

## ASSIGNMENT

Surveyor:

TAUFIKH

DOI: 07/10/2019

Date / Time: 03.10.2019

Registered in Merimen: 03.10.2019

Pre-assign / CCU / FTE



Insured Vehicle No. : SH 8832X

Claim No. :

Name of Insured : COMFORT TRANSPORTATION PTE LTD

Policy No. : MCOM0015

Insured Tel No. : HP:

Make / Model : TOYOTA PRIUS

Excess Sec II : \$S

D.O.A: 25/09/2019 21:10

Place of Accident : ALONG 468 HDB CARPARK OF JURONG WEST ST 41

Is driver the owner?

( YES / NO )

Nature of Accident :

If NO, Driver Name / Age : MORGAN IYAN

OI GIA REPORT YES / NO : TP GIA REPORT YES / NO

Driver Tel No. : +65-82051399

(V/L: YES / NO )

Insured Liability : % Final ? Yes / No

SMK 8808Y

INSRS:  
WSP: VOLKSWAGEN/  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:INSRS:  
WSP:  
Tel :  
Liability :  
RMKS:

Date/ Time		STAGE	DATE / PIC
	SMK 8808Y - X	Non-Reporting ltr (1st):	
	SH 8832X - NS/INC19014200/K1qd3n2; DOA: 13/8/19	Non-Reporting ltr (2nd):	
	- CS3/III12011552/Uqn; DOA: 10/6/12	Non-Reporting ltr (Final):	
		Notification ltr (if non-pickup):	
		Call OI:	
		After call ltr to OI:	
		Documentation Check List:	Handler Typist
		Notification ltr (if non-pickup)	<input type="checkbox"/>
		After call ltr to OI:	<input type="checkbox"/>
		Authorisation To Act:	<input checked="" type="checkbox"/>
		Release Voucher:	<input checked="" type="checkbox"/>
		Final Repair Bill:	<input checked="" type="checkbox"/>
		Car Rental Invoice:	<input type="checkbox"/>
		Towing Invoice:	<input type="checkbox"/>
		LTA / GIA :	<input checked="" type="checkbox"/>
		Medical Bill:	<input type="checkbox"/>
		PIR:	<input type="checkbox"/>
		Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
		LOD:	<input checked="" type="checkbox"/>
		Payment Breakdown Form:	<input type="checkbox"/>
		Post-Repair Photos:	<input type="checkbox"/>
		Others:	<input type="checkbox"/>

PRELIMINARY ADVICE	Date/Time:	Sent By:	
FINALIZATION	Date/Time:	Confirm with:	Confirm by:
Repair Cost:	\$S	( days) Reduction:	%
FINAL SETTLEMENT	Date/Time: 22/11/2020	Confirm with: MEN	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Final Liability:	%	(Agreed / Assessed) BOLA S/N No. : 23	If NO or B 28, Ass. Lia :
Repair Cost: w/681	\$S 2828.01		
Loss of Rental (LOR):	\$S	( days)	
Loss of Use (LOU):	\$S 240.00	(56 x 4 days)	
Loss of Income (LOI):	\$S	(5 x days)	
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	\$S 7.45		
Medical:	\$S		
Disbursement:	\$S	(e.g. Tow/ Independent )	
Legal Cost	\$S		
Total:	\$S 3075.46	Global Sum \$S:	
FINAL PAYMENT	Date/Time:	Confirm with:	Email <input checked="" type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	\$S 3075.46	Name 1: Volkswagen Centre Singapore	
Payee 2: (Strike if N.A.)	\$S	Name 2:	
Payee 3: (Strike if N.A.)	\$S	Name 3:	

COPY SENT  
4/2/20201) Claim status: Normal/Reject/Private Settle  
2) Report Format: ☒  
3) Survey fee: \$350.00

Tanhi

REF

III

# ASSIGNMENT

From

Date

7/10/2017

Estimated Cost:

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

To inspect Vehicle No:

SMK 8808 Y

at Workshop in/s

Volkswagen

of

247 Alexandra Road

Insured

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

2pm (writing)

(Policy Condition)

