

83

INSURANCE

INS. CASE OWNER:

Priya

CC 4/III1901 7821, 11/10/19

LKK:
IDAC:

ASSIGNMENT

Surveyor:

Taufik

DOI:

11/10/19

Date / Time:

9/10/19

Registered in Merimen:

9/10/19

Pre-assign / CCU / FTE



Insured Vehicle No. : 5110 6615 X

Name of Insured : LTD

Insured Tel No. : HP:

Excess Sec II : S\$

D.O.A: 8/10/19

Is driver the owner? (YES / NO) Nature of Accident :

If NO, Driver Name / Age : PMUA HEE YONG

Driver Tel No. :

(V/L: YES / NO)

Claim No. :

Policy No. : MCOMODUS

Make / Model : MERCEDES

Place of Accident : PME

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

Insured Liability : % Final ? Yes / No

SE 5652R



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
	Non-Reporting Itr (1st):	
	Non-Reporting Itr (2nd):	
	Non-Reporting Itr (Final):	
	Notification Itr (if non-pickup):	
	Call OI:	
	After call Itr to OI:	
	Documentation Check List: Handler Typist	
	Notification Itr (if non-pickup)	☒
	After call Itr to OI:	☒
	Authorisation To Act:	☒
	Release Voucher:	☒
	Final Repair Bill:	☒
	Car Rental Invoice:	☒
	Towing Invoice:	☒
	LTA / GIA :	☒
	Medical Bill:	☒
	PIR:	☒
	Mandate/Reject Instruction:	☒
	LOD	☒
	Payment Breakdown Form:	☒
	Post-Repair Photos:	☒
	Others:	☒

PRELIMINARY ADVICE	Date/Time:	Sent By:
FINALIZATION	Date/Time:	Confirm with:
Repair Cost:	S\$ 5506.37 (4 days) Reduction: 1334.01 % 37	Confirm by: TAUFIK
FINAL SETTLEMENT	Date/Time: 4/12/2020	Confirm with: MAM
Final Liability:	% 100 (Agreed / Assessed) BOLA S/N No. : 4	Email ☒ Call ☒
Repair Cost:	S\$ 5506.37	If NO or B 28, Ass. Lia :
Loss of Rental (LOR):	S\$ - (1 days)	
Loss of Use (LOU):	S\$ 200.00 (5 50 x 4 days)	
Loss of Income (LOI):	S\$ - (5 x days)	
LOR only ☐ LOU only ☐ LOR + LOU ☐ LOR + LO ☐ [Tick only one]		
GIA/LTA Search	S\$ 7.45	
Medical:	S\$ -	
Disbursement:	S\$ - (e.g. Tow/ Independent)	
Legal Cost	S\$ -	
Total:	S\$ 6099.16	Global Sum S\$:
FINAL PAYMENT	Date/Time:	Confirm with:
Payee 1:	S\$ 6099.16	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
12/12/2020

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: TP
- 3) Survey fee: \$350

Taylor

III

9

ASSIGNMENT

From: _____ Date: 11/10/2019

Estimated Cost: _____

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

To inspect Vehicle No: SKZ 5653R

at Workshop m/s: Volkswagen

at: 247 Alexandra Road

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: 10am (waiting)

(Policy Condition)

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

Bal. or Market Value: \$71K.

IDAC Accident Rpt: _____ Consistent? Yes or No

GIA / PR Seen: _____ Consistent? Yes or No

Est. Repairs: 4 days Res: Yes or No

Lum Sum: 1-8-1 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS up

Date: _____ Person Contacted: _____ Vehicle: IN / OUT

N/S	O/S

Veh No: SKZ 5653R Regn: 2016 Jan

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

Truck / Trailer or

Make: Volkswagen Sportvan HL C.C: 1345

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

Sp. Reading: 48986 T/Radio: Insured / Std / NI / NA

Eng/No: _____

C/No: WVWZZZ4PZ4W560083

Gen. Cond: ☒ Good / Fair / Poor / Burnt

Steering: ☒ In order / Jammed / Leaked / Burnt or

Brake: ☒ In order / Jammed / Leaked / Burnt or

Modi: ☒ Nil / S/Rim / STD A/Rim or

Tyre Size: F: 225/40R18

R: _____

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

TOYO / YOKO or

Front: 6 mm R/Bal: 6 mm

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

D.O.A: _____ D.O.I: 11/10/19 P/O

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
	P/P \$5546.27 (Red = \$3740.01 / 37.1%)

