

2/09/2011

ASS. REC. BY:

REF: CS/MSG19016217/TISCF3

Special Instruction:

Surveyor: Taufik

ASSIGNMENT (Office)

From (Person): Jowyn Tay Mei Ling

of MS16

Date/Time: 12.9.19 17.01p-M

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SJ 313C

Insured:

GBE 1600 L

at Workshop m/s Volkswagen

Tel:

63057176

at 247 Alexandra Road

Policy No: 29094609MKC

Claim No:

Sum Insured:

Excess:

Make of Veh:

(Client's Record)

D.O.A. 3.9.2019

CA / REV / REP. / REV 24 HRS

Date/Time: 13.9.19 9.44a.m

Person Contacted:

Chaman

H.O.D. Endorsement:

Vehicle IN/OUT

| Date/Time | Action/Instruction                                                     |
|-----------|------------------------------------------------------------------------|
|           | (✓) Estimate Inspection: Bit 507 Juranj West 352 #02156                |
|           | SJ 313C-X                                                              |
|           | ctct: Mr Tan 99238712                                                  |
|           | GBE 1600 L-X                                                           |
| 16/09/19  | @ 17:09 pm revert pending estimate from repasser to Jowyn via message. |



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

## CLAIM SUBFOLDER TRACKING

| Case | Notified             | Est Submitted | Adj Assigned                   | Adj Rpt | Adj Submitted | Ins Auth'd | Status                               |
|------|----------------------|---------------|--------------------------------|---------|---------------|------------|--------------------------------------|
| Main | 05 Sep 2019<br>19:49 |               | 12 Sep 2019<br>17:01<br>Assign |         |               |            | <b>New Assignment</b><br>Cancel Case |

| Main                                                                                                          | Reference                                                                                                                                                                                                                      | Claim Details          | Documents                                                                       | Show All |         |             |              |            |       |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------|----------|---------|-------------|--------------|------------|-------|
| <b>CLAIM SUBFOLDER DETAILS</b> <span style="float: right;">[Created by insurer]</span>                        |                                                                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |
| Insured:                                                                                                      | Plant & Reap Recycling, Co. Reg. No.: S31049090                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |
| Main Claimant:                                                                                                | TAN BEE LEE PHILIP, ID: S1160990B                                                                                                                                                                                              |                        |                                                                                 |          |         |             |              |            |       |
| Vehicle Reg. No.:                                                                                             | SLJ313C                                                                                                                                                                                                                        | Date of Loss:          | 03/09/2019 19:00 - :59<br>[33 Months and 18 Days From LTA<br>Reg Date (Man Yr)] |          |         |             |              |            |       |
| Claim Type:                                                                                                   | TP                                                                                                                                                                                                                             | Policy/Cover Note No.: | 29094609MCC<br>Coverage: 17/09/2018 -<br>16/09/2019                             |          |         |             |              |            |       |
| Vehicle Reg. No. (Insured):                                                                                   | GBE1600L                                                                                                                                                                                                                       | Policy No. (Claimant): | A28863382 AVW                                                                   |          |         |             |              |            |       |
| Repairer:                                                                                                     | Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288                                                                                                                                          |                        |                                                                                 |          |         |             |              |            |       |
| Handling Insurer:                                                                                             | MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jowyn Tay Mei Ling - 6643 1307]                                                                                                                 |                        |                                                                                 |          |         |             |              |            |       |
| Claimant's Insurer:                                                                                           | MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888                                                                                                                                                                 |                        |                                                                                 |          |         |             |              |            |       |
| Adjuster:                                                                                                     | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 13/09/2019]                                                                                                                                             |                        |                                                                                 |          |         |             |              |            |       |
| Driver/Custodian (Insured):                                                                                   | TAN BOK HENG (64 / Male), NRIC: S1113383E, Tel: +6597903403 Email:                                                                                                                                                             |                        |                                                                                 |          |         |             |              |            |       |
| Adj Asg. Remarks:                                                                                             | Survey to be conduct at owner location, pls contact VW Charmaine @ 9236 1399 / 6305 7176 to confirm, on WP. Please contact us ASAP if you cannot attend this assignment. Liab: NR. Contact: Charmaine @ 6305 7176 / 6305 7299. |                        |                                                                                 |          |         |             |              |            |       |
| <b>ASSOCIATED MAIL RECEIVED</b> <span style="float: right;">View All Compose Case Mail</span>                 |                                                                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |
| There are no mail for this case.                                                                              |                                                                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |
| <b>ALL ASSOCIATED TASKS</b> <span style="float: right;">View All Search Tasks Create New Task Complete</span> |                                                                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |
| Due Date                                                                                                      | Priority                                                                                                                                                                                                                       | Type                   | Task Group                                                                      | Subject  | Handler | Assigned By | Completed On | Created On | Done? |
| No results.                                                                                                   |                                                                                                                                                                                                                                |                        |                                                                                 |          |         |             |              |            |       |

## Shirley Hiew (LKK Auto)

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**From:** Shirley Hiew (LKK Auto)  
**Sent:** Wednesday, 23 October 2019 4:07 pm  
**To:** Wong MeiY (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore)  
**Cc:** Kong Charmaine (VGS - SG/Singapore); Foo John (VGS - SG/Singapore); SUR  
**Subject:** RE: [EXT] RE: SLJ313C - FINALISE

Hi MeiY,

Finalize amount confirmed.

Final invoice and all supporting documents sent over to MSIG Insurance (Singapore) Pte. Ltd.

Thank you.

Best Regards,

Shirley Hiew | 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:** Wong MeiY (VGS - SG/Singapore) <mely.wong@vw.com.sg>  
**Sent:** Wednesday, 23 October 2019 3:55 pm  
**To:** Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>  
**Cc:** Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Foo John (VGS - SG/Singapore) <John.Foo@vw.com.sg>; SUR <sur@lkkauto.com>  
**Subject:** RE: [EXT] RE: SLJ313C - FINALISE

Dear Shirley,

For your kind action, Thanks.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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



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

Internal

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**From:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>  
**Sent:** Monday, 21 October 2019 9:31 AM  
**To:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Cc:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** [EXT] RE: SLJ313C - FINALISE

Hi Pearlyn,

Kindly provide us the before paint photo.

Thank you.

Best Regards,

Shirley Hiew | 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:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>  
**Sent:** Thursday, 17 October 2019 11:26 am  
**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** RE: SLJ313C - FINALISE

Dear Taufikh,

Please ignore the pervious email

Please confirmed

COR \$7210.49 after GST

Total 6 working days

Pearlyn Cheong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

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



Internal

**From:** Cheong Pearlyn (VGS - SG/Singapore)

**Sent:** Thursday, 17 October 2019 11:14 AM

**To:** Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Foo John (VGS - SG/Singapore) <[John.Foo@vw.com.sg](mailto:John.Foo@vw.com.sg)>

**Subject:** SLJ313C - FINALISE

Dear Taufikh,

Please confirmed

COR \$ 6397.29 before GST

## View Sent Message

This mail is associated with :

**\*SLJ313C**  
**[GBE1600L]**  
TP  
TAN BEE LEE PHILIP  
Sep 3 2019 7:00PM  
[Plant & Reap Recycling]  
Volkswagen Centre Singapore

[Resend](#) [View Recipients](#) [Print Message](#) [Delete Message](#) [Forward](#)

**From** LKK Auto Consultants Pte Ltd (LKK\_HQ), sent on 16/09/2019 17:09 PM.  
**To** Jowyn\_tay@sg.msg-asia.com  
**CC** sur@lkkauto.com  
**Subject** SLJ313C [GBE1600L]

Dear Jowyn,

Please be informed that we have inspected the vehicle SLJ 313C on 13/09/2019.

We are pending estimate from repairer.

Thank you.

Best Regards,

Shirley Hiew | 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)

### DOCUMENTS SUMMARY

There are no documents.

## 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             | 04/09/2019 15:23   |
| Date Of Accident           | 03/09/2019 19:20   |
| Exact Location Of Accident | BANDA ROAD CARPARK |
| Country/State of Loss      | SINGAPORE          |

### DETAILS OF OWN VEHICLE

|                             |                       |
|-----------------------------|-----------------------|
| Vehicle Registration Number | SLJ313C               |
| <b>Insured/Policyholder</b> |                       |
| Name Of Registered Owner    | TAN BEE LEE PHILIP    |
| NRIC No                     | S1160990B             |
| Email Address               | DRPTBL@SINGNET.COM.SG |
| Mobile Phone No             | (LOCAL) +65-97238712  |
| Alternative Phone No        | OFFICE-97238712       |

### Vehicle Particulars

|                                                                              |                                        |
|------------------------------------------------------------------------------|----------------------------------------|
| Manufacturer                                                                 | VOLKSWAGEN                             |
| Model                                                                        | PASSAT COMFORTLINE 1.8 L TSI 132KW DSG |
| 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? | NO                                     |
| If No, Please state action to be taken                                       | THIRD PARTY                            |
| Vehicle Category                                                             | PRIVATE CAR                            |

### Insurance Company

|                           |                                      |
|---------------------------|--------------------------------------|
| Name of Insurance Company | MSIG INSURANCE (SINGAPORE) PTE. LTD. |
| Type Of Coverage          | COMPREHENSIVE                        |
| Fleet Policy              | NO                                   |
| Policy Number             | A28863382 AVW                        |
| Cover Note Number         |                                      |

### Driver

|                      |                       |
|----------------------|-----------------------|
| Name of Driver       | TAN BEE LEE PHILIP    |
| NRIC No              | S1160990B             |
| Date Of Birth        | 09/02/1956            |
| Occupation           | INDOOR                |
| Date Of Driving Pass | 09/01/2003            |
| Driving Experience   | 16 YEARS AND 7 MONTHS |
| Gender               | MALE                  |
| Mobile Number        | (LOCAL) +65-97238712  |
| Fax Number           |                       |
| Contact Number       | OFFICE-97238712       |
| Email Address        | DRPTBL@SINGNET.COM.SG |



|                                                     |                             |
|-----------------------------------------------------|-----------------------------|
| Address                                             | 27 MOUNT FABER ROAD #03-13, |
| Postcode                                            | 099200                      |
| Was driver an employee of the Insured's Company     | NO                          |
| If No, Relationship of the Driver with the Insured  | OWNER                       |
| Vehicle Registration Number of Driver's Own Vehicle | -                           |
|                                                     | -                           |
|                                                     | -                           |
| Insurance Company of Driver's Own Vehicle           | -                           |
|                                                     | -                           |
|                                                     | -                           |

#### General Information of the Accident

|                    |                                                 |
|--------------------|-------------------------------------------------|
| Type Of Accident   | HIT AND RUN / VANDALISM / DAMAGED WHILST PARKED |
| 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                         | 2   |
| Was any body injured in the Accident?                                                       | NO  |
| Was any injured conveyed to hospital by ambulance?                                          | NO  |
| Was any other material or property damaged?                                                 | YES |
| I have been approached by unknown person(s) soliciting/offering accident claims assistance. | NO  |
| Number of Passengers (Including Driver)                                                     | 0   |

#### 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 , CUSTOMER HAS VIDEO NOT ABLE TO SEND IT TO US

#### Attachment(s)

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

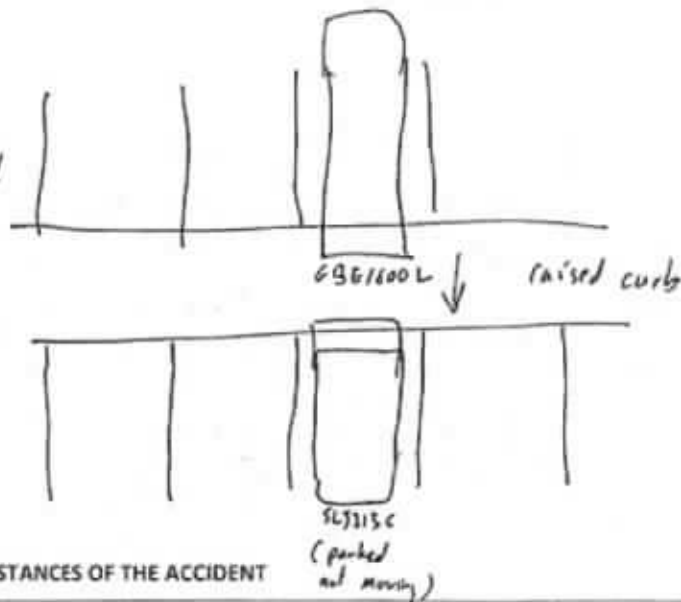
#### DETAILS OF OTHER VEHICLE PROPERTY 1

|                                     |                    |
|-------------------------------------|--------------------|
| Vehicle Registration Number         | GBE1600L           |
| Vehicle Make/Model/Colour           |                    |
| Details Of Properties               |                    |
| Vehicle Category                    | COMMERCIAL VEHICLE |
| Name of Driver                      | TAN BOK HENG       |
| NRIC/Passport Number                | S1113383E          |
| Contact Number                      |                    |
| Address                             |                    |
| Postcode                            |                    |
| Insurance Company Name              |                    |
| Nature Of Damage                    |                    |
| No. Of Passenger (Including Driver) |                    |

# Sketch Plan

## SKETCH PLAN

Public Car Park  
@ Banda Road



## DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Date Date :- 3<sup>rd</sup> September 2019

Time :- 7.20 p.m.

My vehicle (SL3313C) was parked at the Banda Road public car park. I got out of my parked vehicle to prepare to put the coupon ticket for parking.

As I was standing by, a truck GBE1600L reversed into a car park lot behind me and hit the back of my car.

Owner/Driver of GBE1600L : TAN BOK HENG

NRIC No: S1113383G

## DECLARATION

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

*[Signature]*

Policyholder's Signature  
Date & Time:

*[Signature]*

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

*[Signature]*

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

## SKETCH PLAN

### IMPORTANT NOTICE

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

I understand, acknowledge, agree and consent that:

- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:
- (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
  - (ii) Investigating the accident and/or my claims;
  - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
  - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
  - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims (collectively the "Purposes")
- (b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and
- (c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
- (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated; or
  - (ii) for complying with requirements under any regulations, laws or court orders.

Policyholder's Signature  
Date & Time:

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

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

**MSIG**

**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, 1986 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 28863382 AVW**

**Excess : SGD2,000**  
**Windscreen Excess : SGD100**

**1. Index Mark and Registration Number of Vehicle**  
 SLJ313C

**2. Name of Policyholder**  
 Tan Bee Lee Philip

**3. Effective Date of the Commencement of Insurance for the purposes of the Act**  
 16/11/2018

**4. Date of Expiry of Insurance**  
 15/11/2019

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

Tan Bee Lee Philip  
 Tan Min Sze Pearl, Tan Kwang Sheng Ivor John  
 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



MEIG (WINNER): 1/10/19

\* SCENE VIDEO \*

## Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer TAN BEE LEE PHILIP <sup>97232712</sup>  
NRIC 511 609908 insured of vehicle 9LT 313C against  
your insured vehicle number G1E/600L ( MEIG )  
On the accident dated on 3/9/19 (ddmmyyyy) along BANDA RD  
CARTER

Dated this 04 SEP 2019 (day) of \_\_\_\_\_ (month) 2019 .

\_\_\_\_\_  
Charmaine Kong  
Volkswagen Group Singapore  
Accident Claims Dept.  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
DID : 63057176/ 63057299  
HP: 92361399

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation Non binding - Preview

Page 1/1  
Document no.  
Document date 04-09-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019001920/ 1  
Job order date 04-09-2019  
Service Advisor EDMUND, HUI HUANG GOH

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

Customer Details:  
Mr  
TAN  
BEE LEE PHILIP  
27 MOUNT FABER ROAD  
#03-13  
Singapore 099200

| License plate | Model code | First registration | VIN               | Model                                | Mileage |
|---------------|------------|--------------------|-------------------|--------------------------------------|---------|
| SLJ313C       | 3G24JZ     | 16-11-2016         | WWWZZZ3CZGE156033 | Passat Comfortline 1.8 TSI 132kW DSG | 40,998  |

| Position no.    | Description                          | Quantity | Unit | Unit price excl. GST | Tax code | Total amount excl. GST | Total amount incl. GST |
|-----------------|--------------------------------------|----------|------|----------------------|----------|------------------------|------------------------|
|                 | Diagnostic and Programming           | 1        | pcs. | 480.00               | #1       | 480.00                 | 513.60                 |
|                 | Check Short Circuit / Harness Repair | 1        | pcs. | 280.00               | #1       | 280.00                 | 299.60                 |
| 3G5827025A      | Rear Trunk Lid                       | 1        | pcs. | 2,085.71             | #1       | 2,085.71               | 2,231.71               |
| 3G5827705G 5AP  | Decklid Weatherstrip Blac            | 1        | pcs. | 285.78               | #1       | 285.78                 | 305.78                 |
| 3G5827469 FOD   | Oper.Mechan.With Micro Sw            | 1        | pcs. | 687.09               | #1       | 687.09                 | 735.19                 |
| 3G0827503C      | Hood Latch                           | 1        | pcs. | 187.01               | #1       | 187.01                 | 200.10                 |
| 3G5827520A 9B9  | Cover Lock Satin Black               | 1        | pcs. | 15.80                | #1       | 15.80                  | 16.91                  |
| 3G5827301A      | Flap Hinge (LH BOOT HINGE)           | 1        | pcs. | 97.41                | #1       | 97.41                  | 104.23                 |
| 3G5827302A      | Flap Hinge (RH BOOT HINGE)           | 1        | pcs. | 97.41                | #1       | 97.41                  | 104.23                 |
| 3G0853675F JZQ  | Inscription Chrome Shine/ (TSI)      | 1        | pcs. | 58.66                | #1       | 58.66                  | 62.77                  |
| 3G0853687 2ZZ   | Inscription Bright Chrome (PASSAT)   | 1        | pcs. | 58.66                | #1       | 58.66                  | 62.77                  |
| 5G0853675APCW B | NAME PLATE (BLUEMOTION TECHNOLOGY)   | 1        | pcs. | 75.75                | #1       | 75.75                  | 81.05                  |
|                 | LABOUR                               | 4        | pcs. | 840.00               | #1       | 3,360.00               | 3,595.20               |
|                 | Spray Painting                       | 3        | pcs. | 800.00               | #1       | 2,400.00               | 2,568.00               |
|                 | TRANSFER BOOT MECHANISM PARTS        | 1        | pcs. | 840.00               | #1       | 840.00                 | 898.80                 |

Quotation valid till 11-09-2019

| Tax Code | Labour | Material  | GST % | GST    | Total amount excl. GST | Total amount incl. GST |
|----------|--------|-----------|-------|--------|------------------------|------------------------|
| #1       | 760.00 | 10,249.28 | 7%    | 770.65 | 11,009.28              | 11,779.93              |
| Total    | 760.00 | 10,249.28 |       | 770.65 | 11,009.28              | 11,779.93              |

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).—

LIK Auto Consultants hereby notify the Repairer of the following:

- To return vehicle before spray painting
- To display damaged parts during recovery
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- Supplementary item(s) must be recovered and is subject to final approval from Insurance Company

Acknowledged by Repairer  
Signature  
Date

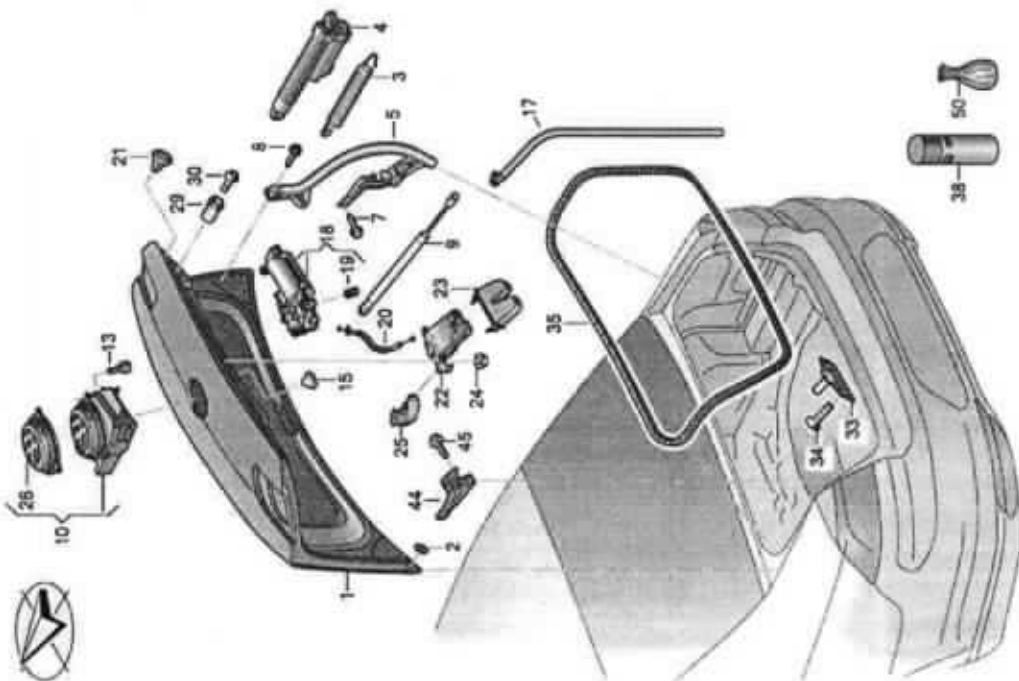
Signature  
18/9/19  
Payfah 92475349  
wp 13/9/19 @ 1150  
Recovery before paint  
sue@likauto.com  
06 days

| Model | Year | MG | SG | Illustration | Restrictions    | UPD  | 18-11 | 04.09.2019 | ETKA |  |
|-------|------|----|----|--------------|-----------------|------|-------|------------|------|--|
| PA    | 2016 | 8  | 27 | 827-000      | 3C-G-000 001 >> | 1309 | OTHER |            |      |  |

| EC   | TC  | ITC | VIN               | Production | Sales Type |
|------|-----|-----|-------------------|------------|------------|
| CJSA | REY | TS  | WVWZZZ3CZGE156033 | 20.01.2016 | 3G24JZ     |

# FI SUGGESTION

| Pos | Part Number    | Name                             | Remark | Qty | Model |
|-----|----------------|----------------------------------|--------|-----|-------|
| 23  | 305 827 320    | rear trunk lid hood latch        |        | 1   | sedan |
| 23  | 09/18-07/16989 | cover - lock                     |        | 1   |       |
| 23  | 305 827 320 A  | satlin black                     |        | 1   |       |
| 24  | 08/15 989      | cover - lock                     |        | 2   |       |
| 24  | M 106 092 01   | satlin black                     |        | 1   |       |
| 25  | 300 827 645 A  | shouldered hex. nut              |        | 1   |       |
| 26  | 510 853 617 A  | Anti theft bracket-hood lock cap |        | 1   |       |
| 29  | 800 827 499    | VM sign                          |        | 2   |       |
| 30  | 408 827 439 A  | black high gloss/polished chrome |        | 2   |       |
| 33  | 305 827 327    | buffer, adjustable               |        | 1   |       |
| 34  | M 308 747 03   | ball pin                         |        | 2   |       |
| 35  | 305 827 705 L  | striker                          |        | 1   |       |
|     |                | 0 - 03.11.2015>>                 |        |     |       |
|     |                | Screw with int. serrations       |        | 2   |       |
|     |                | desalid weatherstrip             |        | 1   |       |
|     |                | 0 >> - 36,06,2018                |        |     |       |



# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice Preview

Page 1/2

Document no. 12333901423  
Document date 17-10-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019002146/ 1  
Job order date 26-09-2019  
Service Advisor EDMUND, HUI HUANG GOH

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

Customer Details:  
Mr  
TAN  
BEE LEE PHILIP  
27 MOUNT FABER ROAD  
#03-13  
Singapore 099200

| License plate | Model code | First registration | VIN               | Model                                  | Mileage |
|---------------|------------|--------------------|-------------------|----------------------------------------|---------|
| SLJ313C       | 3G24JZ     | 16-11-2016         | WWWZZZ3CZGE156033 | Passat Comfortline 1.8 I TSI 132kW DSG | 49,984  |

| Position no.       | Description                                                                                                         | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>incl. GST |
|--------------------|---------------------------------------------------------------------------------------------------------------------|----------|------|-------------------------|----------|---------------------------|---------------------------|
|                    | Diagnostic and Programming                                                                                          | 1        | pcs. | 480.00                  | #1       | 480.00                    | 513.60                    |
|                    | Check Short Circuit / Harness Repair                                                                                | 1        | pcs. | 280.00                  | #1       | 280.00                    | 299.60                    |
| 3G5827025A         | Rear Trunk Lid<br>XR-26/9/2019                                                                                      | 1        | pcs. | 2,085.71                | #1       | 2,085.71                  | 2,231.71                  |
| 3G0853675F JZQ     | Inscription Chrome Shine/<br>(TSI) A/O-27/9/2019                                                                    | 1        | pcs. | 58.66                   | #1       | 58.66                     | 62.77                     |
| 3G0853687 2ZZ      | Inscription Bright Chrome<br>(PASSAT) XR-26/9/2019                                                                  | 1        | pcs. | 58.66                   | #1       | 58.66                     | 62.77                     |
| 5G0853675APCW<br>B | NAME PLATE<br>(BLUEMOTION TECHNOLOGY)<br>XR-26/9/2019                                                               | 1        | pcs. | 75.75                   | #1       | 75.75                     | 81.05                     |
|                    | LABOUR                                                                                                              | 2        | pcs. | 840.00                  | #1       | 1,680.00                  | 1,797.60                  |
|                    | Spray Painting                                                                                                      | 2        | pcs. | 800.00                  | #1       | 1,600.00                  | 1,712.00                  |
|                    | TRANSFER BOOT MECHANISM PARTS<br>MSIG DIRECT SETTLEMENT SURVEYED<br>BY TAULIFKH LKK TP VEH: GBE1600L<br>DOA: 3.9.19 | 0.5      | pcs. | 840.00                  | #1       | 420.00                    | 449.40                    |

| Tax Code | Labour | Material | GST % | GST    | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------|--------|----------|-------|--------|---------------------------|---------------------------|
| #1       | 760.00 | 5,978.78 | 7%    | 471.71 | 6,738.78                  | 7,210.49                  |
| Total    | 760.00 | 5,978.78 |       | 471.71 | 6,738.78                  | 7,210.49                  |

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](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://www.skoda.com.sg) (for additional services, products and promotions).—



## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial  
Vehicles

### Tax invoice

Preview

Page

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

Customer Details:  
Mr  
TAN  
BEE LEE PHILIP  
27 MOUNT FABER ROAD  
#03-13  
Singapore 099200

Document no. 12333901423  
Document date 17-10-2019  
Customer no. 5211001211  
Customer GST-ID 200412212G  
Dealer 39999  
Job order number 2019002146/ 1  
Job order date 26-09-2019  
Service Advisor EDMUND, HUI HUANG  
GOH

| License plate | Model code | First registration | VIN               | Model                                  | Mileage |
|---------------|------------|--------------------|-------------------|----------------------------------------|---------|
| SLJ313C       | 3G24JZ     | 18-11-2016         | WWWZZZ3CZGE156033 | Passat Comfortline 1.8 I TSI 132kW DSG | 49,984  |

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

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

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

This is an authorised document. No signature is required.

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

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

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

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CS/MSG19016217/T1SF3N2

Date: 05/11/2019

## REFERENCE

|                       |                                      |                      |             |
|-----------------------|--------------------------------------|----------------------|-------------|
| Handling Insurer:     | MSIG Insurance (Singapore) Pte. Ltd. | Policy No:           | 29094609MKC |
| Claimant Vehicle No : | SLJ313C                              | Insured Vehicle No : | GBE1600L    |
| Date of Loss:         | 03/09/2019                           | Nature of Claim:     | TP          |
|                       |                                      | Claim No:            | 606834      |

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

|                             |                                                         |             |                   |
|-----------------------------|---------------------------------------------------------|-------------|-------------------|
| Reg No:                     | SLJ313C                                                 | Engine No:  | CJS141263         |
| Make & Model:               | VOLKSWAGEN PASSAT, 1.8 B8 TFSI AT SR 17W 3G24JZ HUD (A) | Chassis No: | WVWZZZ3CZGE156033 |
| Reg. Date:                  | 16/11/2016 (Man. Year: 2016)                            | Odometer:   | 49023 km          |
| Colour:                     | Black                                                   |             |                   |
| Engine Capacity:            | 1798 cc                                                 |             |                   |
| Market Value/New Car Price: | N/A                                                     |             |                   |
| Sum Insured (S\$):          | Market Value/New Car Price                              |             |                   |

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

## CONDITION OF TYRES

|                   |              |                  |              |
|-------------------|--------------|------------------|--------------|
| Front Tyre Size:  | 215/55R17    | Rear Tyre Size:  | 215/55R17    |
| Front Left Side:  | Pirelli 6 mm | Rear Left Side:  | Pirelli 6 mm |
| Front Right Side: | Pirelli 6 mm | Rear Right Side: | Pirelli 6 mm |

The above values represent the remaining tyre treads depth

## COST OF CLAIMS

|                               | Repairer's       | Adjuster's      | Difference      | Diff %       |
|-------------------------------|------------------|-----------------|-----------------|--------------|
| Parts                         | 3,649.28         | 2,278.78        | 1,370.50        | 37.56        |
| Miscellaneous Items           | 0.00             | 0.00            | 0.00            |              |
| Labour                        | 7,360.00         | 4,460.00        | 2,900.00        | 39.40        |
| Paintwork Labour              | 0.00             | 0.00            | 0.00            |              |
| Towing                        | 0.00             | 0.00            | 0.00            |              |
| <b>Gross Total (S\$)</b>      | <b>11,009.28</b> | <b>6,738.78</b> | <b>4,270.50</b> | <b>38.79</b> |
| <b>+ GST 7.00/7.00% (S\$)</b> | <b>770.65</b>    | <b>471.71</b>   | <b>298.94</b>   | <b>38.79</b> |
| <b>Nett Amount (S\$)</b>      | <b>11,779.93</b> | <b>7,210.49</b> | <b>4,569.44</b> | <b>38.79</b> |

## INSPECTION

|                             |            |                                       |
|-----------------------------|------------|---------------------------------------|
| Date of Assignment:         | 12/09/2019 |                                       |
| Date Inspected:             | 13/09/2019 | Inspected At:                         |
|                             |            | Blk 507 Jurong West 352 #01-156       |
|                             |            | Repairer: Volkswagen Centre Singapore |
|                             |            | 247 Alexandra Road                    |
|                             |            | Singapore 159934                      |
| Estimated Period of Repair: | 6.0 days   |                                       |

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: Hiew May Fung

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: 05 Nov 2019)                                            |
| <b>Parts:</b>        | 143                                                                                                                                                                          | VOLKSWAGEN PASSAT 1.8 B8 TFSI AT SR 17W 3G24JZ HUD (A) (Catalogue:Merimen Singapore 1.0) |
| <b>Labour:</b>       | Repairer's                                                                                                                                                                   | (Price-denominated Standard List)                                                        |
| <b>Print Code:</b>   | (Unsubmitted, no print-code for SLJ313C)                                                                                                                                     |                                                                                          |
| <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   |          | *REAR TRUNK LID                     | Bent          | 2,085.71 FS              | *2,085.71 FS                  |
| 2   | 1   |          | *DECKLID WEATHERSTRIP BLAC          | Not Necessary | 285.78 FS                | *- FS                         |
| 3   | 1   |          | *OPER MECHAN WITH MICRO SW          | Not Necessary | 687.09 FS                | *- FS                         |
| 4   | 1   |          | *HOOD LATCH                         | Not Necessary | 187.01 FS                | *- FS                         |
| 5   | 1   |          | *COVER LOCK SATIN BLACK             | Not Necessary | 15.80 FS                 | *- FS                         |
| 6   | 1   |          | *INSCRIPTION CHROME SHINE (TSI)     | Necessary     | 58.66 FS                 | *58.66 FS                     |
| 7   | 1   |          | *INSCRIPTION BRIGHT CHROME (PASSAT) | Necessary     | 58.66 FS                 | *58.66 FS                     |
| 8   | 1   |          | *NAME PLATE (BLUEMOTION TECHNOLOGY) | Necessary     | 75.75 FS                 | *75.75 FS                     |
| 9   | 1   |          | *FLAP HINGE (LH BOOT HINGE)         | Repair        | 97.41 FS                 | *- FS                         |
| 10  | 1   |          | *FLAP HINGE (RH BOOT HINGE)         | Repair        | 97.41 FS                 | *- FS                         |
|     |     |          |                                     |               | <b>Total Parts (S\$)</b> | <b>3,649.28      2,278.78</b> |

F=Franchise part. S=SpcNett.

Report was unsubmitted during this print-out.

**Recommended Miscellaneous Items**

There are no new miscellaneous items selected.

**Recommended Labour**

| No                              | Particulars                        | Lab.Type | Repairer's      | Amount          |
|---------------------------------|------------------------------------|----------|-----------------|-----------------|
| <b>Labour Items</b>             |                                    |          |                 |                 |
| 1                               | DIAGNOSTIC AND PROGRAMMING         | New      | 480.00          | 480.00          |
| 2                               | CHECK SHORT CIRCUIT/HARNESS REPAIR | New      | 280.00          | 280.00          |
| 3                               | LABOUR                             | New      | 3,360.00        | 1,680.00        |
| 4                               | SPRAY PAINTING                     | New      | 2,400.00        | 1,600.00        |
| 5                               | TRANSFER BOOT MECHANISM PARTS      | New      | 840.00          | 420.00          |
| <b>Gross Labour Cost (\$\$)</b> |                                    |          | <b>7,360.00</b> | <b>4,460.00</b> |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >