

ASS. REC. BY:

REF: CS/CT 200031251 GQ f3

Special Instruction:

Surveyor: GQ

ASSIGNMENT (Office)

From (Person): Cecilia Low

of CTI

Date/Time: 25.2.2002 10.58am

Estimated Cost:

Bill to:

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

To Inspect Vehicle No: SMK 9542G

Insured: GBB 5186E

at Workshop m/s Volkswagen

Tel: 9386 7833

of 1. Kampong Ampat

Policy No:

Claim No: SNM 2012 200937 / C02

Sum Insured:

Excess:

Make of Veh:

D.O.A. 20.2.2002

(Client's Record)

CA / REV / REP. / REV 24 HRS

mp

H.O.D. Endorsement:

Date/Time: 26.2.2002 11.33am

Person Contacted: Shu Shi

Vehicle IN/OUT

Date/Time	Action/Instruction (V) Estimate
	SMK 9542G - X
	GBB 5186E - CT / AIG 11024223 / MIAUQ DCA - 24/11/2011
13/3/20	@ 2.19m Shu Shi informed they still awaiting clarity from insurance.
17/3/20	submit poli. report, The vehicle has not send in for repair.
11/06/20	XGQ finalised with Germaine final fig \$3860, 3 days. (Red \$4933.36, 56%)

Nivitha (LKK Auto)

From: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Tuesday, 25 February 2020 10:58 AM
To: sur@lkkauto.com; assignments@lkkauto.com; admin-a@lkkauto.com
Cc: Tang Shu Shi (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore)
Subject: RE: [EXT] CTPIS ref: SNM20D200937/C02. RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

Dear Sirs

Please proceed to survey on WP basis.
Thank you.

Cecilia Low (Ms)
Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6530 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

From: Tang Shu Shi (VGS - SG/Singapore) [mailto:shushi.tang@vw.com.sg]
Sent: Tuesday, 25 February 2020 10:33 AM
To: Cecilia Low <cecilia.low@sg.cntaiping.com>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: RE: [EXT] CTPIS ref: SNM20D200937/C02. RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

Hi,

Please use Xing Quo Qiang.

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: Cecilia Low <cecilia.low@sg.cntaiping.com>
Sent: Tuesday, 25 February 2020 10:29 AM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Cc: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>
Subject: [EXT] CTPIS ref: SNM20D200937/C02. RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

Without Prejudice

Dear Sirs

We refer to your email of even date and regret to inform that we are unable to comment on liability as our insured driver had not lodged the accident statement.

We intend to conduct a Pre-Repair Survey of your client's vehicle jointly with your client/your motor workshop. We propose to use one of the following motor surveyors to conduct the survey as a single joint expert.

LKK / LBS

Adrian Ling
Kelvin Ang
See Chew Seng
Mohd Fadhilah Bin Osman
Xing Quo Qiang
Kenneth Kong
Simon Ho
Chua Weijie
Marcus Chua
Henry Ng

You may select one of the listed motor surveyors and we will bear the cost of the pre-repair survey carried out by the single joint expert.

If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.

Thank you.

Cecilia Low (Ms)
Senior Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Claims Dept of CTI

Sent: Tuesday, 25 February 2020 10:06 AM

To: Cecilia Low <cecilia.low@sg.cntaiping.com>

Subject: FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

SNM20D200937 – fya

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

Sent: Tuesday, February 25, 2020 9:54 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: FW: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

Dear China,

We have not heard from you.

Please revert on liability & survey arrangement for this claim urgently.

Thank you.

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: Friday, 21 February 2020 4:59 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SMK9542G & GBB5186E DOA : 20/02/2020

Dear claims,

Please revert on liability & arrange for survey

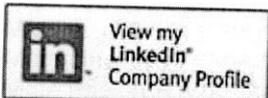
Thanks You,

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: Friday, 21 February 2020 4:41 PM

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

Subject: Scan Image

Internal

Shiau Chan (LKKAuto)

From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Friday, 13 March 2020 2:19 PM
To: Shiau Chan (LKKAuto)
Cc: Chee Steven (VGS - SG/Singapore)
Subject: RE: [EXT] KINDLY ADVISE THE STATUS OF SMK 9542G (DOA: 20/02/2020)

Hi,

Liability is not establish till date, please hep to check.

Thank you.

Best Regards,

Tang Shu Shi
Insurance Service Advisor
Aftersales

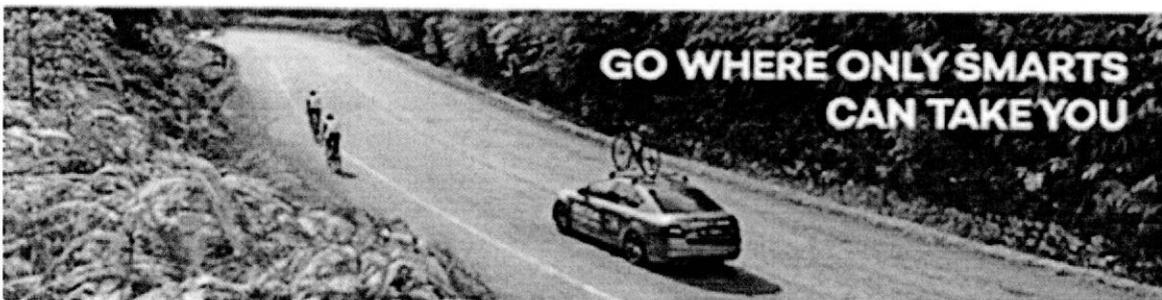
Volkswagen Centre Singapore (Macpherson)
1 Kampong Ampat
Singapore 368314

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/>

VOLKSWAGEN
GROUP SINGAPORE



Das WeltAuto.



View my
LinkedIn
Company Profile

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, 13 March 2020 1:50 PM
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Ong Germaine (VGS - SG/Singapore) <Germaine.ong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>
Subject: [EXT] KINDLY ADVISE THE STATUS OF SMK 9542G (DOA: 20/02/2020)

Dear Sir/Madam,

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Owner ID Type:	Singapore NRIC
Owner ID:	057Z
Vehicle No.:	SMK9542G
Vehicle to be Exported:	No
Intended Deregistration Date:	27 Feb 2020
Vehicle Make:	SKODA
Vehicle Model:	SUPERB AMBITION 2.0 TSI (A)
Primary Colour:	Blue
Manufacturing Year:	2018
Engine No.:	CHH283261
Chassis No.:	TMBBD8NP5J7610065
Maximum Power Output:	162.0 kW (217 bhp)
Open Market Value:	\$26,353.00
Original Registration Date:	29 Apr 2019
First Registration Date:	29 Apr 2019
Transfer Count:	0
Actual ARF Paid:	\$28,895.00
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	28 Apr 2029
PARF Rebate Amount:	\$21,671.00
COE Expiry Date:	28 Apr 2029
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$48,000.00
COE Rebate Amount:	\$44,013.00
Total Rebate Amount:	\$65,684.00

The information contained herein is correct as at 27 Feb 2020

OK

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	21/02/2020 10:07
Date Of Accident	20/02/2020 12:20
Exact Location Of Accident	BUKIT TIMAH RD TWDS ROCHOR CANEL RD
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMK9542G
-----------------------------	----------

Insured/Policyholder

Name Of Registered Owner	MANJULA D/O RAMASAMY
NRIC No	SXXXX057Z
Email Address	THANGA.TCK@GMAIL.COM
Mobile Phone No	(LOCAL) +65-81385714
Alternative Phone No	OFFICE-81385714

Vehicle Particulars

Manufacturer	SKODA
Model	SUPERB GRTAMB TS162/2.0A6F
Exact Purpose for which vehicle was being used at time of accident	PRIVATE
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	AXA INSURANCE PTE LTD
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	VPAP2281281
Cover Note Number	