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

N/S	O/S

Est. or Market Value:

IDA: Accident Report

Consistent? Yes or No

GIA / PR Seen:

Consistent? Yes or No

Est. Repairs:

3

days

Res:

Yes or No

Lum Sum:

%

3 Val:

Yes or No

CA / REV / REP. / 24 HRS <sup>sup</sup>

Vehicle: IN / OUT

Date:

Person Contacted:

Veh No:

SMK 8808 Y

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

Truck / Trailer or

Make:

Skoda Karoq TCC 1498

Colour:

White

ARC: Insured / Std / NI / NA

Sp. Reading

12640

T/Radio: Insured / Std / NI / NA

Eng/No:

C/No:

TM BKR 7N08K5024183

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Modi: Nil / SRim / STD AirRim or

Tyre Size:

F:

215/60R16

R:

7.1

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

TOYO / YOKO or

Front

R/Ral

mm

L/Bal

mm

D.O.A.

Rear

R/Bal

6

mm

L/Bal

6

mm

D.O.I.

7/10/17 Q 2158

Survey held at

VW Alexandra

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

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

Date / Time

Action / Instruction

PIP \$ 2643.00 (Red \$ 6157.19 / 70%)

Date/Time, File Path (s):

☐

: Prel. Report

( )

☐

: Final Report

Date/Time, File Path (s):

3

Days Of Repair:

Resurvey No. of Trip:

Add Fee:

☐

: Site Insp (\$

☐

: Interview (\$

☐

: Tech Insp (\$

☐

: Wheel Insp (\$

Survey Fee:

Transportation:

: B x RS. 18

Phone:

: 4800

03101

Report Format:

Date/Time, File Path (s):

# SKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz Reg No. 199101494Z  
GST No.: M200985052



## Quotation

Non binding - Preview

Page 1/2

Company  
INDIA INTERNATIONAL INSURANCE  
84 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Mr  
ADRIAN  
LAM KIN HO  
465 JURONG WEST STREET 41  
#09-540  
Singapore 640465

Document no.  
Document date 03-10-2019  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 39999  
Job order number 2019002170/ 1  
Job order date 30-09-2019  
Service Advisor CHARMAINE KONG

License plate	Model code	First registration	VIN	Model	Mileage
SMK8808Y	NU73ND	12-03-2019	TMBKR7NU8K5024183	Karoq Ambition 1.5 TSI 110kW DSG	18

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
57A807218	Cover For	1	pcs	1,355.00 ✓	#1	1,355.00	1,449.85
57A807061 9B9	Front Spoil	1	pcs	276.00 ✓	#1	276.00	295.32
57A853677 9B9	Cooling Ai	1	pcs	163.00 ✓	#1	163.00	174.41
57A853761 2ZZ	Cover Stri	1	pcs	295.00 ✓	#1	295.00	315.65
57A853653B ZD4	Grille	1	pcs	284.00 ✓	#1	284.00	303.88
57A853343 9B9	Connecting	1	pcs	166.00 ✓	#1	166.00	177.62
57A807183	Guide Piec ( BUMPER BRACKET LH)	1	pcs	46.00 ✓	#1	46.00	49.22
57A807184	Guide Piec (BUMPER BRACKET RH)	1	pcs	46.00 ✓	#1	46.00	49.22
57A121764	Air Duct (RHS OUTER)	1	pcs	28.90 X	#1	28.90	30.92
57A121764A	Air Duct (RHF INNER)	1	pcs	28.90 X	#1	28.90	30.92
57A807367 9B9	Cap (LHF FOGLAMP GRILLE)	1	pcs	55.20 ✓	#1	55.20	59.06
57A807368 9B9	Cap (RHF FOGLAMP GRILLE)	1	pcs	55.20 X	#1	55.20	59.06
57A919488	Sensor Bra	1	pcs	39.60 X	#1	39.60	42.37
57A919491A	Sensor Bra	1	pcs	23.40 X	#1	23.40	25.04
57A919491	Sensor Bra	1	pcs	23.40 X	#1	23.40	25.04
57A919491A	Sensor Bra	1	pcs	23.40 X	#1	23.40	25.04
D 822150A1	Bonding Agent For Plastic	1	pcs	56.90 X	#1	56.90	60.88
D 180KU2A1	2k-Plastic Adhesive	1	pcs	74.29 X	#1	74.29	79.49
	FRONT NUMBER PLATE	1	pcs	80.00 ✓	#1	80.00	85.60
	Spray Painting	3	pcs	800.00	#1	2,400.00	2,568.00
	LABOUR	3	pcs	840.00	#1	2,520.00	2,696.40

