

Assigner: Rasul

ASSIGNMENT (Office)

Merimen

From (Person): Jocelyn Ng shin Bun

M81A

Date/Time: 21/2/2020 @ 12:10pm

Estimated Cost:

Bill to:

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

To Inspect Vehicle No:

SJC 8918R

Insured:

at Workshop m/s

volkswagen

Tel: 9236 1588

of

17 thas Ave 9

Policy No:

A2885646e Arw

Claim No:

Sum Insured:

Excess:

\$1500.00

Make of Veh:

D.O.A. 19/02/2020

(Client's Record)

CA / REV

REP. / REV 24 HRS

H.O.D. Endorsement:

Date/Time:

12.46pm @ 21/2/2020

Person Contacted:

Germine

Vehicle IN OUT

Date/Time

Action/Instruction

Estimate

✓

SJC 8918R - X

24/2/20

Revert via merimen

24/2/20

Recd approved \$7268.30 from Chen How by merimen

24/2/20

Informed Germine c/A ex \$1500 by email

12/3/20

Final fig \$9138.47 confirmed by email (Recd 2516.40, 22/2)

T6721

200

...CLAIM SUBFOLDER...(New Assignment)

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	21 Feb 2020 11:59		21 Feb 2020 12:10 Assign				New Assignment Cancel Case

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS

[Created by insurer]

Insured:	SIM EAK BIAN, ID: S6902379G, Tel: +6597478006, Email: NOEMAIL		
Vehicle Reg. No.:	SJC8918R	Date of Loss:	19/02/2020 14:00 - :59 [39 Months and 2 Days From LTA Reg Date (Man Yr)]
Claim Type:	OD	Policy/Cover Note No.:	A28856468AVW (Comprehensive) Coverage: 17/11/2019 - 16/11/2020
		Excess:	S\$1,500.00
Repairer:	Volkswagen Centre Singapore (Tuas) 17 TUAS AVENUE, 639176 Tuas - Tel:		
Handling Insurer:	MSIG Insurance (Singapore) Pte. Ltd. (HQ) - Tel: +65 6827 7888 ... [Handled by Jocelyn Ng Shin Bun]		
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Imm.Advice due 22/02/2020]		
Driver/Custodian:	SIM EAK BIAN (51 / Male), NRIC: S6902379G, Tel: +6597478006 Email: NOEMAIL		
Adj Asg. Remarks:	Car at Tuas. Manual assigned to LKK via email on 21/02/2020. Survey and Revert.		

[View All](#) [Compose Case Mail](#)

ASSOCIATED MAIL RECEIVED

There are no mail for this case.

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.									

View Received Message

This mail is associated with :

***SJC8918R (620340)**

OD

Feb 19 2020 2:00PM

[SIM EAK BIAN]

Volkswagen Centre Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 12/03/2020 09:54 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$9138.47) - SJC8918R - Claim Handler: Jocelyn Ng Shin Bun

Approved:9138.47.

DOCUMENTS SUMMARY

There are no documents.

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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Jocelyn Ng Shin Bun

Date: 10 Mar 2020

Preliminary Advice

Vehicle No	: SJC8918R	Accident Date	: 19/02/2020
Make	: VOLKSWAGEN PASSAT	Policy No.	: A28856468AVW
Assignment Date	: 21/02/2020	Excess	: S\$1,500.00
Date of Inspection	: 21/02/2020	Est. Duration of Repair	: 6.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (TUAS) 17 TUAS AVENUE SINGAPORE 639176		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front n/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	11,654.87
Revised Amount	:S\$	9,138.47
Check Items (Estimated)	:S\$	0.00
Total	:S\$	9,138.47

Lump Sum Repair	:S\$	
-----------------	------	--

Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	86,000.00
COE / PARF Rebate	:S\$	59,517.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,483.00

Remarks

(X) The vehicle is economical for repair.

() The above survey was conducted on a 'without prejudice' basis.

Veron Chen (LKKAuto)

From: Veron Chen (LKKAuto)
Sent: Monday, 24 February 2020 4:06 PM
To: Ong, Germaine (VWG Singapore)
Cc: Kong Charmaine (VGS - SG/Singapore; Wong Meiy (VGS - SG/Singapore; Foo John (VGS - SG/Singapore; SUR; Tang Shu Shi (VGS - SG/Singapore); Chee, Steven (VWG Singapore); 'Cheong, Pearlyn (VWG Singapore)'; Oh, Aik Seong (VWG Singapore)
Subject: SJC 8918R-DAO: 19/2/2020 (MSIG OD)

Dear Germaine,

As instructed by our client , please proceed to repair the **insured vehicle SJC 8918R, (Excess \$1500/-)**.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

View Received Message

This mail is associated with :

***SJC8918R (620340)**

OD

Feb 19 2020 2:00PM

[SIM EAK BIAN]

Volkswagen Centre Singapore

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From MSIG Insurance (Singapore) Pte. Ltd. (MSIG_SG), sent on 24/02/2020 15:51 PM.

To LKK_HQ

Subject Alert - Adj Mandate Approved (\$7268.30) - SJC8918R - Claim Handler: Jocelyn Ng Shin Bun

Approved:7268.30.

DOCUMENTS SUMMARY

There are no documents.

Veron Chen (LKKAUTO)

From: Jismyl Lam <jismyl_lam@sg.msig-asia.com>
Sent: Monday, 24 February 2020 3:56 PM
To: Ong Germaine (VGS - SG/Singapore)
Cc: Tang Shu Shi (VGS - SG/Singapore); SUR; Chee Steven (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore)
Subject: RE: [EXT] RE: SJC8918R - MSIG OD - DOA: 19/02/2020 (Mandate request)

Hi Germaine,

Please wait awhile as it has just been approved.

Thanks.

Jismyl Lam
Assistant Executive, Claims Services
D: +65 6643 1339 | F: +65 6225 7402 | jismyl_lam@sg.msig-asia.com



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

*In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.*

From: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Sent: Monday, 24 February 2020 3:54 PM
To: Jismyl Lam <jismyl_lam@sg.msig-asia.com>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: RE: [EXT] RE: SJC8918R - MSIG OD - DOA: 19/02/2020 (Mandate request)

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

We have not receive any email from LKK

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588



From: Jismyl Lam <jismyl_lam@sg.msig-asia.com>
Sent: Monday, 24 February 2020 3:51 PM
To: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>
Subject: [EXT] RE: SJC8918R - MSIG OD - DOA: 19/02/2020 (Mandate request)

Hi Germaine,

We have approved on this

Thanks.

Jismyl Lam
Assistant Executive, Claims Services
D: +65 6643 1339 | F: +65 6225 7402 | jismyl_lam@sg.msig-asia.com



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

*In view of the current Covid-19 situation, we have started to implement business contingency plans to ensure the continuity of our services and operations.
Please bear with us should there be some service delay during this period.*

Jismyl Lam

Assistant Executive, Claims Services

From: Motor Survey <motorsurvey@sg.msig-asia.com>

Sent: Monday, 24 February 2020 2:29 PM

To: Jismyl Lam <jismyl_lam@sg.msig-asia.com>

Cc: Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; SUR <sur@lkkauto.com>; Cc: Chee Steven (VGS - SG/Singapore)

<steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore <Aikseong.Oh@vw.com.sg>

Subject: FW: SJC8918R - MSIG OD - DOA: 19/02/2020 (Mandate request)

Dear Jismyl,

Please assist. Tks

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Ong Germaine (VGS - SG/Singapore) [<mailto:Germaine.ong@vw.com.sg>]

Sent: Monday, 24 February 2020 2:11 PM

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Claims <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>; SUR <sur@lkkauto.com>

Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>

Subject: RE: SJC8918R - MSIG OD - DOA: 19/02/2020

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Claim

Any authorisation on these claim

Best Regards,

Germaine Ong
Body and Paint Department
Volkswagen Group Singapore Pte Ltd
17 Tuas ave 9
Singapore 639197

Hp: +6592361588
germane.ong@vw.com.sg
<http://www.vw.com.sg>



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Thursday, 20 February 2020 6:21 PM
To: claims@sg.msig-asia.com; Motor Survey <motorsurvey@sg.msig-asia.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong.Oh@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>
Subject: SJC8918R - MSIG OD - DOA: 19/02/2020

Dear Claims,

Please arrange survey to be at 17 Tuas Ave 9, Singapore 639197.

Vehicle in workshop.

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/>



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

To: MSIG Insurance (Singapore) Pte. Ltd.
4 Shenton Way
#21-01 SGX Centre 2
Singapore 068807

From: LKK Auto Consultants Pte Ltd
51 Ubi Ave 1 #01-25
Paya Ubi Industrial Park
Singapore 408933

Attn: Jocelyn Ng Shin Bun

Date: 24 Feb 2020

Preliminary Advice

Vehicle No	: SJC8918R	Accident Date	: 19/02/2020
Make	: VOLKSWAGEN PASSAT	Policy No.	: A28856468AVW
Assignment Date	: 21/02/2020	Excess	: S\$1,500.00
Date of Inspection	: 21/02/2020	Est. Duration of Repair	: 6.00
Inspection At	: VOLKSWAGEN CENTRE SINGAPORE (TUAS) 17 TUAS AVENUE SINGAPORE 639176		

Point of Impact / General Description of Damages

The vehicle sustained impact / damages front n/s portion and parts claimed are consistent to the accident.

Repairer's Estimate (Gross)	:S\$	11,654.87
Revised Amount	:S\$	7,268.30
Check Items (Estimated)	:S\$	1,881.57
Total	:S\$	9,149.87

Lump Sum Repair	:S\$	
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Total Loss Consideration

New for Old Value	:S\$	
Pre-Accident Value	:S\$	86,000.00
COE / PARF Rebate	:S\$	59,517.00
Salvage Value	:S\$	
Margin for Repair	:S\$	26,483.00

Remarks

(X) The vehicle is economical for repair.

() The above survey was conducted on a 'without prejudice' basis.

Nivitha (LKK Auto)

From: Crystal Lee <crystal_lee@sg.msig-asia.com>
Sent: Friday, 21 February 2020 11:57 AM
To: Admin-D (LKKAuto); assignments
Cc: Ong Zi Hui
Subject: Survey Request - Manual Assigned
Attachments: SJC8918R MSIG OD.PDF; SJC8918R - estimate.pdf

Importance: High

SJC8918R - MSIG OD - DOA: 19/02/2020 (Car in Tuas VW) Est: \$12K

Manual Assigned

Dear LKK,

Refer to the email below, please arrange survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend this assignment.

Thank you & Best regards,

Crystal Lee

Admin Officer, Claims Services (In-House Survey)

D: +65 6594 2535 | F: +65 6643 1349 | crystal_lee@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

From: Motor Survey <motorsurvey@sg.msig-asia.com>
Sent: Friday, 21 February 2020 9:54 AM
To: Jocelyn Ng <jocelyn_ng@sg.msig-asia.com>
Cc: Crystal Lee <crystal_lee@sg.msig-asia.com>; Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Subject: FW: SJC8918R - MSIG OD - DOA: 19/02/2020 (Car in Tuas VW) Est: \$12K (IHS full, please outsource)

Dear Jocelyn,

Please assist.

Dear Crystal,

Please arrange survey to be at 17 Tuas Ave 9, Singapore 639197.

Vehicle in workshop, IHS full on 21/02/20, please outsource. Tks.

Best Regards

Winnie Chua

Senior Admin Officer, Claims Services (In-House Survey)

Direct line +65 6594 2556 | Direct fax +65 6225 7402 | pingping_chua@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220 9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



A Member of **MS&AD** INSURANCE GROUP

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

Sent: Thursday, 20 February 2020 6:21 PM

To: Claims <claims@sg.msig-asia.com>; Motor Survey <motorsurvey@sg.msig-asia.com>

Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>; Oh Aik Seong (VGS - SG/Singapore) <Aikseong_Oh@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>

Subject: SJC8918R - MSIG OD - DOA: 19/02/2020

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Claims,

Please arrange survey to be at 17 Tuas Ave 9, Singapore 639197.

Vehicle in workshop.

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/>





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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	20/02/2020 15:00
Date Of Accident	19/02/2020 14:30
Exact Location Of Accident	BRADDEL RD TWDS BARTLEY RD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SJC8918R
Insured/Policyholder	
Name Of Registered Owner	SIM EAK BIAN
NRIC No	SXXXX379G
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97478006
Alternative Phone No	OFFICE-97478006

Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	PASSAT COMFORTLINE 1.8 L TSI 132KW DSG
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?	YES
If No, Please state action to be taken	
Vehicle Category	PRIVATE CAR

Insurance Company

Name of Insurance Company	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A28856468AVW
Cover Note Number	

Driver

Name of Driver	SIM EAK BIAN
NRIC No	SXXXX379G
Date Of Birth	12/01/1969
Occupation	INDOOR
Date Of Driving Pass	05/04/1995
Driving Experience	24 YEARS AND 10 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-97478006
Fax Number	
Contact Number	OFFICE-97478006
EMail Address	NOEMAIL

Address	7 TAMPINES AVENUE 8 #08-09 SINGAPORE
Postcode	529597
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	COLLIDED INTO PROPERTY
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	1
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	NO
Was any other material or property damaged?	NO
I have been approached by unknown person(s) soliciting/offering accident claims assistance.	NO
Number of Passengers (Including Driver)	2
Passenger 1	NAME: : SIM SONG CHENG , CLARENCE GENDER: : MALE

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?	NO
Was there any audio recorded?	NO