



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Sim Jia Shu Derek
NRIC S90129156 insured of vehicle SKD24175 against
your insured vehicle number GBH43566. (India International) Ins
On the accident dated on 10/11/2019 (ddmmyyyy) along
Geylang Rd twds Kallang Rd LP57.

Dated this 25 (day) of 11 (month) 2019.



Volkswagen Group Singapore
1 Kampong Ampat
Singapore 368314
DID: 69223502
HP: 93867833
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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Mr
SIM
CHWEE KIN
37C EVERITT ROAD
Singapore 428588

Document no.
Document date 25-11-2019
Customer no. 5211029485
Customer GST-ID
Dealer 39999
Job order number 2019002800/ 1
Job order date 25-11-2019
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKD2417S	3574H7	11-11-2011	WWWZZZ3CZCE538005	Passat CC Sport 118 D7F	106,051

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
3C8807217N GRU	Cover For Bumper Primed	1	pcs.	1,579.77	#1	1,579.77	1,690.35
3C8919493	Sensor Bracket	1	pcs.	15.07	#1	15.07	16.12
3C8919493A	Sensor Bracket	1	pcs.	15.07	#1	15.07	16.12
3C8919494A	Sensor Bracket	1	pcs.	15.07	#1	15.07	16.12
3C8919494	Sensor Bracket	1	pcs.	15.07	#1	15.07	16.12
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
3C0807109C	Impact Beam	1	pcs.	749.80	#1	749.80	802.29
	REINFORCEMENT						
3C8807248D	Foam Insert	1	pcs.	116.42	#1	116.42	124.57
3C8853651Q GRU	Radiator Grille With Prim	1	pcs.	1,188.58	#1	1,188.58	1,271.78
3C0853600A MQH	Vw Sign Bright Chrome/Ant	1	pcs.	122.08	#1	122.08	130.63
3C8853677 9B9	Cooling Air Grill Satin B	1	pcs.	223.94	#1	223.94	239.62
	LOWER CTR GRILLE						
	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 02-12-2019

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	9,092.06	7%	689.64	9,852.06	10,541.70
Total	760.00	9,092.06		689.64	9,852.06	10,541.70

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	18/11/2019 16:36
Date Of Accident	10/11/2019 20:55
Exact Location Of Accident	GEYLANG RD TWDS KALLANG ROAD LP57
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SKD2417S
Insured/Policyholder	
Name Of Registered Owner	SIM JIA SHU DEREK (SHEN JIASHU)
NRIC No	S9012995C
Email Address	DEREKSIMJS@GMAIL.COM
Mobile Phone No	(LOCAL) +65-97346984
Alternative Phone No	OTHERS-97346984

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	PASSAT-1.8 TSI (B7) (A)
Exact Purpose for which vehicle was being used at time of accident	PRIVATE USE
Are you claiming under your own insurance policy for repair to your vehicle?	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	5111300223
Cover Note Number	26/07/2019 - 25/07/2020

Driver

Name of Driver	SIM JIA SHU DEREK (SHEN JIASHU)
NRIC No	S9012995C
Date Of Birth	14/04/1990
Occupation	INDOOR
Date Of Driving Pass	16/03/2009
Driving Experience	10 YEARS AND 7 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97346984
Fax Number	
Contact Number	OTHERS-97346984
EMail Address	DEREKSIMJS@GMAIL.COM

Address	37C EVERITT ROAD
Postcode	428588
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OWNER
Vehicle Registration Number of Driver's Own Vehicle	-
	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - 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: : PASSENGER
	GENDER: : FEMALE

Details of Police Action

Was the accident reported to the police?	YES
If Yes, Please state which Police Station	
Police Station Name	GEYLANG NEIGHBOURHOOD POLICE CENTRE
Police Station Address	ROAD: 132 PAYA LEBAR ROAD , POSTCODE: 409014 , COUNTRY: SINGAPORE
Police Station Contact	TEL NO: 1800-8486999 - FAX NO: 68486799
Was notice of intended Prosecution given?	NO
If Yes, against whom?	