Quotation valid till 07-10-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	8,040.19	7%	616.01	8,800.19	9,416.20
Total	760.00	8,040.19		616.01	8,800.19	9,416.20

Customer

LKK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Tan Jiahua 97495749  
WP

07/10/19 @ 270pm

030495

Service Advisor

sure@lkkauto.com

Resurvey before/after part

# ŠKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



ŠKODA



Commercial Vehicles

## Tax invoice

Copy

Page

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Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Mr  
ADRIAN  
LAM KIN HO  
465 JURONG WEST STREET 41  
#09-540  
Singapore 640465

Document no. 12333901506  
Document date 30-10-2019  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 39999  
Job order number 2019002300/ 1  
Job order date 10-10-2019  
Service Advisor CHARMAINE KONG

License plate	Model code	First registration	VIN	Model	Mileage
SMK8808Y	NU73ND	12-03-2019	TMBKR7NU8K5024183	Karoq Ambition 1.5 I TSI 110kW DSG	13,135

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
57A853677 9B9	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
	Cooling Ai	1	pcs.	163.00	#1	163.00	174.41
	BUMPER CENTRE GRILLE XR-29/10/2019						
	FRONT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	DIRECT SETTLEMENT DOA: 25/09/2019 TP VEHICLE NO: SH8832X SURVEY BY: TAUFIKH						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	1,883.00	7%	185.01	2,643.00	2,828.01
Total	760.00	1,883.00		185.01	2,643.00	2,828.01

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).—

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.

## ŠKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



ŠKODA



Commercial  
Vehicles

## Tax invoice

Copy

Page

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Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Mr  
ADRIAN  
LAM KIN HO  
465 JURONG WEST STREET 41  
#09-540  
Singapore 640465

Document no. 12333901506  
Document date 30-10-2019  
Customer no. 5211000972  
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Job order number 2019002300/ 1  
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Service Advisor CHARMAINE KONG

License plate	Model code	First registration	VIN	Model	Mileage
SMK8808Y	NU73ND	12-03-2019	TMBKR7NU8K5024183	Karoq Ambition 1.5 I TSI 110kW DSG	13,135

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.

12426

**Nivitha (LKK Auto)**

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Thursday, 3 October 2019 12:01 PM  
**To:** Kong Charmaine (VGS - SG/Singapore); 'sur@lkkauto.com'; Admin-D (LKKAuto)  
**Cc:** Sherini Pillai  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SMK8808Y and let us have your report urgently.

This claim will be handled by Ms Sherini.

\*Kindly upload this survey request email to merimen.

Thank You.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

---

**From:** Kong Charmaine (VGS - SG/Singapore) [mailto:charmaine.kong@vw.com.sg]  
**Sent:** 03 October, 2019 11:58 AM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Hi,

Please assign to LKK.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road

Singapore 159934

Direct line: +65 6305 7176

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)

<http://www.vw.com.sg>



Internal

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Sent:** Thursday, 3 October 2019 11:51 AM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Subject:** [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building

Singapore 049711

Tel: 6347 6100, Ext - 248

**From:** Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]

**Sent:** 03 October, 2019 11:26 AM

**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>

**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Thursday, 3 October 2019 11:21 AM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Subject:** Scan Image

