH 4152R
 at Workshop m/s Volkswagen
 of 17, rue MG
 Insured: MSH
 Policy No. _____
 Claims No. _____
 Sum Insured: _____ Excess: 500
 (Client's Record)
 Make of Veh: _____

(Policy Condition)

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



Bal. or Market Value: 94K 575K
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 10 days Res.: Yes or No
 Lum Sum: _____ % 3 Val.: Yes or No

CA / ☒ REV / REP. / 24 HRS

Vehicle: IN / OUT

Date: _____ Person Contacted: _____

Veh No: SLH 4152R Yr Regn: 2017 / NOV
 Type: ☒ M.Car / ☐ M.Cycle / ☐ Bus / ☐ Van / ☐ Lorry / ☐ Taxi / ☐ Prime Mover /
 Truck / Trailer or
 Make: Volkswagen Golf TSI TL c.c. 999
 Colour: Grey A/C: Insured / Std / NI / NA
 Sp Reading: 19747 T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: WUWZZZAUZJW077598
 Gen. Cond: ☒ Good / ☐ Fair / ☐ Poor / ☐ Burnt
 Steering: ☒ Order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
 Brake: ☒ Order / ☐ Jammed / ☐ Leaked / ☐ Burnt or
 Modi: Nil / ☒ S/Rim / ☐ STD A/Rim or
 Tyre Size: F: 205/55R16
 R: 205/55R16

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / ☒ 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: 18/08/19 D.O.I: 20/08/19
 Survey held at: Volkswagen
 Des. of Damages: ☒ Front / ☐ Rear / ☐ O/S / ☐ N/S / ☐ U/C / ☐ Rooftop or

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

Date / Time	Action / Instruction
19/9/19 @ 3.35pm	Jocelyn Ng informed can proceed at \$17056.75 via Mr. Men.
20/9/19 @ 11.46am	confirmed with Germaine final fig \$17056.75, 10 days. (Red \$15875.66, 48%)

RECEIVED 23 SEP 2019

[Signature]
 20/9/2019

Date/Time, File Pass to? ☐ : Prel. Report

1) 23/9/2019 ☐ : Final Report

Date/Time, File Return to? _____

2) _____

Report Format: MEAR-00

Lump Sum / M.E.R. 17056.75

Days Of Repair: 10

Resurvey No. of Trip: 2

Add Fee: ☐ Site Insp \$
☐ Interview \$
☐ Tech. Insp \$
☐ VAAI \$

Survey Fee: 290

Transportation: _____

Phone: _____

Other: 11

TOTAL: 261

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Aug 2019 09:59		20 Aug 2019 10:27 Assign				New Assignment Cancel Case

Main		Reference		Claim Details		Documents		Show All	
CLAIM SUBFOLDER DETAILS								[Created by insurer]	
Insured:		CHEN GUOLIANG, ID: S7582086J, Tel: +6591860945, Email: NOEMAIL							
Vehicle Reg. No.:		SLU4152R		Date of Loss:		18/08/2019 09:00 - :59 [19 Months and 19 Days From LTA Reg Date (Man Yr)]			
Claim Type:		OD		Policy/Cover Note No.:		A29055749AVW (Comprehensive) Coverage: 30/11/2018 - 29/11/2019			
				Excess:		S\$500.00			
Repairer:		Volkswagen Group Singapore (HQ) 17 Tuas Ave 9, 639197 Tuas - Tel: 81214693							
Handling Insurer:		MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jocelyn Ng Shin Bun]							
Adjuster:		LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 21/08/2019]							
Driver/Custodian:		CHEN GUOLIANG (44 / Male), NRIC: S7582086J, Tel: +6591860945 Email: NOEMAIL							
Adj Asg. Remarks:		Survey & revert. Please contact us ASAP if you cannot attend this assignment. (Manual assign) to LKK. Please revert with market value, thank you. Manual assign to LKK via email on 20/08/2019.							
ASSOCIATED MAIL RECEIVED								View All	
There are no mail for this case.								Compose Case Mail	
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.									

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Friday, 20 September 2019 11:46 AM
To: Ong Germaine (VGS - SG/Singapore)
Cc: Chee Steven (VGS - SG/Singapore); SUR
Subject: RE: [EXT] RE: FINALISATION SLU4152R

Dear Germaine,

WITHOUT PREJUDICE

Confirm final fig \$17,056.75 before excess \$500.00 & GST and 10 repair days.

Kindly send the relevant documents to MSIG insurance company.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Monday, 9 September 2019 1:18 PM
To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: [EXT] RE: FINALISATION SLU4152R

Thanks

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>



Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	20 Aug 2019 09:55	Clim Veh Model Changed	(205668) VOLKSWAGEN GOLF 999cc TSI TL (A).	Jocelyn Ng Shin Bun [I]
2	20 Aug 2019 09:55	Clim Created	Reg No: SLU4152R, Policy No: A29055749AVW, Acct Date: 2019/08/18, Claim Type: O D, Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ), Workshop: Volkswagen Group Singapore (HQ), Ins.Status => Incoming Claim, Created from SAS:MVG519108082	Jocelyn Ng Shin Bun [I]
3	20 Aug 2019 10:03	Adj Co Assigned	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor): Manual assign to LKK. Please revert with market value, thank you.	Jocelyn Ng Shin Bun [I]
4	20 Aug 2019 10:03	Adj Next Rpt Changed	Next Rpt: Im. Advice. Due Date: 2019/08/21	Jocelyn Ng Shin Bun [I]
5	20 Aug 2019 10:03	Adj Mandate Set	Approved: 25000.00. Reinsp: Adj decides.	Jocelyn Ng Shin Bun [A]
6	20 Aug 2019 10:17	Assignment 1st Accessed		Crystal Lee [I]
7	20 Aug 2019 10:26	Adj Assignment Cancelled	Car at Tuas w/shop. Outsource as per Winnie instruction.	Crystal Lee [I]
8	20 Aug 2019 10:26	Adj Est Details Deleted	Deleting Est Details For Cancelling Adjuster Assignment	Crystal Lee [I]
9	20 Aug 2019 10:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ): Survey & revert. Please contact us ASAP if you cannot attend this assignment. (Manual assign) to LKK. Please revert with market value, thank you. Manual assign to LKK via email on 20/08/2019.	Crystal Lee [I]
10	20 Aug 2019 10:27	Adj Next Rpt Changed	Next Rpt: Im. Advice. Due Date: 2019/08/21	Crystal Lee [I]
11	20 Aug 2019 10:27	Adj Mandate Set	Approved: 25000.00. Reinsp: Adj decides.	Crystal Lee [A]
12	20 Aug 2019 11:08	Assignment 1st Accessed		LEE SU THING [A]
13	20 Aug 2019 11:29	Adj Adjuster Assigned	[None] -> MOHD RASUL	LEE SU THING [A]
14	21 Aug 2019 11:16	Adj Rpt Initiated		SHIAU CHAN [A]
15	21 Aug 2019 11:16	Clim Dtl Modified	JPJ Reg. Date: 2017/12/30 -> 2017/11/30. Vehicle Class: -> -1.	SHIAU CHAN [A]
16	21 Aug 2019 16:02	Clim Dtl Modified	Vehicle Class: -> -1.	SHIAU CHAN [A]
17	21 Aug 2019 16:06	Adj Im. Advice Submitted	Next Rpt: Final Rpt. Due Date: 2019/09/19	SHIAU CHAN [A]
18	21 Aug 2019 16:06	Adj Next Rpt Changed	Next Rpt: Final Rpt. Due Date: 2019/09/19	SHIAU CHAN [A]
19	21 Aug 2019 16:07	Adj Mandate Request	Cur.Req: 28988.47: DAMAGES CONSISTENT, KINDLY ADVISE REPAIR COST OFFER TO WORKSHOP (MARGIN OF REPAIR: \$26,894.00)	SHIAU CHAN [I]
20	22 Aug 2019 10:34	Adj Next Rpt Changed	Next Rpt: Final Rpt. Due Date: 2019/09/19. Mandate Remarks: We have offer repair limit to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn Ng Shin Bun [I]
21	22 Aug 2019 10:34	Adj Mandate Set	Approved: 19000.00: We have offer repair limit to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn Ng Shin Bun