Driver

Name of Driver	MANJULA D/O RAMASAMY
NRIC No	SXXXX057Z
Date Of Birth	27/05/1970
Occupation	INDOOR
Date Of Driving Pass	31/01/1994
Driving Experience	26 YEARS AND 0 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-81385714
Fax Number	
Contact Number	OFFICE-81385714
EMail Address	THANGA.TCK@GMAIL.COM

Address	14 FLORA DRIVE #03-15
Postcode	506944
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)	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

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

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	GBB5186E
Vehicle Make/Model/Colour	TOYOTA DYNA 10FT LORRY
Details Of Properties	
Vehicle Category	COMMERCIAL VEHICLE
Name of Driver	RENGAIYAN VEERARAGHAVAN
NRIC/Passport Number	GXXXX120X
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan Pg. 1

SKETCH PLAN

IMPORTANT NOTICE

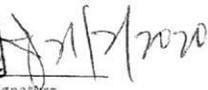
1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may 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: 21/2/2020


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


 Reporting Officer's Signature
 Name: 
 NRIC/FIN No.: 81030002

SKODA 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:
Ms.
MANJULA
D/O RAMASAMY
14 FLORA DRIVE
#03-15
Singapore 506944

Document no.
Document date 21-02-2020
Customer no. 5211001170
Customer GST-ID 200208384E
Dealer 39999
Job order number 2020000538/ 1
Job order date 21-02-2020
Service Advisor SHU SHI TANG

License plate SMK9542G	Model code 3V33SCA0	First registration 29-04-2019	VIN TMBBD8NP5J7610065	Model SUPERB GrtAMB TS162/2.0A6F	Mileage 21,099
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
3V5807421	Cover For REAR BUMPER	1	pcs.	1,740.00	#1	1,740.00	1,861.80
3V5807305A	Reinforcem	1	pcs.	609.00	#1	609.00	651.63
3V5807863	Retaining BUMPER CENTRE BRACKET	1	pcs.	72.30	#1	72.30	77.36
3V5807393A	Guide Piec	1	pcs.	43.30	#1	43.30	46.33
3V5807394A	TAILLIGHT LOWER BRACKET LH	1	pcs.	43.30	#1	43.30	46.33
3V5807521 9B9	TAILLIGHT LOWER BRACKET RH	1	pcs.	43.30	#1	43.30	46.33
3V5807521 9B9	Spoiler	1	pcs.	281.00	#1	281.00	300.67
3V5919485A	Sensor Bra	1	pcs.	45.00	#1	45.00	48.15
3V5919485	Sensor Bra	1	pcs.	45.00	#1	45.00	48.15
3V5919486	Sensor Bra	1	pcs.	45.00	#1	45.00	48.15
3V5919486A	Sensor Bra	1	pcs.	45.00	#1	45.00	48.15
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
N 90346302	Pop-Rivet	8	pcs.	1.14	#1	9.12	9.76
	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
	CHINA TAIPING DIRECT SETTLEMENT DOA: 20/02/2020 TP VEH: GBB5186E SURVEY BY:						

Quotation valid till 28-02-2020

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	8,033.36	7%	615.54	8,793.36	9,408.90
Total	760.00	8,033.36		615.54	8,793.36	9,408.90

Customer

3 Days.
before part photos.
Emo Qian - 82880282
27/2/2020

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 Service Advisor
- 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:

ŠKODA Centre Singapore

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



Volkswagen



ŠKODA



Commercial
Vehicles

Quotation

Non binding - Preview

Page 2/2

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

Customer Details:
Ms.
MANJULA
D/O RAMASAMY
14 FLORA DRIVE
#03-15
Singapore 506944

Document no.
Document date 21-02-2020
Customer no. 5211001170
Customer GST-ID 200208384E
Dealer 39999
Job order number 2020000538/ 1
Job order date 21-02-2020
Service Advisor SHU SHI TANG

License plate SMK9542G	Model code 3V33SCA0	First registration 29-04-2019	VIN TMBBD8NP5J7610065	Model SUPERB GrtAMB TS162/2.0A6F	Mileage 21,099
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-----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).-----