Internal

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL					By
No.	On	Audit	Remarks		
1	03 Oct 2019 18:56	Clim Dtl Modified	Claimant's Name: -> -.		[A] HOW MEI KWAN
2	03 Oct 2019 18:56	Clim Veh Model Changed	(201842) VOLKSWAGEN GOLF 1.4 (A).		[A] HOW MEI KWAN
3	03 Oct 2019 18:56	Clim Created	Reg No: SMK8808Y. Acct Date: 2019/09/25, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ). Workshop: Volkswagen Centre Singapore (Alexandra)		[A] HOW MEI KWAN
4	03 Oct 2019 18:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):		[A] HOW MEI KWAN
5	03 Oct 2019 18:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/14		[A] HOW MEI KWAN
6	03 Oct 2019 18:56	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.		[A] HOW MEI KWAN
7	03 Oct 2019 18:56	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID		[A] HOW MEI KWAN
8	04 Oct 2019 11:08	Video Downloaded	Downloaded Video - TP		[A] HOW MEI KWAN
9	04 Oct 2019 13:57	Clim Dtl Modified	Claimant's Name: - -> ADRIAN LAM KIN HO, Claimant's ID: -> S8935707A.		[A] HOW MEI KWAN
10	04 Oct 2019 13:57	Clim Registration Modified	Acct Time:00:00:00->21:00:00.		[A] HOW MEI KWAN
11	04 Oct 2019 13:57	Clim Veh Model Changed	(201842) -> (206436) SKODA KAROQ 1.5 TSI AMBITION (A).		[A] HOW MEI KWAN
12	04 Oct 2019 15:44	Video Downloaded	Downloaded Video - TP		[I] Stanley Lai
13	09 Oct 2019 09:20	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD. Insured ID: -> 199303821R.		[A] HOW MEI KWAN
14	10 Oct 2019 14:32	Video Downloaded	Downloaded Video - TP		[A] CHEW HSIAO TONG
15	10 Oct 2019 14:33	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 100% (BOLA 23)		[A] CHEW HSIAO TONG
16	10 Oct 2019 14:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/14		[I] Sherini Pillai
17	10 Oct 2019 14:45	Adj Mandate Set	Approved:0.00.		[I] Sherini Pillai

Date From



Date To



Audit Type None

Go

### ACTIVITY

No record

### 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
2302026	04 Oct 2019 08:35:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SMK8808Y	SH8832X	11.77

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 10 October 2019 4:49 PM  
**To:** Kong Charmaine (VGS - SG/Singapore); Mei Kwan (LKKAuto)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Wong Mely (VGS - SG/Singapore); CS A Team; Admin A  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19 \*\*\* LKK REF: CC4/III19017476/PA3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Sent:** Monday, 7 October 2019 3:01 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Wong Mely (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19 \*\*\* LKK REF: CC4/III19017476/PA3

Dear Hsiao Tong,

Please revert on liability.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Kong Charmaine (VGS - SG/Singapore)

**Sent:** Friday, 4 October 2019 1:36 PM

**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19  
\*\*\* LKK REF: CC4/III19017476/PA3

Hi,

Please refer to the attached as requested.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 4 October 2019 11:58 AM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19  
\*\*\* LKK REF: CC4/III19017476/PA3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

***Please provide us the following.***

- ***Estimated cost of repair***
- ***GIA / police report***

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong at 6742 3197.**

Our respective case handler will look into the matter and revert to you in due course.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

**From:** Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** 03 October, 2019 11:58 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Subject:** RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Hi,

Please assign to LKK.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

**From:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Sent:** Thursday, 3 October 2019 11:51 AM  
**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>  
**Subject:** [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

*Best Regards,*  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
 Singapore 049711  
 Tel: 6347 6100, Ext – 248

**From:** Kong Charmaine (VGS - SG/Singapore) (<mailto:charmaine.kong@vw.com.sg>)  
**Sent:** 03 October, 2019 11:26 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SMK8808Y & SH8832X ON 25.9.19

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best regards,

Charmaine Kong  
 Insurance Service Advisor  
 Aftersales

Volkswagen Group Singapore Pte Ltd  
 247 Alexandra Road  
 Singapore 159934

Direct line: +65 6305 7176  
 Main Line: +65 6305 7299  
 Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>





**From:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Sent:** Thursday, 3 October 2019 11:21 AM

**To:** Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>

**Subject:** Scan Image

Internal

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

This email is intended solely for the person to whom it has been addressed.

