



* campaign.
* 30 days.

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer hoh Ai Ling.
NRIC Sxxxx 902i insured of vehicle 8BJ1918u against
your insured vehicle number smr 7645 u. (ATG.)

On the accident dated on 12/3/2020 (ddmmyyy) along Stanford Rd turning right to Queens St.

Dated this 18 (day) of 3 (month) 2020.




Charmaine Kong
Volkswagen Group Singapore
Accident Claims Dept.
charmaine.kong@vw.com.sg
DID : 63057176/ 63057299
HP: 92361399

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue 9
Singapore 639197
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:
Mr
GOH
AI LING
22 WILBY ROAD
#08-18
Singapore 276306

Document no.
Document date 18-03-2020
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 39999
Job order number 2020000768/ 1
Job order date 18-03-2020
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SBJ1918U	3G24JZ	25-07-2018	WVWZZZ3CZJE211971	Passat Comfortline 1.8 I TSI 132kW DSG	24,111

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
3G0807217K GRU	Cover For Bumper Primed	1	pcs.	1,486.25	#1	1,486.25	1,590.29
3G0805903E 9B9	Spoiler Satin Black	1	pcs.	219.39	#1	219.39	234.75
N 90974701	Hexagon Socket Head Panel	3	pcs.	0.44	#1	1.32	1.41
3G0807049	Guide Piece	1	pcs.	39.51	#1	39.51	42.28
	LHF bumper bracket						
3G0854661 9B9	Cooling Air Grill Satin B	1	pcs.	98.43	#1	98.43	105.32
	LH Vent grille						
3G0854321 9B9	Cover Strip Satin Black	1	pcs.	68.97	#1	68.97	73.80
	LH vent grill cover						
3G0853253 ZZZ	Decorative Moulding Brigh	1	pcs.	88.13	#1	88.13	94.30
	LH vent grille chrome						
3G0821021B	Fender	1	pcs.	642.60	#1	642.60	687.58
3G0821141A	Bracket	1	pcs.	53.99	#1	53.99	57.77
	LH Fender						
3G2941113A	Led Headlight	1	pcs.	2,254.30	#1	2,254.30	2,412.10
	LABOUR	4	pcs.	840.00	#1	3,360.00	3,595.20
	Spray Painting	4	pcs.	800.00	#1	3,200.00	3,424.00
	AIG DIRECT SETTLEMENT						
	DOA: 17/03/2020						
	TP VEH: SMR7645U						
	SURVEY BY:						

Quotation valid till 25-03-2020

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	11,512.89	7%	859.10	12,272.89	13,131.99
Total	760.00	11,512.89		859.10	12,272.89	13,131.99

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)-----

VOLKSWAGEN CENTRE SINGAPORE

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GOH
AI LING
22 WILBY ROAD
#08-18
Singapore 276306

Document no.
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Customer no.
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Job order number
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5211043795
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SBJ1918U	3G24JZ	25-07-2018	WVWZZZ3CZJE211971	Passat Comfortline 1.8 I TSI 132kW DSG	24,111

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	18/03/2020 09:05
Date Of Accident	17/03/2020 19:50
Exact Location Of Accident	STAMFORD ROAD TURNING RIGHT TO QUEENS STREET
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SBJ1918U
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Insured/Policyholder

Name Of Registered Owner	GOH AI LING
NRIC No	SXXXX502F
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97611918 — my mom (father / husband) contact person.
Alternative Phone No	OFFICE-97611918

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
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	MSIG INSURANCE (SINGAPORE) PTE. LTD.
Type Of Coverage	COMPREHENSIVE
Fleet Policy	NO
Policy Number	A 29091934 AVW
Cover Note Number	

Driver

Name of Driver	WONG HAN WEI
NRIC No	SXXXX497C
Date Of Birth	24/06/1988
Occupation	INDOOR
Date Of Driving Pass	01/10/2007
Driving Experience	12 YEARS AND 5 MONTHS
Gender	MALE
Mobile Number	(LOCAL) +65-98732674
Fax Number	
Contact Number	
EMail Address	NOEMAIL

Address	22 WILBY ROAD #08-18
Postcode	276306
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 - CHANGE/CROSS LANE
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?	YES
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SMR7645U
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	LOO CHOON BENG
NRIC/Passport Number	SXXXX142B
Contact Number	96777746
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	

Sketch Plan Pg. 1

SKETCH PLAN

IMPORTANT NOTICE

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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.

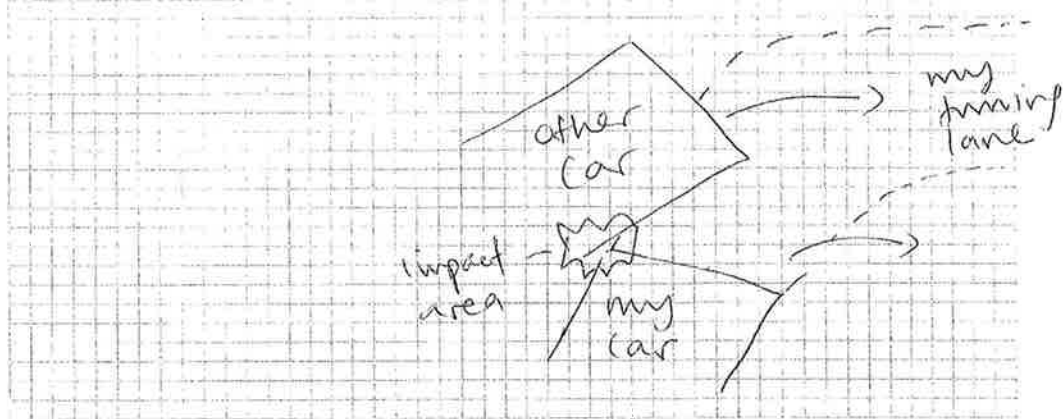
Policyholder's Signature
Date & Time:

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

18/3/20
8:30 am

VOLKSWAGEN
SINGAPORE
Reporting Centre Personnel's Signature
Name: 18/3/20
NRIC/INN No: 1030002

→ SKETCH PLAN



→ DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Right hand turn after a traffic light. I was turning at a slow speed into my own lane. I was on the right most lane while the other car was in the second right most lane. ^{into my lane} whilst ^{I was} turning slowly the other car dived into my lane while trying to complete the turn. This happened very unexpectedly and there was no way to avoid. There was contact on his right rear side and my front left side. All this was captured on video.

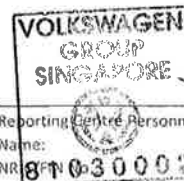
DECLARATION

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

Policyholder's Signature
Date & Time:

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

18/3/20
8.35 am



Reporting Centre Personnel's Signature
Name:
NR 81030003