AUDIT TRAIL

No.	On	Audit	Remarks	By
22	22 Aug 2019 10:34	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/09/19. Mandate Remarks: We have offer repair limit \$19,000 to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn [I] Ng Shin Bun
23	22 Aug 2019 10:34	Adj Mandate Set	Approved:19000.00:We have offer repair limit \$19,000 to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn [I] Ng Shin Bun
24	09 Sep 2019 14:22	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/09/19	[A] SHIAU CHAN
25	09 Sep 2019 14:23	Adj Mandate Request	Cur.Req:17056.75:DAMAGES CONSISTENT. REPAIR COST ECONOMICAL. KINDLY APPROVE ON SUPPLEMENTARY.	[A] SHIAU CHAN
26	19 Sep 2019 15:35	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/19. Mandate Remarks: We have offer repair limit \$19,000 to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn [I] Ng Shin Bun
27	19 Sep 2019 15:35	Adj Mandate Set	Approved:17056.75:We have offer repair limit \$19,000 to VW (Germaine Ong). Please re-survey on check items and confirm damages. Parts to be reused if check items are usable.	Jocelyn [I] Ng Shin Bun

Date From



Date To



Audit Type None



Go

ACTIVITY

[20/08/2019 10:25] Crystal Lee:

Car at Tuas w/shop. Outsource as per Winnie instruction.

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2252263	21 Aug 2019 11:16:49	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLU4152R		11.77
2264691	20 Aug 2019 09:59:01	Auto SMS Charges (Insurer)	Motor	MSIG Insurance (Singapore) Pte. Ltd.	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	SLU4152R	603341	xx.xx

Note: This document has not been finalised.

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: Jocelyn Ng Shin Bun

Date: 09 Sep 2019

Preliminary Advice

Vehicle No	: SLU4152R	Accident Date	: 18/08/2019
Make	: VOLKSWAGEN GOLF	Policy No.	: A29055749AVW
Assignment Date	: 20/08/2019	Excess	: S\$500.00
Date of Inspection	: 20/08/2019	Est. Duration of Repair	: 10.00
Inspection At	: VOLKSWAGEN GROUP SINGAPORE (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	32,932.41	(ESTIMATE \$32,755.41 + SUPPLEMENTARY \$177.00)
Revised Amount	:S\$	17,056.75	(INCLUSIVE OF SUPPLEMENTARY)
Check Items (Estimated)	:S\$	0.00	
Total	:S\$	17,056.75	
Lump Sum Repair	:S\$		

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	72,000.00
COE / PARF Rebate	:S\$	45,106.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,894.00

Remarks

(X) The vehicle is economical for repair.

(X) The above survey was conducted on a 'without prejudice' basis. KINDLY APPROVE ON SUPPLEMENTARY.

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 22 August 2019 10:42 AM
To: Ong Germaine (VGS - SG/Singapore)
Cc: Chee, Steven (VWG Singapore); SUR
Subject: OD VEHICLE SLU 4152R (DOA: 18/08/2019)

Dear Germaine,

As instructed by our client, please proceed to repair the insured vehicle **SLU 4152R at repair limit \$19,000.00 (Excess \$500/-)**.

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,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Claim Audit

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12	20 Aug 2019 11:08	Assignment 1st Accessed		LEE SU THING [A]
13	20 Aug 2019 11:29	Adj Adjuster Assigned	[None] -> MOHD RASUL	LEE SU THING [A]
14	21 Aug 2019 11:16	Adj Rpt Initiated		SHIAU CHAN [A]
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Date From



Date To



Audit Type None



Go

ACTIVITY

[20/08/2019 10:25] Crystal Lee:

Car at Tuas w/shop. Outsource as per Winnie instruction.

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2252263	21/08/2019 11:16	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLU4152R		11.77

Shiau Chan (LKKAUTO)

From: Jocelyn Ng <jocelyn_ng@sg.msig-asia.com>
Sent: Thursday, 22 August 2019 10:30 AM
To: Ong Germaine (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore)
Cc: Oh Aik Seong (VGS - SG/Singapore); Rajah Kumar; Keny Ong; Shiau Chan (LKKAUTO)
Subject: RE: [EXT] FW: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019 Car in at Tuas, please outsource. tks.

Dear Germaine,

Reference to the conversation between Joseph Kumar and yourself, we have offered repair limit at \$19,000 subject to check and supplementary parts and excess \$500.

Our surveyor will re-survey on check and supplementary parts.

Meanwhile, please check if any major defect on engine or parts and update us before repair.

Thank you
Have a great week ahead!

Jocelyn Ng
Executive, Claims Services
D: +65 6594 2539 | F: +65 6225 7402 | jocelyn_ng@sg.msig-asia.com



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: Ong Germaine (VGS - SG/Singapore) [mailto:Germaine.ong@vw.com.sg]
Sent: Wednesday, 21 August, 2019 5:12 PM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Motor Survey <motorsurvey@sg.msig-asia.com>; Jocelyn Ng <jocelyn_ng@sg.msig-asia.com>
Cc: Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: RE: [EXT] FW: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019 Car in at Tuas, please outsource. tks.

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

Dear Jocelyn

Any update on these case

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>



Internal

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Tuesday, 20 August 2019 4:44 PM
To: Motor Survey <motorsurvey@sg.msigg-asia.com>; Jocelyn Ng <jocelyn_ng@sg.msigg-asia.com>
Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Crystal Lee <crystal_lee@sg.msigg-asia.com>; Ong Zi Hui <zihui_ong@sg.msigg-asia.com>
Subject: RE: [EXT] FW: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019 Car in at Tuas, please outsource. tks.

Dear Jocelyn,

Please refer to attach surveyor marking.

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: Motor Survey <motorsurvey@sg.msig-asia.com>

Sent: Monday, 19 August 2019 6:56 PM

To: Jocelyn Ng <jocelyn_ng@sg.msig-asia.com>

Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Subject: [EXT] FW: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019 Car in at Tuas, please outsource. tks.

Importance: High

Dear Jocelyn,

Please assist to put up od folder.

Dear Crystal,

Vehicle at tuas workshop. Please help to outsource this case. Tks.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



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

Sent: Monday, 19 August 2019 6:43 PM

To: Motor Survey <motorsurvey@sg.msig-asia.com>; Claims <claims@sg.msig-asia.com>

Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>

Subject: FW: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019

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

Dear claims,

Please arrange survey for this claims.

Vehicle at tuas workshop.

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: Chee Steven (VGS - SG/Singapore)
Sent: Monday, 19 August 2019 6:13 PM
To: Motor Survey <motorsurvey@sg.msig-asia.com>; claims@sg.msig-asia.com
Cc: Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: SLU4152R MSIG IN HOUSE OD CLAIM DOA : 18/08/2019

Dear claims,

Please arrange survey for this claims.

Vehicle at tuas workshop.

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/>



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

Sent: Monday, 19 August 2019 6:11 PM

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

Subject: Scan Image

Internal

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Note: This document has not been finalised.

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: Jocelyn Ng Shin Bun

Date: 21 Aug 2019

Preliminary Advice

Vehicle No	: SLU4152R	Accident Date	: 18/08/2019
Make	: VOLKSWAGEN GOLF	Policy No.	: A29055749AVW
Assignment Date	: 20/08/2019	Excess	: S\$500.00
Date of Inspection	: 20/08/2019	Est. Duration of Repair	: 10.00
Inspection At	: VOLKSWAGEN GROUP SINGAPORE (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	32,755.41
Revised Amount	:S\$	12,549.59
Check Items (Estimated)	:S\$	16,438.88
Total	:S\$	28,988.47

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	72,000.00
COE / PARF Rebate	:S\$	45,106.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,894.00

Remarks

- () The vehicle is economical/not economical for repair.
- (X) The above survey was conducted on a 'without prejudice' basis. Kindly advise repair cost offer to workshop.

