

INS CASE OWNER:

CC 3 / AIG 2000 1847

1 G es3

LKK: IDAC:

(Sol - 26/2)

Surveyor:

XGQ

DOI:

ASSIGNMENT

5/2/2020

Date / Time:

4/2/2020

Registered in Merimen:

4/2/2020

Pre-assign / CCU / FTE



Insured Vehicle No. : SMK 2380C

Claim No. : _____

Name of Insured : Ang Beng Soon

Policy No. : _____

Insured Tel No. : _____ HP: _____

Make / Model : _____

Excess Sec II :SS _____ D.O.A : 21/1/2020

Place of Accident : _____

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

If NO, Driver Name / Age :

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

Driver Tel No. : _____ (V/L: YES / NO)

Insured Liability : % Final ? Yes / No

SMH 7953H



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 ltr (1st): | 26/2/2020 |
| 14/2/2020 - | Non-Reporting ltr (2nd): | |
| | Non-Reporting ltr (Final): | |
| 26/3/2020 - | Notification ltr (if non-pickup): | |
| | Call OI: | |
| 21.03.20 | After call ltr to OI: | |
| | Documentation Check List: | Handler Typist |
| 21.05.20 | Notification ltr (if non-pickup) | <input type="checkbox"/> |
| | After call ltr to OI: | <input type="checkbox"/> |
| | Authorisation To Act: | <input type="checkbox"/> |
| | Release Voucher: | <input type="checkbox"/> |
| | Final Repair Bill: | <input type="checkbox"/> |
| | Car Rental Invoice: | <input type="checkbox"/> |
| | Towing Invoice: | <input type="checkbox"/> |
| | LTA / GIA : | <input type="checkbox"/> |
| | Medical Bill: | <input type="checkbox"/> |
| | PIR: | <input type="checkbox"/> |
| | Mandate/Reject Instruction: | <input type="checkbox"/> |
| | LOD: | <input 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: % _____ Email Call

FINAL SETTLEMENT Date/Time: _____ Confirm with: _____ Email Call

Final Liability: % (Agreed / Assessed) BOLA S/N No. : 37 If NO or B 28, Ass. Lia : _____

Repair Cost: S\$ _____ OI REPAIR ENDED TP.

Loss of Rental (LOR): S\$ _____ (_____ days)

Loss of Use (LOU): S\$ _____ (\$ x _____ days)

Loss of Income (LOI): S\$ _____ (\$ x _____ days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]

GIA/LTA Search: S\$ _____

Medical: S\$ _____

Disbursement: S\$ _____ (e.g. Tow/ Independent)

Legal Cost: S\$ _____

Total: S\$ _____ **Global Sum S\$:** _____

FINAL PAYMENT Date/Time: _____ Confirm with: _____ Email Call

Payee 1: S\$ _____ Name 1: _____

Payee 2: (Strike if N.A.) S\$ _____ Name 2: _____

Payee 3: (Strike if N.A.) S\$ _____ Name 3: _____

COPY SENT 3/13/2020

- 1) Claim status: Normal/Reject/Private Settle
- 2) Report Format: 40b / TP
- 3) Survey fee: 4290
- 4) RA fee: 2.54

SKODA Centre Singapore

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



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: _____

Mr
CHEN
YANHE
450C TAMPINES STREET 42
#08-444
Singapore 523450

Quotation
Non binding - Preview

Page 1/2

Document no. _____
Document date 22-01-2020
Customer no. 5211035099
Customer GST-ID _____
Dealer 39999
Job order number 2020000230/ 1
Job order date 21-01-2020
Service Advisor TIOW CHUAN CHEE

| | | | | | |
|---------------------------|----------------------|----------------------------------|--------------------------|---|----------------|
| License plate SMH7953H | Model code NU73ND | First registration 31-01-2019 | VIN TMBKR7NU3K2019619 | Model Karoq Ambition 1.5 I TSI 110kW DSG | Mileage 500 |
|---------------------------|----------------------|----------------------------------|--------------------------|---|----------------|

| 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 |
| | Harness Repair and Short Circuit Check | | | | | | |
| 57A807521 9B9 | Cover For REAR BUMPER | 1 | pcs. | 1,180.00 | #1 | 1,180.00 | 1,282.60 |
| 57A919485C | Sensor Bra | 1 | pcs. | 55.40 | #1 | 55.40 | 59.28 |
| 57A919485B | Sensor Bra | 1 | pcs. | 55.40 | #1 | 55.40 | 59.28 |
| 57A919486B | Sensor Bra | 1 | pcs. | 39.60 | #1 | 39.60 | 42.37 |
| 57A919486C | Sensor Bra | 1 | pcs. | 39.60 | #1 | 39.60 | 42.37 |
| D 180KU2A1 | 2k-Plastic Adhesive | 1 | pcs. | 75.94 | #1 | 75.94 | 81.26 |
| D 822150A1 | Bonding Agent For Plastic | 1 | pcs. | 59.40 | #1 | 59.40 | 63.56 |
| 57A807863 | Attachment RR CTR BRACKET | 1 | pcs. | 56.00 | #1 | 56.00 | 59.92 |
| 57A807083 9B9 | Adapter LHR | 1 | pcs. | 45.50 | #1 | 45.50 | 48.69 |
| 57A807084 9B9 | Adapter RHR | 1 | pcs. | 45.50 | #1 | 45.50 | 48.69 |
| | LABOUR | 3 | pcs. | 840.00 | #1 | 2,520.00 | 2,696.40 |
| | AIG DIRECT SETTLEMENT DOA : 21/01/2020 TP VEH : SMK2380C SURVEY BY | | | | | 840 | |

Quotation valid till 28-01-2020

| Tax Code | Labour | Material | GST % | GST | Total amount excl. GST | Total amount incl. GST |
|--------------|---------------|-----------------|-------|---------------|---------------------------|---------------------------|
| #1 | 760.00 | 4,172.34 | 7% | 345.26 | 4,932.34 | 5,277.60 |
| Total | 760.00 | 4,172.34 | | 345.26 | 4,932.34 | 5,277.60 |

2 Days
After repair photos.
Eric Qiang - 82880282
05/2/2020

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).—

> [Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

| Vehicle Owner Particulars | |
|-------------------------------|----------------------------------|
| Owner ID Type: | Singapore NRIC |
| Owner ID: | 245G |
| Vehicle Details | |
| Vehicle No.: | SMH7953H |
| Vehicle to be Exported: | No |
| Intended Deregistration Date: | 05 Feb 2020 |
| Vehicle Make: | SKODA |
| Vehicle Model: | KAROQ 1.5 TSI AMBITION (A) |
| Primary Colour: | Red |
| Manufacturing Year: | 2018 |
| Engine No.: | DAD147533 |
| Chassis No.: | TMBKR7NU3K2019619 |
| Maximum Power Output: | 110.0 kW (147 bhp) |
| Open Market Value: | \$23,169.00 |
| Original Registration Date: | 31 Jan 2019 |
| First Registration Date: | 31 Jan 2019 |
| Transfer Count: | 0 |
| Actual ARF Paid: | \$24,437.00 |
| Intended PARF Rebate Details | |
| PARF Eligibility: | Yes |
| PARF Eligibility Expiry Date: | 30 Jan 2029 |
| PARF Rebate Amount: | \$18,327.00 |
| Intended COE Rebate Details | |
| COE Expiry Date: | 30 Jan 2029 |
| COE Category: | E - Open - all except motorcycle |
| COE Period(Years): | 10 |
| QP Paid: | \$33,689.00 |
| COE Rebate Amount: | \$30,265.00 |
| Total Rebate Amount: | \$48,592.00 |

The information contained herein is correct as at 05 Feb 2020

OK

View Received Message

This mail is associated with :

***SMH7953H (8336628996SG)**
[SMK2380C]
TP
CHEN YANHE
Jan 21 2020 7:00AM
[ANG BENG SOON]
Volkswagen Centre Singapore

[Reply](#) [Reply All](#) [Mark as Unread](#) [Print Message](#) [Delete Message](#) [Forward](#)

From AIG Asia Pacific Insurance Pte. Ltd. (AIG_SG), sent on **07/02/2020 13:21 PM**.
To LKK_HQ
CC Yinrul.Hor@aig.com; Divyashni.Subramaniam@aig.com; NoorMariesa.AbuKassim@aig.com; Teo; Ericweihong.Teo@aig.com
Subject **NO OI GIA REPORT**

Hi,

Kindly be informed OI has not reported yet. OI details as below :

Name : Ang Beng Soon
Address : 333 Tampines Street 32 #04-526, Singapore 520333
Phone No. : 94503249

Thanks
Mariesa

DOCUMENTS SUMMARY

There are no documents.



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG20001847/Ges3

14 February, 2020

Ang Beng Soon
333 Tampines Street 32
#04-526,
Singapore 520333

Dear Sirs,

**ACCIDENT INVOLVING SMK 2380C AND SMH 7953H ON 21/01/2020 ALONG
/AT TAMPINES AVE 2 TRAFFIC LIGHT JUNCTION**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd (AIG) to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Kindly proceed to lodge your GIA report within five (05) working days of receipt of this letter, giving the version of the accident amongst other things related to the accident. The GIA report can be lodged at any of AIG reporting centres. You may refer to your Certificate of Insurance for the list of the reporting centres.

If you have any information to add or any amendments to make, please contact the undersigned within five days from the date of this letter.

Please note that the standing of your insurance policy such as NCD, premium & etc would be affected.

Yours faithfully,

Asher Sng
Claims
Tel : 6841 6051
Fax: 6741 4108
Email : AsherSng@lkkauto.com

c.c. *Claims Manager*
AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC3/AIG20001847/Ges3

Date: 26 February 2020

By Registered Mail
(1st Reminder)

Ang Beng Soon
333 Tampines Street 32
#04-526,
Singapore 520333

Dear Sir,

**ACCIDENT INVOLVING SMK 2380C AND SMH 7953H ON 21/01/2020
ALONG/AT TAMPINES AVE 2 TRAFFIC LIGHT JUNCTION**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, AIG Asia Pacific Insurance Pte Ltd to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Our record shows that to date, you/your driver have not reported the accident to us. We would appreciate it if you could urgently file a report at any of AIG reporting centre. You may refer to your Certificate of Insurance for the list of the reporting centre.

Please note that you had been notified by our via mail by post from our office on **14 January 2020**.

To enable us to look into the matter immediately, please let us hear from you within fourteen (14) days from date of this letter (by **13 March 2020**).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s AIG Asia Pacific Insurance Pte Ltd reserves the right to repudiate liability.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Asher Sng
Claims
Tel : 6841 6051
Fax: 6741 4108
Email : AsherSng@lkkauto.com

c.c. Claims Manager
AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 27 March 2020 4:11 PM
To: MingYao.Lee@aig.com
Subject: Your ref : 8336628996SG // ACCIDENT INVOLVING SMK 2380C & SMH 7953H ON 21/01/2020
Attachments: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Your ref : 8336628996SG

Hi Ming Yao,

ACCIDENT INVOLVING SMK 2380C & SMH 7953H ON 21/01/2020

We refer to the above matter.

Please be informed that TP claimant have converted to OD claim, as insured previous non reporting.

In view of above, we will submit W/P report to your office.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashereng@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAuto)

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 27 March 2020 2:32 PM
To: Asher Sng (LKKAuto); Su Li (LKK Auto)
Cc: Admin A; Chee Steven (VGS - SG/Singapore)
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020
Attachments: SMH7953H AXA OD RECOVERY.PDF
Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

Customer have reverted to OD.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Thursday, 20 February 2020 5:19 PM

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

Our insured still yet to report, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

From: Asher Sng (LKKAuto)

Sent: Thursday, 20 February 2020 10:43 AM

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

Our insured still yet to report, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 20 February 2020 10:31 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Hi,

Have insured reported?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

Direct line: +65 6922-3502
Mobile: +65 9386-7833
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, 14 February 2020 9:36 AM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the email below.

Our insured still yet to report, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Friday, 14 February 2020 9:12 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Hi,

Vehicle had been survey, please let us know if can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

Direct line: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

Email: shushi.tang@vw.com.sg

<https://www.volkswagen.com.sg/>



From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Wednesday, 12 February 2020 5:56 PM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Dear Asher,

Please refer to attached video.

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 12 February 2020 4:17 PM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Steven,

We refer to the email below.

Our insured still yet to report, shall revert to you once our insured reported.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher.sng@lkkauto.com | fax: 6741-4108

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



From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Wednesday, 12 February 2020 3:51 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Dear Asher,

Please revert on liability

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 4 February 2020 11:11 AM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: [EXT] RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Without Prejudice

Dear Sirs / Madam,

We refer to the above matter.

Please be informed that we are currently pending for our principal to release OI GIA report.

Kindly note that for liability, claim negotiation and settlement, please contact Asher at 6841 6051.

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

To check availability of the case handler, you may contact the undersigned.

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



Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 (Ext:119) Email: SuLi@lkkauto.com Fax: 67414108

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

From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Sent: Tuesday, 4 February, 2020 9:38 AM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Dear claims,

Please revert on liability & arrange for survey.

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



Internal

From: Chee Steven (VGS - SG/Singapore)

Sent: Wednesday, 22 January 2020 2:36 PM

To: Admin A <admin-a@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMH7953H & SMK2380C DOA : 02/01/2020

Dear claims,

Please revert on liability & arrange for survey.

Thanks You,

Best Regards,

Steven Chee,
Insurance Service Advisor
Aftersales

Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

DID: +65 6922-3511
Mobile: +65 8511-2203
Main Line : +65 6305-7299
Main Fax: +65 6285-8620
steven.chee@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Sent: Wednesday, 22 January 2020 2:34 PM
To: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: Scan Image

Internal

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

Revoked / No settlement

| CLAIM SUBFOLDER TRACKING | | | | | | | |
|--------------------------|---|---------------|---|--|--|-------------|---|
| Case | Notified | Est Submitted | Adj Assigned | Adj Rpt | Adj Submitted | Ins Auth'ed | Status |
| Main | 04 Feb 2020 Edit Reg | | 05 Feb 2020 00:00 Edit Adj Rpt | S\$2,825.34 Edit Estimates | S\$2,825.34 View Rpt | | Pending for Survey Report Cancel Case |

| Main | Reference | Claim Details | Documents | Show All | | | | | |
|---|--|------------------------|--|----------|---------|-------------|--------------|------------|-------|
| CLAIM SUBFOLDER DETAILS [Created by adjuster] | | | | | | | | | |
| Insured: | ANG BENG SOON, ID: - | | | | | | | | |
| Main Claimant: | CHEN YANHE | | | | | | | | |
| Vehicle Reg. No.: | SMH7953H | Date of Loss: | 21/01/2020 07:00 - :59 [11 Months and 21 Days From LTA Reg Date (Man Yr)] | | | | | | |
| Claim Type: | TP / 8336628996SG | Policy/Cover Note No.: | 1900022110 (Comprehensive) | | | | | | |
| Vehicle Reg. No. (Insured): | SMK2380C | Policy No. (Claimant): | | | | | | | |
| | | Excess: | | | | | | | |
| Repairer: | Volkswagen Centre Singapore (MacPherson) 1 KAMPONG AMPAT, 368314 Macpherson - Tel: | | | | | | | | |
| Handling Insurer: | AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Lee, Ming-Yao] MingYao.Lee@aig.com | | | | | | | | |
| Adjuster: | LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by XING GUO QIANG] ... [Final Rpt due 13/02/2020] | | | | | | | | |
| ASSOCIATED MAIL RECEIVED View All Compose Case Mail | | | | | | | | | |
| • AIG_SG (07/02/2020): NO OI GIA REPORT | | | | | | | | | |
| 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

***SMH7953H (8336628996SG)**
[SMK2380C]
TP
CHEN YANHE
Jan 21 2020 7:00AM
[ANG BENG SOON]
Volkswagen Centre Singapore

| Upload Documents | | | Upload Photos | | | Compose New Letter | | | Upload Video | | | Upload Audio | | | View View in Browser | | |
|----------------------|-----------------|--|---------------|--|--|--------------------|--|--|--------------|--|--|--------------|-----------|--|-----------------------------------|-------------------------------------|--|
| Photos/Images | | | | | | | | | | | | | | 3 per page | | <input checked="" type="checkbox"/> | |
| No | Relabel/Reorder | LKK Auto Consultants Pte Ltd (HQ) | | | | | | | | | | | Thumbnail | Print | | | |
| 1 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 2 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 3 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 4 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 5 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 6 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 7 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 8 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 9 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 10 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 11 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 12 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 13 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 14 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 15 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 16 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 17 | 27/03/20 16:13 | General View | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 18 | 27/03/20 16:13 | Odometer Reading | | | | | | | | | | | | Load JPG <input checked="" type="checkbox"/> | | | |
| 19 | 27/03/20 16:13 | Chassis Number | | | | | | | | | | | | 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 | 04/02/20 10:26 | NOTIFICATION FROM WKSP + TP ESTIMATE + TP GIA REPORT | | | | | | | | | | | | Load PDF | | | |
| 2 | 07/02/20 11:25 | TP ESTIMATE-MARKED | | | | | | | | | | | | Load PDF | | | |
| 3 | 14/02/20 14:38 | Non reporting letter | | | | | | | | | | | | Load PDF | | | |
| 4 | 26/02/20 13:41 | NR LETTER_1st Registered Letter | | | | | | | | | | | | Load PDF | | | |
| 5 | 05/03/20 09:43 | OI GIA REPORT | | | | | | | | | | | | Load PDF | | | |
| 6 | 27/03/20 16:12 | EMAIL FROM WSP DD 270320 | | | | | | | | | | | | Load PDF | | | |
| 7 | 27/03/20 16:12 | EMAIL TO AIG DD 270320 | | | | | | | | | | | | Load PDF | | | |
| 8 | 01/04/20 08:13 | Registered Mail Fee | | | | | | | | | | | | 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: <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: CC3/AIG20001847/GES3Q2
Date: 01/04/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 1900022110
Claimant
Vehicle No : SMH7953H **Insured Vehicle No :** SMK2380C
Date of Loss: 21/01/2020 **Nature of Claim:** TP **Claim No:** 8336628996SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: SMH7953H **Engine No:** DAD147533
Make & Model: SKODA KAROQ, 1.5 TSI AMBITION (A) **Chassis No:** TMBKR7NU3K2019619
Reg. Date: 31/01/2019 (Man. Year: 2018) **Odometer:** 12542 km
Colour: Red
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: 215/60 R16 **Rear Tyre Size:** 215/60 R16
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 | 1,652.34 | 1,505.34 | 147.00 | 8.90 |
| Miscellaneous Items | 0.00 | 0.00 | 0.00 | |
| Labour | 3,280.00 | 1,320.00 | 1,960.00 | 59.76 |
| Paintwork Labour | 0.00 | 0.00 | 0.00 | |
| Towing | 0.00 | 0.00 | 0.00 | |
| Gross Total (S\$) | 4,932.34 | 2,825.34 | 2,107.00 | 42.72 |
| + GST 7.00/7.00% (S\$) | 345.26 | 197.77 | 147.49 | 42.72 |
| Nett Amount (S\$) | 5,277.60 | 3,023.11 | 2,254.49 | 42.72 |
| Global Sum Settlement (S\$) | | 0.00 | | |

INSPECTION

Date of Assignment: 05/02/2020
Date Inspected: 05/02/2020 **Inspected At:** Volkswagen Centre Singapore
 (MacPherson)
 1 KAMPONG AMPAT
 Singapore 368314

Estimated Period of Repair: 2.0 days

Adjuster: XING GUO QIANG

Manager: Asher Sng Rong Yi

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

Recommended Parts

| No. | Qty | Part No. | Particulars | Condition | Repairer's | Amount |
|-----|-----|----------|----------------------------|-----------|-------------|--------------|
| 1 | 1 | | *COVER FOR REAR BUMPER | Deformed | 1,180.00 FS | *1,180.00 FS |
| 2 | 1 | | *SENSOR BRA | Necessary | 55.40 FS | *55.40 FS |
| 3 | 1 | | *SENSOR BRA | Necessary | 55.40 FS | *55.40 FS |
| 4 | 1 | | *SENSOR BRA | Necessary | 39.60 FS | *39.60 FS |
| 5 | 1 | | *SENSOR BRA | Necessary | 39.60 FS | *39.60 FS |
| 6 | 1 | | *2K-PLASTIC ADHESIVE | Necessary | 75.94 FS | *75.94 FS |
| 7 | 1 | | *BONDING AGENT FOR PLASTIC | Necessary | 59.40 FS | *59.40 FS |
| 8 | 1 | | *ATTACHMENT RR CTR BRACKET | *Check | 56.00 FS | *- FS |
| 9 | 1 | | *ADAPTER LHR | *Check | 45.50 FS | *- FS |
| 10 | 1 | | *ADAPTER RHR | *Check | 45.50 FS | *- FS |

F=Franchise part. S=SpcNett.

Total Parts (S\$) 1,652.34 1,505.34

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 | DIAGNOSTIC AND PROGRAMMING | New | 480.00 | 480.00 |
| 2 | CHECK SHORT CIRCUIT/HARNES REPAIR | New | 280.00 | 0.00 |
| 3 | LABOUR | New | 2,520.00 | 840.00 |
| | | | Gross Labour Cost (\$\$) | 3,280.00 |
| | | | | 1,320.00 |

Report was unsubmitted during this print-out.

< END OF ESTIMATES >