



**Letter of Claims**  
**Request of direct settlement.**

We are submitting a claim on behalf of our customer He Wei Qian  
NRIC S7184755A insured of vehicle SLS4176H against  
your insured vehicle number SMC2473K. ( AIG )  
On the accident dated on 12/11/2019 (ddmmyyyy) along  
PIE (changji) at Toh Tuck Ave Exit.

Dated this 14 (day) of 11 (month) 2019.



Volkswagen Group Singapore  
1 Kampong Ampat  
Singapore 368314  
DID: 69223502  
HP: 93867833  
[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)

# VOLKSWAGEN CENTRE SINGAPORE

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



## Quotation

Non binding - Preview

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Company  
AIG ASIA PACIFIC INSURANCE P/L  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120

Customer Details:  
Ms.  
HE  
WEIQIAN  
1 BUKIT BATOK STREET 23  
#02-15  
Singapore 658882

Document no.  
Document date 14-11-2019  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 39999  
Job order number 2019002682/ 1  
Job order date 14-11-2019  
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SLS4176H	5G13HZ	24-08-2017	WVWZZZAUZHW119316	Golf 1.4 CLBM 92 TSI D7F	17,338

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
5G6827025Q	Rear Trunk Lid	1	pcs.	1,853.05	#1	1,853.05	1,982.76
D 169300M2	1k Window Adhesive	2	pcs.	49.88	#1	99.76	106.74
D 002000A2	Adhesive Remover	1	pcs.	115.74	#1	115.74	123.84
D 00920002	Primer	1	pcs.	25.92	#1	25.92	27.73
D 00950025	Applicator	2	pcs.	9.48	#1	18.96	20.29
D 181802M1	Activator For Precoated W	1	pcs.	24.00	#1	24.00	25.68
5G6971829B	Grommet	2	pcs.	14.29	#1	28.58	30.58
5G0827469F FOD	Oper.Mechan.With Micro Sw	1	pcs.	1,760.35	#1	1,760.35	1,883.57
5G0853687 ZZZ	Inscription Bright Chrome GOLF	1	pcs.	66.63	#1	66.63	71.29
5G6827705E	Gasket WEATHERSTRIP	1	pcs.	238.16	#1	238.16	254.83
5G6827505B 9B9	Hood Latch Satin Black LOCK	1	pcs.	359.59	#1	359.59	384.76
5G0827517D	Striker Plate LATCH	1	pcs.	49.44	#1	49.44	52.90
5G0945087B	Additional Brake Light Wi	1	pcs.	155.54	#1	155.54	166.43
5G6807417APGRU	Cover For Bumper Primed REAR BUMPER	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G6807568D 9B9	Rear Diffusor Satin Black	1	pcs.	277.23	#1	277.23	296.64
5G0919491	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
5G0919491A	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
5G0919492A	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
5G0919491	Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
5Q0919275B GRU	Sensor Primed	1	pcs.	164.62	#1	164.62	176.14
5Q0919133 9B9	Seal Ring Satin Black	1	pcs.	1.18	#1	1.18	1.26
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
D 822150A1	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
WHT005263	Rivet	4	pcs.	1.09	#1	4.36	4.67
5G0807305D	Bumper REINFORCEMENT	1	pcs.	572.31	#1	572.31	612.37
5G6807863C	Attachment Strip RR CTR BRACKET	1	pcs.	59.89	#1	59.89	64.08
5G6807393A	Guide Piece LHR TAILLIGHT BRACKET	1	pcs.	34.51	#1	34.51	36.93
5G6807394A	Guide Piece RHR TAILLIGHT BRACKET	1	pcs.	34.51	#1	34.51	36.93
5G6807393	Guide Piece LHR SIDE BRACKET	1	pcs.	34.51	#1	34.51	36.93
5G6807394	Guide Piece RHR SIDE BRACKET	1	pcs.	34.51	#1	34.51	36.93
5G0945105	Reflector LHR	1	pcs.	68.93	#1	68.93	73.76
5G0945106	Reflector RHR	1	pcs.	68.93	#1	68.93	73.76

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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
1K8943021	License Plate Light	2	pcs.	37.19	#1	74.38	79.59
5G0945093AD	Taillight	1	pcs.	252.43	#1	252.43	270.10
	LHR INNER						
5G0945094AD	Taillight With Rear Fog L	1	pcs.	252.43	#1	252.43	270.10
	RHR INNER						
5G6813309	End Plate	1	pcs.	112.33	#1	112.33	120.19
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
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	62.20	#1	62.20	66.55
	LABOUR	7	pcs.	840.00	#1	5,880.00	6,291.60
	TRANSFER BOOTLID MECHANISM	1	pcs.	840.00	#1	840.00	898.80
	R&R REAR WINDSCREEN	1	pcs.	840.00	#1	840.00	898.80
	R&R LUGGAGE COMPARTMENT	1	pcs.	840.00	#1	840.00	898.80
	CHECK WATER LEAK	1	pcs.	150.00	#1	150.00	160.50
	Spray Painting	6	pcs.	800.00	#1	4,800.00	5,136.00
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	AIG DIRECT SETTLEMENT						
	DOA : 12/11/2019						
	TP VEH : SMC2473K						
	SURVEY BY :						

Quotation valid till 21-11-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	22,060.50	7%	1,597.44	22,820.50	24,417.94
Total	760.00	22,060.50		1,597.44	22,820.50	24,417.94

Customer

Service Advisor

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://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	13/11/2019 14:20
Date Of Accident	12/11/2019 18:30
Exact Location Of Accident	PIE(CHANGI) AT TOH TUCK AVE EXIT
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLS4176H
<b>Insured/Policyholder</b>	
Name Of Registered Owner	HE WEIQIAN
NRIC No	S7184755A
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-96897180
Alternative Phone No	OTHERS-96897180

### Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	GOLF
Exact Purpose for which vehicle was being used at time of accident	PERSONAL USE
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	NTUC INCOME INSURANCE CO-OPERATIVE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	5102878647-01
Cover Note Number	DRIVO PREMIUM

### Driver

Name of Driver	ZHENG YI
NRIC No	S9373084D
Date Of Birth	28/05/1993
Occupation	INDOOR
Date Of Driving Pass	17/08/2018
Driving Experience	1 YEAR AND 2 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-96897180
Fax Number	
Contact Number	
EEmail Address	ZHENGYI93@GMAIL.COM

Address	BLK 150 CANBERRA DRIVE #05-06
Postcode	768079
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	CHILDREN
Vehicle Registration Number of Driver's Own Vehicle	- - -
Insurance Company of Driver's Own Vehicle	- - -

#### General Information of the Accident

Type Of Accident	COLLISION - HEAD TO REAR
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)	2
Passenger 1	NAME: : MELISSA CHAN GENDER: : FEMALE

#### Details of Police Action

Was the accident reported to the police?	NO
If Yes, Please state which Police Station	
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

#### Circumstances of Accident

REFER TO SKETCH PLAN.

#### Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	FILE SIZE TOO BIG
Was there any audio recorded?	NO

#### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SMC2473K
Vehicle Make/Model/Colour	SUBARU
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TANG CHUNG YI
NRIC/Passport Number	S2614675E
Contact Number	90122932
Address	
Postcode	
Insurance Company Name	

## Sketch Plan Pg. 1

INCOME MOTOR SERVICE CENTRE

Report Date & Start Time: 13/11/2019 / 14:33

Report No: MT: \_\_\_\_\_

D.O.A: 12/11/2019

Time: 18:30 hrs

Vehicle No: SLS4176H

Reporting Type: \_\_\_\_\_

### 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.

13/11/19 / 14:33

Policyholder's Signature / Date & Time

*[Signature]*

13/11/19 / 14:33

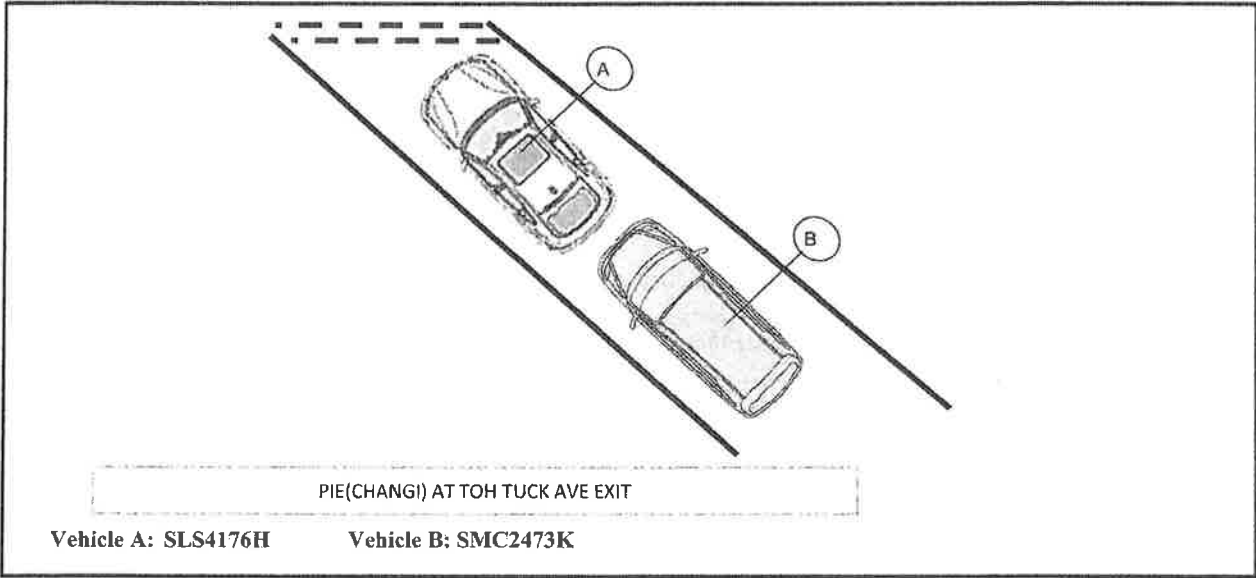
Driver's Signature (If driver is not the policyholder) / Date & Time

*[Signature]*  
Thomas Cheb (S098890)  
Customer Care Executive  
Motor Service Centre

Witnessed by Reporting Centre Personnel

Sketch Plan Pg. 2

SKETCH PLAN




DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was waiting to exit and Vehicle B suddenly collided onto the rear of my car.

Declaration

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

13/11/19 / 14:33  
Policyholder's Signature / Date & Time

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

  
Thomas Chen (S098890)  
Customer Care Executive  
Motor Service Centre  
Witnessed by Reporting Centre Personnel