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	086J
Vehicle Details	
Vehicle No.:	SLU4152R
Vehicle to be Exported:	No
Intended Deregistration Date:	20 Aug 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF TSI TL
Primary Colour:	Silver
Manufacturing Year:	2017
Engine No.:	CHZ568170
Chassis No.:	WVWZZZAUZJW077598
Maximum Power Output:	81.0 kW (108 bhp)
Open Market Value:	\$18,516.00
Original Registration Date:	30 Nov 2017
First Registration Date:	30 Nov 2017
Transfer Count:	0
Actual ARF Paid:	\$8,516.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	29 Nov 2027
PARF Rebate Amount:	\$6,387.00
Intended COE Rebate Details	
COE Expiry Date:	29 Nov 2027
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$46,791.00
COE Rebate Amount:	\$38,719.00
Total Rebate Amount:	\$45,106.00

The information contained herein is correct as at 20 Aug 2019

OK

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STA Grade B No Major Dmg. 7
Years Warranty, Moby \$538
GV Credit Pte Ltd - 069440000

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Sort by Date Posted

20 results/page

12 vehicles

Volkswagen Golf

Advanced Search

Make	Model	Price	Depreciation	Reg Date	Eng Cap	Mileage	Veh Type	Status
Search Selection	Volkswagen Golf	Any	Any	2017	661cc - 1,600cc	Any	Any	Available
	Volkswagen Golf 1.4A TSI EQP Sunroof	\$80,800	\$9,240 /yr	18-Jul-2017	1,395 cc	31,186 km	Hatchback	Available
Lowest Depreciation For Golf 1.4 EQP With Sunroof. Highest Spec 1.4 Golf. Available 1 Owner With Genuine Mileage Comes With 5 Years Warranty Up Till July 2022 As Well As Free Servicing With (VGA). STA Evaluation Are Welcomed! Beautiful, Well Taken Care Of, Silver Ex...								
BW Automotiles								
Posted: 20-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Volkswagen Golf 1.4A TSI	\$80,988	\$9,520 /yr	31-Jul-2017	1,395 cc	19,800 km	Hatchback	Available
Das WeltAuto* Pre-owned Vehicles By Volkswagen, Singapore's Only Certified Volkswagen Pre-owned Centre, Certified Vehicle History And Mileage, 115 Points Check With Certificate Of Quality, Management Unit, Warranty By Volkswagen Valid Till July 2022.								
Das WeltAuto								
Posted: 20-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Volkswagen Golf 1.2A TSI	\$62,988	\$7,760 /yr	22-Mar-2017	1,197 cc	31,300 km	Hatchback	Available
1 Very Careful Owner, Well Maintained By Previous Owner. Very Spacious And Big Boot Space. Powerful And Responsive TSI Engine! Ideal For Those Who Fancy Spacious And Comfort Interior Yet Powerful Drive! Interior And Exterior Look Like New Car, No Chassis And Struct...								
Posted: 20-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Volkswagen Golf 1.2A TSI	\$65,999	\$7,790 /yr	26-Sep-2017	1,197 cc	44,000 km	Hatchback	Available
Under Agent Warranty! Low Depreciation For "Hatchback Of The Year 2018"! Certified Premium Pre-Owned Multi Points Check For Peace Of Mind Drive Away. Single Owner Who Meticulously Maintain This Ultra Fuel Efficient, Low Road Tax Yet Offering Fun Driving Experienc...								
Premium Automotiles								
Posted: 17-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Audi A4 provides a very comfortable ride							
The ninth generation Audi A4 sedan is undoubtedly the most comfortable car in its class.								
Find out more!								
	Volkswagen Golf 1.4A TSI Sunroof	\$82,800	\$9,960 /yr	27-Feb-2017	1,395 cc	53,572 km	Hatchback	Available
Special Offer 1.5% Interest Rate. Agent Unit, Warranty Till Feb 2020. Well Maintained By 1 Owner. Road Tax Till Feb 2020. Call/SMS/WhatsApp For Viewing Appointment.								
Republic Auto								
Posted: 16-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Volkswagen Golf 1.2A TSI	\$68,000	\$7,890 /yr	20-Nov-2017	1,197 cc	15,000 km	Hatchback	Available
1.2L Turbo Charged TSI Engine Producing 108Bhp Paired With A 7 Speed Dual Clutch DSG Gearbox Powering The Front Two Wheels. DTC. ABS. SRS Airbags.								
Posted: 09-Aug-2019								
Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen								
	Volkswagen Golf 1.2A TSI	\$65,888	\$8,040 /yr	27-Apr-2017	1,197 cc	52,896 km	Hatchback	Available
1 Owner Only! Beautiful Candy White In Colour! Fully Agent Maintained And Still Under Full Agent Warranty! Previous Lady Owner Unreluctant Sale. Guaranteed Accident Free! We Provide Various Loan Scheme! All Trade In Welcome! Please Contact Our Friendly Sales...								

Compare



Creative Auto

Posted: 08-Aug-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



Volkswagen Golf 1.4A TSI EQP Sunroof

\$86,800

\$9,610 /yr

15-Nov-2017

1,395 cc

25,000 km

Hatchback

Available

Free Titanium Glass Coating Worth \$888 Come With 3 Years Warranty And 3 Times Free Maintenance, Warranty By Volkswagen Till Nov 2020, Low Mileage, Well Maintained By Agent Volkswagen, 1 Owner, Drive With Peace Of Mind! High Trade In And Loan Available, Please...

Accendore Autolution Pte Ltd

Posted: 04-Aug-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



Volkswagen Golf 1.2A TSI

\$64,800

\$7,790 /yr

08-Jun-2017

1,197 cc

41,000 km

Hatchback

Available

Hatchback Of The Year 2018! Enjoy The Torque With Great Fuel Efficiency. 5 Years Warranty With VGS. Well Kept Condition. Fully Maintained By Agent. Flexible Financing. Look No Further. Call Now For An Appointment.

PREMIUM AD

Posted: 03-Aug-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



Volkswagen Golf 1.4A TSI EQP

\$86,600

\$9,550 /yr

22-Nov-2017

1,395 cc

29,000 km

Hatchback

Available

Unit Parked Under Shelter And Well Maintained. Road Tax Paid Until 21 Nov 2019. Comfortable Ride With Excellent Handling. Evaluation Welcomed. Buy With The Greatest Peace Of Mind. Multiple Loan Options Available. Viewing Is Strictly On Appointment Basis.

PREMIUM AD

Posted: 02-Aug-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



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Volkswagen Golf 1.2A TSI

\$66,000

\$8,350 /yr

17-Jan-2017

1,197 cc

44,300 km

Hatchback

Available

Auto Headlights. 16" Sports Rims. Well Maintained. Monthly Servicing.

DIRECT OWNER

Posted: 31-Jul-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen



Volkswagen Golf 1.4A TSI

\$69,500

\$8,660 /yr

17-Jan-2017

1,395 cc

20,000 km

Hatchback

Available

\$0 Driveway Can Be Arranged, Lowest Depreciation 1.4 Golf. Agent Records. Original Paintwork. Price Negotiable For Genuine Buyers.

DIRECT OWNER

Posted: 29-Jul-2019

Tags: 2017 Volkswagen Golf, 2017 volkswagen golf, Volkswagen Golf, volkswagen golf, Volkswagen, Golf, golf, Used Volkswagen

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

Filter

Model

Price

Depreciation

Reg Date

Eng Cap

Mileage

Veh Type

Status

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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	19/08/2019 09:23
Date Of Accident	18/08/2019 09:35
Exact Location Of Accident	TURF CLUB RD JUNCTION
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLU4152R
Insured/Policyholder	
Name Of Registered Owner	CHEN GUOLIANG
NRIC No	S7582086J
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-91860945
Alternative Phone No	OFFICE-91860945

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	GOLF 1.0 TLM 81 TSI D7F
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
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	A29055749AVW
Cover Note Number	

Driver

Name of Driver	CHEN GUOLIANG
NRIC No	S7582086J
Date Of Birth	08/05/1975
Occupation	INDOOR
Date Of Driving Pass	02/12/2010
Driving Experience	8 YEARS AND 8 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-91860945
Fax Number	
Contact Number	OFFICE-91860945
EMail Address	NOEMAIL

Address	BLK 10 CANBERRA DR #08-15 SINGAPORE
Postcode	768142
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)	3
Passenger 1	NAME: : CHU JIAN YUAN GENDER: : FEMALE
Passenger 2	NAME: : CHEN YAN TING GENDER: : FEMALE

Details of Police Action

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

Circumstances of Accident

REFER TO SKETCH PLAN

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	POLICE TRAFFIC TOOK IT
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:

19/8/19
L. S. L.

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

Reporting Centre Personnel's signature
Name: Shara
NRIC/FN No.:





MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way #21-01 SGX Centre 2 Singapore 068807
Tel: (65) 6827 7888 Fax: (65) 6827 7800
Co. Reg. No. 200412212G GST Reg. No. 25-0412212G

Certificate of Insurance

ORIGINAL

ROAD TRANSPORT ACT 1987 (MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS) RULES, 1959 (FEDERATION OF MALAYSIA)
THE MOTOR VEHICLES (THIRD-PARTY RISKS AND COMPENSATION) ACT (CAP. 189 OF THE REVISED EDITION)
(REPUBLIC OF SINGAPORE)
THE MOTOR VEHICLES (THIRD-PARTY RISK AND COMPENSATION) RULES, 1995 EDITION (REPUBLIC OF SINGAPORE)
OR ANY AMENDMENT, ACT OR ACTS PASSED IN SUBSTITUTION THEREOF.

Form: M.X.1
Individual Ownership

VW DRIVEEASY
Comprehensive

Certificate No. A 29055749 AVW

Excess : SGD500

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle
SLU4152R

2. Name of Policyholder
Chen Guoliang

3. Effective Date of the Commencement of Insurance for the purposes of the Act
30/11/2018

4. Date of Expiry of Insurance
29/11/2019

5. Persons or Classes of Persons entitled to drive*

Chen Guoliang
Any other person provided he is driving on the Policyholder's order or with the Policyholder's permission.

* Provided that the person driving is permitted in accordance with the licensing or other laws or 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.

6. Limitations as to use*

Use only for social domestic and pleasure purposes and for the Policyholder's business.
This Policy does not cover use for hire or reward racing pace-making reliability trial speed-testing the carriage of goods other than samples in connection with any trade or business or 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 189) and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.

PLEASE NOTE ALL CLAIMS RELATED REPAIR MUST BE CARRIED OUT AT VOLKSWAGEN CENTRE SINGAPORE.

This Certificate is not transferable to a new owner of the vehicle. If for any reason the Policy is terminated during its currency, the Certificate must be returned to the Insurer within 7 days of the termination or if the Certificate has been lost or destroyed, a Statutory Declaration to that effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicles (Third-Party Risks and Compensation) Act (Cap. 189).

I/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 189) and Part IV of the Road Transport Act, 1987 (Malaysia) or any Amendment, Act or Acts passed in substitution thereof.



Signature: Date

Counter-Signatory:

Winner Consultancy Pte. Ltd.

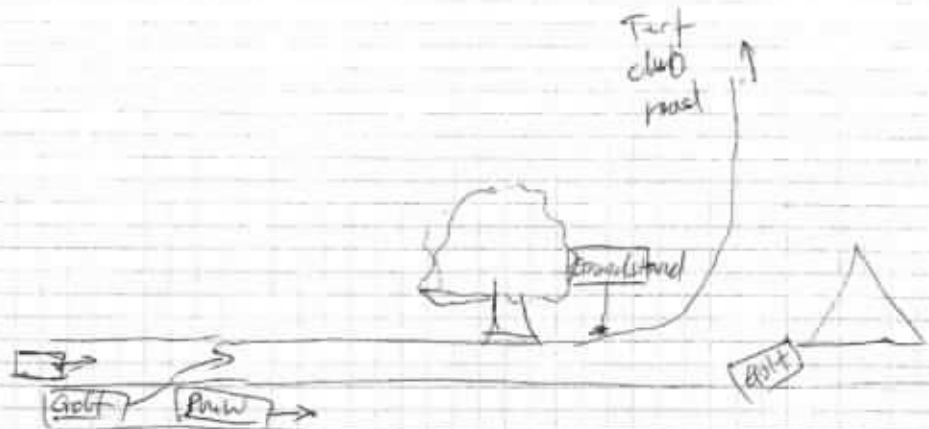
MSIG Insurance (Singapore) Pte. Ltd.
Approved Insurers

Amy Lai
Senior Vice President, Agencies

This certificate is not valid unless it is signed for & on behalf of the Company and Counter-Signed by a duly authorised representative of the Counter-Signatory.

WVCP/KHS2018111212288183

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On Aug 19, I was driving to Grandstand. I go there every four months just for my child's Taekwondo grading. I am not familiar with roads along Duncan Road. I usually drive along the left most lane looking for sign to turn into Turf club road. Around 9:30am, I drove on Duncan Road. There was a BMW driving unexpected slowly in front of my vehicle in the middle lane. As I need to drive in the left most lane to look for sign towards Turf club road, I accelerated to overtake vehicles on the left most lane. In the meantime, I had to be cautious due to the vehicle in front didn't accelerate. During that moment, I believe I lost opportunity to check the road sign for Swiss club which I need to gauge how far away from Turf club road. I forget to check the speed while continue to looking for road sign, as I thought there are a great distance before I should make left turn. By the time I saw the road sign of Grandstand which was blocked by trees, I wanted to turn left but because car was at higher speed that I can't make turn safely. I tried to drive straight instead. Due to the speed, I was unable to ~~turn~~ ^{righten} my car, eventually, car hit road sign and knock it down.

DECLARATION

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

Policyholder's Signature

Date & Time

19/8/11 10:40

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

Name: *Sylvia*

NRIC/FIN No.:



VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue
Singapore 639176
Biz. Reg. No.: 1991014942
GST No.: M200985052

Tax invoice
Preview

Page

1/4

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

Customer Details:
Mr
CHEN
GUOLIANG
10 CANBERRA DR
#08-15
Singapore 768142

Document no.
Document date 19-08-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019001734/ 1
Job order date 19-08-2019
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLU4152R	BQ12AZ	30-11-2017	VWZZZAUZJW077598	Golf 1.0 TLBM 81 TSI D7F	19,747

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
	Leaked Check, Vacuum & Regas	1	pcs.	238.00	#1	238.00	254.66
	R&R OIL PAN	2	pcs.	475.00	#1	950.00	1,016.50
	R&R GEAR BOX	3	pcs.	475.00	#1	1,425.00	1,524.75
	R&R FUEL TANK (To remove axle beam)	2	pcs.	475.00	#1	950.00	1,016.50
	R&R SUB FRAME	2	pcs.	475.00	#1	950.00	1,016.50
	R&R RHS U/CARRIAGE	2	pcs.	475.00	#1	950.00	1,016.50
	R&R LHS U/CARRIAGE	3	pcs.	475.00	#1	1,425.00	1,524.75
	WHEEL ALIGNMENT	1	pcs.	300.00	#1	300.00	321.00
	R&R RIM & BALANCE	2	pcs.	50.00	#1	100.00	107.00
5G0807217FNGRU	Cover For Bumper Primed	1	pcs.	1,083.84	28.00%	780.22	834.84
5G0805915J 9B9	Retainer For Spoiler Sati	1	pcs.	174.53	28.00%	125.66	134.46
5G0807049B	Guide Piece	1	pcs.	19.18	28.00%	13.81	14.78
5G0807050B	BUMPER SIDE BRACKET LH	1	pcs.	19.18	28.00%	13.81	14.78
5G0807723F	Support Part	1	pcs.	50.49	28.00%	36.35	38.89
5G0807724F	BUMPER INNER BRACKET LH	1	pcs.	50.49	28.00%	36.35	38.89
5G0807109AL	Impact Beam	1	pcs.	587.84	28.00%	423.24	452.87
5G0807248G	REINFORCEMENT	1	pcs.	38.75	28.00%	27.90	29.85
5Q0825236Q	Foam Insert	1	pcs.	137.36	28.00%	98.90	105.82
5G0853651CCZLL	ENGINE LOWER COVER	1	pcs.	422.26	28.00%	304.03	325.31
3G0853601B DPJ	Radiator Grille Satin Bla	1	pcs.	83.89	28.00%	60.40	64.63
5G0853677M 9B9	Vw Sign Black/Bright Chro	1	pcs.	119.98	28.00%	86.39	92.44
5G0853665L 9B9	Cooling Air Grill Satin B	1	pcs.	70.75	28.00%	50.94	54.51
5G0853665N 9B9	CENTRE LOWER GRILLE	1	pcs.	70.75	28.00%	50.94	54.51
5G0853211G 9B9	Cooling Air Grill Satin B	1	pcs.	31.13	28.00%	22.41	23.98
5Q0816411BH	BUMPER SIDE GRILLE LOWER LH	1	pcs.	674.22	28.00%	485.44	519.42
5Q0121251HS	Cover Part For Bumper Sat	1	pcs.	584.41	28.00%	420.78	450.23
5Q0121251GQ	BUMPER SIDE GRILLE UPPER LH	1	pcs.	598.65	28.00%	431.03	461.20
5G0121283BB	Refrigerant Condenser Wit	1	pcs.	21.28	28.00%	15.32	16.39
5G0121284AD	A/C CONDENSER	1	pcs.	21.28	28.00%	15.32	16.39
	Additional Radiator	1	pcs.	598.65	28.00%	431.03	461.20
	RADIATOR OUTER	1	pcs.	21.28	28.00%	15.32	16.39
	RADIATOR INNER	1	pcs.	21.28	28.00%	15.32	16.39
	Air Duct	1	pcs.	21.28	28.00%	15.32	16.39
	AIR GUIDE LH	1	pcs.	21.28	28.00%	15.32	16.39
	AIR GUIDE RH	1	pcs.	21.28	28.00%	15.32	16.39

5G0805588AC Lock carrier - cr 1 pcs 1097.98 28% 790.55

VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue
Singapore 639178
Biz. Reg. No.: 199101494Z
GST No.: M200985052

Tax invoice
Preview

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

Customer Details:
Mr
CHEN
GUOLIANG
10 CANBERRA DR
#08-15
Singapore 768142

Document no.
Document date 19-08-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019001734/ 1
Job order date 19-08-2019
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLU4152R	BQ12AZ	30-11-2017	WVWZZZAUZJW077598	Golf 1.0 TLBM 81 TSI D7F	19,747

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
1K0121367F	Bushing RADIATOR LOWER BUSH ?X500	2	pcs.	9.10	28.00% #1	13.10 X	14.02
G 013A8JM1	Coolant Concentrate	2	pcs.	42.83	28.00% #1	✓ 61.68	66.00
5Q0121203EA	Electric Fan With Fan Cow	1	pcs.	972.25	28.00% #1	✓ 700.02 X	749.02
0CW300040SX00D	7-Speed Dual Clutch Gearb GEAR BOX ?X500	1	pcs.	11,018.57	28.00% #1	✓ 7,933.37 X	8,488.71
04C103601C	Oil Pan CD-20819	1	pcs.	272.87	28.00% #1	✓ 196.47	210.22
N 90500605	Socket Hd. Screw With Col	18	pcs.	1.27	28.00% #1	✓ 16.46	17.61
D 176501A1	Silicone Adhesive Sealant	1	pcs.	51.02	28.00% #1	✓ 36.73	39.30
VWLM3318	DEGREASER CLEANER 500ml	1	pcs.	38.22	28.00% #1	✓ 27.52	29.45
06E907660C	Oil Level Sensor ?X500	1	pcs.	176.50	28.00% #1	✓ 127.08 X	135.98
3D0973703	Flat Contact Housing With OIL LEVEL SENSOR WIRE HOUSING	1	pcs.	13.04	28.00% #1	✓ 9.39	10.05
G 052167M2	Motor Oil	5	pcs.	39.41	28.00% #1	✓ 141.88	151.81
04E115561H	Oil Filter	1	pcs.	24.60	28.00% #1	✓ 17.71	18.95
5Q0199315Q	Sub-Frame	1	pcs.	502.29	28.00% #1	✓ 361.65	386.97
8V0198037	1 Set Bonded Rubber Bushe	1	pcs.	101.11	28.00% #1	✓ 72.80	77.90
5Q0825202L	Underbody Lining	1	pcs.	91.77	28.00% #1	✓ 66.07	70.69
5Q0201080GE	Fuel Tank With Narrow Fue	1	pcs.	1,332.04	28.00% #1	✓ 959.07	1,026.20
5Q0201160BC	Breather Line	1	pcs.	44.35	28.00% #1	✓ 31.93	34.17
1K0919133D	Seal Ring	1	pcs.	23.04	28.00% #1	✓ 16.59	17.75
5G0073146B 8Z8	FUEL PUMP SEAL	1	pcs.	910.00	28.00% #1	✓ 1,310.40	1,402.13
311601361	Wheel Disc 'Alum.' With	1	pcs.	3.22	28.00% #1	✓ 4.64	4.96
8V0498625B	Rubber Valve	1	pcs.	562.42	28.00% #1	✓ 404.94	433.29
5Q0407256N	Wheel Bearing With Mounti WHEEL BEARING RH ?X500	1	pcs.	556.64	28.00% #1	✓ 400.78	428.83
5Q0407151R	Wheel Bearing Housing RH ?X500	1	pcs.	328.80	28.00% #1	✓ 236.74 X	253.31
5Q0407365A	Track Control Arm Complet LHS LOWER ARM ?X500	1	pcs.	122.52	28.00% #1	✓ 88.21	94.38
8V0498625B	Guide Joint LH ?X500	1	pcs.	562.42	28.00% #1	✓ 404.94	433.29
5Q0407255N	Wheel Bearing With Mounti LH ?X500	1	pcs.	556.64	28.00% #1	✓ 400.78	428.83
5Q0413023FH	Wheel Bearing Housing LH ?X500	1	pcs.	316.32	28.00% #1	✓ 227.75 X	243.69
5Q0412249F	Gas-Filled Shock Absorber LH ?X500	1	pcs.	44.70	28.00% #1	✓ 32.18 X	34.43
5Q0412331E	Ball Bearing TOP BEARING ?X500	1	pcs.	91.81	28.00% #1	✓ 65.96 X	70.58
1K0423810A	Suspension Strut Mounting TOP MTG ?X500	1	pcs.	100.29	28.00% #1	✓ 72.21 X	77.26
1K0423811J	Tie Rod Tie Rod End ?X500	1	pcs.	138.02	28.00% #1	✓ 99.37 X	106.33
N 90834901	LH Retaining Clip ?X500	2	pcs.	4.64	28.00% #1	✓ 6.88 X	7.15

VOLKSWAGEN CENTRE SINGAPORE

9 Tuas Avenue
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MSIG INSURANCE PTE LTD
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Customer Details:
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License plate	Model code	First registration	VIN	Model	Mileage
SLU4152R	BQ12AZ	30-11-2017	WVWZZZAUZJW077598	Golf 1.0 TLBM 81 TSI D7F	19,747

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
VWLM3318	DEGREASER CLEANER 500ml	1	pcs.	38.22	28.00% #1	27.52	29.45
	Towing Assistance	1	pcs.	195.00	#1	195.00	208.65
	A/C GAS	1	pcs.	60.00	#1	60.00	64.20
	LABOUR	6	pcs.	475.00	#1	2,850.00	3,049.50
	Spray Painting	3	pcs.	500.00	#1	1,500.00	1,605.00
	TYRE PIRELLI CINTURATO P7 BLUE 205/55/16	2	pcs.	680.00	#1	1,360.00	1,455.20
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	MSIG IN HOUSE OD						
	DOA : 18/08/2019						
	EXCESS : \$500						
	SURVEY BY :						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	7,848.00	24,116.86	7,027.96	7%	2,237.54	7,027.96	31,964.86	34,202.40
Total	7,848.00	24,116.86	7,027.96		2,237.54	7,027.96	31,964.86	34,202.40

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.

VOLKSWAGEN CENTRE SINGAPORE

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



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Service Advisor	TIOU CHUAN CHEE

Company
MSIG INSURANCE PTE LTD
4 Shenton Way
#21-01 SGX Centre 2
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Customer Details:
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#08-15
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License plate	Model code	First registration	VIN	Model	Mileage
SLU4152R	BQ12AZ	30-11-2017	WVWZZZAUZJW077598	Golf 1.0 TLBM 81 TSI D7F	19,747

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.

Handwritten notes:
 Rasul
 Hp 90010068
 10 days
 P/P
 20/08/19 @ 1600
 EXCESS: 500
 Reay before print
 REVERT

LKK Auto Consultant, 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
- Supplemental 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.: M200985052



Volkswagen

SKODA

Commercial Vehicles

Tax invoice

Preview

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Document no. 12333901098
Document date 03-09-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 399999
Job order number 2019001734/ 1
Job order date 19-08-2019
Service Advisor TIOW CHUAN CHEE

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

Customer Details:
Mr
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10 CANBERRA DR
#08-15
Singapore 768142

License plate SLU4152R	Model code BQ12AZ	First registration 30-11-2017	VIN WVWZZZAUZJW077598	Model Golf 1.0 TBM 81 TSI D7F	Mileage 19,747
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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
	Leaked Check, Vacuum & Regas	1	pcs.	238.00	#1	238.00	254.66
	R&R OIL PAN	0.5	pcs.	475.00	#1	237.50	254.13
	R&R FUEL TANK	2	pcs.	475.00	#1	950.00	1,016.50
	R&R SUB FRAME	1	pcs.	475.00	#1	475.00	508.25
	R&R RHS U/CARRIAGE	1	pcs.	475.00	#1	475.00	508.25
	R&R LHS U/CARRIAGE	1	pcs.	475.00	#1	475.00	508.25
	WHEEL ALIGNMENT	1	pcs.	300.00	#1	300.00	321.00
	R&R RIM & BALANCE	2	pcs.	50.00	#1	100.00	107.00
5G0807217FNGRU	Cover For Bumper Primed XR-230819	1	pcs.	1,083.64	28.00% #1	780.22	834.84
5G0805915J 9B9	Retainer For Spoiler Sati XR-230819	1	pcs.	174.53	28.00% #1	125.66	134.46
5G0807723F	Support Part BUMPER INNER BRACKET LH*XR-230819	1	pcs.	50.49	28.00% #1	36.35	38.89
5G0807109AL	Impact Beam REINFORCEMENT*XR-230819	1	pcs.	587.84	28.00% #1	423.24	452.87
5G0807248G	Foam Insert XR-230819	1	pcs.	38.75	28.00% #1	27.90	29.85
5Q0825236Q	Sound Baffle ENGINE LOWER COVER*XR-230819	1	pcs.	137.36	28.00% #1	98.90	105.82
5G0853651CCZLL	Radiator Grille Satin Bla XR-230819	1	pcs.	422.26	28.00% #1	304.03	325.31
3G0853601B DPJ	Vw Sign Black/Bright Chro XR-230819	1	pcs.	83.89	28.00% #1	60.40	64.63
5G0853677M 9B9	Cooling Air Grill Satin B CENTRE LOWER GRILLE*XR-230819	1	pcs.	119.98	28.00% #1	86.39	92.44
5G0853665L 9B9	Cooling Air Grill Satin B BUMPER SIDE GRILLE LOWER LH*XR-230819	1	pcs.	70.75	28.00% #1	50.94	54.51
5G0853665N 9B9	Cooling Air Grill Satin B BUMPER SIDE GRILLE CENTER LH*AO-230819	1	pcs.	70.75	28.00% #1	50.94	54.51
5Q0816411BH	Refrigerant Condenser Wit A/C CONDENSER*XR-230819	1	pcs.	674.22	28.00% #1	485.44	519.42
5Q0121251HS	Additional Radiator RADIATOR OUTER*XR-230819	1	pcs.	584.41	28.00% #1	420.78	450.23
5Q0121251GQ	Radiator RADIATOR INNER*XR-230819	1	pcs.	598.65	28.00% #1	431.03	461.20
5G0121283BB	Air Duct AIR GUIDE LH*XR-230819	1	pcs.	21.28	28.00% #1	15.32	16.39
5G0805588AC	Lock Carrier With Mountin XR-230819	1	pcs.	1,097.98	28.00% #1	790.55	845.89
G 013A8JM1	Coolant Concentrate XR-230819	2	pcs.	42.83	28.00% #1	61.68	66.00

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue
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Volkswagen



SKODA



Commercial Vehicles

Tax invoice

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Document no. 12333901098
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MSIG INSURANCE PTE LTD
4 Shenton Way
#21-01 SGX Centre 2
Singapore 048581

Customer Details:
Mr
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GUOLIANG
10 CANBERRA DR
#08-15
Singapore 768142

License plate SLU4152R	Model code BQ12AZ	First registration 30-11-2017	VIN WVWZZZAUZJW077598	Model Golf 1.0 TBM 81 TSI D7F	Mileage 19,747
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
04C103601C	Oil Pan CD-20819	1	pcs.	272.87	28.00% #1	196.47	210.22
N 90500605	Socket Hd. Screw With Col XR-190819	18	pcs.	1.27	28.00% #1	16.46	17.61
D 176501A1	Silicone Adhesive Sealant XR-190819	1	pcs.	51.02	28.00% #1	36.73	39.30
VWLM3318	DEGREASER CLEANER 500ml XR-230819	1	pcs.	38.22	28.00% #1	27.52	29.45
3D0873703	Flat Contact Housing With OIL LEVEL SENSOR WIRE HOUSING*XR-190819	1	pcs.	13.04	28.00% #1	9.39	10.05
G 052167M2	Motor Oil	5	pcs.	39.41	28.00% #1	141.88	151.81
04E115561H	Oil Filter	1	pcs.	24.60	28.00% #1	17.71	18.95
5Q0199315Q	Sub-Frame XR-230819	1	pcs.	502.29	28.00% #1	361.65	386.97
5Q0825202L	Underbody Lining AO-230819	1	pcs.	91.77	28.00% #1	66.07	70.69
1K0919133D	Seal Ring FUEL PUMP SEAL*XR-230819	1	pcs.	23.04	28.00% #1	16.59	17.75
5G0073146B 8Z8	Wheel Disc 'Alum.' With TRY REQUESTING CP&L 230819	2	pcs.	910.00	28.00% #1	1,310.40	1,402.13
311601361	Rubber Valve AO-230819	2	pcs.	3.22	28.00% #1	4.64	4.96
8V0498625B	Wheel Bearing With Mount WHEEL BEARING RH*XR-230819	1	pcs.	562.42	28.00% #1	404.94	433.29
5Q0407256N	Wheel Bearing Housing RH*CD-230819	1	pcs.	556.64	28.00% #1	400.78	428.83
5Q0407365A	Guide Joint LH*XR-230819	1	pcs.	122.52	28.00% #1	88.21	94.38
8V0498625B	Wheel Bearing With Mount LH*XR-230819	1	pcs.	562.42	28.00% #1	404.94	433.29
5Q0407255N	Wheel Bearing Housing LH*CD-230819	1	pcs.	556.64	28.00% #1	400.78	428.83
VWLM3318	DEGREASER CLEANER 500ml XR-230819	1	pcs.	38.22	28.00% #1	27.52	29.45
5G0805705R	Guide BUMPER CENTRE BRACKET*XR-230819	1	pcs.	36.62	28.00% #1	26.37	28.22
5G0805911AJ	Wheelhouse Liner FENDER LINER LOWER LH*XR-230819	1	pcs.	86.69	28.00% #1	62.42	66.79
5Q0407366A	Guide Joint RH*XR-230819	1	pcs.	122.52	28.00% #1	88.21	94.38
5Q0201060GE	Fuel Tank With Narrow Fue OS-230819	1	pcs.	1,332.04	28.00% #1	959.07	1,026.20
5Q0201160BC	Breather Line OS-230819	1	pcs.	44.35	28.00% #1	31.93	34.17
8V0198037	1 Set Bonded Rubber Bushe OS-230819	1	pcs.	101.11	28.00% #1	72.80	77.90

VOLKSWAGEN CENTRE SINGAPORE

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Tax invoice Preview

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License plate SLU4152R	Model code BQ12AZ	First registration 30-11-2017	VIN WVWZZZAUZJW077598	Model Golf 1.0 TLM 81 TSI D7F	Mileage 19,747
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
CINTURATO 205/55R16	Pirelli CintuP7 205/55R16	1	pcs.	680.00	20.00% #1	544.00	582.08
	Towing Assistance	1	pcs.	195.00	#1	195.00	208.65
	A/C GAS	1	pcs.	60.00	#1	60.00	64.20
	LABOUR	4	pcs.	475.00	#1	1,900.00	2,033.00
	Spray Painting	1	pcs.	500.00	#1	500.00	535.00
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	PIRELLI CINTURATO P7 B 205/55/16	1	pcs.	680.00	20.00% #1	544.00	582.08
	Insurance Excess	1	pcs.	-500.00	#1	-500.00	-535.00
	MSIG IN HOUSE OD						
	DOA : 18/08/2019						
	EXCESS : \$500						
	SURVEY BY : RASUL						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	3,810.50	12,746.25	3,936.58	7%	1,158.97	3,936.58	16,556.75	17,715.72
Total	3,810.50	12,746.25	3,936.58		1,158.97	3,936.58	16,556.75	17,715.72

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.

VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

Tax invoice

Preview

Page	4/4
Document no.	12333901098
Document date	03-09-2019
Customer no.	5211001211
Customer GST-ID	200412212G
Dealer	39999
Job order number	2019001734/ 1
Job order date	19-08-2019
Service Advisor	TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLU4152R	BQ12AZ	30-11-2017	WVWZZZAUZJW077598	Golf 1.0 TLM 81 TSI D7F	19,747

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.

Supplementary or Omitted List



VEHICLE NUMBER: SLU4152R

MODEL GOLF

CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1				
2				
Total				\$0.00

No.	Item No.	Description	Qty	Unit Price	Discount	Amount
1	5G0805911AJ	FENDER LINER LOWER LH	1	\$ 86.69	28	\$ 62.42
2	5Q0407366A	GUIDE JOINT	1	\$ 122.52	28	\$ 88.21
3	5G0805705R	BUMPER CENTRE BRACKET	1	\$ 36.62	28	\$ 26.37
4						
TOTAL:						\$177.00

Total Labour & Parts

\$177.00

Survey By

RASUL

Supplementary or Omitted List



VEHICLE NUMBER: SLU4152R

MODEL: GOLF

CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1				
2				
Total				\$0.00

<u>No.</u>	<u>Item No.</u>	<u>Description</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Discount</u>	<u>Amount</u>
1	5G0805911AJ	FENDER LINER LOWER LH	1	\$ 86.69	28	\$ 62.42
2	5Q0407366A	GUIDE JOINT	1	\$ 122.52	28	\$ 88.21
3						
4						
TOTAL:						\$150.63

Total Labour & Parts

\$150.63

Survey By

RASUL

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

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	20 Aug 2019		20 Aug 2019 10:27 Edit Adj Rpt	\$S\$17,056.75 Edit Estimates	\$S\$17,056.75 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	CHEN GUOLIANG, ID: S7582086J, Tel: +6591860945, Email: NOEMAIL		
Vehicle Reg. No.:	SLU4152R	Date of Loss:	18/08/2019 09:00 - :59 [20 Months and 19 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD / 603341	Policy/Cover Note No.:	A29055749AVW (Comprehensive) Coverage: 30/11/2018 - 29/11/2019
		Excess:	\$S\$500.00
Repairer:	Volkswagen Group Singapore (HQ) 17 Tuas Ave 9, 639197 Tuas - Tel: 81214693		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jocelyn Ng Shin Bun]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 19/09/2019]		
Driver/Custodian:	CHEN GUOLIANG (44 / Male), NRIC: S7582086J, Tel: +6591860945 Email: NOEMAIL		
Adj Asg. Remarks:	Survey & revert. Please contact us ASAP if you cannot attend this assignment. (Manual assign) to LKK. Please revert with market value, thank you. Manual assign to LKK via email on 20/08/2019.		

ASSOCIATED MAIL RECEIVED

[View All](#)[Compose Case Mail](#)

- MSIG_SG (19/09/2019): Alert - Adj Mandate Approved (\$S\$17056.75) - SLU4152R - Claim Handler: Jocelyn Ng...
- MSIG_SG (22/08/2019): Alert - Adj Mandate Approved (\$S\$19000.00) - SLU4152R - Claim Handler: Jocelyn Ng...
- MSIG_SG (22/08/2019): Alert - Adj Mandate Approved (\$S\$19000.00) - SLU4152R - Claim Handler: Jocelyn Ng...

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

*SLU4152R (603341)
 OD
 Aug 18 2019 9:00AM
 [CHEN GUOLIANG]
 Volkswagen Group Singapore

Upload Documents			Upload Photos			Compose New Letter			View			View in Browser		
Assessment Reports									1 per page		☒			
No	Finalized On	Volkswagen Centre Singapore (HQ)							Thumbnail		Print			
1	19/08/19 13:14	Accident Statement									Load HTM			
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail		Print			
1	21/08/19 16:06	Adjuster Immediate Advice									Load HTM			
2	09/09/19 14:22	Adjuster Immediate Advice									Load HTM			
Photos/Images									3 per page		☒			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail		Print			
1	21/08/19 11:14	Odometer Reading									☒			
2	21/08/19 11:14	Chassis Number									☒			
3	21/08/19 11:14	General View									☒			
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Assessment Reports			1 per page	☒
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Assessment Reports			1 per page	☒
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Assessment Reports			1 per page	☒
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151	20/09/19 11:22	Reinspection Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	20/08/19 09:59	PARF COE	 Load PDF	
2	20/08/19 09:59	Transfer Fee Details	 Load PDF	
3	20/08/19 10:02	Estimate repair cost + GIA report	 Load PDF	
4	20/08/19 10:02	Email from VW (Steven Chee) - to arrange survey	 Load PDF	
5	20/08/19 10:02	Email to LKK - manual assignment	 Load PDF	
6	22/08/19 10:30	Email to VW (Germaine) - repair limit \$19,000	 Load PDF	
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor)	Thumbnail	Print
1	20/08/19 10:24	Survey Request - Manual Assigned	 Load PDF	
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/08/19 11:13	ESTIMATE	 Load PDF	
2	09/09/19 14:13	SUPPLEMENTARY LIST	 Load PDF	
3	19/09/19 09:52	REVISED ESTIMATE	 Load PDF	

Linked Accident Report Documents

Assessment Reports			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	19/08/19 13:14	Accident Statement	 Load HTM	
Photos/Images			3 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	19/08/19 13:13	Accident Photo	 Load JPG	☒
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Documentation			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	19/08/19 10:24	Sketch Plan	 Load TIF	
2	19/08/19 13:13	Accident Sketch Plan	 Load TIF	

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

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

Our File No: CS/MSG19014509/R1QF3E2

Date: 11/10/2019

REFERENCE

Insured/Claimant:	CHEN GUOLIANG	Policy No:	A29055749AVW	Claim No:	603341
Date of Loss:	18/08/2019	Nature of Claim:	OD		

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SLU4152R	Engine No:	CHZ568170
Make & Model:	VOLKSWAGEN GOLF, 999cc TSI TL (A)	Chassis No:	WVWZZZAUZJW077598
Reg. Date:	30/11/2017 (Man. Year: 2017)	Odometer:	19747 km
Colour:	Grey		
Engine Capacity:	999 cc		
Market Value/New Car Price:	S\$72,000.00		
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:	205/55 R16	Rear Tyre Size:	205/55 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	20,539.41	10,651.25	9,888.16	48.14
Miscellaneous Items	0.00	0.00	0.00	
Labour	12,393.00	6,405.50	5,987.50	48.31
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	32,932.41	17,056.75	15,875.66	48.21
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	32,432.41	16,556.75	15,875.66	48.95
+ GST 7.00/7.00% (S\$)	2,270.27	1,158.97	1,111.30	48.95
Nett Amount (S\$)	34,702.68	17,715.72	16,986.96	48.95

INSPECTION

Date of Assignment: 20/08/2019

Date Inspected: 20/08/2019 Inspected At:

Volkswagen Group Singapore (HQ)
17 Tuas Ave 9
Singapore 639197

Estimated Period of Repair: 10.0 days

Adjuster: MOHD RASUL

Manager: SHIAU CHAN

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: 11 Oct 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 SLU4152R)	
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	Torn	780.22 FS	*780.22 FS
2	1		*RETAINER FOR SPOILER SATI	Cracked	125.66 FS	*125.66 FS
3	1		*BUMPER SIDE BRACKET LH	Serviceable	13.81 FS	*- FS
4	1		*BUMPER SIDE BRACKET RH	Serviceable	13.81 FS	*- FS
5	1		*BUMPER INNER BRACKET LH	Cracked	36.35 FS	*36.35 FS
6	1		*BUMPER INNER BRACKET RH	Serviceable	36.35 FS	*- FS
7	1		*REINFORCEMENT	Bent	423.24 FS	*423.24 FS
8	1		*FOAM INSERT	Cracked	27.90 FS	*27.90 FS
9	1		*ENGINE LOWER COVER	Broken	98.90 FS	*98.90 FS
10	1		*RADIATOR GRILLE SATIN BLA	Cracked	304.03 FS	*304.03 FS
11	1		*VW SIGN BLACK / BRIGHT CHRO	Necessary	60.40 FS	*60.40 FS
12	1		*CENTRE LOWER GRILLE	Cut	86.39 FS	*86.39 FS
13	1		*BUMPER SIDE GRILLE LOWER LH	Deformed	50.94 FS	*50.94 FS
14	1		*BUMPER SIDE GRILLE CENTER LH	Cracked	50.94 FS	*50.94 FS
15	1		*BUMPER SIDE GRILLE UPPER LH	Serviceable	22.41 FS	*- FS
16	1		*A/C CONDENSER	Bent	485.44 FS	*485.44 FS
17	1		*RADIATOR OUTER	Bent	420.78 FS	*420.78 FS
18	1		*RADIATOR INNER	Bent	431.03 FS	*431.03 FS
19	1		*AIR GUIDE LH	Cracked	15.32 FS	*15.32 FS
20	1		*AIR GUIDE RH	Serviceable	15.32 FS	*- FS
21	1		*LOCK CARRIER	Cracked	790.55 FS	*790.55 FS
22	2		*RADIATOR LOWER BUSH	Serviceable	13.10 FS	*- FS
23	2		*COOLANT CONCENTRATE	Necessary	61.68 FS	*61.68 FS
24	1		*ELECTRIC FAN WITH FAN COW	Serviceable	700.02 FS	*- FS
25	1		*GEAR BOX	Serviceable	7,933.37 FS	*- FS
26	1		*OIL PAN CD-20819	Cracked	196.47 FS	*196.47 FS
27	1		*SOCKET HD.SCREW WITH COL (18PCS)	Necessary	16.46 FS	*16.46 FS
28	1		*SILICONE ADHESIVE SEALANT	Necessary	36.73 FS	*36.73 FS
29	1		*DEGREASER CLEANER 500ML	Necessary	27.52 FS	*27.52 FS
30	1		*OIL LEVEL SENSOR	Serviceable	127.08 FS	*- FS
31	1		*OIL LEVEL SENSOR WIRE HOUSING	Cracked	9.39 FS	*9.39 FS
32	1		*MOTOR OIL (5PCS)	Necessary	141.88 FS	*141.88 FS
33	1		*OIL FILTER	Necessary	17.71 FS	*17.71 FS
34	1		*SUB-FRAME	Bent	361.65 FS	*361.65 FS
35	1		*SET BONDED RUBBER BUSHE	Necessary	72.80 FS	*72.80 FS
36	1		*UNDERBODY LINING	Scratched	66.07 FS	*66.07 FS
37	1		*FUEL TANK WITH NARROW FUE	Scratched	959.07 FS	*959.07 FS
38	1		*BREATHING LINE	Necessary	31.93 FS	*31.93 FS
39	1		*FUEL PUMP SEAL	Necessary	16.59 FS	*16.59 FS
40	2		*WHEEL DISC ALUM. WITH	N/S Scratched / O/S Bent	1,310.40 FS	*1,310.40 FS

Report was unsubmitted during this print-out.

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
41	2		*RUBBER VALVE	Necessary	4.64 FS	*4.64 FS
42	1		*WHEEL BEARING RH	Necessary	404.94 FS	*404.94 FS
43	1		*WHEEL BEARING HOUSING RH	Bent	400.78 FS	*400.78 FS
44	1		*LHS LOWER ARM	Serviceable	236.74 FS	*- FS
45	1		*GUIDE JOINT LH	Bent	88.21 FS	*88.21 FS
46	1		*WHEEL BEARING WITH MOUNTI LH	Bent	404.94 FS	*404.94 FS
47	1		*WHEEL BEARING HOUSING LH	Bent	400.78 FS	*400.78 FS
48	1		*GAS-FILLED SHOCK ABSORBER LH	Serviceable	227.75 FS	*- FS
49	1		*TOP BEARING	Serviceable	32.18 FS	*- FS
50	1		*TOP MTG	Serviceable	65.96 FS	*- FS
51	1		*TIE ROD	Serviceable	72.21 FS	*- FS
52	1		*TIE ROD END LH	Serviceable	99.37 FS	*- FS
53	2		*RETAINING CLIP	Serviceable	6.68 FS	*- FS
54	1		*DEGREASER CLEANER 500ML	Necessary	27.52 FS	*27.52 FS
55	1		*A/C GAS	Necessary	60.00 FS	*60.00 FS
56	2		*TYRE PIRELLI CINTURATO P7 BLUE 205/55/16 (80%)	Cut	1,360.00 FS	*1,088.00 FS
57	1		*FRT NUMBER PLATE	Missing	80.00 FS	*80.00 FS
58	1		*FENDER LINER LOWER LH	Cracked	62.42 FS	*62.42 FS
59	1		*GUIDE JOINT	Cracked	88.21 FS	*88.21 FS
60	1		*BUMPER CENTRE BRACKET	Necessary	26.37 FS	*26.37 FS

F=Franchise part. S=SpcNett.

Total Parts (\$\$) 20,539.41 10,651.25

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	CHECK SHORT CIRCUIT / HARNESS REPAIR	New	200.00	200.00
2	DIAGNOSTIC AND PROGRAMMING	New	360.00	360.00
3	LEAKED CHECK, VACUUM & REGAS	New	238.00	238.00
4	R&R OIL PAN	New	950.00	237.50
5	R&R GEAR BOX	New	1,425.00	0.00
6	R&R FUEL TANK	New	950.00	950.00
7	R&R SUB FRAME	New	950.00	475.00
8	R&R RHS U/CARRIAGE	New	950.00	475.00
9	R&R LHS U/CARRIAGE	New	1,425.00	475.00
10	WHEEL ALIGNMENT	New	300.00	300.00
11	R&R RIM & BALANCE	New	100.00	100.00
12	TOWING ASISSTANCE	New	195.00	195.00
13	LABOUR	New	2,850.00	1,900.00
14	SPRAY PAINTING	New	1,500.00	500.00
Gross Labour Cost (\$\$)			12,393.00	6,405.50

Report was unsubmitted during this print-out.

< END OF ESTIMATES >