



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Kwek Swee Han
NRIC 88537511C insured of vehicle SME 6648E against
your insured vehicle number SLT 95514. (China Taiping)
On the accident dated on 29/10/19 (ddmmyyyy) along
Malaysia custom wood lands.

Dated this 4 (day) of 11 (month) 20 19.



Volkswagen Group Singapore

1 Kampong Ampat

Singapore 368314

DID: 69223502 /69223511

HP: 93867833

shushi.tang@vw.com.sg

steven.chee@vw.com.sg

ŠKODA Centre Singapore

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



Quotation

Non binding - Preview

Page 1/2

Company
CHINA TAIPING INSURANCE (S) PL
3 ANSON ROAD
#18-00 SPRINGLEAF TOWER
Singapore 079909

Customer Details:
Mr
KWEK
SWEE HAN (GUO RUIHAN)
440C FERNVALE LINK
#08-151
SINGAPORE 793440

Document no.
Document date 04-11-2019
Customer no. 5211001170
Customer GST-ID 200208384E
Dealer 39999
Job order number 2019002564/ 1
Job order date 04-11-2019
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMK6648E	5E33MDP0	18-04-2019	TMBBC7NE7K0125268	Octavia Ambition Plus 1.4 I TSI 110kW DS	17,190

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
	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
	R&R Rim & Balance	1	pcs.	50.00	#1	50.00	53.50
5E5807421G	Cover For Bumper	1	pcs.	1,240.00	#1	1,240.00	1,326.80
5E5807394B	Guide Piec RH bumper bracket	1	pcs.	43.40	#1	43.40	46.44
5E5809602D	Sectional RHR fender	1	pcs.	1,130.00	#1	1,130.00	1,209.10
5E5809642A	Water Dra RHR fender seal	1	pcs.	313.00	#1	313.00	334.91
5E5809602C	Sectional RH rocker panel	1	pcs.	937.00	#1	937.00	1,002.59
D 314D36M2	Long-Life Underseal	1	pcs.	79.34	#1	79.34	84.89
D 506KD1A3	2k-Insert Foam	1	pcs.	130.29	#1	130.29	139.41
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.20	#1	62.20	66.55
D 007600A1	Inox-Spray	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive	1	pcs.	398.47	#1	398.47	426.36
5E0810970F	Wheelhouse RHR WHEEL HOUSING	1	pcs.	107.00	#1	107.00	114.49
5E5833052B	Door	1	pcs.	3,040.00	#1	3,040.00	3,252.80
5E5839698C	Door Seal, R&R Rear Luggage Trim	1	pcs.	99.40	#1	99.40	106.36
	R&R Rear Seat	1	pcs.	840.00	#1	840.00	898.80
	Labour	7	pcs.	840.00	#1	5,880.00	6,291.60
	Spray Painting	6	pcs.	800.00	#1	4,800.00	5,136.00
	CHINA TAIPING DIRECT SETTLEMENT DOA: 29/10/2019 TP VEH: SLT9551U SURVEY BY:						

Quotation valid till 11-11-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	1,170.00	20,002.98	7%	1,482.11	21,172.98	22,655.09
Total	1,170.00	20,002.98		1,482.11	21,172.98	22,655.09

ŠKODA Centre Singapore

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



Quotation

Non binding - Preview

Page 2/2

Company
CHINA TAIPING INSURANCE (S) PL
3 ANSON ROAD
#18-00 SPRINGLEAF TOWER
Singapore 079909

Customer Details:
Mr
KWEK
SWEE HAN (GUO RUIHAN)
440C FERNVALE LINK
#08-151
SINGAPORE 793440

Document no.
Document date
Customer no.
Customer GST-ID
Dealer
Job order number
Job order date
Service Advisor

04-11-2019
5211001170
200208384E
39999
2019002564/ 1
04-11-2019
SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMK6648E	5E33MDP0	18-04-2019	TMBBC7NE7K0125268	Octavia Ambition Plus 1.4 I TSI 110kW DS	17,190

Customer

Service Advisor

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

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	29/10/2019 12:21
Date Of Accident	29/10/2019 03:15
Exact Location Of Accident	MALAYSIA CUSTOM (WOODLANDS)
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMK6648E
-----------------------------	----------

Insured/Policyholder

Name Of Registered Owner	KWEK SWEE HAN
NRIC No	S8537511C
Email Address	CHRIS92811@GMAIL.COM
Mobile Phone No	(LOCAL) +65-91398218
Alternative Phone No	OFFICE-91398218

Vehicle Particulars

Manufacturer	SKODA
Model	OCTAVIA

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

Are you claiming under your own insurance policy for repair to your vehicle? NO

If No, Please state action to be taken THIRD PARTY

Vehicle Category PRIVATE CAR

Insurance Company

Name of Insurance Company	EQ INSURANCE COMPANY LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	DMPPHQ19-002840
Cover Note Number	

Driver

Name of Driver	KWEK SWEE HAN
NRIC No	S8537511C
Date Of Birth	05/12/1985
Occupation	INDOOR
Date Of Driving Pass	09/07/2007
Driving Experience	12 YEARS AND 3 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-91398218
Fax Number	
Contact Number	OFFICE-91398218
EMail Address	CHRIS92811@GMAIL.COM

Address	BLK 440C FERNVALE LINK #08-151
Postcode	793440
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	SIDE SWIPE
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

PLEASE SEE ATTACHED.

Attachment(s)

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLT9551U
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TOH TAI AN
NRIC/Passport Number	S8608582H
Contact Number	81862815
Address	NA
	NA
Postcode	NA
Insurance Company Name	
Nature Of Damage	NA
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:

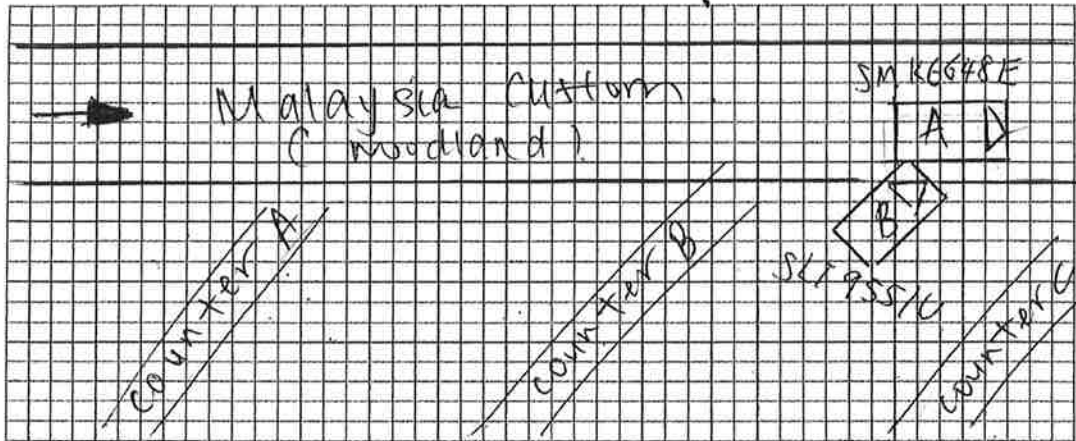
- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "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: 29/10/19, 11AM


 Driver's Signature
 (If driver is not the policyholder)
 Date & Time: 29/10/19, 11AM


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

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On 29/10/19 at about 37am, I was driving along Malaysia customs (Woodland) when suddenly car B came out from counter C lane and hit the rear R/H side of my car (A)

DECLARATION

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

Sheena
Policyholder's Signature
Date & Time: 29/10/19, 11am

Sheena
Driver's Signature
(If driver is not the policyholder)
Date & Time: 29/10/19, 11am

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

EQ Insurance Company Limited

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110
 tel 65 6223 9433 | fax 65 6224 3903 | www.eqinsurance.com.sg
 reg no 1978-00490-N

**PRIVATE CAR
SCHEDULE**

Page 1 of 10

Agency	A000112	Class of Policy	PRIVATE CAR	Policy Number	DMPPHQ19-002840
Account	A000112	Issued on	22/04/2019 in Singapore		
Client	0142356	Acceptance Date	17/04/2019		

Period of Insurance from 18/04/2019 to 17/04/2020 , both dates inclusive

Insured's Name KWEK SWEE HAN
 Address BLK/HOUSE NO. 440C #08-151
 FERNVALE LINK
 SINGAPORE 793440

Business/Occupation Executive (Office)
 Hire Purchase Tokyo Century Leasing (Singapore) Pte Ltd

Premium	Basic Annual Premium	SGD810.36		
	Safe Driver Discount	SGD48.62-		
	Premier Plan	SGD162.07		
	Plus NCD Protector @ 10%	SGD92.38		
	Premium after NCD	SGD1,016.19	Premium Due	SGD1,016.19
			Premium GST	SGD71.13
			Total Due	SGD1,087.32

Risk No. 001	PRIVATE CAR			
1. Registration	SMK6648E	Make/Model	SKODA OCTAVIA 1.4 Saloon	1390cc
Type of Cover	Comprehensive	No. of seats	5	Body Type Saloon
Engine No.	CZDA06437	Capacity cc	1390	Yr of Manuf/Regn 2018/2019
Chassis No.	TMBBC7NE7K0125268			NCB% 50.00
				Certificate Ref. MX2
Sum Insured: Market Value at the time of loss			SGD0.00	
Insured/Named Drivers			SGD500.00	
Unnamed Drivers			SGD1,000.00	
YEID		Additional	SGD3,000.00	
Named Drivers INSURED				

PRIVATE CAR COMPREHENSIVE - PREMIER PLAN (Ver. 8)

For information on Motor Claims Framework (MCF), please visit GIA websites
 (www.gia.org.sg/pdfs/Industry/Motor/MCF2010_Brochure.pdf)

The Policy is subject to the following Clauses, Warranties, Memo, Endorsement,
 Exclusions as printed herein and/or attached hereto:-

EXCESS - OWN DAMAGE CLAIMS

We will not pay for the Excess specified in the Policy Schedule or the
 Certificate of Insurance. You will have to pay the Excess for every claim made
 against us for own damage claims to your vehicle under Section 1.

Continued on page 2

A Member of Citystate



PM1702-Ver2.0

REPUBLIC OF SINGAPORE
IDENTITY CARD NO. **S8537511C**



Name
**KWEK SWEE HAN
(GUO RUIHAN)**
郭 敦 翰
Race
CHINESE
Date of birth
05-12-1985
Country/Place of birth
SINGAPORE

Sex
M

FOR KFS
ACCIDENT CLAIM
USE ONLY

REPUBLIC OF SINGAPORE DRIVING LICENCE

S8537511C



**KWEK SWEE HAN
(GUO RUIHAN)**

Birth Date: **05 Dec 1985**
Issue Date: **09 Jul 2007**



5540932

NRIC No. **S8537511C**



Date of issue
16-12-2015

Address
**APT BLK 440C FERNVALE LINK
#08-151
SINGAPORE 793440**

FOR KFS
ACCIDENT CLAIM
USE ONLY

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASSES:
• Class 3 Motor Cars=< 3000kg with =<7 passengers, exclusive of the driver, and other motor vehicles =< 2500kg

PASS DATE
09 Jul 2007

NP 428A