Circumstances of Accident

REFER TO ATTACHED POLICE REPORT (T/20191110/2109)

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	WITNESS VIDEO
Was there any audio recorded?	NO

Details of Witness 1

Name	MICHAEL
Phone Number	83518947
Email Address	

Details of Witness 2

Name	IVAN
Phone Number	93637913
Email Address	

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	GBH4356G
Vehicle Make/Model/Colour	VAN
Details Of Properties	REAR PORTION
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	3
Passenger 1	NAME: : PASSENGER GENDER: : FEMALE
Passenger 2	NAME: : PASSENGER GENDER: :

Sketch Plan Pg. 1

NTUC Income Motor Service Centre

Report No: MT/

D.O.A: 10/11/19

Vehicle No: SK02475

Make / Model: VW Passat

Report Date: 18/11/2019 Start Time: 4:44 PM

Reporting Type: TP End Time: / /

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 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.

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 reasonable required for the purposes stated, or
 - (ii) for complying with requirements under any regulations, law or court orders.

18/11/2019 16:44

Policyholder's Signature
Date & Time:

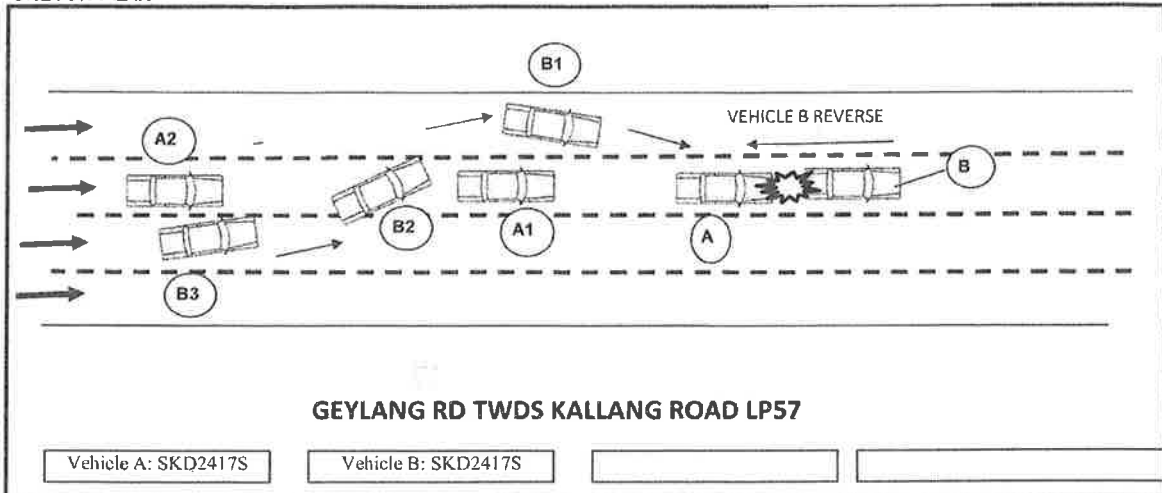
18/11/2019 16:44

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

Reporting Centre Personnel's Signature
Name: Chen JunLiang
NRIC/ Fin No: S990765

Sketch Plan Pg. 2

SKETCH PLAN



REFER TO ATTACHED POLICE REPORT (T/20191110/2109)

DECLARATION

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

Policyholder's Signature
Date & Time:

18/11/2019 16:44

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

18/11/2019 16:44

Reporting Centre Personnel's Signature
Name: Chen JunLiang
NRIC/ Fin No: S990765

POLICE REPORT Pg. 1



**SINGAPORE
POLICE FORCE**



T/20191110/2109

Police Station Of Origin:
Geylang N.P.C
132 Paya Lebar Road SINGAPORE 409014
Tel No: 1800-8486999

1 of 3

Report No. T/20191110/2109

REPORT OF A TRAFFIC ACCIDENT

Date/Time Report Made: 10/11/2019 23:14		Vide Report No.: G/20191110/0191		Station Diary No.: 93	
Informant's Particulars					
Name of Informant: SIM JIA SHU DEREK			Address: 37C EVERITT ROAD SINGAPORE 428588		
ID Type / ID No.: NRIC NO / S9012995C			Contact No.: Home/Office: Mobile: 97346984		
Nationality: SINGAPORE CITIZEN			Email:		
Sex: Male	Age: 29	Date of Birth: 14/04/1990	Type of Informant: Driver		
Race: Chinese			Language:		Institution / School Name:
Occupation: PROJECT MANAGER			Driving Licence Information: Class: 3 Date of Expiry:		

General Information of the Accident

Type of Accident:	Non-Injury Hit and Run	Drink Drive: No	Date/Time of Accident: 10/11/2019 20:55	Type of Location: Straight Road
Location: Along Road 1 GEYLANG ROAD TOWARDS KALLANG ROAD, LAMP POST 57				
Weather:		Road Surface:	Road Speed Limit:	
Traffic Flow: One Way		Traffic Control:	Traffic Volume:	
Type of Collision: Between Moving Vehicles - Head To Rear				Anyone conveyed by ambulance: No

Details of Vehicle Involved

Vehicle No.	Type	Make	Model	Color	Condition	No of Passenger
GBH4356G	Van	TOYOTA	HIACE VAN TURBO 5DR MT	White		0
SKD2417S	Car	VOLKSWAGO N	PASSAT CC 1.8T AT 3574H7	Black	Slightly Damaged	1

Details of Vehicle Insurance

Vehicle No.	Insurance Company	Insurance No	Effective	Expiry Date
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POLICE REPORT Pg. 2



**SINGAPORE
POLICE FORCE**



T/20191110/2109

Police Station Of Origin:
Geylang N.P.C
132 Paya Lebar Road SINGAPORE 409014
Tel No: 1800-8486999

2 of 3

Report No. T/20191110/2109

CONTINUATION OF REPORT

Details of Vehicle Insurance				
Vehicle No.	Insurance Company	Insurance No	Effective	Expiry Date
SKD2417S	NTUC Income Insurance Co-Operative Limited	5111300223	26/07/2019	25/07/2020

Details of Person Involved			
Any Pedestrian Involved: No			
No. of Pedestrians Injured: NIL		Use of Pedestrian Crossing: NA	
Driver			
Name	SIM JIA SHU DEREK		ID No. S9012995C
Related Vehicle	SKD2417S (Car)		Contact No. 97346984
Hospital/Clinic	NIL		Class of Driving Licence & Expiry Date Class: 3 Date of Expiry: NIL
Date Treatment	NIL		Date Discharge NIL
No. of Days granted Medical Leave	NIL	Degree of Injury	NIL

Brief Details.

On 10/11/2019 at 2045hrs, I was driving along Geylang Road just beside Lor 12 Geylang on the 2nd lane from the left travelling towards the direction of Kallang Road. I noticed a white van bearing vehicle registration number GBH4356G approximately half a car length ahead of me on my right, signaling left. I felt that he was dangerously close and as such, I honked at him once to alert him that I was there. the said van then slowed down and changed to the lane behind me and subsequently overtook my car from the left most lane and immediately steered in front of my car and jammed his brakes. I managed to stop my car and a dispute occurred. I took several photos of the vehicle which happened to be a company vehicle belonging to www.sgpaclogistics.com. The driver of the van then accused me of hitting onto his vehicle. The driver of the van then went into his vehicle, purposefully reversed into the front portion of my car and drove off. I decided to call for police assistance. The man left before police arrived. I was then provided with a case card with reference number G/20191110/0191 and was told to lodge a traffic accident report. A further check was made on the company's website and I noticed someone that looked like the driver of the van as he was also wearing a cap and had a full sleeve arm tattoo. That is all.



**SINGAPORE
POLICE FORCE**



T/20191110/2109

Police Station Of Origin:
Geylang N.P.C
132 Paya Lebar Road SINGAPORE 409014
Tel No: 1800-8486999

3 of 3

Report No. T/20191110/2109

CONTINUATION OF REPORT

Sketch Plan

Informant is not able to provide sketch plan

IMPORTANT: Please attach a copy of your vehicle's Insurance Certificate to this report. If you don't have the certificate with you now, please fax a copy to 65474885 stating the **report number** as reference.

Signature Of Officer Recording The Report:

G /

Sgt 3 MOHAMAD AKMAL BIN MOHD ROSLAN

Signature Of Informant:

Signature Of Interpreter:

Not applicable

Date/Time:

10/11/2019 23:14

Officer In Charge Of Case:

TP / HRT /

Classification Of Case:

Contact No.:

Authentication Stamp

NP168