It may contain confidential and/or legally privileged information.

If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination of this information in any way or in any manner is strictly prohibited and may be unlawful. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, delayed or contain viruses.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

**DISCLAIMER:**

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If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error and also be hereby notified that any use, distribution, transmission, printing, copying or dissemination



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Therefore, we do not accept liability for any errors or omissions in the content of this message or any delay in delivery which may arise as a result of Internet transmission or any modification.

Print this email only if it is absolutely necessary and help in preservation of environment.

India International Insurance Pte Ltd.

Registration No. 198703792-K



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[www.avg.com](http://www.avg.com)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Oct 2019 18:56	Clim Dtl Modified	Claimant's Name: -> -	[A] HOW MEI KWAN
2	03 Oct 2019 18:56	Clim Veh Model Changed	(201842) VOLKSWAGEN GOLF 1.4 (A).	[A] HOW MEI KWAN
3	03 Oct 2019 18:56	Clim Created	Reg No: SMK8808Y, Acct Date: 2019/09/25, Claim Type: TP, Insurer: India International Insurance Pte Ltd (HQ), Workshop: Volkswagen Centre Singapore (Alexandra)	[A] HOW MEI KWAN
4	03 Oct 2019 18:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	03 Oct 2019 18:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/14	[A] HOW MEI KWAN
6	03 Oct 2019 18:56	Adj Mandate Set	Approved:0.00,Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Oct 2019 18:56	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
8	04 Oct 2019 11:08	Video Downloaded	Downloaded Video - TP	[A] HOW MEI KWAN
9	04 Oct 2019 13:57	Clim Dtl Modified	Claimant's Name: - -> ADRIAN LAM KIN HO, Claimant's ID: -> S8935707A.	[A] HOW MEI KWAN
10	04 Oct 2019 13:57	Clim Registration Modified	Acct Time:00:00:00->21:00:00.	[A] HOW MEI KWAN
11	04 Oct 2019 13:57	Clim Veh Model Changed	(201842) -> (206436) SKODA KAROQ 1.5 TSI AMBITION (A).	[A] HOW MEI KWAN
12	04 Oct 2019 15:44	Video Downloaded	Downloaded Video - TP	[I] Stanley Lai
13	09 Oct 2019 09:20	Clim Dtl Modified	Insured Name: -> COMFORT TRANSPORTATION PTE LTD, Insured ID: -> 199303821R.	[A] HOW MEI KWAN
14	10 Oct 2019 14:32	Video Downloaded	Downloaded Video - TP	[A] CHEW HSHIAO TONG
15	10 Oct 2019 14:33	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 100% (BOLA 23)	[A] CHEW HSHIAO TONG
16	10 Oct 2019 14:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/10/14	[I] Sherini Pillai
17	10 Oct 2019 14:45	Adj Mandate Set	Approved:0.00.	[I] Sherini Pillai
18	05 Dec 2019 15:07	Adj Rpt Initiated		[A] HUEY YON
19	05 Dec 2019 15:07	Clim Dtl Modified	JPJ Reg. Date: -> 2019/03/12.	[A] HUEY YON
20	05 Dec 2019 15:07	Clim Details Notified		[A] HUEY YON
21	02 Jan 2020 16:50	Adj Mandate Request	Cur.Reg:3075.46:PODS Liability: 100% *Quantum: (a)CORw/GST: \$2,828.01 + (b)LOU(4days x \$60.00): \$240.00 + (c)LTA/GIA search fee: \$7.45 = Total: \$3,075.46 *Vehicle Model: Skoda Karoq (1498cc) *3 recommendation repair days +1PRS = 4days *For your	[A] CHEW HSHIAO TONG

Date From



Date To



Audit Type None

Go

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No.	Bill Date	Bill Type	Acc Type	Acc Name	Cl Name (Branch)	Ref 1	Ref 2	Amount
2302026	04 Oct 2019 08:35:00	TP Case (Insurer)	Motor	LKK Auto Consultants	India International	SMK8808Y	SH8832X	11.77

## Print Received Message

This mail is associated with :

**\*SMK8808Y (MCT19090801)**

**[SH8832X]**

TP

ADRIAN LAM KIN HO

Sep 25 2019 9:00PM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 02/01/2020 17:25 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$3075.46) - SMK8808Y - Claim Handler: Sherini Pillai

Approved:3075.46.

## Hsiao Tong (LKKAuto)

---

**From:** Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Wednesday, 22 January 2020 11:02 AM  
**To:** Hsiao Tong (LKKAuto); Ong Germaine (VGS - SG/Singapore)  
**Cc:** Admin A; Cheong Pearlyn (VGS - SG/Singapore); Kong Charmaine (VGS - SG/Singapore); Goh Edmund (VGS - SG/Singapore); Taufikh (LKKAuto)  
**Subject:** RE: [EXT] RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

Dear Hsiao Tong,

Offer accepted case to case basic. Please forward us DV, if any, and kindly process payment ,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

**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Tuesday, 21 January 2020 3:28 PM  
**To:** Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore)

<edmund.goh@vw.com.sg>; Taufikh (LKKAuto) <Taufikh@lkkauto.com>

**Subject:** RE: [EXT] RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

**Without Prejudice**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 2,828.01
2. Loss of Use (4days x \$60.00)	\$ 240.00
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 3,075.46</b>

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

*"Wishing you a Happy and Prosperous New Year"*



Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 3 December 2019 5:31 PM

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

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; 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)>; Goh

Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: [EXT] RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

For COR, recommended amount at **P/P \$2,643.00**(before GST) with **03** repair days.

**\*\*Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.**

Please note that all the finalisation subject to insurer approval.

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Monday, 2 December 2019 2:48 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; 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)>; Goh

Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: [EXT] RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

Hi Hsian Tong

Pls see attached

Best Regards,

Germaine Ong

Body and Paint Department

Volkswagen Group Singapore Pte Ltd

17 Tuas ave 9

Singapore 639197

Hp: +6592361588

[germane.ong@vw.com.sg](mailto:germane.ong@vw.com.sg)

<http://www.vw.com.sg>



Internal

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, 2 December 2019 11:40 AM  
**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; 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)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** [EXT] RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

**REMINDER**

**Without Prejudice**

Dear Sirs/Mdm,

Further to my below email,

The attachment is your client GIA report instead of finalisation.

Kindly provide a copy of finalisation for our further action. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 31 October 2019 8:32 AM

**To:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>; Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; 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)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>

**Subject:** RE: FINALISATION SMK8808Y //LKK REF: CC4/III19017476/T1pa3

Without Prejudice

Dear Sirs/Mdm,

The attachment is your client GIA report instead of finalisation.

Kindly provide a copy of finalisation for our further action. Thanks.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Wednesday, 30 October 2019 5:58 PM

**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Cc:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; 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)>; Goh Edmund (VGS - SG/Singapore) <[edmund.goh@vw.com.sg](mailto:edmund.goh@vw.com.sg)>

**Subject:** FINALISATION SMK8808Y

Dear Taufikh

Please see attached finalisation

COR: As per attached

3 working days

Pls revert



Best Regards,

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

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



Internal

# Volkswagen Centre Singapore



Sir Reg. No. 53103069E  
GST No. M20098505-2

## DISCHARGE VOUCHER

I / We ADRIAN LAM KIN HO (Passport No. S8935707A) the  
owner of vehicle number SMK8808Y hereby accept from  
\_\_\_\_\_ (Insurance Company) the sum of  
\_\_\_\_\_ (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
SMK8808Y & SH8832X along J40 HDB CARPARK OF JURONG WEST ST 41  
on 25/09/2019.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive  
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to  
\_\_\_\_\_.

Dated this on 01/11/2019 (DD/MM/YYYY)

  
\_\_\_\_\_  
(Signature of owner / Company stamp)

Name : ADRIAN LAM KIN HO

NRIC No. : S8935707A

Date : 01/11/2019

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

Direct Settlement

## CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	24 Oct 2019 <a href="#">Edit Reg</a>		03 Oct 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>\$2,643.00</b> <a href="#">Edit Estimates</a>	<b>\$2,643.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

<b>Main</b>	<b>Reference</b>	<b>Claim Details</b>	<b>Documents</b>	<a href="#">Show All</a>
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## CLAIM SUBFOLDER DETAILS

[Created by adjuster]

Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R		
Main Claimant:	ADRIAN LAM KIN HO, ID: S8935707A		
Vehicle Reg. No.:	SMK8808Y	Date of Loss:	25/09/2019 21:00 - :59 [6 Months and 13 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT19090801	Policy/Cover Note No.:	MCOM0015
Vehicle Reg. No. (Insured):	SH8832X	Policy No. (Claimant):	10905335
		Excess:	
Repairer:	Volkswagen Centre Singapore (Alexandra) 247 Alexandra Road, 159934 Alexandra - Tel: 64748288		
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sherini Pillai]		
Claimant's Insurer:	Aviva Ltd (HQ) - Tel: (65) 6827 9966		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 14/10/2019]		

## ASSOCIATED MAIL RECEIVED

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

- III\_SG (02/01/2020): Alert - Adj Mandate Approved (\$3075.46) - SMK8808Y - Claim Handler: Sherini Pillai
- III\_SG (10/10/2019): Alert - Adj Mandate Approved (\$0.00) - SMK8808Y - Claim Handler: Sherini Pillai

## 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

\*SMK8808Y (MCT19090801)  
[SH8832X]  
TP  
ADRIAN LAM KIN HO  
Sep 25 2019 9:00PM  
[COMFORT TRANSPORTATION PTE LTD]  
Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			View			View in Browser		
Video									1 per page			<input checked="" type="checkbox"/>		
No	Finalized On	India International Insurance Pte Ltd (HQ)							Thumbnail			Print		
1	04/10/19 10:04	Video - TP										Load MKV		
Photos/Images									3 per page			<input checked="" type="checkbox"/>		
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail			Print		
1	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
2	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
3	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
4	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
5	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
6	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
7	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
8	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
9	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
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19	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
20	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
21	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
22	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
23	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
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25	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
26	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
27	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
28	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
29	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
30	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
31	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
32	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
33	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
34	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
35	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
36	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
37	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
38	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
39	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		
40	10/10/19 14:32	General View										<input checked="" type="checkbox"/>		

Video				1 per page	<input checked="" type="checkbox"/>
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
					<input checked="" type="checkbox"/>
41	10/10/19 14:32	General View	1	Load JPG	<input checked="" type="checkbox"/>
Documentation				1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)		Thumbnail	Print
1	03/10/19 18:56	ACKNOWLEDGEMENT EMAIL TO III DD 03.10.19	1	Load PDF	
2	04/10/19 13:55	NOTIFICATION FROM WORKSHOP + TP ESTIMATE	1	Load PDF	
3	04/10/19 13:55	TP GIA REPORT	1	Load PDF	
4	09/10/19 11:08	TP ESTIMATE - MARKED	1	Load PDF	
5	05/02/20 09:21	WORKSHOP INVOICE	1	Load PDF	
6	05/02/20 09:21	AUTHORISATION TO ACT FORM	1	Load PDF	
7	05/02/20 09:21	DISCHARGE VOUCHER	1	Load PDF	
8	05/02/20 09:21	LTA SEARCH	1	Load PDF	
9	05/02/20 09:21	LOD	1	Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)		Thumbnail	Print
1	08/10/19 15:51	Singapore Accident Statement - OID	1	Load PDF	
2	30/12/19 17:51	Letter of Demand from Third Party TPD LOD FROM VOLKSWAGEN (SHK8808Y)	1	Load PDF	

## Documents Checklist

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

## 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: CC4/III19017476/T1PA3Q2

Date: 05/02/2020

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant: SMK8808Y Insured Vehicle No: SH8832X  
 Vehicle No: SMK8808Y Date of Loss: 25/09/2019 Nature of Claim: TP Claim No: MCT19090801

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SMK8808Y  
 Make & Model: SKODA KAROQ, 1.5 TSI AMBITION (A) Engine No: DAD342610  
 Reg. Date: 12/03/2019 (Man. Year: 2018) Chassis No: TMBKR7NU8K5024183  
 Colour: White Odometer: 12640 km  
 Engine Capacity: 1498 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): Yes Engine Modification: No Pre-accident Condition: Yes

## CONDITION OF TYRES

Front Tyre Size: 215/60R16 Rear Tyre Size: 215/60R16  
 Front Left Side: Bridgestone 6 mm Rear Left Side: Bridgestone 6 mm  
 Front Right Side: Bridgestone 6 mm Rear Right Side: Bridgestone 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,120.19	243.00	2,877.19	92.21
Miscellaneous Items	0.00	0.00	0.00	
Labour	5,680.00	2,400.00	3,280.00	57.75
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Gross Total (S\$)</b>	<b>8,800.19</b>	<b>2,643.00</b>	<b>6,157.19</b>	<b>69.97</b>
<b>+ GST 7.00/7.00% (S\$)</b>	<b>616.01</b>	<b>185.01</b>	<b>431.00</b>	<b>69.97</b>
<b>Nett Amount (S\$)</b>	<b>9,416.20</b>	<b>2,828.01</b>	<b>6,588.19</b>	<b>69.97</b>
<b>+ Loss of Use (4.0 x S\$60.00/day) (S\$)</b>		<b>240.00</b>		
<b>+ Doc/Search Fee (S\$)</b>		<b>7.45</b>		
<b>Nett Liability (S\$)</b>		<b>3,075.46</b>		

## INSPECTION

Date of Assignment: 03/10/2019  
 Date Inspected: 07/10/2019 Inspected At: Volkswagen Centre Singapore (Alexandra)  
 247 Alexandra Road  
 Singapore 159934  
 Estimated Period of Repair: 3.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: CHEW HSIAO TONG

*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

<b>Reference</b>		
<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 05 Dec 2019)
<b>Parts:</b>	144	SKODA KAROQ 1.5 TSI AMBITION (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SMK8808Y)	
<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		*COVER FOR	Repair	1,355.00 FS	*- FS
2	1		*FRONT SPOI	Not Necessary	276.00 FS	*- FS
3	1		*COOLING AI	Deformed	163.00 FS	*163.00 FS
4	1		*COVER STRI	Not Necessary	295.00 FS	*- FS
5	1		*GRILLE	Not Necessary	284.00 FS	*- FS
6	1		*CONNECTING	Not Necessary	166.00 FS	*- FS
7	1		*GUIDE PIEC(BUMPER BRACKET LH )	Not Necessary	46.00 FS	*- FS
8	1		*GUIDE PIEC(BUMPER BRACKET RH )	Not Necessary	46.00 FS	*- FS
9	1		*AIR DUCT (RHS OUTER)	Not Necessary	28.90 FS	*- FS
10	1		*AIR DUCT (RHS INNER)	Not Necessary	28.90 FS	*- FS
11	1		*CAP (LHF FOGLAMP GRILLE)	Not Necessary	55.20 FS	*- FS
12	1		*CAP (RHF FOGLAMP GRILLE)	Not Necessary	55.20 FS	*- FS
13	1		*SENSOR BRA	Not Necessary	39.60 FS	*- FS
14	1		*SENSOR BRA	Not Necessary	23.40 FS	*- FS
15	1		*SENSOR BRA	Not Necessary	23.40 FS	*- FS
16	1		*SENSOR BRA	Not Necessary	23.40 FS	*- FS
17	1		*BONDING AGENT FOR PLASTIC	Not Necessary	56.90 FS	*- FS
18	1		*2K-PLASTIC ADHESIVE	Not Necessary	74.29 FS	*- FS
19	1		*FRONT NUMBER PLATE	Cut	80.00 FS	*80.00 FS
<b>Total Parts (S\$)</b>					<b>3,120.19</b>	<b>243.00</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
<u>Labour Items</u>				
1	SPRAY PAINTING	New	2,400.00	800.00
2	LABOUR	New	2,520.00	840.00
3	DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
4	CHECK SHORT CIRCUIT /HARNESS REPAIR	New	280.00	280.00
Gross Labour Cost (S\$)			5,680.00	2,400.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >