

ASS. REC. BY:

REF:

CS/MSA19016284/R1/d30

and Instructions:

Surveyor: RASUL

ASSIGNMENT (Office)

From (Person): Chyke Lee

of

MSIA

Date/Time:

16/9/19 @ 11:13am

Estimated Cost:

Bill to:

① TP / WS / TP RES / OD RES / EVA / INV / MV / CS

To Inspect Vehicle No:

SMM 3470J

Insured:

at Workshop m/s

Volles wagen

Tel:

9236 1588

of

17 Trans Ave 9

Policy No:

A29129896AWW

Claim No:

603905

Sum Insured:

Excess:

TBA \$500-

Make of Veh:

(Client's Record)

D.O.A.

13/01/2019

CA (REV)

REP. / REV 24 HRS

Date/Time:

11:20am @ 16/9/19

Person Contacted:

Gernie

H.O.D. Endorsement:

Vehicle (IN/OUT)

Date/Time

Action/Instruction

18/09/19 ✓

SMM 3470J-X

18/9@11:05 mandate request via mervin

18/9@17:30 inform by Keny Ong authorise repair.

19/9@ 9am inform Steven authorise repair excess \$500-

Roscoe

MS14

116c

ASSIGNMENT

From: Date: 16/11/19

Estimated Cost:

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

To Inspect Vehicle No: SMM 3470J

at Workshop m/s: volkswagen

of: 17 frans Avenue 9

Insured:

Policy No:

Claims No:

Sum Insured: Excess: TBA

(Client's Record)

Make of Veh: Car In

(Policy Condition)

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

Bal. or Market Value: 98k

IDAC Accident Rpt: Consistent? Yes or No

GIA / PR Seen: Consistent? Yes or No

Est. Repairs: days Res: Yes or No

Lum Sum: % 3 Val: Yes or No

CA / REP / REP. / 24 HRS

Vehicle: IN / OUT

Date: Person Contacted:

Veh No: SMM 3470J Yr Regn: 2019 / Jun

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

Truck / Trailer or

Make: VOLKSWAGEN GOLF 1.4 TSI C.C. 1395

Colour: BLUE A/C: Insured / Std / NI / NA

Sp. Reading: 3408 T/Radio: Insured / Std / NI / NA

Eng No:

C/N: WVWZZ2A4ZKW131520

Gen. Cond: Good (Fair) Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

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

Tyre Size: F: 225/45R17

R:

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

TOYO / YOKO or

Front

Rear

R/Bal: 6 mm R/Bal: 6 mm

L/Bal: 6 mm L/Bal: 6 mm

D.O.A. 13/09/19 D.O.I. 16/09/19

Survey held at: Volkswagen

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

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

Date / Time Action / Instruction

Part by Part \$12,746.52 (Red: 5530.37: 30%)

RECEIVED 11 OCT 2019

11/10/2019

Date/Time: File Pass in?

☐ : Prel. Report

11/10 Typist

☒ : Final Report

Date/Time: File Return in?

3

Days Of Repair: 12

Resurvey No. of Trip: 1

Survey Fee:

Transportation:

S + P = \$

Phone:

Other:

Total:

Add Fee: ☐ Site Insp: \$

☐ Interview: \$

☐ Tech. Insp: \$

☐ Weekend: \$

Report Format:

Letter / Form / 11

OD
12,746.52

200

11

211

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Monday, 16 September 2019 11:13 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui; Woon Choo Kwok
Subject: Survey Request - Manual Assigned
Attachments: SMM3470J.pdf; SMM3470J MSIG OD RECOVERY.PDF

Importance: High

OD CLAIM SMM3470J DOA: 13/09/2019

Manual Assigned

Dear LKK,

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

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

Please contact us ASAP if you cannot attend this assignment

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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

From: Motor Survey

Sent: Monday, 16 September, 2019 10:58 AM

To: Woon Choo Kwok <WoonChoo_Kwok@sg.msig-asia.com>

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

Subject: FW: OD CLAIM SMM3470J DOA: 13/09/2019 (Car in at Tuas-VW?)

Dear Woon Choo,

FYNA. Tks.

Dear Germaine,

Is the car in?

Dear Crystal,

Please help to outsource if the car is confirmed in. IHS apt full. Tks.

Best Regards

Winnie Chua

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

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



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msigg.com.sg



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

From: Agnes Lee

Sent: Saturday, 14 September 2019 1:57 PM

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

Subject: FW: OD CLAIM SMM3470J DOA: 13/09/2019

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

Sent: Friday, 13 September 2019 7:05 PM

To: Claims <claims@sg.msigg-asia.com>

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

Subject: OD CLAIM SMM3470J DOA: 13/09/2019

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

Dear Claim

Please see attached GIA report and estimate

Please arrange survey at 17 Tuas ave 9

Best Regards,

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

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



Internal

CONFIDENTIALITY NOTICE

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Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 19 September 2019 9:00 AM
To: Chee Steven (VGS - SG/Singapore); Admin A; Admin-D (LKKAuto); CS A Team
Cc: Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore)
Subject: RE: SMM3470J MSIG IN HOUSE OD/RECOVERY CLAIM DOA : 13/09/2019

Dear Sir,

As instructed by our client, please proceed to repair the insured vehicle **SMM 3470J (Excess \$500/-)**.

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

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

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

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Woon Choo Kwok <WoonChoo_Kwok@sg.msig-asia.com>
Sent: Thursday, 19 September 2019 8:46 AM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: RE: SMM3470J MSIG IN HOUSE OD/RECOVERY CLAIM DOA : 13/09/2019

Dear Steven

We have authorised yesterday evening. Pend for surveyor to call you.

Best Regards

Kwok Woon Choo
Senior Admin Officer, Claims Services
Tel : 6643 1330 Fax: 6225 7402 | woonchoo_kwok@sg.msig-asia.com



Denise Tay (LKKAuto)

From: Denise Tay (LKKAuto)
Sent: Thursday, 10 October 2019 5:48 PM
To: Ong Germaine (VGS - SG/Singapore); Rasul (LKKAuto); SUR; Admin A
Cc: Chee Steven (VGS - SG/Singapore)
Subject: RE: FINALISATION SMM3470J

Dear Germaine,

Confirm final figure at \$12746.52 before gst and excess, 12days

Best Regards,

Denise Tay | 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 2:30 PM
To: Rasul (LKKAuto) <Rasul@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: FINALISATION SMM3470J

Dear Rasul

Please see attached finalisation

COR: As per attached

12 working days

Please revert

Best Regards,

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

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

Claim Audit

AUDIT TRAIL					
No.	On	Audit	Remarks	By	
1	16 Sep 2019 13:19	Cim Veh Model Changed	(202731) VOLKSWAGEN GOLF 1.4 TSI (A).	[I] Kwok Woon Chao	
2	16 Sep 2019 13:19	Cim Created	Reg No: SMM34701, Policy No: A29129896AVW, Acct Date: 2019/09/13, Claim Type: OD, Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ), Workshop: Volkswagen Group Singapore (HQ), Ins.Status => Incoming Claim, Created from SAS:MVG519121585	[I] Kwok Woon Chao	
3	16 Sep 2019 13:24	Adj Co Assigned	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor):TO REVERT = OUTSTANDING PREMIUM	[I] Kwok Woon Chao	
4	16 Sep 2019 13:24	Adj Next Rpt Changed	Next Rpt:Im, Advice.Due Date:2019/09/17	[I] Kwok Woon Chao	
5	16 Sep 2019 13:24	Adj Mandate Set	Approved:25000.00.Reinsp:Adj decides.	[I] Kwok Woon Chao	
6	16 Sep 2019 13:38	Assignment 1st Accessed		[A] Crystal Lee	
7	16 Sep 2019 13:49	Adj Assignment Cancelled	Car in at Tuas w/shop, Outsource as per Winnie instruction - Manual assigned to LKK via email on 16/09/19.	[I] Crystal Lee	
8	16 Sep 2019 13:49	Adj Est Details Deleted	Deleting Est Details For Cancelling Adjuster Assignment	[I] Crystal Lee	
9	16 Sep 2019 13:50	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):Car in at Tuas w/shop, Manual assigned to LKK via email on 16/09/19. Survey & revert. Please contact us ASAP if you cannot attend this assignment. TO REVERT = OUTSTANDING PREMIUM	[I] Crystal Lee	
10	16 Sep 2019 13:50	Adj Next Rpt Changed	Next Rpt:Im, Advice.Due Date:2019/09/17	[I] Crystal Lee	
11	16 Sep 2019 13:50	Adj Mandate Set	Approved:25000.00.Reinsp:Adj decides.	[I] Crystal Lee	
12	16 Sep 2019 14:04	Assignment 1st Accessed		[A] Nivitha Govindasamy	
13	16 Sep 2019 14:05	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] Nivitha Govindasamy	
14	17 Sep 2019 10:30	Adj Rpt Initiated		[A] DENISE TAY KWEE CHENG	
15	17 Sep 2019 10:30	Cim Dtl Modified	Vehicle Class: -> -1.	[A] DENISE TAY KWEE CHENG	
16	17 Sep 2019 10:57	Adj Im, Advice Submitted	Next Rpt:Final Rpt.Due Date:2019/10/16	[A] DENISE TAY KWEE CHENG	
17	17 Sep 2019 10:57	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/16	[A] DENISE TAY KWEE CHENG	
18	17 Sep 2019 11:05	Adj Mandate Request	Cur.Reg:13717.58:DAMAGE CONSISTENT REPAIR COST ECONOMICAL	[A] DENISE TAY KWEE CHENG	
19	18 Sep 2019 17:30	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/16, Mandate Remarks: A IF C	[I] Keny Ong Thiam Beng	
20	18 Sep 2019 17:30	Adj Mandate Set	Approved:11616.84:A IF C	[I] Keny Ong Thiam Beng	

Date From



Date To



Audit Type None

Go

ACTIVITY

[16/09/2019 13:48] Crystal Lee:
Car in at Tuas w/shop, Outsource as per Winnie instruction - Manual assigned to LKK via email on 16/09/19.

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2282105	17 Sep 2019 10:30:17	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMM34701		11.77

Note: This document has not been finalised.

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

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

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

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

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

Attn: Kwok Woon Choo

Date: 17 Sep 2019

Preliminary Advice

Vehicle No	: SMM3470J	Accident Date	: 13/09/2019
Make	: VOLKSWAGEN GOLF	Policy No.	: A29129896AVW
Assignment Date	: 16/09/2019	Excess	: S\$500.00
Date of Inspection	: 16/09/2019	Est. Duration of Repair	: 12.00
Inspection At	: VOLKSWAGEN GROUP SINGAPORE (HQ) 17 TUAS AVE 9 SINGAPORE 639197		

Point of Impact / General Description of Damages

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

Repairer's Estimate (Gross)	:S\$	18,183.08
Revised Amount	:S\$	11,616.84
Check Items (Estimated)	:S\$	2,100.74
Total	:S\$	13,717.58

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	98,000.00
COE / PARF Rebate	:S\$	41,162.00
Salvage Value	:S\$	
Margin for Repair	:S\$	56,838.00

Remarks

(x) The vehicle is economical for repair.

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

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	116C
Vehicle Details	
Vehicle No.:	SMM3470J
Vehicle to be Exported:	No
Intended Deregistration Date:	17 Sep 2019
Vehicle Make:	VOLKSWAGEN
Vehicle Model:	GOLF 1.4 TSI CL
Primary Colour:	Blue
Manufacturing Year:	2019
Engine No.:	CZCC02983
Chassis No.:	WVWZZZAUZKW131520
Maximum Power Output:	92.0 kW (123 bhp)
Open Market Value:	\$19,704.00
Original Registration Date:	26 Jun 2019
First Registration Date:	26 Jun 2019
Transfer Count:	0
Actual ARF Paid:	\$19,704.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	25 Jun 2029
PARF Rebate Amount:	\$14,778.00
Intended COE Rebate Details	
COE Expiry Date:	25 Jun 2029
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$26,999.00
COE Rebate Amount:	\$26,384.00
Total Rebate Amount:	\$41,162.00

The information contained herein is correct as at 17 Sep 2019

OK

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

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

ACCIDENT STATEMENT

Date Of Report	13/09/2019 14:43
Date Of Accident	13/09/2019 13:10
Exact Location Of Accident	SHENTON WAY
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMM3470J
Insured/Policyholder	
Name Of Registered Owner	LEE CHIN GEE (LI JUNYI)
NRIC No	S7418116C
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-92350916
Alternative Phone No	OFFICE-92350916
Vehicle Particulars	
Manufacturer	VOLKSWAGEN
Model	GOLF COMFORTLINE 1.4 L TSI 92KW DSG
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A29129896AVW
Cover Note Number	

Driver

Name of Driver	LEE CHIN GEE (LI JUNYI)
NRIC No	S7418116C
Date Of Birth	16/05/1974
Occupation	INDOOR
Date Of Driving Pass	17/01/1998
Driving Experience	21 YEARS AND 7 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-92350916
Fax Number	
Contact Number	OFFICE-92350916
Email Address	NOEMAIL

Address

25 HAZEL PARK TERRACE
#01-02 SINGAPORE

Postcode

678948

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 COLLISION - MAJOR/MINOR RD

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) 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? YES

Was there any audio recorded? NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number SMF1273L

Vehicle Make/Model/Colour

Details Of Properties

Vehicle Category PRIVATE CAR

Name of Driver TAN SIEW HIOK

NRIC/Passport Number S1554466Z

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

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: 13/9/19

2 48 pm

Driver's Signature

(If driver is not the policyholder)

Date & Time:

Reporting Centre Personnel's Signature

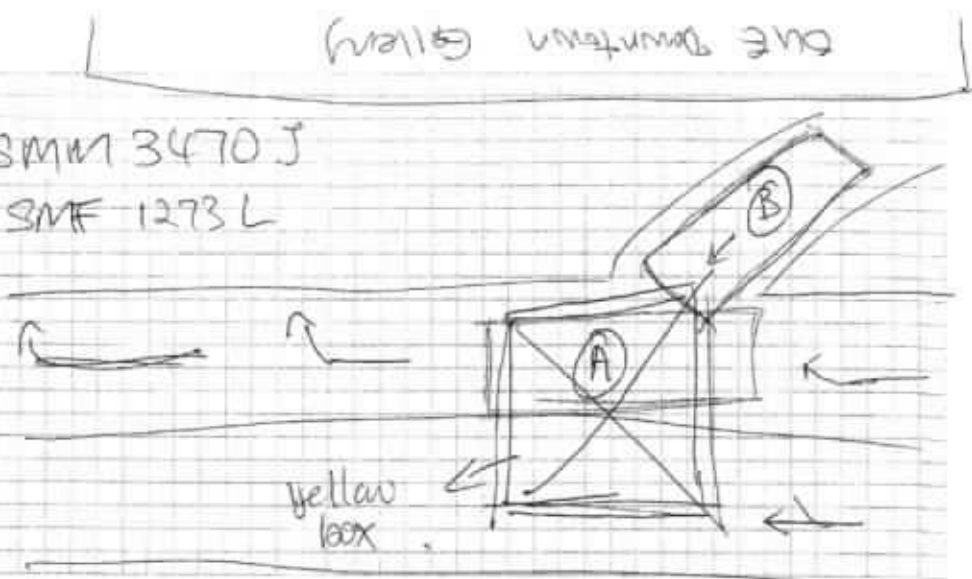
Name: Jovan

NRIC/PIN No.:



SKETCH PLAN

(A) : VW SMW 3470 J
 (B) : Toyota SMF 1273 L



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was traveling along ~~the~~ Shenton way, at the extreme right lane to turn right to ~~Maxwell~~ Maxwell road. Just as my car passed the exit of ONE downtown gallery building, a Toyota car exiting from the ^{right} side hit my rear right, including my tyre and rim.

said lady driver of the car, Ms Cindy Tan, ~~said~~ she didn't notice me though I was in the main road.

Date : 13th Sept 2019

Time : Around 1 pm

Toyota car SMF 1273 L

(B) Tan Siew Hock S15544662

DECLARATION

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

Policyholder's Signature
 Date & Time

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

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



VEHICLE CONDITION REPORT FORM / JOB RECORD

Allianz

Worldwide Partners

Date: 12/09/11 Time: 1302/1353

Customer Name: Joan Lee

Technician Name: Jimmy 001907

Customer Telephone: 9035 0916

Reg. No: 1111 11707 Job No: 1011002782

Make/Model: VW Golf

Odometer Reading (Customer Vehicle): 7407

Location: HENTON HALL

KM Travelled by Assistance Vehicle: (1 way)

Time on Scene: 1352

Fault Reported: ACCIDENT

Time Job Completed: 1402

Fault Found:

Repaired at Breakdown Scene: Y/N

How was vehicle repaired?

VIN No:

Hubcaps Y/N

Spare Wheel Y/N

Tools Y/N

Audio System Y/N

Keys + Remote Y/N

Aerial Y/N

Cashcard Y/N

Fuel E F

Interior Condition:

Front Seats

Rear Seats

Floor Covering

Headlining

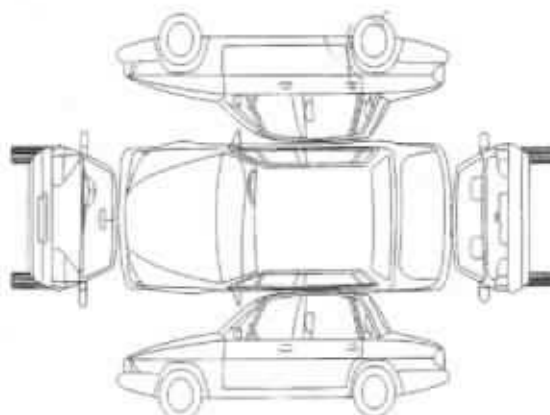
Day/Night

Wet/Dry

Clean/Soiled

Please circle the above as appropriate

Place X on damaged area for scratch and Y for dent



Delivery to Dealership / Date and Time:

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 be the responsibility of the emergency service or their agents.

Customer Name & Signature (green copy)	Dealer/Workshop Signature, Name & Stamp (yellow copy)	 81030002 MACPHERSON	Operators Signature (white & pink copy)
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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 29129896 AVW

Excess : SGD500

Windscreen Excess : SGD100

1. Index Mark and Registration Number of Vehicle
 8MM3470J

2. Name of Policyholder
 Lee Chin Gee (Li Junyi)

3. Effective Date of the Commencement of Insurance for the purposes of the Act
 26/06/2019

4. Date of Expiry of Insurance
 25/06/2020

5. Persons or Classes of Persons entitled to drive*

Lee Chin Gee (Li Junyi)

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

VOLKSWAGEN CENTRE SINGAPORE

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

Tax invoice
Preview

Page 1/2

Document no.
Document date 13-09-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019002019/ 1
Job order date 13-09-2019
Service Advisor TIOU CHUAN CHEE

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

Customer Details:
Ms.
LEE
CHIN GEE
(LI JUNYI)
25 HAZEL PARK TERRACE
#01-02
SINGAPORE 678948

License plate	Model code	First registration	VIN	Model	Mileage
SMM3470J	BQ13HZC0	26-06-2019	WWWZZZAUZKW131520	Golf Comfortline 1.4 I TSI 92kW DSG	3,408

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	200.00	#1	200.00	214.00
	Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
	R&R RIM & BALANCE	1	pcs.	50.00	#1	50.00	53.50
	R&R REAR U/CARRIAGE	3	pcs.	475.00	#1	1,425.00	1,524.75
	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
5G4833056AD	Door	1	pcs.	2,005.29	28.00%	1,443.81	1,544.88
	RHS REAR DOOR						
5G6839700D	Door Seal Outer	1	pcs.	94.20	28.00%	67.82	72.57
D 378500A2	Sound Absorber Laminated	1	pcs.	38.79	28.00%	27.93	29.89
	DOOR INSULATOR						
5G4809844	Sectionl Parts Side Panel	1	pcs.	1,623.77	28.00%	1,169.11	1,250.95
	RHS REAR FENDER						
D 506KD1A3	2k-Insert Foam	1	pcs.	130.29	28.00%	93.81	100.38
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.20	28.00%	44.78	47.91
D 007500A2	Zinc Spray	1	pcs.	62.88	28.00%	45.27	48.44
D 180003M2	2k-Body Adhesive	1	pcs.	398.47	28.00%	268.90	306.98
5G0810972J	Wheelhouse Protector	1	pcs.	224.42	28.00%	161.58	172.89
	REAR FENDER LINER RH						
5G6807394	Guide Piece	1	pcs.	34.51	28.00%	24.85	26.59
	BUMPER SIDE BRACKET RH						
5G0601025AKFZZ	Alloy Wheel Aluminium Shi	1	pcs.	2,141.60	28.00%	1,541.95	1,649.89
311601361	Rubber Valve	1	pcs.	3.22	28.00%	2.32	2.48
5Q0501529F	Tie Rod	1	pcs.	98.37	28.00%	70.83	75.79
8V0598611A	Wheel Bearing With Mount	1	pcs.	574.29	28.00%	413.49	442.43
5Q0505436F	Wheel Bearing Housing	1	pcs.	697.05	28.00%	501.88	537.01
1K0505553A	Bonded Rubber Mounting	1	pcs.	26.82	28.00%	19.31	20.66
5Q0505224D	Trailing Arm	1	pcs.	480.30	28.00%	345.82	370.03
5Q0505323D	Track Control Arm	1	pcs.	253.69	28.00%	182.66	195.45
	UPPER ARM						
5Q0505311D	Track Control Arm	1	pcs.	257.39	28.00%	185.32	198.29
	LOWER ARM						
WHT000227	Eccentric Screw	1	pcs.	15.07	28.00%	10.85	11.61
N 91197801	Bolt Hex. Hd.	1	pcs.	9.20	28.00%	6.62	7.08
N 10640501	Bolthex.Hd.With Shoul.	1	pcs.	8.10	28.00%	5.83	6.24
N 10769501	Screw Hex. Hd.	1	pcs.	10.86	28.00%	7.82	8.37
VWLM3318	DEGREASER CLEANER 500ml	1	pcs.	38.22	28.00%	27.52	29.45
	Towing assistance	1	pcs.	195.00	#1	195.00	208.65
	LABOUR	8	pcs.	475.00	#1	3,800.00	4,086.00
	Spray Painting	6	pcs.	500.00	#1	3,000.00	3,210.00
	R&R REAR SEAT	1	pcs.	475.00	#1	475.00	508.25
	TRANSFER DOOR MECHANISM	1	pcs.	475.00	#1	475.00	508.25
	R&R REAR LUGGAGE TRIM	1	pcs.	475.00	#1	475.00	508.25
	TYRE PIRELLI CINTURATO P7 225/45/17	1	pcs.	680.00	#1	680.00	727.60
	MSIG IN HOUSE OD/RECOVERY CLAIM						
	DOA : 13/09/2019						
	EXCESS : \$500						
	SURVEY BY :						

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice Preview

Page 2/2

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

Customer Details:
Ms.
LEE
CHIN GEE
(LI JUNYI)
25 HAZEL PARK TERRACE
#01-02
SINGAPORE 678948

Document no.
Document date 13-09-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019002019/ 1
Job order date 13-09-2019
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMM3470J	BQ13HZC0	26-06-2019	WVWZZZAUZKW131520	Golf Comfortline 1.4 TSI 92kW DSG	3,408

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
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Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	2,395.00	15,788.08	2,600.92	7%	1,272.82	2,600.92	18,183.08	19,455.90
Total	2,395.00	15,788.08	2,600.92		1,272.82	2,600.92	18,183.08	19,455.90

1327687

Customer

Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

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

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

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

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

- Resurvey before paint
- To resurvey before/after spray painting
 - To display damaged parts 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

Accompanied by Repairs

Signature:

Date:

Rasul
Hp 90010068
12 days
16/09/17 P1520
EXCESS: TBA
REVERT
Resurvey before paint

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Preview

Page 2/2

Document no.
Document date 27-09-2019
Customer no. 5211001211
Customer GST-ID 200412212G
Dealer 39999
Job order number 2019002019/ 1
Job order date 13-09-2019
Service Advisor TIOW CHUAN CHEE

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

Customer Details:
Ms.
LEE
CHIN GEE
(LI JUNYI)
25 HAZEL PARK TERRACE
#01-02
SINGAPORE 678948

License plate SMM3470J	Model code BQ13HZC0	First registration 26-06-2019	VIN WVWZZZAUZKW131520	Model Golf Comfortline 1.4 I TSI 92kW DSG	Mileage 3,408
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	2K-Insert Foam <i>RSL</i>	1	pcs.	130.29	28.00% #1	93.81 (A)	100.38
	Insurance Excess	1	pcs.	-500.00	#1	-500.00	-535.00
	MSIG IN HOUSE OD/RECOVERY CLAIM DOA : 13/09/2019 EXCESS : \$500 SURVEY BY: RASUL						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	1,385.00	10,861.52	2,223.30	7%	857.26	2,223.30	12,246.52	13,103.78
Total	1,385.00	10,861.52	2,223.30		857.26	2,223.30	12,246.52	13,103.78

Customer

Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

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

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

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue
Singapore 639176
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Tax invoice
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Page	1/2
Document no.	
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Job order date	13-09-2019
Service Advisor	TIOU CHUAN CHEE

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

Customer Details:
Ms.
LEE
CHIN GEE
(LI JUNYI)
25 HAZEL PARK TERRACE
#01-02
SINGAPORE 678948

License plate	Model code	First registration	VIN	Model	Mileage
SMM3470J	BQ13HZC0	26-06-2019	WVWZZZAUZKW131520	Golf Comfortline 1.4 TSI 92kW DSG	3,408

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	200.00	#1	200.00	214.00
	Diagnostic and Programming	1	pcs.	360.00	#1	360.00	385.20
	R&R RIM & BALANCE	1	pcs.	50.00	#1	50.00	53.50
	R&R REAR U/CARRIAGE	1	pcs.	475.00	#1	475.00	508.25
	WHEEL ALIGNMENT	1	pcs.	300.00	#1	300.00	321.00
5G4833056AD	Door	1	pcs.	2,005.29	28.00% #1	1,443.81	1,544.88
	RHS REAR DOOR*XR-140919						
5G6839700D	Door Seal Outer	1	pcs.	94.20	28.00% #1	67.82	72.57
	XR-140919						
D 378500A2	Sound Absorber Laminated	1	pcs.	38.79	28.00% #1	27.93	29.89
	DOOR INSULATOR*XR-140919						
5G4809844	Sectionl Parts Side Panel	1	pcs.	1,623.77	28.00% #1	1,169.11	1,250.95
	RHS REAR FENDER*CD-160919						
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.20	28.00% #1	44.78	47.91
	XR-140919						
D 007500A2	Zinc Spray	1	pcs.	62.88	28.00% #1	45.27	48.44
	XR-140919						
D 180003M2	2k-Body Adhesive	1	pcs.	398.47	28.00% #1	286.90	306.98
	XR-140919						
5G0601025AKFZZ	Alloy Wheel Aluminium Shi	1	pcs.	2,141.60	28.00% #1	1,541.95	1,649.89
	CD-160919						
311601361	Rubber Valve	1	pcs.	3.22	28.00% #1	2.32	2.48
	AO-160919						
8V0598611A	Wheel Bearing With Mount	1	pcs.	574.29	28.00% #1	413.49	442.43
	XR-16/9/2019						
5Q0505438F	Wheel Bearing Housing	1	pcs.	697.05	28.00% #1	501.88	537.01
	C/D-16/9/2019						
1K0505553A	Bonded Rubber Mounting	1	pcs.	26.82	28.00% #1	19.31	20.66
	C/D-16/9/2019						
WHT000227	Eccentric Screw	1	pcs.	15.07	28.00% #1	10.85	11.61
	XR-16/9/2019						
N 91197801	Bolt Hex. Hd.	1	pcs.	9.20	28.00% #1	6.62	7.08
	XR-16/9/2019						
N 10640501	Bolthex.Hd.With Shoul.	1	pcs.	8.10	28.00% #1	5.83	6.24
	XR-16/9/2019						
N 10769501	Screw Hex. Hd.	1	pcs.	10.86	28.00% #1	7.82	8.37
	C/D-16/9/2019						
VWLM3318	DEGREASER CLEANER 500ml	1	pcs.	38.22	28.00% #1	27.52	29.45
	XR-16/9/2019						
CINTURATO 225/45R17	Pirelli CintuP7 225/45R7	1	pcs.	612.00	#1	612.00	654.84
	Towing assistance	1	pcs.	195.00	#1	195.00	208.65
	LABOUR	5	pcs.	475.00	#1	2,375.00	2,541.25
	Spray Painting	3.5	pcs.	500.00	#1	1,750.00	1,872.50
	R&R REAR SEAT	0.5	pcs.	475.00	#1	237.50	254.13
	TRANSFER DOOR MECHANISM	0.5	pcs.	475.00	#1	237.50	254.13
	R&R REAR LUGGAGE TRIM	0.5	pcs.	475.00	#1	237.50	254.13

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

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	16 Sep 2019		16 Sep 2019 13:50 Edit Adj Rpt	\$12,746.52 Edit Estimates	\$12,746.52 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by insurer]									
Insured:	LEE CHIN GEE (LI JUNYI), ID: S7418116C, Tel: +6592350916, Email: NOEMAIL								
Vehicle Reg. No.:	SMM3470J	Date of Loss:	13/09/2019 13:00 - :59 [2 Months and 18 Days From LTA Reg Date (Man Yr)]						
Claim Type:	OD / 605905	Policy/Cover Note No.:	A29129896AVW (Comprehensive) Coverage: 26/06/2019 - 25/06/2020						
		Excess:	\$500.00						
Repairer:	Volkswagen Group Singapore (HQ) 17 Tuas Ave 9, 639197 Tuas - Tel: 81214693								
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Kwok Woon Choo - 6643 1330]								
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD RASUL] ... [Final Rpt due 16/10/2019]								
Driver/Custodian:	LEE CHIN GEE (LI JUNYI) (45 / Female), NRIC: S7418116C, Tel: +6592350916 Email: NOEMAIL								
Adj Asg. Remarks:	Car in at Tuas w/shop. Manual assigned to LKK via email on 16/09/19. Survey & revert. Please contact us ASAP if you cannot attend this assignment. TO REVERT = OUTSTANDING PREMIUM								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- MSIG_SG (10/10/2019): Alert - Adj Mandate Approved (\$12746.52) - SMM3470J - Claim Handler: Kwok Woon ... - MSIG_SG (18/09/2019): Alert - Adj Mandate Approved (\$11616.84) - SMM3470J - Claim Handler: Kwok Woon ...									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SMM3470J (605905)
OD
Sep 13 2019 1:00PM
[LEE CHIN GEE (LI JUNYI)]
Volkswagen Group Singapore

Upload Documents			Upload Photos		Compose New Letter		View View in Browser	
Video							1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)		Thumbnail	Print			
1	13/09/19 15:18	Video - Accident [Linked Accident Report Documents]		Load MP4				
2	13/09/19 15:18	Video - Accident [Linked Accident Report Documents]		Load MP4				
Assessment Reports							1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)		Thumbnail	Print			
1	13/09/19 15:19	Accident Statement		Load HTM				
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	17/09/19 10:57	Adjuster Immediate Advice		Load HTM				
2	08/10/19 16:51	Adjuster Immediate Advice		Load HTM				
Photos/Images							3 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)		Thumbnail	Print			
1	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
2	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
3	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
4	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
5	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
6	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
7	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
8	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
9	13/09/19 15:10	Accident Photo [Linked Accident Report Documents]		Load JPG	☒			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print			
1	17/09/19 11:04	General View		Load JPG	☒			
2	17/09/19 11:04	General View		Load JPG	☒			
3	17/09/19 11:04	General View		Load JPG	☒			
4	17/09/19 11:04	General View		Load JPG	☒			
5	17/09/19 11:04	General View		Load JPG	☒			
6	17/09/19 11:04	General View		Load JPG	☒			
7	17/09/19 11:04	General View		Load JPG	☒			
8	17/09/19 11:04	General View		Load JPG	☒			
9	17/09/19 11:04	General View		Load JPG	☒			
10	17/09/19 11:04	General View		Load JPG	☒			
11	17/09/19 11:04	General View		Load JPG	☒			
12	17/09/19 11:04	General View		Load JPG	☒			
13	17/09/19 11:04	General View		Load JPG	☒			
14	17/09/19 11:04	General View		Load JPG	☒			
15	17/09/19 11:04	General View		Load JPG	☒			
16	17/09/19 11:04	General View		Load JPG	☒			
17	17/09/19 11:04	General View		Load JPG	☒			
18	17/09/19 11:04	General View		Load JPG	☒			
19	17/09/19 11:04	General View		Load JPG	☒			
20	17/09/19 11:04	General View		Load JPG	☒			
21	17/09/19 11:04	General View		Load JPG	☒			

Video			1 per page	☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
				☒
22	17/09/19 11:04	General View		☒
23	17/09/19 11:04	General View		☒
24	17/09/19 11:04	General View		☒
25	17/09/19 11:04	General View		☒
26	17/09/19 11:04	General View		☒
27	17/09/19 11:04	General View		☒
28	17/09/19 11:04	General View		☒
29	17/09/19 11:04	General View		☒
30	17/09/19 11:04	General View		☒
31	17/09/19 11:04	General View		☒
32	08/10/19 16:54	Reinspection Photo		☒
33	08/10/19 16:54	Reinspection Photo		☒
34	08/10/19 16:54	Reinspection Photo		☒
35	08/10/19 16:54	Reinspection Photo		☒
36	08/10/19 16:54	Reinspection Photo		☒
37	08/10/19 16:54	Reinspection Photo		☒
38	08/10/19 16:54	Reinspection Photo		☒
39	08/10/19 16:54	Reinspection Photo		☒
40	08/10/19 16:54	Reinspection Photo		☒
41	08/10/19 16:54	Reinspection Photo		☒
42	08/10/19 16:54	Reinspection Photo		☒
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48	08/10/19 16:54	Reinspection Photo		☒
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57	08/10/19 16:54	Reinspection Photo		☒
58	08/10/19 16:54	Reinspection Photo		☒
59	08/10/19 16:54	Reinspection Photo		☒
60	08/10/19 16:54	Reinspection Photo		☒
61	08/10/19 16:54	Reinspection Photo		☒
Documentation			1 per page	☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (HQ)	Thumbnail	Print
1	16/09/19 13:25	E MAIL FR WINNIE TO ARRANGE OD SURVEY		☒
2	16/09/19 13:27	ESTIMATE		☒
3	18/09/19 10:08	Status of Driving Licence		☒
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail	Print
1	13/09/19 15:10	Sketch Plan [Linked Accident Report Documents]		☒
No	Finalized On	MSIG Insurance (Singapore) Pte. Ltd. (Internal Surveyor)	Thumbnail	Print
1	16/09/19 13:47	Survey Request - Manual Assigned		☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	17/09/19 11:04	ESTIMATE		☒
2	07/10/19 17:48	SUPPLEMENTARY		☒

Linked Accident Report Documents

View View in Browser			
Video 1 per page ☒			
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail Print
1	13/09/19 15:18	Video - Accident	 Load MP4
2	13/09/19 15:18	Video - Accident	 Load MP4
Assessment Reports 1 per page ☒			
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail Print
1	13/09/19 15:19	Accident Statement	 Load HTM
Photos/Images 3 per page ☒			
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail Print
1	13/09/19 15:10	Accident Photo	 Load JPG ☒
2	13/09/19 15:10	Accident Photo	 Load JPG ☒
3	13/09/19 15:10	Accident Photo	 Load JPG ☒
4	13/09/19 15:10	Accident Photo	 Load JPG ☒
5	13/09/19 15:10	Accident Photo	 Load JPG ☒
6	13/09/19 15:10	Accident Photo	 Load JPG ☒
7	13/09/19 15:10	Accident Photo	 Load JPG ☒
8	13/09/19 15:10	Accident Photo	 Load JPG ☒
9	13/09/19 15:10	Accident Photo	 Load JPG ☒
10	13/09/19 15:10	Accident Photo	 Load JPG ☒
Documentation 1 per page ☒			
No	Finalized On	Volkswagen Centre Singapore (HQ)	Thumbnail Print
1	13/09/19 15:10	Sketch Plan	 Load TIF

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

LKK Auto Consultants Pte Ltd

(Co.Reg.No:199607198R)

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

Singapore 408933

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

VEHICLE DAMAGE INSPECTION REPORT

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

Our File No: CS/MSG19016284/R1TD3E2

Date: 15/10/2019

REFERENCE

Insured/Claimant:	LEE CHIN GEE (LI JUNYI)	Policy No:	A29129896AVW	Claim No:	605905
Date of Loss:	13/09/2019	Nature of Claim:	OD		

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SMM3470J	Engine No:	CZCC02983
Make & Model:	VOLKSWAGEN GOLF, 1.4 TSI (A)	Chassis No:	WVWZZZAUZKW131520
Reg. Date:	26/06/2019 (Man. Year: 2019)	Odometer:	3408 km
Colour:	Blue		
Engine Capacity:	1395 cc		
Market Value/New Car Price:	S\$98,000.00		
Sum Insured (S\$):	Market Value/New Car Price		

CONDITION OF VEHICLE AT THE TIME OF SURVEY

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

CONDITION OF TYRES

Front Tyre Size:	225/45 R17	Rear Tyre Size:	225/45 R17
Front Left Side:	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	7,461.89	6,329.02	1,132.87	15.18
Miscellaneous Items	0.00	0.00	0.00	
Labour	10,815.00	6,417.50	4,397.50	40.66
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	18,276.89	12,746.52	5,530.37	30.26
- Excess (S\$)	500.00	500.00	0.00	0.00
(S\$)	17,776.89	12,246.52	5,530.37	31.11
+ GST 7.00/7.00% (S\$)	1,244.38	857.26	387.12	31.11
Nett Amount (S\$)	19,021.27	13,103.78	5,917.49	31.11

INSPECTION

Date of Assignment:	16/09/2019	
Date Inspected:	16/09/2019	Inspected At: Volkswagen Group Singapore (HQ) 17 Tuas Ave 9 Singapore 639197
Estimated Period of Repair:	12.0 days	

Adjuster: MOHD RASUL

Manager: DENISE TAY KWEE CHENG

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Reference		
Part Source:	MRM-SG	Version: 1.0 (Last Synchronised: 15 Oct 2019)
Parts:	144	VOLKSWAGEN GOLF 1.4 TSI (A) (Catalogue:Merimen Singapore 1.0)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SMM3470J)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*RHS REAR DOOR	Bent	1,443.81 FS	*1,443.81 FS
2	1		*DOOR SEAL OUTER	Necessary	67.82 FS	*67.82 FS
3	1		*DOOR INSULATOR	Necessary	27.93 FS	*27.93 FS
4	1		*RHS REAR FENDER	Bent	1,169.11 FS	*1,169.11 FS
5	1		*2K-INSERT FOAM	Not Necessary	93.81 FS	*- FS
6	1		*SEALANT CAN BE SPRAYED	Necessary	44.78 FS	*44.78 FS
7	1		*ZINC SPRAY	Necessary	45.27 FS	*45.27 FS
8	1		*2K-BODY ADHESIVE	Necessary	286.90 FS	*286.90 FS
9	1		*REAR FENDER LINER RH	Serviceable	161.58 FS	*- FS
10	1		*BUMPER SIDE BRACKET RH	Serviceable	24.85 FS	*- FS
11	1		*ALLOY WHEEL ALUMINIUM SHI	Scratched	1,541.95 FS	*1,541.95 FS
12	1		*RUBBER VALVE	Necessary	2.32 FS	*2.32 FS
13	1		*TIE ROD	Serviceable	70.83 FS	*- FS
14	1		*WHEEL BEARING WITH MOUNTI	Bent	413.49 FS	*413.49 FS
15	1		*WHEEL BEARING HOUSING	Bent	501.88 FS	*501.88 FS
16	1		*BONDED RUBBER MOUNTING	Necessary	19.31 FS	*19.31 FS
17	1		*TRAILING ARM	Serviceable	345.82 FS	*- FS
18	1		*UPPER ARM	Serviceable	182.66 FS	*- FS
19	1		*LOWER ARM	Serviceable	185.32 FS	*- FS
20	1		*ECCENTRIC SCREW	Necessary	10.85 FS	*10.85 FS
21	1		*BOLT HEX.HD.	Necessary	6.62 FS	*6.62 FS
22	1		*BOLTHEX.HD.WITH SHOUL.	Necessary	5.83 FS	*5.83 FS
23	1		*SCREW HEX.HD.	Necessary	7.82 FS	*7.82 FS
24	1		*DEGREASER CLEANER 500ML	Necessary	27.52 FS	*27.52 FS
25	1		*2K-INSERT FOAM	Necessary	93.81 FS	*93.81 FS
26	1		*TYRE PIRELLI CINTURATO P7 225/45/17 (10%)	Cut	680.00 FS	*612.00 FS

F=Franchise part. S=SpcNett.

Total Parts (S\$)	7,461.89	6,329.02
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Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
Labour Items				
1	CHECK SHORT CIRCUIT / HARNESS REPAIR	New	200.00	200.00
2	DIAGNOSTIC AND PROGRAMMING	New	360.00	360.00
3	R&R RIM & BALANCE	New	50.00	50.00
4	R&R REAR U/CARRIAGE	New	1,425.00	475.00
5	WHEEL ALIGNMENT	New	360.00	300.00
6	TOWING ASSISTANCE	New	195.00	195.00
7	LABOUR	New	3,800.00	2,375.00
8	SPRAY PAINTING	New	3,000.00	1,750.00
9	R&R REAR SEAT	New	475.00	237.50
10	TRANSFER DOOR MECHANISM	New	475.00	237.50
11	R&R REAR LUGGAGE TRIM	New	475.00	237.50
Gross Labour Cost (S\$)			10,815.00	6,417.50

Report was unsubmitted during this print-out.

< END OF ESTIMATES >