Date/Time: File Photo 1/2 ☐ : Prelim. Report

ii ☐ : Final Report

Date/Time: File Photos 1/2

3

Report Format: _____

Drop Sum / M.B. 1/2

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transportation: _____

3 + RS: _____

Notes: _____

Other: _____

3-111

Add Fee: ☐ Site Insp. (\$)

☐ Interview (\$)

☐ Tech. Insp. (\$)

☐ Other (\$)

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation

Non binding - Preview

Page 1/2

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

Customer Details:
Mr
KEMP
ADRIAN DANIEL
7K TONG WATT ROAD
Singapore 238021

Document no.
Document date 08-10-2019
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 39999
Job order number 2019002274/ 1
Job order date 08-10-2019
Service Advisor EDMUND, HUI HUANG GOH

License plate	Model code	First registration	VIN	Model	Mileage		
SKZ5653R	AM14HZ	27-01-2016	WWWZZZAUZGW560083	Sportsvan 1.4HLBMT 92 TSI D7F	46.723		
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
510807417M GRU	Cover For Bumper Primed	1	pcs.	1,090.89	#1	1,090.89	1,167.04
5G6807568D 9B9	Rear Diffuser Satin Black	1	pcs.	277.23	#1	277.23	296.64
5G9807305E	Bumper	1	pcs.	572.31	#1	572.31	612.37
510807863A	Attachment Strip	1	pcs.	58.98	#1	58.98	63.11
510807393A	Guide Piece (BUMPER GUIDE LH)	1	pcs.	34.51	#1	34.51	36.93
510807394A	Guide Piece (BUMPER GUIDE RH)	1	pcs.	34.51	#1	34.51	36.93
510807393C	Guide Piece (BUMPER BRACKET LH)	1	pcs.	34.51	#1	34.51	36.93
510807394C	Guide Piece (BUMPER BRACKET RH)	1	pcs.	34.51	#1	34.51	36.93
510919397	Sensor Bracket	1	pcs.	13.79	#1	13.79	14.76
510919491	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
510919491A	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
510919492A	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
510919492	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
510919398	Sensor Bracket	1	pcs.	13.79	#1	13.79	14.76
D 822150A1	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
5Q0919133 704	Seal Ring Grey	4	pcs.	1.63	#1	6.52	6.98
5Q0919275B GRU	Sensor Primed	4	pcs.	164.62	#1	658.48	704.57
	LABOUR	3	pcs.	840.00	#1	2,520.00	2,696.40
	Spray Painting	3	pcs.	800.00	#1	2,400.00	2,568.00

Quotation valid till 15-10-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	7,929.62	7%	608.27	8,689.62	9,297.89
Total	760.00	7,929.62		608.27	8,689.62	9,297.89

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" base
- 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 Jiah 97495749
WP 11/10/19 10am
Service Advisor
Resurvey before paint
03 days
Tan Jiah 97495749

Supplementary or Omitted List



VEHICLE NUMBER: SKZ5653R
MODEL SPORTSVAN

CLAIMS DETAILS

	LABOUR DESCRIPTION	AMOUNT		
		Qty	Unit	Amount
1	SPRAY PAINTING REAR BOOT LID	1	\$ 800.00	\$ 800.00
Total				\$800.00

No.	Item No.	Description	Qty	Unit Price	Discount	Amount
1	510853675S 2ZZ	NAME PLATE - 230 TSI	1	\$ 58.66		\$ 58.66
TOTAL:						\$58.66

Total Labour & Parts

Survey By

TAUFIKH

total repairs: 4 days

Taufighi

8/11/19.

\$858.66

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice Preview

Page 1/2

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

Customer Details:
Mr
KEMP
ADRIAN DANIEL
7K TONG WATT ROAD
Singapore 238021

Document no.
Document date 19-11-2019
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 39999
Job order number 2019002373/ 1
Job order date 17-10-2019
Service Advisor EDMUND, HUI HUANG GOH

License plate	Model code	First registration	VIN	Model	Mileage		
SKZ5853R	AM14HZ	27-01-2016	WWWZZZAUZGW560083	Sportsvan 1.4HLBMT 92 TSI D7F	46,723		
Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
510807417M GRU	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
	Cover For Bumper Primed	1	pcs.	1,090.69	#1	1,090.69	1,167.04
	XR-171019						
510807863A	Attachment Strip	1	pcs.	58.98	#1	58.98	63.11
	SO-171019						
510919397	Sensor Bracket	1	pcs.	13.79	#1	13.79	14.76
	SO-171019						
510919491	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
	SO-171019						
510919491A	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
	SO-171019						
510919492A	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
	SO-171019						
510919492	Sensor Bracket	1	pcs.	12.15	#1	12.15	13.00
	XR-171019						
510919398	Sensor Bracket	1	pcs.	13.79	#1	13.79	14.76
	XR-171019						
D 822150A1	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
	XR-171019						
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
	XR-171019						
5Q0919133 704	Seal Ring Grey	4	pcs.	1.63	#1	6.52	6.98
	XR-171019						
510853675S ZZZ	Inscription Bright Chrome	1	pcs.	58.66	#1	58.66	62.77
	230 TSI C/D-11/11/2019						
5G9807305E	Bumper	1	pcs.	572.31	#1	572.31	612.37
	REINFORCEMENT C/D-11/11/2019						
5G6807563D 9B9	Rear Diffuser Satin Black	1	pcs.	277.23	#1	277.23	296.64
	cd-11/11/2019						
510807394A	Guide Piece	1	pcs.	34.51	#1	34.51	36.93
	XR-7/11/2019						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	2	pcs.	800.00	#1	1,600.00	1,712.00
	SURVEYOR: TAUFIKH LKK INDIA DIRECT						
	SETTLEMENT DOA: 8.10.19 TP VEH:						
	SHD6615X						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	4,746.27	7%	385.44	5,506.27	5,891.71
Total	760.00	4,746.27		385.44	5,506.27	5,891.71

#2748.28

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	19-11-2019
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	39999
Job order number	2019002373/ 1
Job order date	17-10-2019
Service Advisor	EDMUND, HUI HUANG GOH

License plate	Model code	First registration	VIN	Model	Mileage
SKZ5653R	AM14HZ	27-01-2016	WWWZZZAUZGW560083	Sportsvan 1.4HLBMT 92 TSI D7F	46,723

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. 521XXXXXXX), 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.

VOLKSWAGEN CENTRE SINGAPORE

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



Quotation

Non binding - Preview

Page 1/2

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

Customer Details:
Mr
KEMP
ADRIAN DANIEL
7K TONG WATT ROAD
Singapore 238021

Document no.
Document date 08-10-2019
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 39999
Job order number 2019002274/ 1
Job order date 08-10-2019
Service Advisor EDMUND, HUI HUANG GOH

License plate	Model code	First registration	VIN	Model	Mileage
SKZ563R	AM14HZ	27-01-2016	WVWZZZAUZGW560083	Sportvan 1.4HLBMT 92 TSI D7F	46,723

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
510807417M GRU	Cover For Bumper Primed	1	pcs	1,090.69 ✓	#1	1,090.69	1,167.04
5G6807568D 9B9	Rear Diffusor Satin Black	1	pcs	277.23 ?	#1	277.23	296.64
5G9807305E	Bumper	1	pcs	572.31 ?	#1	572.31	612.37
510807863A	Attachment Strip	1	pcs	58.98 ✓	#1	58.98	63.11
510807393A	Guide Piece	1	pcs	34.51 ✗	#1	34.51	36.93
	(BUMPER GUIDE LH)						
510807394A	Guide Piece	1	pcs	34.51 ✗	#1	34.51	36.93
	(BUMPER GUIDE RH)						
510807393C	Guide Piece	1	pcs	34.51 ✗	#1	34.51	36.93
	(BUMPER BRACKET LH)						
510807394C	Guide Piece	1	pcs	34.51 ✗	#1	34.51	36.93
	(BUMPER BRACKET RH)						
510919397	Sensor Bracket	1	pcs	13.79 ✓	#1	13.79	14.76
510919491	Sensor Bracket	1	pcs	12.15 ✓	#1	12.15	13.00
510919491A	Sensor Bracket	1	pcs	12.15 ✓	#1	12.15	13.00
510919492A	Sensor Bracket	1	pcs	12.15 ✓	#1	12.15	13.00
510919492	Sensor Bracket	1	pcs	12.15 ✓	#1	12.15	13.00
510919398	Sensor Bracket	1	pcs	13.79 ✓	#1	13.79	14.76
D 822150A1	Bonding Agent For Plastic	1	pcs	56.90 ✓	#1	56.90	60.88
D 180KU2A1	2k-Plastic Adhesive	1	pcs	74.29 ✓	#1	74.29	79.49
5Q0919133 704	Seal Ring Grey	4	pcs	1.63 ✓	#1	6.52	6.98
5Q0919275B GRU	Sensor Primed	4	pcs	164.62 ?	#1	658.48	704.57
	LABOUR	3	pcs	840.00	#1 840	2,520.00	2,696.40
	Spray Painting	3	pcs	800.00	#1 800	2,400.00	2,568.00

Quotation valid till 15-10-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	7,929.62	7%	608.27	8,689.62	9,297.89
Total	760.00	7,929.62		608.27	8,689.62	9,297.89

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:

Tanjan 97495749
WP 11/10/19 10am
Service Advisor
Resurvey before paint
03 days
Tanjan @ lkkauto.com

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Foreign Identification
Number

Owner ID: 472X

Vehicle Details

Vehicle No.: SKZ5653R

Vehicle to be Exported: No

Intended Deregistration
Date: 14 Oct 2019

Vehicle Make: VOLKSWAGEN

Vehicle Model: SPORTSVAN 1.4
HIGHLINE AM14HZ

Primary Colour: White

Manufacturing Year: 2015

Engine No.: CZC122687

Chassis No.: WVVZZZAUZGW560083

Maximum Power
Output: 92.0 kW (123 bhp)

Open Market Value: \$27,558.00

Original Registration
Date: 27 Jan 2016

First Registration Date: 27 Jan 2016

Transfer Count: 0

Actual ARF Paid: \$25,582.00

Intended PARF Rebate Details

PARF Eligibility: Yes

PARF Eligibility Expiry
Date: 26 Jan 2026

PARF Rebate Amount: \$19,186.00

Intended COE Rebate Details

COE Expiry Date: 26 Jan 2026

COE Category: A - Car up to 1600cc &
97kW (130bhp)

COE Period(Years): 10

QP Paid: \$51,301.00

COE Rebate Amount: \$32,228.00

Total Rebate Amount: \$51,414.00

The information contained herein is correct as at 14 Oct 2019

OK



DISCHARGE VOUCHER

I / We KEMP ADRIAN DANIEL (Passport No. G3231472x) the
owner of vehicle number SKZ5653R 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
SKZ5653R & 5HD6615x along BUONA VISTA ROAD EXIT
on 08/11/19.

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 14/11/19 (DD/MM/YYYY)



(Signature of owner / Company stamp)

Name 1: ADRIAN DANIEL KEMP.

NRIC No. 1: G3231472x

Date 1: 15 November 2019

Nivitha (LKK Auto)

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Wednesday, 9 October 2019 11:18 AM
To: Kong Charmaine (VGS - SG/Singapore); 'sur@lkkauto.com'; Admin-D (LKKAuto)
Cc: Manivel Priyadarshini
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKZ5653R & SHD6615X ON 8.10.19
Attachments: 2347_001.pdf; SKZ5653R- MSIG WINNER VS UNKNOWN 08-10-2019.pdf

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SKZ5653R and let us have your report urgently.

This claim will be handled by Ms Priya.

*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

p: Charmaine
T: 11.33a.m
V: Out
E. ✓

From: Kong Charmaine (VGS - SG/Singapore) [mailto:charmaine.kong@vw.com.sg]
Sent: 09 October, 2019 9:58 AM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKZ5653R & SHD6615X ON 8.10.19

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



Internal

From: Motor Claim - III <motorclaim@iii.com.sg>
Sent: Wednesday, 9 October 2019 9:49 AM
To: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: [EXT] RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKZ5653R & SHD6615X ON 8.10.19

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: 08 October, 2019 4:57 PM
To: Motor Claim - III <motorclaim@iii.com.sg>
Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Goh Edmund (VGS - SG/Singapore) <edmund.goh@vw.com.sg>
Subject: REQEUST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKZ5653R & SHD6615X ON 8.10.19

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



From: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Sent: Tuesday, 8 October 2019 4:46 PM
To: Kong Charmaine (VGS - SG/Singapore) <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.

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

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.

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

Print Received Message

This mail is associated with :

***SKZ5653R (MCT19100171)**
[SHD6615X]

TP

KEMP ADRIAN DANIEL

Oct 8 2019 7:00AM

[COMFORT TRANSPORTATION PTE LTD]

Volkswagen Centre Singapore

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 06/12/2019 17:16 PM,
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$6139.16) - SKZ5653R - Claim Handler: Priya

Approved:6139.16:Request TP WS to issue Tax invoice for Repairs in III's favour

...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	10 Oct 2019 Edit Reg		09 Oct 2019 00:00 Edit Adj Rpt	S\$5,506.27 Edit Estimates	S\$5,506.27 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: COMFORT TRANSPORTATION PTE LTD , Co. Reg. No.: 199303821R									
Main Claimant: KEMP ADRIAN DANIEL , ID: G3231472X									
Vehicle Reg. No.:	SKZ5653R	Date of Loss:	08/10/2019 07:00 - :59 [44 Months and 11 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / MCT19100171	Policy/Cover Note No.:	MCOM0015						
Vehicle Reg. No. (Insured):	SHD6615X	Policy No. (Claimant):	A80425027AVW						
		Excess:							
Repairer: Volkswagen Centre Singapore (HQ) 247 Alexandra Road, 159934 Alexandra - Tel: 63057288									
Handling Insurer: India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Priya]									
Claimant's Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by MOHD TAUFIKH BIN HAMID] ... [Final Rpt due 18/10/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
- III_SG (06/12/2019): Alert - Adj Mandate Approved (S\$6139.16) - SKZ5653R - Claim Handler: Priya - III_SG (11/10/2019): Alert - Adj Mandate Approved (S\$0.00) - SKZ5653R - Claim Handler: Priya									
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

*SKZ5653R (MCT19100171)
 [SHD6615X]
 TP
 KEMP ADRIAN DANIEL
 Oct 8 2019 7:00AM
 [COMFORT TRANSPORTATION PTE LTD]
 Volkswagen Centre Singapore

Upload Documents			Upload Photos			Compose New Letter			View View in Browser		
Video									1 per page		☒
No	Finalized On	India International Insurance Pte Ltd (HQ)							Thumbnail	Print	
1	15/10/19 15:09	Video - Accident								Load MP4	
Photos/Images									3 per page		☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)							Thumbnail	Print	
1	26/11/19 15:37	Odometer Reading								Load JPG	☒
2	26/11/19 15:37	Chassis Number								Load JPG	☒
3	26/11/19 15:37	General View								Load JPG	☒
4	26/11/19 15:37	General View								Load JPG	☒
5	26/11/19 15:37	General View								Load JPG	☒
6	26/11/19 15:37	General View								Load JPG	☒
7	26/11/19 15:37	General View								Load JPG	☒
8	26/11/19 15:37	General View								Load JPG	☒
9	26/11/19 15:37	General View								Load JPG	☒
10	26/11/19 15:37	General View								Load JPG	☒
11	26/11/19 15:37	General View								Load JPG	☒
12	26/11/19 15:37	General View								Load JPG	☒
13	26/11/19 15:37	General View								Load JPG	☒
14	26/11/19 15:37	General View								Load JPG	☒
15	26/11/19 15:37	General View								Load JPG	☒
16	26/11/19 15:37	General View								Load JPG	☒
17	26/11/19 15:37	General View								Load JPG	☒
18	26/11/19 15:37	General View								Load JPG	☒
19	26/11/19 15:37	General View								Load JPG	☒
20	26/11/19 15:37	General View								Load JPG	☒
21	26/11/19 15:37	General View								Load JPG	☒
22	26/11/19 15:37	General View								Load JPG	☒
23	26/11/19 15:37	General View								Load JPG	☒
24	26/11/19 15:38	Reinspection Photo								Load JPG	☒
25	26/11/19 15:38	Reinspection Photo								Load JPG	☒
26	26/11/19 15:38	Reinspection Photo								Load JPG	☒
27	26/11/19 15:38	Reinspection Photo								Load JPG	☒
28	26/11/19 15:38	Reinspection Photo								Load JPG	☒
29	26/11/19 15:38	Reinspection Photo								Load JPG	☒
30	26/11/19 15:38	Reinspection Photo								Load JPG	☒
31	26/11/19 15:38	Reinspection Photo								Load JPG	☒
32	26/11/19 15:38	Reinspection Photo								Load JPG	☒
33	26/11/19 15:38	Reinspection Photo								Load JPG	☒
34	26/11/19 15:38	Reinspection Photo								Load JPG	☒
35	26/11/19 15:38	Reinspection Photo								Load JPG	☒
36	26/11/19 15:39	Replacement Part Photo								Load JPG	☒
37	26/11/19 15:39	Replacement Part Photo								Load JPG	☒
38	26/11/19 15:39	Replacement Part Photo								Load JPG	☒
39	26/11/19 15:40	Replacement Part Photo								Load JPG	☒
40	26/11/19 15:40	Replacement Part Photo								Load JPG	☒

Video			1 per page	☒
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
				☒
41	26/11/19 15:40	Replacement Part Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	09/10/19 15:21	EMAIL FROM III DD 09102019	 Load PDF	
2	09/10/19 15:21	TP ESTIMATE	 Load PDF	
3	09/10/19 15:21	TP GIA REPORT.	 Load PDF	
4	15/10/19 17:09	TP ESTIMATE- MARKED	 Load PDF	
5	29/11/19 10:21	LOD AND OTHER DOCUMENTS	 Load PDF	
6	18/02/20 14:35	WORKSHOP INVOICE	 Load PDF	
7	18/02/20 14:35	AUTHORISATION TO ACT FORM	 Load PDF	
8	18/02/20 14:35	DISCHARGE VOUCHER	 Load PDF	
9	18/02/20 14:35	LTA SEARCH	 Load PDF	
10	18/02/20 14:35	LOD	 Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	10/10/19 08:37	Singapore Accident Statement	 Load PDF	

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: 199807198R)

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/III19017821/T1GS3Q2

Date: 18/02/2020

REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015
 Claimant Vehicle No: SKZ5653R Insured Vehicle No: SHD6615X
 Date of Loss: 08/10/2019 Nature of Claim: TP Claim No: MCT19100171

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SKZ5653R
 Make & Model: VOLKSWAGEN SPORTSVAN, 1.4 (A) Engine No: CZC122687
 Reg. Date: 27/01/2016 (Man. Year: 2015) Chassis No: WWWZZZAUZGW560083
 Colour: White Odometer: 48986 km
 Engine Capacity: 1395 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:

CONDITION OF TYRES

Front Tyre Size: 225/40R18 Rear Tyre Size: 225/40R18
 Front Left Side: Pirelli 6 mm Rear Left Side: Pirelli 6 mm
 Front Right Side: Pirelli 6 mm Rear Right Side: Pirelli 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	3,068.28	2,306.27	762.01	24.84
Miscellaneous Items	0.00	0.00	0.00	
Labour	6,480.00	3,200.00	3,280.00	50.62
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Gross Total (S\$)	9,548.28	5,506.27	4,042.01	42.33
+ GST 7.00/7.00% (S\$)	668.38	385.44	282.94	42.33
Nett Amount (S\$)	10,216.66	5,891.71	4,324.95	42.33
+ Loss of Use (4.0 x S\$50.00/day) (S\$)		200.00		
+ Doc/Search Fee (S\$)		7.45		
Nett Liability (S\$)		6,099.16		

INSPECTION

Date of Assignment: 09/10/2019
 Date Inspected: 11/10/2019 Inspected At: Volkswagen Centre Singapore (HQ)
 247 Alexandra Road
 Singapore 159934
 Estimated Period of Repair: 4.0 days

Adjuster: MOHD TAUFIKH BIN HAMID

Manager: Chong Pui Lin

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:	(Last Synchronised: 05 Dec 2019)	
Parts:	N/A	VOLKSWAGEN SPORTSVAN 1.4 (A) (Model not available in database)
Labour:	Repairer's	(Price-denominated Standard List)
Print Code:	(Unsubmitted, no print-code for SKZ5653R)	
Validity:	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
Further Info:	Items/values not in reference catalogue are prefixed with an asterisk *.	

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*COVER FOR BUMPER PRIMED	Deformed	1,090.69 FS	*1,090.69 FS
2	1		*REAR DIFFUSOR SATIN BLACK	Deformed	277.23 FS	*277.23 FS
3	1		*BUMPER	Bent	572.31 FS	*572.31 FS
4	1		*ATTACHMENT STRIP	Necessary	58.98 FS	*58.98 FS
5	1		*GUIDE PIECE (BUMPER GUIDE LH)	Not Necessary	34.51 FS	*- FS
6	1		*GUIDE PIECE (BUMPER GUIDE RH)	Deformed	34.51 FS	*34.51 FS
7	1		*GUIDE PIECE (BUMPER BRACKET LH)	Not Necessary	34.51 FS	*- FS
8	1		*GUIDE PIECE (BUMPER BRACKET RH)	Not Necessary	34.51 FS	*- FS
9	1		*SENSOR BRACKET	Necessary	13.79 FS	*13.79 FS
10	1		*SENSOR BRACKET	Necessary	12.15 FS	*12.15 FS
11	1		*SENSOR BRACKET	Necessary	12.15 FS	*12.15 FS
12	1		*SENSOR BRACKET	Necessary	12.15 FS	*12.15 FS
13	1		*SENSOR BRACKET	Necessary	12.15 FS	*12.15 FS
14	1		*SENSOR BRACKET	Necessary	13.79 FS	*13.79 FS
15	1		*BONDING AGENT FOR PLASTIC	Necessary	56.90 FS	*56.90 FS
16	1		*2K-PLASTIC ADHESIVE	Necessary	74.29 FS	*74.29 FS
17	4		*SEAL RING GREY	Necessary	6.52 FS	*6.52 FS
18	4		*SENSOR PRIMED	Not Necessary	658.48 FS	*- FS
19	1		*NAME PLATE -230 TSI	Necessary	58.66 FS	*58.66 FS
Total Parts (\$\$)					3,068.28	2,306.27

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	LABOUR	New	2,520.00	840.00
2	SPRA PAINTING	New	2,400.00	1,600.00
3	DIAGNOSTIC AND PROGRAMMING	New	480.00	480.00
4	CHECK SHORT CIRCUIT /HARNESS REPAIR	New	280.00	280.00
5	SPRAY PAINTING REAR BOOT LID	New	800.00	0.00
Gross Labour Cost (\$\$)			6,480.00	3,200.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >