

ASS. REC. BY:

REF: CS/MSG/19015492/Tv307

Special Instruction:

Surveyor

## ASSIGNMENT (Office)

From (Person): Mr Arden Bente

of

MSG

Date/Time: 2.9.19 16.52pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SGS 3739A

Insured:

at Workshop m/s

VOLSWAGEN

Tel:

85112203

of

NO 17 Tuas Ave 9

Policy No:

A29255261 ARW

Claim No:

\$500.00

Sum Insured:

Excess:

Make of Veh:

D.O.A. 31.8.2019

(Client's Record)

CA / REV / REP. / REV 24 HRS

H.O.D. Endowment:

Date/Time:

3.9.19 5.21pm

Person Contacted:

Steven

Vehicle: IN/OUT

Date/Time

Action/Instruction (✓) Estimate

SGS 3739A - X

4/9/19

@ 1116am Germane request \$28000p

4/9/19

Revert via merimen - Repairer request repair cost \$28000p

05/09/19

@ 17:12 pm mandate approved by Tulya Wg  
via merimen. (COR NOT exceeding \$23k)

30/9/19

Re-finalised \$23,415.05 confirmed by email (Ref 29064.18, 4610)

RECEIVED 8 OCT 2019

Tough

REF: MS19

# ASSIGNMENT

From

Date:

3.9.2019

Estimated Cost:

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

To Inspect Vehicle No: SG5 3739A

at Workshop n/s Volkswagen

of NO 17 Tuas Ave 9

Insured

Policy No.

Claims No

Sum Insured:

Excess:

\$ 500.00

(Client's Record)

Make of Velt:

morning

(Policy Condition)

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



Bal. or Market Value:

\$78K

IDAC Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

days

Res.: Yes or No

Lump Sum:

%

3 Val: Yes or No

CA / REV / REP. / 24 HRS

rup"

Date:

Person Contacted:

Vehicle: IN / OUT  
Germane

Veh No:

SG5 3739A

Yr Regn:

2016, NW

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

Truck / Trailer or

Make:

Volkswagen Golf

C/C

1395

Colour:

Blue

A/C

Insured / Std / NI / NA

Sp. Reading

26677

T/Radio:

Insured / Std / NI / NA

Eng/No:

C/No:

WWZZZ H4ZHW073457

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Mod: Nil / S/Rho / STD A/Rim or

Tyre Size:

F:

225 / 40 R18

R:

225 / 40 R18

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

TOYO / YOKO or

Front

Rear

R/Bal.

7

mm

R/Bal.

7

mm

L/Bal.

7

mm

L/Bal.

2

mm

D.O.A

D.O.I

3/9/1903pm

Survey held at

W Tuas

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

5/9/19 Inform u/s limit \$28K.  
5/9/19 Informed Germane c/a COR not exceeding \$23k  
10/9/19 Email from Germane insist COR \$28000  
10/9/19 Recd approved \$24000 from Jocelyn by merimen  
10/9/19 @1206pm Jocelyn said they have informed Germane  
25/9/19 final fig \$22,333.33 confirmed by email (Red 21,143.80, 4910)  
27/9/19 Re-finalised \$23,109.72 (Red 21,143.80, 4890)

RECEIVED 27 SEP 2019

Date/Time, File Pass to /



Prel. Report

Days Of Repair:

16

11



Final Report

Resurvey No. of Trip:

1

Date/Time, File Return to /

25/9 - typst

Add Fee:



Site Insp (\$



Interview (\$



Tech. Invs (\$



Weekend (\$

Survey Fee:

290

Transportation:

B + 100, 01

Photos

Others

TOTAL

11

261

Report Format:

merimen

Lump Sum / L.B.I: (\$

23,415.05

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

## CLAIM SUBFOLDER TRACKING

| Case | Notified             | Est Submitted | Adj Assigned                                   | Adj Rpt | Adj Submitted | Ins Auth'd | Status                                               |
|------|----------------------|---------------|------------------------------------------------|---------|---------------|------------|------------------------------------------------------|
| Main | 02 Sep 2019<br>16:01 |               | 02 Sep 2019<br>16:56<br><a href="#">Assign</a> |         |               |            | <b>New Assignment</b><br><a href="#">Cancel Case</a> |

| Main                                                                                                           | Reference                                                                                                            | Claim Details                                              | Documents                                                                    | Show All |         |             |              |            |       |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------------|----------|---------|-------------|--------------|------------|-------|
| <b>CLAIM SUBFOLDER DETAILS</b>                                                                                 |                                                                                                                      | <b>[Created by insurer]</b>                                |                                                                              |          |         |             |              |            |       |
| Insured:                                                                                                       | TOH MUN WAH, ID: S1236289G, Tel: +6597585088                                                                         |                                                            |                                                                              |          |         |             |              |            |       |
| Vehicle Reg. No.:                                                                                              | SGS3739A                                                                                                             | Date of Loss:                                              | 31/08/2019 04:00 - :59<br>[33 Months and 14 Days From LTA Reg Date (Man Yr)] |          |         |             |              |            |       |
| Claim Type:                                                                                                    | OD                                                                                                                   | Policy/Cover Note No.:                                     | A28855261AVW (Comprehensive)<br>Coverage: 17/11/2018 - 16/11/2019            |          |         |             |              |            |       |
|                                                                                                                |                                                                                                                      | Excess:                                                    | \$500.00                                                                     |          |         |             |              |            |       |
| 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 ... [Imm.Advice due 03/09/2019]                                   |                                                            |                                                                              |          |         |             |              |            |       |
| Driver/Custodian:                                                                                              | TOH WAJ HONG (DU WEIXIONG) (27 / Male), NRIC: S9148034D, Tel: +6591298061 Email: NOEMAIL                             |                                                            |                                                                              |          |         |             |              |            |       |
| Adj Asg. Remarks:                                                                                              | Car at Tuas w/shop. Survey & revert. Please contact us ASAP if you cannot attend this assignment. Pls revert with MV |                                                            |                                                                              |          |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b>                                                                                |                                                                                                                      | <a href="#">View All</a> <a href="#">Compose Case Mail</a> |                                                                              |          |         |             |              |            |       |
| There are no mail for this case.                                                                               |                                                                                                                      |                                                            |                                                                              |          |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b>                                                                                    |                                                                                                                      |                                                            |                                                                              |          |         |             |              |            |       |
| <a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a> |                                                                                                                      |                                                            |                                                                              |          |         |             |              |            |       |
| Due Date                                                                                                       | Priority                                                                                                             | Type                                                       | Task Group                                                                   | Subject  | Handler | Assigned By | Completed On | Created On | Done? |
| No results.                                                                                                    |                                                                                                                      |                                                            |                                                                              |          |         |             |              |            |       |

## View Received Message

This mail is associated with :

**\*SGS3739A (604546)**

OD

Aug 31 2019 4:00AM

[TOH MUN WAH]

Volkswagen Group Singapore Pte Ltd

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 30/09/2019 15:56 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (\$23415.05) - SGS3739A - Claim Handler: Nor Azian Binte Noordin

Approved:23415.05:A if C

### DOCUMENTS SUMMARY

There are no documents.

# LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

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

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 30 Sep 2019

## Preliminary Advice

|                    |                                                                                    |                         |                |
|--------------------|------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SGS3739A                                                                         | Accident Date           | : 31/08/2019   |
| Make               | : VOLKSWAGEN GOLF                                                                  | Policy No.              | : A28855261AVW |
| Assignment Date    | : 02/09/2019                                                                       | Excess                  | : S\$500.00    |
| Date of Inspection | : 03/09/2019                                                                       | Est. Duration of Repair | : 16.00        |
| Inspection At      | : VOLKSWAGEN GROUP SINGAPORE PTE LTD (HQ)<br>NO: 17 TUAS AVE 9<br>SINGAPORE 639197 |                         |                |

### Point of Impact / General Description of Damages

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

|                             |      |           |
|-----------------------------|------|-----------|
| Repairer's Estimate (Gross) | :S\$ | 43,479.23 |
| Revised Amount              | :S\$ | 23,415.05 |
| Check Items (Estimated)     | :S\$ | 0.00      |
| Total                       | :S\$ | 23,415.05 |

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

### Total Loss Consideration

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 78,000.00 |
| COE / PARF Rebate  | :S\$ | 49,497.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 28,503.00 |

### Remarks

( X ) The vehicle is economical for repair.

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

## View Received Message

This mail is associated with :

**\*SGS3739A (604546)**

OD

Aug 31 2019 4:00AM

[TOH MUN WAH]

Volkswagen Group Singapore Pte Ltd

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 27/09/2019 12:15 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$23109.72) - SGS3739A - Claim Handler: Nor Azian Binte Noordin

Approved:23109.72:A if C

### DOCUMENTS SUMMARY

There are no documents.

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com;assignments@lkkauto.com

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

From: LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Attn: Nor Azian Binte Noordin

Date: 27 Sep 2019

**Preliminary Advice**

|                    |                                                                                    |                         |                |
|--------------------|------------------------------------------------------------------------------------|-------------------------|----------------|
| Vehicle No         | : SGS3739A                                                                         | Accident Date           | : 31/08/2019   |
| Make               | : VOLKSWAGEN GOLF                                                                  | Policy No.              | : A28855261AVW |
| Assignment Date    | : 02/09/2019                                                                       | Excess                  | : S\$500.00    |
| Date of Inspection | : 03/09/2019                                                                       | Est. Duration of Repair | : 16.00        |
| Inspection At      | : VOLKSWAGEN GROUP SINGAPORE PTE LTD (HQ)<br>NO: 17 TUAS AVE 9<br>SINGAPORE 639197 |                         |                |

**Point of Impact / General Description of Damages**

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

|                             |      |                                         |
|-----------------------------|------|-----------------------------------------|
| Repairer's Estimate (Gross) | :S\$ | 44,253.52 (incl.supplementary \$799.62) |
| Revised Amount              | :S\$ | 23,109.72 (incl.supplementary \$799.62) |
| Check Items (Estimated)     | :S\$ |                                         |
| Total                       | :S\$ | 23,109.72                               |

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

**Total Loss Consideration**

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 78,000.00 |
| COE / PARF Rebate  | :S\$ | 49,497.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 28,503.00 |

**Remarks**

( X ) The vehicle is economical for repair.

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

## View Received Message

This mail is associated with :

**\*SGS3739A (604546)**

OD

Aug 31 2019 4:00AM

[TOH MUN WAH]

Volkswagen Group Singapore Pte Ltd

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 10/09/2019 12:03 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (\$24000.00) - SGS3739A - Claim Handler: Nor Azlan Binte Noordin

Approved:24000.00:Germaine (VW) agreed the repair cost at not exceeding \$24,000.00 inclusive of question mark items if damage and excess \$500.

### DOCUMENTS SUMMARY

There are no documents.

**Veron Chen (LKKAuto)**

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Friday, 6 September 2019 9:33 AM  
**To:** Chee Steven (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Shirley Hiew (LKK Auto); Nor Azian Binte Noordin; 'Jocelyn Ng'  
**Cc:** Tang Shu Shi (VGS - SG/Singapore); SUR  
**Subject:** RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Azian/Jocelyn,

Repairer are not able to accept your repair limit \$23,000/-.

They need minimum of \$28,000/-

Kindly advised.

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)

---

**From:** Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>  
**Sent:** Friday, 6 September 2019 9:14 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Shirley,

Please revert.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

Volkswagen Centre Singapore (Macpherson)  
1 Kampong Ampat  
Singapore 368314

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



Internal

**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Sent:** Thursday, 5 September 2019 6:06 PM  
**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Shirley

We are not able to accept your repair limit

We need minimum of \$28,000

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](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Thursday, 5 September 2019 6:04 PM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Chee Steven (VGS - SG/Singapore)

<steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>  
Subject: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Germaine,

As instructed by our client, please proceed at repair cost not exceeding \$23,000.00 (including check and supplementary parts and subject to excess \$500.00) to repair the insured vehicle **SGS 3739A** on part by part basis.

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

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

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

Thank you.

Best Regards,

Shirley Hiew | Case Handler (On Behalf Veron)

**LKK Auto Consultants Pte Ltd**

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

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

**Fw: [EXT] SGS 3739A OD / 604546 (MSIG) DOA - 31/08/2019**

Shirley Hiew (LKK Auto)

Thu 5/9/2019 6:11 PM

To: Nor Azian Binte Noordin <NorAzian\_Noordin@sg.msig-asia.com>

Cc: SUR <sur@lkkauto.com>

Hi Azian,

Please refer to the below email above matter.

Repairer still requested repair limit \$ 28K. Kindly advise.

Thank you.

Best Regards,

Shirley Hiew | Case Handler (On Behalf Veron)

**LKK Auto Consultants Pte Ltd**

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

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

---

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

**Sent:** Thursday, 5 September 2019 6:05 PM

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

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>

**Subject:** RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Shirley

We are not able to accept your repair limit

We need minimum of \$28,000

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](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>

RE: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

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

Thu 5/9/2019 6:06 PM

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

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>

Dear Shirley

We are not able to accept your repair limit

We need minimum of \$28,000

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](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

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

Sent: Thursday, 5 September 2019 6:04 PM

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

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; SUR <sur@lkkauto.com>

Subject: [EXT] SGS 3739A OD (MSIG) DOA - 31/08/2019

Dear Germaine,

As instructed by our client, please proceed at repair cost not exceeding \$23,000.00 (including check and supplementary parts and subject to excess \$500.00) to repair the insured

vehicle **SGS 3739A** on part by part basis.

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

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

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

Thank you.

Best Regards,

Shirley Hiew | Case Handler **(On Behalf Veron)**

**LKK Auto Consultants Pte Ltd**

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

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

## View Received Message

This mail is associated with :

**\*SGS3739A (604546)**

OD

Aug 31 2019 4:00AM

[TOH MUN WAH]

Volkswagen Group Singapore Pte Ltd

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**From** MSIG Insurance (Singapore) Pte. Ltd. (MSIG\_SG), sent on 05/09/2019 17:12 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$23000.00) - SGS3739A - Claim Handler: Nor Azlan Binte Noordin

Approved:23000.00:Repair limit at \$23,000 including check and supplementary parts and subject to excess \$500.00

### DOCUMENTS SUMMARY

There are no documents.

**LKK Auto Consultants Pte Ltd** (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sun@lkkauto.com; assignments@lkkauto.com

|                                                                                                      |                                                                                                           |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| To: MSIG Insurance (Singapore) Pte. Ltd.<br>4 Shenton Way<br>#21-01 SGX Centre 2<br>Singapore 068807 | From: LKK Auto Consultants Pte Ltd<br>51 Ubi Ave 1 #01-25<br>Paya Ubi Industrial Park<br>Singapore 408933 |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|

Attn: Nor Azian Binte Noordin

Date: 04 Sep 2019

**Preliminary Advice**

|                    |                                                                                    |                         |                 |
|--------------------|------------------------------------------------------------------------------------|-------------------------|-----------------|
| Vehicle No         | : SGS3739A                                                                         | Accident Date           | : 31/08/2019    |
| Make               | : VOLKSWAGEN GOLF                                                                  | Policy No.              | : A28855261A/VW |
| Assignment Date    | : 02/09/2019                                                                       | Excess                  | : S\$500.00     |
| Date of Inspection | : 03/09/2019                                                                       | Est. Duration of Repair | : 16.00         |
| Inspection At      | : VOLKSWAGEN GROUP SINGAPORE PTE LTD (HQ)<br>NO: 17 TUAS AVE 9<br>SINGAPORE 639197 |                         |                 |

**Point of Impact / General Description of Damages**

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

|                             |      |           |
|-----------------------------|------|-----------|
| Repairer's Estimate (Gross) | :S\$ | 43,453.90 |
| Revised Amount              | :S\$ | 25,745.90 |
| Check Items (Estimated)     | :S\$ | 10,524.26 |
| Total                       | :S\$ | 36,270.16 |

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

**Total Loss Consideration**

|                    |      |           |
|--------------------|------|-----------|
| New for Old Value  | :S\$ |           |
| Pre-Accident Value | :S\$ | 78,000.00 |
| COE / PARF Rebate  | :S\$ | 49,497.00 |
| Salvage Value      | :S\$ |           |
| Margin for Repair  | :S\$ | 28,503.00 |

**Remarks**

( ) The vehicle is economical/not economical for repair.

( X ) Repairer request repair cost not exceeding \$28,000/-.

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type: Singapore NRIC  
Owner ID: 289G

### Vehicle Details

Vehicle No.: SGS3739A  
Vehicle to be Exported: No  
Intended Deregistration Date: 31 Aug 2019  
Vehicle Make: VOLKSWAGEN  
Vehicle Model: GOLF 1.4 TSI AT 5G13HZ HID SR  
Primary Colour: Blue  
Manufacturing Year: 2016  
Engine No.: CZC144472  
Chassis No.: WVVZZZAUZHW073457  
Maximum Power Output: 92.0 kW (123 bhp)  
Open Market Value: \$23,827.00  
Original Registration Date: 17 Nov 2016  
First Registration Date: 17 Nov 2016  
Transfer Count: 0  
Actual ARF Paid: \$15,358.00

### Intended PARF Rebate Details

PARF Eligibility: Yes  
PARF Eligibility Expiry Date: 16 Nov 2026  
PARF Rebate Amount: \$11,518.00

### Intended COE Rebate Details

COE Expiry Date: 16 Nov 2026  
COE Category: A - Car up to 1600cc & 97kW (130bhp)  
COE Period(Years): 10  
QP Paid: \$52,668.00  
COE Rebate Amount: \$37,979.00  
**Total Rebate Amount: \$49,497.00**

The information contained herein is correct as at 31 Aug 2019

OK



31 AUGUST-1 SEPTEMBER @ DOWNTOWN EAST



THE ULTIMATE PRE-OWNED SALES  
ENJOY HUGE SAVINGS + FREE SERVICING  
& WARRANTY + FREE GROOMING



Volkswagen Golf

Price Range

Depreciation

2015

Vehicle Type



Advanced Search

## Used Car Comparison

— Comparing 3 Vehicles —

Volkswagen Golf 1.4A TSI EQP

Volkswagen Golf 1.4A TSI EQP

Volkswagen Golf 1.4A TSI EQP  
Sunroof

Clear All

Add all to Shortlist

Add to Shortlist

Add to Shortlist

Add to Shortlist

Use search bar above to see to compare.

Back to search result

## CAR DETAILS

| Price             | \$75,800                                                                                                                                                                                                                                                                     | \$72,800                                                                                                                                                                                                                                                                                                                                                                                               | <b>\$71,800</b>                                                                                                                                                                                                                                                                                                              |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instalment        | \$774                                                                                                                                                                                                                                                                        | \$756                                                                                                                                                                                                                                                                                                                                                                                                  | <b>\$753</b>                                                                                                                                                                                                                                                                                                                 |
| Registration Date | 27-Sep-2016                                                                                                                                                                                                                                                                  | 06-Jun-2016                                                                                                                                                                                                                                                                                                                                                                                            | 25-May-2016                                                                                                                                                                                                                                                                                                                  |
| Manufactured      | 2016                                                                                                                                                                                                                                                                         | 2016                                                                                                                                                                                                                                                                                                                                                                                                   | 2015                                                                                                                                                                                                                                                                                                                         |
| Mileage           | 73,000 km                                                                                                                                                                                                                                                                    | 33,000 km                                                                                                                                                                                                                                                                                                                                                                                              | <b>25,280 km</b>                                                                                                                                                                                                                                                                                                             |
| Transmission      | Auto                                                                                                                                                                                                                                                                         | Auto                                                                                                                                                                                                                                                                                                                                                                                                   | Auto                                                                                                                                                                                                                                                                                                                         |
| Engine Cap        | 1,395 cc                                                                                                                                                                                                                                                                     | 1,395 cc                                                                                                                                                                                                                                                                                                                                                                                               | 1,395 cc                                                                                                                                                                                                                                                                                                                     |
| Road Tax          | \$624 /yr                                                                                                                                                                                                                                                                    | \$624 /yr                                                                                                                                                                                                                                                                                                                                                                                              | \$624 /yr                                                                                                                                                                                                                                                                                                                    |
| Power             | 92.0 kW (123 bhp)                                                                                                                                                                                                                                                            | 92.0 kW (123 bhp)                                                                                                                                                                                                                                                                                                                                                                                      | 92.0 kW (123 bhp)                                                                                                                                                                                                                                                                                                            |
| Curb Weight       | 1,249 kg                                                                                                                                                                                                                                                                     | 1,249 kg                                                                                                                                                                                                                                                                                                                                                                                               | 1,249 kg                                                                                                                                                                                                                                                                                                                     |
| Features          | 123Bhp Turbocharged Engine, 200Nm Torque, 7 Speed Gearbox, 0-100km/H In 9.8s, Navigation, Bluetooth, Cruise Control, Park Assist, AppConnect, ISOFIX.                                                                                                                        | Powerful And Fuel Efficient 1.4L TSI Engine, 7 Speed DSG, Airbags, ABS, Traction Control, Light/Rain Sensors, Automatic Parking Steering Assistant.                                                                                                                                                                                                                                                    | 123Bhp Turbocharged Engine, 200Nm Torque, 7 Speed Gearbox, 0-100km/H In 9.8s, Navigation, Bluetooth, Cruise Control, Park Assist, AppConnect, ISOFIX.                                                                                                                                                                        |
| Accessories       | Keyless Entry/Start, LED DRL, Alcantara Leather Seats, Sunroof, Reverse Camera, Rear Aircon                                                                                                                                                                                  | 18" Alloy Rims, Brown Leather Upholstery, Dual Zone Aircon System, Rear Aircon, Navigation, Panoramic Sunroof, Brake Hold, Auto Park, Keyless Go.                                                                                                                                                                                                                                                      | 18" Oz Ultraleggera, CF-Spoiler, Keyless Entry/Start, LED DRL, Alcantara Leather Seats, Sunroof, Reverse Camera, Rear Aircon.                                                                                                                                                                                                |
| Description       | Fully Agent Maintained, One Free Servicing With Agent. Highest Spec EQP With Full Keyless And Original Volkswagen Carplay. Tip Top Condition, Consignment Unit, Trade In Are Welcome And High Loan Assist Is Available. Call Now To Make An Appointment To View This Beauty. | Looking At A Stylish And Compact German Hatchback Equipped With A 1.4L Turbo And Mated To A Dual Clutch Gearbox And With Drive Mode Selection Ensuring You A Zippy Yet Fuel Efficient Drive! Spacious Cabin For Couples/Small Families! Knockdown Rear Seats Provide Large Boot Space For Your Luggage's Shopping Trips! Come With Agent Warranty For Peace Of Mind! Call For Viewing Appointment Now. | Depreciation Of \$9400! Road Tax Till Nov! Superbly Low Mileage! Highest Spec "EQP" Model! 1 Owner! Full Volkswagen Agent Serviced And Maintained. Car In Original Paintwork And Condition. Come With Sunroof/GPS/Bluetooth/Keyless/LED Headlight. 100% Accident Free, Superb Well Maintained. Call Us Now Before It's Gone. |
| COE               | \$51,506                                                                                                                                                                                                                                                                     | \$49,700                                                                                                                                                                                                                                                                                                                                                                                               | \$47,020                                                                                                                                                                                                                                                                                                                     |
| OMV               | \$23,783                                                                                                                                                                                                                                                                     | \$23,824                                                                                                                                                                                                                                                                                                                                                                                               | <b>\$23,886</b>                                                                                                                                                                                                                                                                                                              |
| ARF               | \$15,297                                                                                                                                                                                                                                                                     | \$15,354                                                                                                                                                                                                                                                                                                                                                                                               | <b>\$15,441</b>                                                                                                                                                                                                                                                                                                              |
| Depreciation      | \$9,770 /yr                                                                                                                                                                                                                                                                  | \$9,620 /yr                                                                                                                                                                                                                                                                                                                                                                                            | \$9,520 /yr                                                                                                                                                                                                                                                                                                                  |
| No. of Owners     | 1                                                                                                                                                                                                                                                                            | 1                                                                                                                                                                                                                                                                                                                                                                                                      | 1                                                                                                                                                                                                                                                                                                                            |
| Type of Vehicle   | Hatchback                                                                                                                                                                                                                                                                    | Hatchback                                                                                                                                                                                                                                                                                                                                                                                              | Hatchback                                                                                                                                                                                                                                                                                                                    |
| Category          | RRP Car, Consignment Car                                                                                                                                                                                                                                                     | RRP Car, Premium Ad Car                                                                                                                                                                                                                                                                                                                                                                                | RRP Car, Low Mileage Car                                                                                                                                                                                                                                                                                                     |
| Availability      | Available                                                                                                                                                                                                                                                                    | Available                                                                                                                                                                                                                                                                                                                                                                                              | Available                                                                                                                                                                                                                                                                                                                    |

## SELLER INFORMATION

|                       |                             |                               |                                           |   |
|-----------------------|-----------------------------|-------------------------------|-------------------------------------------|---|
| <b>Seller</b>         | Wheels Singapore Pte Ltd    | Car Buyers Automotive Pte Ltd | AutoPrestige Gallery Pte Ltd              | - |
| <b>Address</b>        | 10 Kaki Bukit Road 2 #01-30 | 10 Kaki Bukit Road 2 #01-13   | 210 Turf Club Road Lot 842/856            | - |
| <b>Office Number</b>  | 66815662                    | 66481200                      | 69098044                                  | - |
| <b>Contact Person</b> | Ivan Tan                    | Alan Heng / Adrian Tan        | Dave / Chris / Andy / Dennis              | - |
| <b>Contact Number</b> | 86830591                    | 83394537 / 82221375           | 93223222 / 90901068 / 82233641 / 98531910 | - |

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MSIG Insurance (Singapore) Pte. Ltd.  
4 Shenton Way, # 21-01, SGX Centre 2, Singapore 068807  
Tel +65 6827 7888, Fax +65 6827 7800  
Co. Reg No. 200412212G GST Reg No. 20-0412212G

## Certificate of Insurance

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, 1996 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 28855261 AVW

Excess : SGD2,000

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle  
SGS1739A

2. Name of Policyholder  
Toh Mun Wah

3. Effective Date of the Commencement of Insurance for the purposes of the Act  
17/11/2018

4. Date of Expiry of Insurance  
16/11/2019

5. Persons or Classes of Persons entitled to drive\*

Toh Mun Wah  
Toh Tze Yeng

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.

The 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.

MSIG Insurance (Singapore) Pte. Ltd.  
Approved Insurers

for Chief Executive Officer

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

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

### ACCIDENT STATEMENT

|                            |                       |
|----------------------------|-----------------------|
| Date Of Report             | 31/08/2019 08:37      |
| Date Of Accident           | 31/08/2019 04:20      |
| Exact Location Of Accident | MARINE PARADE CENTRAL |
| Country/State of Loss      | SINGAPORE             |

### DETAILS OF OWN VEHICLE

|                             |                      |
|-----------------------------|----------------------|
| Vehicle Registration Number | SGS3739A             |
| <b>Insured/Policyholder</b> |                      |
| Name Of Registered Owner    | TOH MUN WAH          |
| NRIC No                     | S1236289G            |
| Email Address               | NOEMAIL              |
| Mobile Phone No             | (LOCAL) +65-97585088 |
| Alternative Phone No        | OFFICE-97585088      |

### Vehicle Particulars

|              |                          |
|--------------|--------------------------|
| Manufacturer | VOLKSWAGEN               |
| Model        | GOLF 1.4 CLBM 92 TSI D7F |

Exact Purpose for which vehicle was being used at time of accident

Are you claiming under your own insurance policy for repair to your vehicle? YES

If No, Please state action to be taken

|                  |             |
|------------------|-------------|
| Vehicle Category | PRIVATE CAR |
|------------------|-------------|

### Insurance Company

|                           |                                      |
|---------------------------|--------------------------------------|
| Name of Insurance Company | MSIG INSURANCE (SINGAPORE) PTE. LTD. |
| Type Of Coverage          | COMPREHENSIVE                        |
| Fleet Policy              | NO                                   |
| Policy Number             | A28855261AVW                         |
| Cover Note Number         |                                      |

### Driver

|                      |                            |
|----------------------|----------------------------|
| Name of Driver       | TOH WAI HONG (DU WEIXIONG) |
| NRIC No              | S9148034D                  |
| Date Of Birth        | 27/12/1991                 |
| Occupation           | INDOOR                     |
| Date Of Driving Pass | 11/08/2011                 |
| Driving Experience   | 8 YEARS AND 0 MONTHS       |
| Gender               | MALE                       |
| Mobile Number        | (LOCAL) +65-91298061       |
| Fax Number           |                            |
| Contact Number       |                            |
| EMail Address        | NOEMAIL                    |

Address

158 HAIG RD #07-04  
SINGAPORE

Postcode

438794

Was driver an employee of the Insured's Company NO

If No, Relationship of the Driver with the Insured CHILDREN

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**

REFER TO SKETCH PLAN

**Attachment(s)**

Are accident photos available for attachment? YES

Was there any video captured by Car Camera? NO

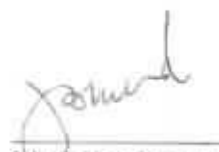
Was there any audio recorded? NO

**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: Stacy L  
NRIC/FIN No. 01010001A





0021308





NRIC No: S1236289G

Place of Birth: 28-04-1993

Address: 155 HANG ROAD #07-04  
SINGAPORE 438794

NRIC No: S1236289G Date: 26-11-2004 No: 5050101

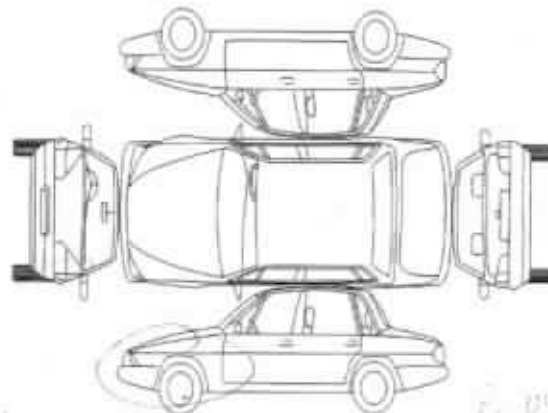
**VEHICLE CONDITION REPORT FORM / JOB RECORD****Allianz** 

Worldwide Partners

Date: 31/8/11 Time: 06:41 AM Customer Name: Mr. J. Smith  
 Technician Name: J. Smith Customer Telephone: 01234 567890  
 Reg. No: 315 313V Job No: V210001803 Make/Model: VW Golf  
 Odometer Reading (Customer Vehicle): 265274 Location: 100-100, 100-100, 100-100  
 KM Travelled by Assistance Vehicle: \_\_\_\_\_ (1 way) Time on Scene: 6:55 A  
 Fault Reported: 1 Time Job Completed: \_\_\_\_\_  
 Fault Found: \_\_\_\_\_ Repaired at Breakdown Scene: Y/N  
 How was vehicle repaired? 1 VIN No: M

Hubcaps Y/N Day/Night Wet/Dry Clean/Soiled  
 Spare Wheel Y/N Please circle the above as appropriate  
 Tools Y/N Place X on damaged area for scratch and Y for dent  
 Audio System Y/N  
 Keys + Remote Y/N  
 Aerial Y/N  
 Cashcard (RM) Y/N  
 Fuel E ☐ F ☐

Interior Condition:  
 Front Seats  
 Rear Seats  
 Floor Covering  
 Headlining



Delivery to Dealership / Date and Time:

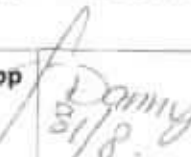
Y 01/09 09:00

Vehicle received in the above condition YES/NO

If not stated as above specify difference:

**CUSTOMER DECLARATION**

- I am entitled to the service requested. In the event of this subsequently not being the case I shall be responsible for the cost of any assistance provided.
- I accept that any roadside repairs will be of a temporary nature and that advice of a franchised dealer should be sought by me as soon as possible.
- In the case of forced entry, I confirm that I specifically requested that the operator forcefully enter the vehicle and that all damages occasioned thereby is and shall be my sole responsibility.
- I accept that any removable items left in the vehicle will not be the responsibility of the emergency service or their agents.

|                                        |                                                                                     |                                             |                                                                                     |                                         |                                                                                       |
|----------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------|
| Customers<br>Signature<br>(white copy) |  | Dealer/Workshop<br>Signature<br>(pink copy) |  | Operators<br>Signature<br>(yellow copy) |  |
|----------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------|

## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen

SKODA

Commercial Vehicles

## Quotation

Non binding - Preview

Page

1/3

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

Document no.  
Document date 02-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001876/ 1  
Job order date 31-08-2019  
Service Advisor TIOU CHUAN CHEE

| License plate | Model code | First registration | VIN              | Model                    | Mileage |
|---------------|------------|--------------------|------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | WVWZZZAUZH073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no.   | Description                          | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>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 ROOFLINING                       | 3        | pcs. | 475.00                  | #1       | 1,425.00                  | 1,524.75                  |
|                | R&R SEAT BELT & AIRBAG CONTROL UNIT  | 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 MECHATRONIC                      | 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                  |
|                | R&R LHS REAR U/CARRIAGE              | 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 RIM & BALANCE                    | 3        | pcs. | 50.00                   | #1       | 150.00                    | 160.50                    |
|                | WHEEL ALIGNMENT                      | 1        | pcs. | 300.00                  | #1       | 300.00                    | 321.00                    |
| 5G4867501AAZB5 | Moulded Headlining Titani            | 1        | pcs. | 899.37                  | #1       | 899.37                    | 952.88                    |
|                | ROOF LINING                          |          |      |                         | #1       |                           |                           |
| 5G0857607B 82V | Grab Handle Folding Titan            | 1        | pcs. | 116.66                  | #1       | 116.66                    | 123.88                    |
|                | ROOF TOP HANDLE FRT                  |          |      |                         | #1       |                           |                           |
| 5G0857643B 82V | Roof Grab Handle Titanium            | 1        | pcs. | 126.22                  | #1       | 126.22                    | 133.44                    |
|                | ROOF TOP HANDLE REAR                 |          |      |                         | #1       |                           |                           |
| 5G0867633      | Clamp                                | 4        | pcs. | 1.14                    | #1       | 4.56                      | 4.80                      |
| 5G4880741E     | Head Airbag Unit                     | 1        | pcs. | 1,325.83                | #1       | 1,325.83                  | 1,402.42                  |
|                | SIDE CURTAIN AIRBAG LH               |          |      |                         | #1       |                           |                           |
| 5G0853437 82V  | Trim With Emblem Titanium            | 2        | pcs. | 15.13                   | #1       | 30.26                     | 31.78                     |
| 5G4857705N RAA | Three-Point Automatic Sea            | 1        | pcs. | 906.40                  | #1       | 906.40                    | 962.29                    |
|                | SEAT BELT LH                         |          |      |                         | #1       |                           |                           |
| 5G4857706N RAA | Three-Point Automatic Sea            | 1        | pcs. | 906.40                  | #1       | 906.40                    | 962.29                    |
|                | SEAT BELT RH                         |          |      |                         | #1       |                           |                           |
| 8V0857819      | Seat Belt Height Adjuster            | 2        | pcs. | 103.59                  | #1       | 207.18                    | 218.82                    |
| 5G4881775AK    | Padding For Backrest                 | 1        | pcs. | 209.29                  | #1       | 209.29                    | 221.89                    |
|                | FRT SEAT PADDING LH                  |          |      |                         | #1       |                           |                           |
| 5G4881805DGNQI | Backrest Cover                       | 1        | pcs. | 1,414.19                | #1       | 1,414.19                  | 1,490.22                  |
|                | SEAT LEATHER BACKREST COVER LH       |          |      |                         | #1       |                           |                           |
| 5G0880241C     | Side Air Bag Unit                    | 1        | pcs. | 1,354.17                | #1       | 1,354.17                  | 1,433.25                  |
|                | LHS SEAT AIRBAG                      |          |      |                         | #1       |                           |                           |
| 5Q0959655AAZ00 | Air Bag Control Module               | 1        | pcs. | 1,724.39                | #1       | 1,724.39                  | 1,824.56                  |
| 5G0807217BPGRU | Cover For Bumper Primed              | 1        | pcs. | 1,083.64                | #1       | 1,083.64                  | 1,144.84                  |
| 5G0988399 GRU  | 1 Set Sensor Brackets Pri            | 1        | pcs. | 19.87                   | #1       | 19.87                     | 20.97                     |
| 5G0919493      | Sensor Bracket                       | 1        | pcs. | 13.21                   | #1       | 13.21                     | 13.95                     |
| 5G0919493A     | Sensor Bracket                       | 2        | pcs. | 13.21                   | #1       | 26.42                     | 27.78                     |
| 5G0919494      | Sensor Bracket                       | 1        | pcs. | 13.21                   | #1       | 13.21                     | 13.95                     |
| D 180KU2A1     | 2k-Plastic Adhesive                  | 1        | pcs. | 74.29                   | #1       | 74.29                     | 78.49                     |
| D 822150A1     | Bonding Agent For Plastic            | 1        | pcs. | 56.90                   | #1       | 56.90                     | 59.97                     |
| 5Q0121251GQ    | Radiator                             | 1        | pcs. | 598.65                  | #1       | 598.65                    | 631.03                    |
|                | RADIATOR INNER                       |          |      |                         | #1       |                           |                           |
| G 013040M2     | Ready-Mix Coolant Frost P            | 2        | pcs. | 21.44                   | #1       | 42.88                     | 45.03                     |
| 5Q0825236Q     | Sound Baffle                         | 1        | pcs. | 137.36                  | #1       | 137.36                    | 144.89                    |
|                | ENGINE LOWER COVER                   |          |      |                         | #1       |                           |                           |

## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

## Quotation

Non binding - Preview

Page

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

Document no.  
Document date 02-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001876/ 1  
Job order date 31-08-2019  
Service Advisor TIOU CHUAN CHEE

| License plate | Model code | First registration | VIN              | Model                    | Mileage |
|---------------|------------|--------------------|------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | VWVZZZAUZH073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no.   | Description                                      | Quantity | Unit         | Unit price<br>excl. GST | Tax code  | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------------|--------------------------------------------------|----------|--------------|-------------------------|-----------|---------------------------|---------------------------|
| 5G0821105A     | Fender LH                                        | 1        | pcs. 341.80  | 569.67                  | 28.00% #1 | 410.16                    | 438.87                    |
| 5G0805969P     | Wheelhouse Liner FENDER LINER LH                 | 1        | pcs. 100.99  | 168.31                  | 28.00% #1 | 121.18                    | 129.66                    |
| WHT004694      | Expanding Nut                                    | 8        | pcs. 5.04    | 1.05                    | 28.00% #1 | 6.05                      | 6.47                      |
| 5Q0199262BF    | Engine Mounting                                  | 1        | pcs. 145.59  | 242.62                  | 28.00% #1 | 174.69                    | 186.92                    |
| 5Q0199555BG    | Gearbox Mounting                                 | 1        | pcs. 116.03  | 193.38                  | 28.00% #1 | 139.23                    | 148.98                    |
| 5Q0199117C     | Bracket GEARBOX BRACKET                          | 1        | pcs. 85.58   | 142.53                  | 28.00% #1 | 102.82                    | 109.80                    |
| N 10706901     | Bolt Hex. Hd. With Should                        | 3        | pcs. 7.96    | 4.42                    | 28.00% #1 | 9.55                      | 10.22                     |
| 5Q0199855N     | Pendulum Support                                 | 1        | pcs. 40.81   | 68.01                   | 28.00% #1 | 48.97                     | 52.40                     |
|                | GEAR BOX LOWER SUPPORT MTG                       |          |              |                         |           |                           |                           |
| 5Q0199315Q     | Sub-Frame - photo                                | 1        | pcs. 301.37  | 502.29                  | 28.00% #1 | 361.65                    | 386.97                    |
| 5Q0199037A     | 1 Set Bonded Rubber Bushes                       | 1        | pcs. 100.71  | 167.02                  | 28.00% #1 | 120.25                    | 128.67                    |
| N 10785401     | Hexagon Flange Screw                             | 4        | pcs. 19.25   | 8.02                    | 28.00% #1 | 23.10                     | 24.72                     |
| N 91167101     | Bolthex Hd With Shoul.                           | 1        | pcs. 3.80    | 5.83                    | 28.00% #1 | 4.20                      | 4.49                      |
| 5G0601025AFZ49 | Alloy Wheel Galvano Grey                         | 1        | pcs. 1892.84 | 1314.47                 | 28.00% #1 | 2,839.28                  | 3,038.01                  |
| 311601361      | Rubber Valve                                     | 1        | pcs. 4.64    | 3.22                    | 28.00% #1 | 6.96                      | 7.45                      |
| 5Q0615301H     | Brake Disc                                       | 1        | pcs. 192.42  | 192.42                  | 28.00% #1 | 138.54                    | 148.24                    |
| 5Q0615311G     | Splash Shield For Brake D                        | 1        | pcs. 21.45   | 35.75                   | 28.00% #1 | 25.74                     | 27.54                     |
|                | BRAKE DISC COVER LH                              |          |              |                         |           |                           |                           |
| 5Q0407151R     | Track Control Arm Connriet                       | 1        | pcs. 277.28  | 328.80                  | 28.00% #1 | 236.74                    | 253.31                    |
| 5Q0407365A     | Guide Joint                                      | 1        | pcs. 73.51   | 122.52                  | 28.00% #1 | 88.21                     | 94.38                     |
| 8V0498625      | Wheel Bearing With Mounti                        | 1        | pcs. 337.45  | 562.42                  | 28.00% #1 | 404.94                    | 433.29                    |
| 5Q0407255Q     | Wheel Bearing Housing                            | 1        | pcs. 328.21  | 560.35                  | 28.00% #1 | 403.45                    | 431.69                    |
| 1K0407763KX    | Drive Shaft With Constant LH                     | 1        | pcs. 566.63  | 977.71                  | 28.00% #1 | 703.95                    | 753.23                    |
| 5Q0413023FK    | Gas-Filled Shock Absorber                        | 1        | pcs. 189.79  | 316.32                  | 28.00% #1 | 227.75                    | 243.69                    |
| 5Q0412331E     | Suspension Strut Mounting TOP MTG                | 1        | pcs. 92.97   | 91.61                   | 28.00% #1 | 65.96                     | 70.58                     |
| 5Q0412249F     | Ball Bearing TOP BEARING                         | 1        | pcs. 26.83   | 44.70                   | 28.00% #1 | 32.18                     | 34.43                     |
| 1K0423810A     | Tie Rod                                          | 1        | pcs. 60.17   | 100.29                  | 28.00% #1 | 72.21                     | 77.26                     |
| 1K0423811J     | Tie Rod End LH                                   | 1        | pcs. 82.81   | 138.02                  | 28.00% #1 | 99.37                     | 106.33                    |
| N 90834901     | Retaining Clip                                   | 2        | pcs. 5.57    | 4.64                    | 28.00% #1 | 6.68                      | 7.15                      |
| 8V0598611A     | Wheel Bearing With Mounti REAR WHEEL BEARING     | 1        | pcs. 341.57  | 574.29                  | 28.00% #1 | 413.49                    | 442.43                    |
| 5Q0505435F     | Wheel Bearing Housing REAR WHEEL BEARING HOUSING | 1        | pcs. 416.23  | 697.05                  | 28.00% #1 | 501.88                    | 537.01                    |
| N 91197801     | Bolt Hex. Hd.                                    | 1        | pcs. 5.52    | 9.20                    | 28.00% #1 | 6.62                      | 7.08                      |
| N 10640501     | Bolthex Hd With Shoul.                           | 1        | pcs. 4.56    | 8.10                    | 28.00% #1 | 5.83                      | 6.24                      |
| WHT000227      | Eccentric Screw                                  | 1        | pcs. 9.04    | 15.07                   | 28.00% #1 | 10.85                     | 11.61                     |
| WHT000228      | Eccentric Screw                                  | 1        | pcs. 9.04    | 15.07                   | 28.00% #1 | 10.85                     | 11.61                     |
| VWLM3318       | DEGREASER CLEANER 500ml                          | 1        | pcs. 27.52   | 38.22                   | 28.00% #1 | 27.52                     | 29.45                     |
| 0CW300049JX01E | 7-Speed Dual Clutch Gearb GEAR BOX               | 1        | pcs.         | 10,138.56               | 28.00% #1 | 7,299.76                  | 7,810.74                  |

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation

Non binding - Preview

Page 3/3

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

Document no.  
Document date 02-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001876/ 1  
Job order date 31-08-2019  
Service Advisor TIOU CHUAN CHEE

| License plate | Model code | First registration | VIN              | Model                    | Mileage |
|---------------|------------|--------------------|------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | WVWZZZAUZH073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no.   | Description                         | Quantity | Unit | Unit price excl. GST | Tax code | Total amount excl. GST | Total amount incl. GST |
|----------------|-------------------------------------|----------|------|----------------------|----------|------------------------|------------------------|
| 0AM325025K Z89 | Mechatronic With Software           | 1        | pcs. | 2,753.51             | 28.00%   | #1 1,982.53            | 2,121.31               |
| 01X301127C     | Round Hd. Screw                     | 3        | pcs. | 2.06                 | 28.00%   | #1 4.45                | 4.76                   |
| WHT001922      | Bolt With Polygon Socket            | 4        | pcs. | 4.77                 | 28.00%   | #1 13.74               | 14.70                  |
| G 055512A2     | Transmission Oil                    | 3        | pcs. | 43.98                | 28.00%   | #1 95.00               | 101.85                 |
|                | Towing assistance                   | 1        | pcs. | 195.00               |          | #1 195.00              | 208.65                 |
|                | A/C GAS                             | 1        | pcs. | 60.00                |          | #1 60.00               | 64.20                  |
|                | R&R LOCK CARRIER TO R&R RADIATOR    | 5        | pcs. | 475.00               |          | #1 1900 2,375.00       | 2,541.25               |
|                | LABOUR                              | 3        | pcs. | 475.00               |          | #1 475 1,425.00        | 1,524.75               |
|                | Spray Painting                      | 4        | pcs. | 500.00               |          | #1 1500 2,000.00       | 2,140.00               |
|                | R&R SEAT LUGGAGE                    | 1        | pcs. | 360.00               |          | #1 360.00              | 385.20                 |
|                | TYRE PIRELLI PZRO NERO GT 225/40/18 | 2        | pcs. | 780.00               |          | #1 1540 2,340.00       | 2,503.80               |
|                | MSIG IN HOUSE OD CLAIM              |          |      |                      |          |                        |                        |
|                | DOA : 31/08/2019                    |          |      |                      |          |                        |                        |
|                | EXCESS : \$2,000                    |          |      |                      |          |                        |                        |
|                | SURVEY BY :                         |          |      |                      |          |                        |                        |

Quotation valid till 07-09-2019

| Tax Code | Labour   | Material  | Material Discount | GST % | GST      | Total Discount | Total amount excl. GST | Total amount incl. GST |
|----------|----------|-----------|-------------------|-------|----------|----------------|------------------------|------------------------|
| #1       | 9,323.00 | 34,130.90 | 9,868.38          | 7%    | 3,041.77 | 9,868.38       | 43,453.90              | 46,495.67              |
| Total    | 9,323.00 | 34,130.90 | 9,868.38          |       | 3,041.77 | 9,868.38       | 43,453.90              | 46,495.67              |

43,477.13

43,479.23

Customer

Service Advisor

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

**UKS 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:

*Handwritten notes:*  
10/9/19  
Taylor 97425749  
16 days Not Authorise.  
Exp 500 3/9/19 5pm  
Resurvey before paint.  
surellukanto.com  
x To check Repair limit

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Preview

Page 1/4

Document no. 12333901292  
Document date 27-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001931/1  
Job order date 06-09-2019  
Service Advisor TIOU CHUAN CHEE

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

| License plate | Model code | First registration | VIN              | Model                    | Mileage |
|---------------|------------|--------------------|------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | WVWZZZAUZH073457 | Golf 1.4 CLBM 92 TSi D7F | 26,677  |

| Position no.   | Description                          | Quantity | Unit | Unit price<br>excl. GST | Tax code  | Total amount<br>excl. GST | Total amount<br>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 ROOFLINING                       | 1.5      | pcs. | 475.00                  | #1        | 712.50                    | 762.38                    |
|                | R&R SEAT BELT & AIRBAG CONTROL UNIT  | 1        | pcs. | 475.00                  | #1        | 475.00                    | 508.25                    |
|                | R&R MECHATRONIC                      | 1        | pcs. | 475.00                  | #1        | 475.00                    | 508.25                    |
|                | R&R LHS U/CARRIAGE                   | 1.5      | pcs. | 475.00                  | #1        | 712.50                    | 762.38                    |
|                | R&R LHS REAR U/CARRIAGE              | 1        | pcs. | 475.00                  | #1        | 475.00                    | 508.25                    |
|                | R&R SUB FRAME                        | 1        | pcs. | 475.00                  | #1        | 475.00                    | 508.25                    |
|                | R&R RIM & BALANCE                    | 2        | pcs. | 50.00                   | #1        | 100.00                    | 107.00                    |
|                | WHEEL ALIGNMENT                      | 1        | pcs. | 300.00                  | #1        | 300.00                    | 321.00                    |
| 5G4857501AAZB5 | Moulded Headlining Titani            | 1        | pcs. | 899.37                  | 40.00% #1 | 539.62                    | 577.39                    |
|                | ROOF LINING O/S-9/9/2019             |          |      |                         |           |                           |                           |
| 5G4880741E     | Head Airbag Unit                     | 1        | pcs. | 1,325.83                | 40.00% #1 | 795.50                    | 851.19                    |
|                | SIDE CURTAIN AIRBAG LH C/D-9/9/2019  |          |      |                         |           |                           |                           |
| 5G0853437 82V  | Trim With Emblem Titanium            | 2        | pcs. | 15.13                   | 40.00% #1 | 18.16                     | 19.43                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5G4857705N RAA | Three-Point Automatic Sea            | 1        | pcs. | 906.40                  | 40.00% #1 | 543.84                    | 581.91                    |
|                | SEAT BELT LH C/D-9/9/2019            |          |      |                         |           |                           |                           |
| 5G4857706N RAA | Three-Point Automatic Sea            | 1        | pcs. | 906.40                  | 40.00% #1 | 543.84                    | 581.91                    |
|                | SEAT BELT RH XR-6/9/2019             |          |      |                         |           |                           |                           |
| 8V0857819      | Seat Belt Height Adjuster            | 2        | pcs. | 103.59                  | 40.00% #1 | 124.31                    | 133.01                    |
|                | C/D-9/9/2019                         |          |      |                         |           |                           |                           |
| 5G4851775AK    | Padding For Backrest                 | 1        | pcs. | 209.29                  | 40.00% #1 | 125.57                    | 134.36                    |
|                | FRT SEAT PADDING LH REQUEST          |          |      |                         |           |                           |                           |
|                | PDI-6/9/2019                         |          |      |                         |           |                           |                           |
| 5G0880241C     | Side Air Bag Unit                    | 1        | pcs. | 1,354.17                | 40.00% #1 | 812.50                    | 869.38                    |
|                | LHS SEAT AIRBAG C/D-9/9/2019         |          |      |                         |           |                           |                           |
| 5G0807217BPGRU | Cover For Bumper Primed              | 1        | pcs. | 1,083.64                | 40.00% #1 | 650.18                    | 695.69                    |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5G0998399 GRU  | 1 Set Sensor Brackets Pri            | 1        | pcs. | 19.87                   | 40.00% #1 | 11.92                     | 12.75                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5G0919493      | Sensor Bracket                       | 1        | pcs. | 13.21                   | 40.00% #1 | 7.93                      | 8.49                      |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5G0919493A     | Sensor Bracket                       | 2        | pcs. | 13.21                   | 40.00% #1 | 15.85                     | 16.96                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5G0919494      | Sensor Bracket                       | 1        | pcs. | 13.21                   | 40.00% #1 | 7.93                      | 8.49                      |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| D 180KU2A1     | 2k-Plastic Adhesive                  | 1        | pcs. | 74.29                   | 40.00% #1 | 44.57                     | 47.69                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| D 822150A1     | Bonding Agent For Plastic            | 1        | pcs. | 56.90                   | 40.00% #1 | 34.14                     | 36.53                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |
| 5Q0121251GQ    | Radiator                             | 1        | pcs. | 598.65                  | 40.00% #1 | 359.19                    | 384.33                    |
|                | RADIATOR INNER XR-6/9/2019           |          |      |                         |           |                           |                           |
| G 013040M2     | Ready-Mix Coolant Frost P            | 2        | pcs. | 21.44                   | 40.00% #1 | 25.73                     | 27.53                     |
|                | XR-6/9/2019                          |          |      |                         |           |                           |                           |

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice Preview

Page 2/4

Document no. 12333901292  
Document date 27-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001931/1  
Job order date 06-09-2019  
Service Advisor TIOW CHUAN CHEE

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

| License plate | Model code | First registration | VIN             | Model                    | Mileage |
|---------------|------------|--------------------|-----------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | VWZZZAUZH073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no.   | Description                      | Quantity | Unit | Unit price<br>excl. GST | Tax code  | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------------|----------------------------------|----------|------|-------------------------|-----------|---------------------------|---------------------------|
| 5Q0825236Q     | Sound Baffle                     | 1        | pcs. | 137.36                  | 40.00% #1 | 82.42                     | 88.19                     |
| 5G0821105A     | ENGINE LOWER COVER XR-6/9/2019   | 1        | pcs. | 569.67                  | 40.00% #1 | 341.80                    | 365.73                    |
| 5G0805969P     | Fender                           | 1        | pcs. | 168.31                  | 40.00% #1 | 100.99                    | 108.06                    |
| WHT004694      | LH XR-6/9/2019                   | 1        | pcs. | 1.05                    | 40.00% #1 | 5.04                      | 5.39                      |
| 5Q0199262BF    | Wheelhouse Liner                 | 8        | pcs. | 242.62                  | 40.00% #1 | 145.57                    | 155.76                    |
| 5Q0199555BG    | FENDER LINER LH XR-6/9/2019      | 1        | pcs. | 193.38                  | 40.00% #1 | 116.03                    | 124.15                    |
| 5Q0199117C     | Expanding Nut                    | 1        | pcs. | 142.53                  | 40.00% #1 | 85.52                     | 91.51                     |
| N 10706901     | Engine Mounting                  | 1        | pcs. | 4.42                    | 40.00% #1 | 7.96                      | 8.52                      |
| 5Q0199855N     | XR-6/9/2019                      | 1        | pcs. | 68.01                   | 40.00% #1 | 40.81                     | 43.67                     |
| 5Q0199315Q     | Gearbox Mounting                 | 1        | pcs. | 502.29                  | 40.00% #1 | 301.37                    | 322.47                    |
| 5Q0198037A     | XR-6/9/2019                      | 1        | pcs. | 167.02                  | 40.00% #1 | 100.21                    | 107.22                    |
| N 10785401     | Bracket                          | 4        | pcs. | 8.02                    | 40.00% #1 | 19.25                     | 20.60                     |
| N 91167101     | GEARBOX BRACKET C/D-9/9/2019     | 1        | pcs. | 5.83                    | 40.00% #1 | 3.50                      | 3.75                      |
| 5G0601025AFZ49 | Bolt Hex. Hd. With Should        | 2        | pcs. | 1,314.47                | 40.00% #1 | 1,577.36                  | 1,687.78                  |
| 311601361      | XR-6/9/2019                      | 2        | pcs. | 3.22                    | 40.00% #1 | 3.86                      | 4.13                      |
| 5Q0615311G     | Pendulum Support                 | 1        | pcs. | 35.75                   | 40.00% #1 | 21.45                     | 22.95                     |
| 5Q0407151R     | GEAR BOX LOWER SUPPORT MTG       | 1        | pcs. | 328.80                  | 40.00% #1 | 197.28                    | 211.09                    |
| 5Q0407365A     | XR-6/9/2019                      | 1        | pcs. | 122.52                  | 40.00% #1 | 73.51                     | 78.66                     |
| 8V0498625      | Sub-Frame                        | 1        | pcs. | 562.42                  | 40.00% #1 | 337.45                    | 361.07                    |
| 5Q0407255Q     | 1 Set Bonded Rubber Bushe        | 1        | pcs. | 560.35                  | 40.00% #1 | 336.21                    | 359.74                    |
| 1K0407763KX    | XR-6/9/2019                      | 1        | pcs. | 977.71                  | 40.00% #1 | 586.63                    | 627.69                    |
| 5Q0413023FK    | Hexagon Flange Screw             | 1        | pcs. | 316.32                  | 40.00% #1 | 189.79                    | 203.08                    |
| 5Q0412331E     | XR-6/9/2019                      | 1        | pcs. | 91.61                   | 40.00% #1 | 54.97                     | 58.82                     |
|                | Bolthex.Hd.With Shoul.           |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Alloy Wheel Galvano Grey         |          |      |                         |           |                           |                           |
|                | C/D-9/9/2019                     |          |      |                         |           |                           |                           |
|                | Rubber Valve                     |          |      |                         |           |                           |                           |
|                | A/O-9/9/2019                     |          |      |                         |           |                           |                           |
|                | Splash Shield For Brake D        |          |      |                         |           |                           |                           |
|                | BRAKE DISC COVER LH A/O-9/9/2019 |          |      |                         |           |                           |                           |
|                | Track Control Arm Complet        |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Guide Joint                      |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Wheel Bearing With Mounti        |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Wheel Bearing Housing            |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Drive Shaft With Constant        |          |      |                         |           |                           |                           |
|                | LH C/D-9/9/2019                  |          |      |                         |           |                           |                           |
|                | Gas-Filled Shock Absorber        |          |      |                         |           |                           |                           |
|                | XR-6/9/2019                      |          |      |                         |           |                           |                           |
|                | Suspension Strut Mounting        |          |      |                         |           |                           |                           |
|                | TOP MTG XR-6/9/2019              |          |      |                         |           |                           |                           |

## VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Preview

Page 3/4

Document no. 12333901292  
Document date 27-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001931 / 1  
Job order date 06-09-2019  
Service Advisor TIOU CHUAN CHEE

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

| License plate | Model code | First registration | VIN               | Model                    | Mileage |
|---------------|------------|--------------------|-------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | VWVZZZAUZHW073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no.   | Description                      | Quantity  | Unit | Unit price<br>excl. GST | Tax code  | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------------|----------------------------------|-----------|------|-------------------------|-----------|---------------------------|---------------------------|
| 5Q0412249F     | Ball Bearing                     | 1         | pcs. | 44.70                   | 40.00% #1 | 26.82                     | 28.70                     |
|                | TOP BEARING XR-6/9/2019          |           |      |                         |           |                           |                           |
| 1K0423810A     | Tie Rod                          | 1         | pcs. | 100.29                  | 40.00% #1 | 60.17                     | 64.38                     |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| 1K0423811J     | Tie Rod End                      | 1         | pcs. | 138.02                  | 40.00% #1 | 82.81                     | 88.61                     |
|                | LH XR-6/9/2019                   |           |      |                         |           |                           |                           |
| N 90834901     | Retaining Clip                   | 2         | pcs. | 4.64                    | 40.00% #1 | 5.57                      | 5.96                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| 8V0598611A     | Wheel Bearing With Mount         | 1         | pcs. | 574.29                  | 40.00% #1 | 344.57                    | 368.69                    |
|                | REAR WHEEL BEARING XR-6/9/2019   |           |      |                         |           |                           |                           |
| 5Q0505435F     | Wheel Bearing Housing            | 1         | pcs. | 697.05                  | 40.00% #1 | 418.23                    | 447.51                    |
|                | REAR WHEEL BEARING HOUSING       |           |      |                         |           |                           |                           |
|                | C/D-9/9/2019                     |           |      |                         |           |                           |                           |
| N 91197801     | Bolt Hex. Hd.                    | 1         | pcs. | 9.20                    | 40.00% #1 | 5.52                      | 5.91                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| N 10640501     | Bolthex.Hd.With Shoul.           | 1         | pcs. | 8.10                    | 40.00% #1 | 4.86                      | 5.20                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| WHT000227      | Eccentric Screw                  | 1         | pcs. | 15.07                   | 40.00% #1 | 9.04                      | 9.67                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| WHT000228      | Eccentric Screw                  | 1         | pcs. | 15.07                   | 40.00% #1 | 9.04                      | 9.67                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| VWLM3318       | DEGREASER CLEANER 500ml          | 1         | pcs. | 38.22                   | 40.00% #1 | 22.93                     | 24.54                     |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| 0AM325025K Z89 | Mechatronic With Software        | 1         | pcs. | 2,753.51                | 40.00% #1 | 1,652.11                  | 1,767.76                  |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| 01X301127C     | Round Hd. Screw                  | 3         | pcs. | 2.06                    | 40.00% #1 | 3.71                      | 3.97                      |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| WHT001922      | Bolt With Polygon Socket         | 4         | pcs. | 4.77                    | 40.00% #1 | 11.45                     | 12.25                     |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| G 055512A2     | Transmission Oil                 | 3         | pcs. | 43.98                   | 40.00% #1 | 79.16                     | 84.70                     |
|                | XR-6/9/2019                      |           |      |                         |           |                           |                           |
| WHT003497      | Hexagon Socket Oval Head         | (A) nrc 4 | pcs. | 1.58                    | 40.00% #1 | 3.79                      | 4.06                      |
|                | C/D-10/9/2019                    |           |      |                         |           |                           |                           |
| 3C0973737      | Flat Contact Housing With        | (A) nrc 2 | pcs. | 17.95                   | 40.00% #1 | 21.54                     | 23.05                     |
|                | H/LAMP WIRE HOUSING              |           |      |                         |           |                           |                           |
| P 225/40ZR18   | Pirelli P N2GT 225/40R18         | 2         | pcs. | 780.00                  | 10.00% #1 | 1,404.00                  | 1,502.28                  |
|                | Towing assistance                | 1         | pcs. | 195.00                  | #1        | 195.00                    | 208.65                    |
|                | A/C GAS                          | 1         | pcs. | 60.00                   | #1        | 60.00                     | 64.20                     |
|                | R&R LOCK CARRIER TO R&R RADIATOR | 4         | pcs. | 475.00                  | #1        | 1,900.00                  | 2,033.00                  |
|                | LABOUR                           | 1         | pcs. | 475.00                  | #1        | 475.00                    | 508.25                    |
|                | Spray Painting                   | 3         | pcs. | 500.00                  | #1        | 1,500.00                  | 1,605.00                  |
|                | R&R SEAT LEATHER                 | 1         | pcs. | 360.00                  | #1        | 360.00                    | 385.20                    |
|                | Insurance Excess                 | 1         | pcs. | -500.00                 | #1        | -500.00                   | -535.00                   |
|                | Backrest Cover                   | 1         | pcs. | 1,411.62                | 40.00% #1 | 846.97                    | 906.26                    |

## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

## Tax invoice

Preview

Page

4/4

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

Customer Details:  
Mr  
TOH  
MUN WAH  
158 HAIG ROAD  
#07-04  
Singapore 438794

Document no. 12333901292  
Document date 27-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001931/ 1  
Job order date 06-09-2019  
Service Advisor TIOW CHUAN CHEE

| License plate | Model code | First registration | VIN              | Model                    | Mileage |
|---------------|------------|--------------------|------------------|--------------------------|---------|
| SGS3739A      | 5G13HZ     | 17-11-2016         | WVWZZZAUZH073457 | Golf 1.4 CLBM 92 TSI D7F | 26,677  |

| Position no. | Description                                                                                                | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>incl. GST |
|--------------|------------------------------------------------------------------------------------------------------------|----------|------|-------------------------|----------|---------------------------|---------------------------|
|              | MSIG IN HOUSE OD CLAIM<br>DOA : 31/08/2019<br>EXCESS : \$500<br>SURVEY BY : TAUFIK<br>LIMIT REPAIR \$24000 |          |      |                         |          |                           |                           |

| Tax Code | Labour   | Material  | Material Discount | GST % | GST      | Total Discount | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------|----------|-----------|-------------------|-------|----------|----------------|---------------------------|---------------------------|
| #1       | 4,523.00 | 18,392.05 | 8,821.38          | 7%    | 1,604.05 | 8,821.38       | 22,915.05                 | 24,519.10                 |
| Total    | 4,523.00 | 18,392.05 | 8,821.38          |       | 1,604.05 | 8,821.38       | 22,915.05                 | 24,519.10                 |

23,415.05

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](http://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://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: 2526214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

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

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

This is an authorised document. No signature is required.

**Veron Chen (LKKAUTO)**

---

**From:** Veron Chen (LKKAUTO)  
**Sent:** Monday, 30 September 2019 4:18 PM  
**To:** Ong Germaine (VGS - SG/Singapore); Taufikh (LKKAUTO)  
**Cc:** Admin A; CS A Team; SUR  
**Subject:** RE: [EXT] RE: FINALISATION SGS3739A (PART1)  
**Attachments:** SGS3739A\_OD.pdf

Dear Germaine,

Amount \$23,415.05 confirmed before excess \$500 and GST @ 16 working days.

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)

---

**From:** Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>  
**Sent:** Friday, 27 September 2019 4:57 PM  
**To:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; SUR <sur@lkkauto.com>  
**Subject:** RE: [EXT] RE: FINALISATION SGS3739A (PART1)

Dear Veron

Apologise, these is the confirm and final

As there is duplicate leather back cover hence need to revise

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](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Friday, 27 September 2019 12:49 PM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: [EXT] RE: FINALISATION SGS3739A (PART1)

Dear Germaine,

Confirm amount \$23,109.72 before excess \$500 and GST @ 16 working days.

**Kindly send Final invoice and all supporting documents directly to MSIG**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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

**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Sent:** Thursday, 26 September 2019 2:03 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: [EXT] RE: FINALISATION SGS3739A (PART1)

Dear Veron

Apolgise, I miss out one item of back rest cover in the finalise

Please see attached re-finalise

Best Regards,

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

Hp: +6592361588  
[germaine.ong@vw.com.sg](mailto:germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Wednesday, 25 September 2019 11:49 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** [EXT] RE: FINALISATION SGS3739A (PART1)

Dear Germaine,

Confirm amount \$22,333.33 before excess \$500 and GST @ 16 working days.

**Kindly send Final invoice and all supporting documents directly to MSIG**

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Sent:** Tuesday, 24 September 2019 1:44 PM  
**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** FINALISATION SGS3739A (PART1)

Dear Taufikh

Please see attached finalisation

COR As per attached

16 working days

Please revert

Best Regards,

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

Hp: +6592361588  
[germane.ong@vw.com.sg](mailto:germane.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

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

| CLAIM SUBFOLDER TRACKING |             |               |                                                      |                                                       |                                                 |            |                                                                 |
|--------------------------|-------------|---------------|------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------|------------|-----------------------------------------------------------------|
| Case                     | Notified    | Est Submitted | Adj Assigned                                         | Adj Rpt                                               | Adj Submitted                                   | Ins Auth'd | Status                                                          |
| Main                     | 02 Sep 2019 |               | 02 Sep 2019<br>16:56<br><a href="#">Edit Adj Rpt</a> | <b>S\$23,415.05</b><br><a href="#">Edit Estimates</a> | <b>S\$23,415.05</b><br><a href="#">View Rpt</a> |            | <b>Pending for Survey Report</b><br><a href="#">Cancel Case</a> |

| Main                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Reference | Claim Details                                                                              | Documents  | Show All |         |             |              |            |       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------------------------------------------|------------|----------|---------|-------------|--------------|------------|-------|
| <b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |                                                                                            |            |          |         |             |              |            |       |
| Insured: <b>TOH MUN WAH</b> , ID: S1236289G, Tel: +6597585088                                                                                                                                                                                                                                                                                                                                                                                                                                                            |           |                                                                                            |            |          |         |             |              |            |       |
| Vehicle Reg. No.: <b>SGS3739A</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           | Date of Loss: 31/08/2019 04:00 - :59<br>[33 Months and 14 Days From LTA Reg Date (Man Yr)] |            |          |         |             |              |            |       |
| Claim Type: <b>OD / 604546</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           | Policy/Cover Note No.: A28855261AVW (Comprehensive)<br>Coverage: 17/11/2018 - 16/11/2019   |            |          |         |             |              |            |       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           | Excess: S\$500.00                                                                          |            |          |         |             |              |            |       |
| Repairer: <b>Volkswagen Group Singapore Pte Ltd (HQ)</b> No: 17 Tuas Ave 9, 639197 Tuas - Tel: 65156560                                                                                                                                                                                                                                                                                                                                                                                                                  |           |                                                                                            |            |          |         |             |              |            |       |
| Handling Insurer: <b>MSIG Insurance (Singapore) Pte. Ltd. (HQ)</b> - Tel: +65 6827 7888 ... [Handled by <b>Nor Azian Binte Noordin</b> - 6594 2558]                                                                                                                                                                                                                                                                                                                                                                      |           |                                                                                            |            |          |         |             |              |            |       |
| Adjuster: <b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>MOHD TAUFIKH BIN HAMID</b> ] ... [Final Rpt due 02/10/2019]                                                                                                                                                                                                                                                                                                                                                                       |           |                                                                                            |            |          |         |             |              |            |       |
| Driver/Custodian: <b>TOH WAI HONG (DU WEIXIONG)</b> (27 / Male), NRIC: S9148034D, Tel: +6591298061 Email: NOEMAIL                                                                                                                                                                                                                                                                                                                                                                                                        |           |                                                                                            |            |          |         |             |              |            |       |
| Adj Asg. Remarks: Car at Tuas w/shop. Survey & revert. Please contact us ASAP if you cannot attend this assignment. Pls revert with MV                                                                                                                                                                                                                                                                                                                                                                                   |           |                                                                                            |            |          |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Compose Case Mail</a></span>                                                                                                                                                                                                                                                                                                                                                                                            |           |                                                                                            |            |          |         |             |              |            |       |
| <ul style="list-style-type: none"> <li>MSIG_SG (30/09/2019): Alert - Adj Mandate Approved (S\$23415.05) - SGS3739A - Claim Handler: Nor Azian ...</li> <li>MSIG_SG (27/09/2019): Alert - Adj Mandate Approved (S\$23109.72) - SGS3739A - Claim Handler: Nor Azian ...</li> <li>MSIG_SG (10/09/2019): Alert - Adj Mandate Approved (S\$24000.00) - SGS3739A - Claim Handler: Nor Azian ...</li> <li>MSIG_SG (05/09/2019): Alert - Adj Mandate Approved (S\$23000.00) - SGS3739A - Claim Handler: Nor Azian ...</li> </ul> |           |                                                                                            |            |          |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b> <span style="float: right;"><a href="#">View All</a> <a href="#">Search Tasks</a> <a href="#">Create New Task</a> <a href="#">Complete</a></span>                                                                                                                                                                                                                                                                                                                                            |           |                                                                                            |            |          |         |             |              |            |       |
| Due Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Priority  | Type                                                                                       | Task Group | Subject  | Handler | Assigned By | Completed On | Created On | Done? |
| No results.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |                                                                                            |            |          |         |             |              |            |       |

## Claim Documents

\*SGS3739A (604546)

OD

Aug 31 2019 4:00AM

[TOH MUN WAH]

Volkswagen Group Singapore Pte Ltd

| <a href="#">Upload Documents</a> |                 | <a href="#">Upload Photos</a>                               | <a href="#">Compose New Letter</a> | <b>View</b> <a href="#">View in Browser</a> <span>▼</span> |                                                               |
|----------------------------------|-----------------|-------------------------------------------------------------|------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| <b>Assessment Reports</b>        |                 |                                                             |                                    |                                                            | 1 per page <span>▼</span> <input checked="" type="checkbox"/> |
| No                               | Finalized On    | Volkswagen Centre Singapore (HQ)                            |                                    | Thumbnail                                                  | Print                                                         |
| 1                                | 31/08/19 09:19  | <b>Accident Statement</b>                                   | 1                                  | Load HTM                                                   |                                                               |
| No                               | Finalized On    | LKK Auto Consultants Pte Ltd (HQ)                           |                                    | Thumbnail                                                  | Print                                                         |
| 1                                | 04/09/19 12:00  | <b>Adjuster Immediate Advice</b>                            | 1                                  | Load HTM                                                   |                                                               |
| 2                                | 27/09/19 10:04  | <b>Adjuster Immediate Advice</b>                            | 1                                  | Load HTM                                                   |                                                               |
| 3                                | 30/09/19 10:15  | <b>Adjuster Immediate Advice</b>                            | 1                                  | Load HTM                                                   |                                                               |
| <b>Photos/Images</b>             |                 |                                                             |                                    |                                                            | 1 per page <span>▼</span> <input checked="" type="checkbox"/> |
| No                               | Finalized On    | Volkswagen Centre Singapore (HQ)                            |                                    | Thumbnail                                                  | Print                                                         |
| 1                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 2                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 3                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 4                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 5                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 6                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 7                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 8                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 9                                | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 10                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 11                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 12                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 13                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 14                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
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| 16                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 17                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 18                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 19                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 20                               | 31/08/19 09:19  | <b>Accident Photo</b><br>[Linked Accident Report Documents] | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| No                               | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)                           |                                    | Thumbnail                                                  | Print                                                         |
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| 2                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 3                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 4                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
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| 6                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 7                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 8                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 9                                | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |
| 10                               | 04/09/19 10:39  | <b>General View</b>                                         | 1                                  | Load JPG                                                   | <input checked="" type="checkbox"/>                           |

| Assessment Reports |                |                                  | 1 per page                                                                                     | <input checked="" type="checkbox"/> |
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| No                 | Finalized On   | Volkswagen Centre Singapore (HQ) | Thumbnail                                                                                      | Print                               |
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| Assessment Reports |                |                                  | 1 per page                                                                            | <input checked="" type="checkbox"/> |
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| Assessment Reports |                |                                  | 1 per page                                                                            | <input checked="" type="checkbox"/> |
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| 170                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 171                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 172                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 173                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 174                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 175                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 176                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 177                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |
| 178                | 24/09/19 16:39 | Reinspection Photo               |  | <input checked="" type="checkbox"/> |

| Assessment Reports |                 |                                                          | 1 per page | <input checked="" type="checkbox"/> |
|--------------------|-----------------|----------------------------------------------------------|------------|-------------------------------------|
| No                 | Finalized On    | Volkswagen Centre Singapore (HQ)                         | Thumbnail  | Print                               |
| 179                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 180                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 181                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 182                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 183                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 184                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 185                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 186                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 187                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 188                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 189                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 190                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 191                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 192                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 193                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 194                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 195                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 196                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 197                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 198                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 199                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 200                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 201                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 202                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 203                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 204                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 205                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 206                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 207                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 208                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 209                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 210                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 211                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 212                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 213                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 214                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 215                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| 216                | 24/09/19 16:39  | Reinspection Photo                                       |            | <input checked="" type="checkbox"/> |
| Documentation      |                 |                                                          | 1 per page | <input checked="" type="checkbox"/> |
| No                 | Finalized On    | MSIG Insurance (Singapore) Pte. Ltd. (HQ)                | Thumbnail  | Print                               |
| 1                  | 02/09/19 15:44  | Valid DL                                                 |            | <input type="checkbox"/>            |
| 2                  | 02/09/19 15:44  | Valid Road Tax                                           |            | <input type="checkbox"/>            |
| 3                  | 02/09/19 15:44  | COE / PARF Value                                         |            | <input type="checkbox"/>            |
| 4                  | 02/09/19 15:52  | Request for survey frm VW                                |            | <input type="checkbox"/>            |
| 5                  | 02/09/19 15:53  | ESTIMATE                                                 |            | <input type="checkbox"/>            |
| 6                  | 11/09/19 09:49  | Status of Driving Licence (Valid)                        |            | <input type="checkbox"/>            |
| No                 | Finalized On    | MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor) | Thumbnail  | Print                               |
| 1                  | 02/09/19 16:53  | Email - Survey                                           |            | <input type="checkbox"/>            |
| No                 | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ)                        | Thumbnail  | Print                               |
| 1                  | 04/09/19 10:49  | MARK ESTIMATE                                            |            | <input type="checkbox"/>            |
| 2                  | 27/09/19 10:04  | SUPPLEMENTARY                                            |            | <input type="checkbox"/>            |

### Linked Accident Report Documents

| Assessment Reports |              |                                  | 1 per page | <input checked="" type="checkbox"/> |
|--------------------|--------------|----------------------------------|------------|-------------------------------------|
| No                 | Finalized On | Volkswagen Centre Singapore (HQ) | Thumbnail  | Print                               |

| Assessment Reports |                |                                  | 1 per page                                                                                     | <input checked="" type="checkbox"/> |
|--------------------|----------------|----------------------------------|------------------------------------------------------------------------------------------------|-------------------------------------|
| No                 | Finalized On   | Volkswagen Centre Singapore (HQ) | Thumbnail                                                                                      | Print                               |
| 1                  | 31/08/19 09:19 | Accident Statement               |  Load HTM   |                                     |
| Photos/Images      |                |                                  | 3 per page                                                                                     | <input checked="" type="checkbox"/> |
| No                 | Finalized On   | Volkswagen Centre Singapore (HQ) | Thumbnail                                                                                      | Print                               |
| 1                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 2                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 3                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 4                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 5                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 6                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 7                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 8                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 9                  | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 10                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 11                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 12                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 13                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 14                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 15                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 16                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 17                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 18                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 19                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| 20                 | 31/08/19 09:19 | Accident Photo                   |  Load JPG   | <input checked="" type="checkbox"/> |
| Documentation      |                |                                  | 1 per page                                                                                     | <input checked="" type="checkbox"/> |
| No                 | Finalized On   | Volkswagen Centre Singapore (HQ) | Thumbnail                                                                                      | Print                               |
| 1                  | 31/08/19 09:17 | Sketch Plan                      |  Load TIF |                                     |
| 2                  | 31/08/19 09:17 | Sketch Plan #2                   |  Load TIF |                                     |

## Documents Checklist

| DOCUMENTS CHECKLIST                                                                                                                              | Reset | Save | Print |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|-------|
| There are no document checklists configured.                                                                                                     |       |      |       |
| <div>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</div> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div> |       |      |       |
| Show Remarks To: <input type="checkbox"/> Handling Insurer<br><small>Note: Remarks are private unless you show it to other parties.</small>      |       |      |       |

# LKK Auto Consultants Pte Ltd

(Co.Reg.No:199607196R)

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/MSG19015492/T1VF3E2

Date: 02/10/2019

### REFERENCE

Insured/Claimant: TOH MUN WAH Policy No: A28855261AVW  
Date of Loss: 31/08/2019 Nature of Claim: OD Claim No: 604546

### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SGS3739A**  
Make & Model: VOLKSWAGEN GOLF, 1.4 TSI (A7) (5G13GZ) Engine No: CZC144472  
Reg. Date: 17/11/2016 (Man. Year: 2016) Chassis No: WWWZZZAUZHW073457  
Colour: Blue Odometer: 26677 km  
Engine Capacity: 1395 cc  
Market Value/New Car Price: S\$78,000.00  
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: 225/40 R18 Rear Tyre Size: 225/40 R18  
Front Left Side: Pirelli 7 mm Rear Left Side: Pirelli 7 mm  
Front Right Side: Pirelli 7 mm Rear Right Side: Pirelli 7 mm

The above values represent the remaining tyre treads depth

| COST OF CLAIMS                      | Repairer's       | Adjuster's       | Difference       | Diff %       |
|-------------------------------------|------------------|------------------|------------------|--------------|
| Parts                               | 27,741.23        | 14,402.05        | 13,339.18        | 48.08        |
| Miscellaneous Items                 | 0.00             | 0.00             | 0.00             |              |
| Labour                              | 15,738.00        | 9,013.00         | 6,725.00         | 42.73        |
| Paintwork Labour                    | 0.00             | 0.00             | 0.00             |              |
| Towing                              | 0.00             | 0.00             | 0.00             |              |
| <b>Calculated Gross Total (S\$)</b> | <b>43,479.23</b> | <b>23,415.05</b> | <b>20,064.18</b> | <b>46.15</b> |
| <b>- Excess (S\$)</b>               | <b>500.00</b>    | <b>500.00</b>    | <b>0.00</b>      | <b>0.00</b>  |
| <b>(S\$)</b>                        | <b>42,979.23</b> | <b>22,915.05</b> | <b>20,064.18</b> | <b>46.68</b> |
| <b>+ GST 7.00/7.00% (S\$)</b>       | <b>3,008.55</b>  | <b>1,604.05</b>  | <b>1,404.50</b>  | <b>46.68</b> |
| <b>Nett Amount (S\$)</b>            | <b>45,987.78</b> | <b>24,519.10</b> | <b>21,468.68</b> | <b>46.68</b> |

### INSPECTION

Date of Assignment: 02/09/2019

Date Inspected: 03/09/2019 Inspected At:

Volkswagen Group Singapore Pte Ltd (HQ)

No: 17 Tuas Ave 9

Singapore 639197

Estimated Period of Repair: 16.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

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

|                      |                                                                                                                                                                              |                                                                             |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>Part Source:</b>  | MRM-SG                                                                                                                                                                       | Version: 1.0 (Last Synchronised: 02 Oct 2019)                               |
| <b>Parts:</b>        | 144                                                                                                                                                                          | VOLKSWAGEN GOLF 1.4 TSi (A7) (5G13GZ) (A) (Catalogue:Merimen Singapore 1.0) |
| <b>Labour:</b>       | Repairer's                                                                                                                                                                   | (Price-denominated Standard List)                                           |
| <b>Print Code:</b>   | (Unsubmitted, no print-code for SGS3739A)                                                                                                                                    |                                                                             |
| <b>Validity:</b>     | These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page |                                                                             |
| <b>Further Info:</b> | Items/values not in reference catalogue are prefixed with an asterisk *.                                                                                                     |                                                                             |

## Recommended Parts

| No. | Qty | Part No. | Particulars                          | Condition             | Repairer's  | Amount       |
|-----|-----|----------|--------------------------------------|-----------------------|-------------|--------------|
| 1   | 1   |          | *ROOF LINING                         | Deformed              | 647.55 FS   | *539.62 FS   |
| 2   | 1   |          | *ROOF TOP HANDLE FRT                 | Not Necessary         | 84.00 FS    | *- FS        |
| 3   | 1   |          | *ROOF TOP HANDLE REAR                | Not Necessary         | 90.88 FS    | *- FS        |
| 4   | 4   |          | *CLAMP                               | Not Necessary         | 3.28 FS     | *- FS        |
| 5   | 1   |          | *SIDE CURTAIN AIRBAG LH              | Activated             | 954.60 FS   | *795.50 FS   |
| 6   | 2   |          | *TRIM WITH EMBLEM TITANIUM           | Necessary             | 21.79 FS    | *18.16 FS    |
| 7   | 1   |          | *SEAT BELT LH                        | Activated             | 652.61 FS   | *543.84 FS   |
| 8   | 1   |          | *SEAT BELT RH                        | Activated             | 652.61 FS   | *543.84 FS   |
| 9   | 1   |          | *SEAT BELT HEIGHT ADJUSTER<br>(2PCS) | Activated             | 149.17 FS   | *124.31 FS   |
| 10  | 1   |          | *FRT SEAT PADDING LH                 | Torn                  | 150.69 FS   | *125.57 FS   |
| 11  | 1   |          | *SEAT LEATHER BACKREST COVER LH      | Torn                  | 1,018.22 FS | *846.97 FS   |
| 12  | 1   |          | *LHS SEAT AIRBAG                     | Cut                   | 975.00 FS   | *812.50 FS   |
| 13  | 1   |          | *AIR BAG CONTROL MODULE              | Not Necessary         | 1,241.56 FS | *- FS        |
| 14  | 1   |          | *COVER FOR BUMPER PRIMED             | Deformed              | 780.22 FS   | *650.18 FS   |
| 15  | 1   |          | *SET SENSOR BRACKETS PRI             | Necessary             | 14.31 FS    | *11.92 FS    |
| 16  | 1   |          | *SENSOR BRACKET                      | Necessary             | 9.51 FS     | *7.93 FS     |
| 17  | 1   |          | *SENSOR BRACKET<br>(2PCS)            | Necessary             | 19.02 FS    | *15.85 FS    |
| 18  | 1   |          | *SENSOR BRACKET                      | Necessary             | 9.51 FS     | *7.93 FS     |
| 19  | 1   |          | *2K-PLASTIC ADHESIVE                 | Necessary             | 53.49 FS    | *44.57 FS    |
| 20  | 1   |          | *BONDING AGENT FOR PLASTIC           | Necessary             | 40.97 FS    | *34.14 FS    |
| 21  | 1   |          | *RADIATOR INNER                      | Cracked               | 431.03 FS   | *359.19 FS   |
| 22  | 1   |          | *READY-MIX COOLANT FROST P<br>(2PCS) | Necessary             | 30.87 FS    | *25.73 FS    |
| 23  | 1   |          | *ENGINE LOWER COVER                  | Torn                  | 98.90 FS    | *82.42 FS    |
| 24  | 1   |          | *FENDER LH                           | Bent                  | 410.16 FS   | *341.80 FS   |
| 25  | 1   |          | *FENDER LINER LH                     | Deformed              | 121.18 FS   | *100.99 FS   |
| 26  | 8   |          | *EXPANDING NUT                       | Necessary             | 6.05 FS     | *5.04 FS     |
| 27  | 1   |          | *ENGINE MOUNTING RH                  | Distorted             | 174.69 FS   | *145.57 FS   |
| 28  | 1   |          | *GEARBOX MOUNTING                    | Distorted             | 139.23 FS   | *116.03 FS   |
| 29  | 1   |          | *GEARBOX BRACKET                     | Cracked               | 102.62 FS   | *85.52 FS    |
| 30  | 1   |          | *BOLT HEX.HD. WITH SHROUD<br>(3PCS)  | Necessary             | 9.55 FS     | *7.96 FS     |
| 31  | 1   |          | *GEAR BOX LOWER SUPPORT MTG          | Bent                  | 48.97 FS    | *40.81 FS    |
| 32  | 1   |          | *SUB-FRAME                           | Bent                  | 361.65 FS   | *301.37 FS   |
| 33  | 1   |          | *SET BONDED RUBBER BUSHE             | Necessary             | 120.25 FS   | *100.21 FS   |
| 34  | 1   |          | *HEXAGON FLANGE SCREW<br>(4PCS)      | Necessary             | 23.10 FS    | *19.25 FS    |
| 35  | 1   |          | *BOLTHEX.HD.WITH SHOUL               | Necessary             | 4.20 FS     | *3.50 FS     |
| 36  | 1   |          | *ALLOY WHEEL GALVANO GREY<br>(3PCS)  | Cut (2Pcs Only)       | 2,839.26 FS | *1,577.36 FS |
| 37  | 1   |          | *RUBBER VALVE<br>(3PCS)              | Necessary (2Pcs Only) | 6.96 FS     | *3.86 FS     |
| 38  | 1   |          | *BRAKE DISC                          | Not Necessary         | 138.54 FS   | *- FS        |

Report was unsubmitted during this print-out.

| No. | Qty | Part No. | Particulars                                          | Condition             | Repairer's  | Amount       |
|-----|-----|----------|------------------------------------------------------|-----------------------|-------------|--------------|
| 39  | 1   |          | *BRACKE DISC COVER LH                                | Deformed              | 25.74 FS    | *21.45 FS    |
| 40  | 1   |          | *TRACK CONTROL ARM COMPLET                           | Bent                  | 236.74 FS   | *197.28 FS   |
| 41  | 1   |          | *GUIDE JOINT                                         | Bent                  | 88.21 FS    | *73.51 FS    |
| 42  | 1   |          | *WHEEL BEARING WITH MOUNTI                           | Bent                  | 404.94 FS   | *337.45 FS   |
| 43  | 1   |          | *WHEEL BEARING HOUSING                               | Bent                  | 403.45 FS   | *336.21 FS   |
| 44  | 1   |          | *DRIVE SHAFT WITH CONSTANT LH                        | Bent                  | 703.95 FS   | *586.63 FS   |
| 45  | 1   |          | *GAS-FILLED SHOCK ABSORBER                           | Bent                  | 227.75 FS   | *189.79 FS   |
| 46  | 1   |          | *SUSPENSION STRUT MOUNTING TOP MTG                   | Bent                  | 65.96 FS    | *54.97 FS    |
| 47  | 1   |          | *TOP BEARING                                         | Bent                  | 32.18 FS    | *26.82 FS    |
| 48  | 1   |          | *TIE ROD                                             | Bent                  | 72.21 FS    | *60.17 FS    |
| 49  | 1   |          | *TIE ROD END LH                                      | Bent                  | 99.37 FS    | *82.81 FS    |
| 50  | 1   |          | *RETAINING CLIP<br>(2PCS)                            | Necessary             | 6.68 FS     | *5.57 FS     |
| 51  | 1   |          | *REAR WHEEL BEARING                                  | Bent                  | 413.49 FS   | *344.57 FS   |
| 52  | 1   |          | *REAR WHEEL BEARING HOUSING                          | Bent                  | 501.88 FS   | *418.23 FS   |
| 53  | 1   |          | *BOLT HEX.HD.                                        | Necessary             | 6.62 FS     | *5.52 FS     |
| 54  | 1   |          | *BOLTHEX.HD.WITH SHOUL                               | Necessary             | 5.83 FS     | *4.86 FS     |
| 55  | 1   |          | *ECCENTRIC SCREW                                     | Necessary             | 10.85 FS    | *9.04 FS     |
| 56  | 1   |          | *ECCENTRIC SCREW                                     | Necessary             | 10.85 FS    | *9.04 FS     |
| 57  | 1   |          | *DEGREASER CLEANER 500ML                             | Necessary             | 27.52 FS    | *22.93 FS    |
| 58  | 1   |          | *GEAR BOX                                            | Not Necessary         | 7,299.76 FS | *- FS        |
| 59  | 1   |          | *MECHATRONIC WITH SOFTWARE                           | Dented                | 1,982.53 FS | *1,652.11 FS |
| 60  | 1   |          | *ROUND HD.SCREW<br>(3PCS)                            | Necessary             | 4.45 FS     | *3.71 FS     |
| 61  | 1   |          | *BOLT WITH POLYGON SOCKET<br>(4PCS)                  | Necessary             | 13.74 FS    | *11.45 FS    |
| 62  | 1   |          | *TRANSMISSION OIL<br>(3PCS)                          | Necessary             | 95.00 FS    | *79.16 FS    |
| 63  | 1   |          | *TYRE PIRELLI PZRO NERO GT 225/40/18 (90%)<br>(3PCS) | Punctured (2Pcs Only) | 2,340.00 FS | *1,404.00 FS |
| 64  | 1   |          | *HEXAGON SOCKET OVAL HEAD<br>(4PCS)                  | Necessary             | 3.79 FS     | *3.79 FS     |
| 65  | 2   |          | *FLAT CONTACT HOUSING WITH H/LAMP WIRE HOUSING       | Necessary             | 21.54 FS    | *21.54 FS    |

F=Franchise part. S=SpcNett.

|                           |                  |                  |
|---------------------------|------------------|------------------|
| <b>Total Parts (\$\$)</b> | <b>27,741.23</b> | <b>14,402.05</b> |
|---------------------------|------------------|------------------|

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

| No                              | Particulars                          | Lab.Type | Repairer's       | Amount          |
|---------------------------------|--------------------------------------|----------|------------------|-----------------|
| <b>Labour Items</b>             |                                      |          |                  |                 |
| 1                               | 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 ROOFLINING                       | New      | 1,425.00         | 712.50          |
| 5                               | R&R SEAT BELT & AIRBAG CONTROL UNIT  | New      | 950.00           | 475.00          |
| 6                               | R&R GEAR BOX                         | New      | 1,425.00         | 0.00            |
| 7                               | R&R MECHATRONIC                      | New      | 950.00           | 475.00          |
| 8                               | R&R LHS U/CARRIAGE                   | New      | 1,425.00         | 712.50          |
| 9                               | R&R LHS REAR U/CARRIAGE              | New      | 950.00           | 475.00          |
| 10                              | R&R SUB FRAME                        | New      | 950.00           | 475.00          |
| 11                              | R&R RIM & BALANCE                    | New      | 150.00           | 100.00          |
| 12                              | WHEEL ALIGNMENT                      | New      | 300.00           | 300.00          |
| 13                              | TOWING ASSISTANCE                    | New      | 195.00           | 195.00          |
| 14                              | A/C GAS                              | New      | 60.00            | 60.00           |
| 15                              | R&R LOCK CARRIER TO R&R RADIATOR     | New      | 2,375.00         | 1,900.00        |
| 16                              | LABOUR                               | New      | 1,425.00         | 475.00          |
| 17                              | SPRAY PAINTING                       | New      | 2,000.00         | 1,500.00        |
| 18                              | R&R SEAT LUGGAGE                     | New      | 360.00           | 360.00          |
| <b>Gross Labour Cost (\$\$)</b> |                                      |          | <b>15,738.00</b> | <b>9,013.00</b> |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >