



AXA (VW SMARTDRIVE) : 19/4/2020

\* SCENE VIDEO \*

## Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer LEONG POH CHANG 91378748  
NRIC 072Z insured of vehicle SLG 6292E against  
your insured vehicle number SLG 5522E ( ALG )  
On the accident dated on 21-3-2020 (ddmmyyy) along SUE RD JUNCT  
OF SENGKANG WEST RD.

Dated this 23 MAR 2020 (day) of \_\_\_\_\_ (month) 2020.

\_\_\_\_\_  
Charmaine Kong  
Volkswagen Group Singapore  
Accident Claims Dept.  
[charmaine.kong@vw.com.sg](mailto: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

Page 1/1

Ms.  
LEONG  
POH CHING  
51 JALAN SINDOR  
SINGAPORE 808406

Document no.  
Document date 23-03-2020  
Customer no. 5211050673  
Customer GST-ID  
Dealer 39999  
Job order number 2020000812/ 1  
Job order date 23-03-2020  
Service Advisor TIOW CHUAN CHEE

License plate SLG6292E	Model code 5C83EZB0	First registration 23-01-2020	VIN WVWZZZ16ZKM509501	Model Beetle Cabriolet 1.2 l TSI 77kW DSG	Mileage 500
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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
5C5807217BHGRU	Cover For Bumper Primed FRT BUMPER	1	pcs.	1,313.79	#1	1,313.79	1,405.76
5C5807184A	Guide Piece	1	pcs.	33.43	#1	33.43	35.77
5C5821022D	RHF SIDE BRACKET Fender	1	pcs.	597.40	#1	597.40	639.22
5C5821136	RHF Cross Support	1	pcs.	66.37	#1	66.37	71.02
5C2941032D	RHF FENDER BRACKET Gas Discharge Headlight W RHF	1	pcs.	2,859.28	#1	2,859.28	3,059.43
	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 : 21/03/2020 TP VEH : SCG5522E SURVEY BY :						

Quotation valid till 30-03-2020

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	11,430.27	7%	853.32	12,190.27	13,043.59
<b>Total</b>	<b>760.00</b>	<b>11,430.27</b>		<b>853.32</b>	<b>12,190.27</b>	<b>13,043.59</b>

Customer

Service Advisor

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](http://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://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	23/03/2020 14:13
Date Of Accident	21/03/2020 17:30
Exact Location Of Accident	YIO CHU KANG RD JUNC OF SENGKANG WEST RD
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLG6292E
<b>Insured/Policyholder</b>	
Name Of Registered Owner	LEONG POH CHING
NRIC No	SXXXX072Z
Email Address	NOEMAIL
Mobile Phone No	(LOCAL) +65-97378748
Alternative Phone No	OFFICE-97378748

### Vehicle Particulars

Manufacturer	VOLKSWAGEN
Model	BEETLE CABRIOLET 1.2 L TSI 77KW 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?	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	VPA/P237849D
Cover Note Number	

### Driver

Name of Driver	LEONG POH CHING
NRIC No	SXXXX072Z
Date Of Birth	19/02/1968
Occupation	INDOOR
Date Of Driving Pass	12/06/1992
Driving Experience	27 YEARS AND 9 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97378748
Fax Number	
Contact Number	OFFICE-97378748
Email Address	NOEMAIL

Address	51 JALAN SINDOR SINGAPORE
Postcode	808406
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 - CHANGE/CROSS LANE
Weather Conditions	RAINING
Road Surface	WET

### 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	SCG5522E
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	
NRIC/Passport Number	
Contact Number	
Address	
Postcode	
Insurance Company Name	AIG ASIA PACIFIC INSURANCE PTE. LTD.
Nature Of Damage	
No. Of Passenger (Including Driver)	

**SKETCH PLAN**

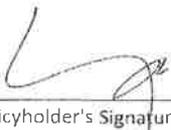
**IMPORTANT NOTICE**

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.
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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:

  
\_\_\_\_\_  
Reporting Centre Personnel's Signature  
Name: Steven Chee  
NRIC/FIN No.:



REPUBLIC OF SINGAPORE  
IDENTITY CARD NO. S6874072Z



Name  
LEONG POH CHING

梁宝贞

Race  
CHINESE  
Date of birth  
19-02-1968  
Country/Place of birth  
MALAYSIA

Sex  
F

S6874072Z



6337430



NRIC No. S6874072Z



Date of issue  
09-11-2019

Address  
51 JALAN SINDOR  
SINGAPORE 808406

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

Class	Description	PASS DATE
Class 3	Motor Cars and Motor Tractors the weight of which unladen does not exceed 2500 kilograms	12 Jun 1992

NP 428A



Licence No: S6874072Z

**AXA INSURANCE PTE LTD**  
 8 Shenton Way, #24-01  
 AXA Tower, Singapore 068811 Customer  
 Centre #01-21  
 Tel: 18000 504888  
 Website: www.axa.com.sg  
 GST Registration Number 19903512M  
 customer.care@axa.com.sg



**CERTIFICATE OF INSURANCE**

Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) Motor Vehicles (Third-Party Risks and Compensation) Rules, 1960 Road Transport Act, 1987 (Malaysia) Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)		
<b>CERTIFICATE NO.</b>	: VPA/P2378490	Account No.: 18462
<b>Coverage</b>	: Comprehensive (SmartDrive Volkswagens)	
<b>Sum Insured</b>	: Market Value At The Time Of Loss	
<b>Name of Policy Holder</b>	: LEONG POH CHING	
<b>Vehicle Registration No.</b>	: SLG5292E	
<b>Period of Insurance</b>	: From 23/01/2020 To 22/01/2021 (Both Dates Inclusive)	
<b>PERSONS OR CLASSES OF PERSONS ENTITLED TO DRIVE*</b>		
(a) The Policyholder The Policyholder may also drive a Motor Car not belonging to or not hired (under a hire purchase agreement or otherwise) to him or his employer or his partner (b) Any other person who is driving on the Policyholder's order or with his permission Provided that the person driving is permitted in accordance with the licensing or other laws or regulations to drive the Motor Vehicle or has been so permitted and is not disqualified by order of a Court of Law or by reason of any enactment or regulation in that behalf from driving the Motor Vehicle.		
<b>LIMITATIONS AS TO USE*</b>		
Use only for social, domestic and pleasure purposes and for the Policyholder's business. The policy does not cover - use for hire or reward, racing, pace-making, reliability trial, speed testing, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with motor trades or when the Motor Car, whether stationary, in use or otherwise, is in or on, a racing track, circuit, route, course or any other roads by whatever name called that are typically used for racing, pace-making or such similar purposes.		
(01)		
<b>Basic Own Damage Excess</b>	: SGD 700.00	
An Additional Excess is applicable as follows: S\$2,500.00 for Young or Inexperienced Driver. Young or Inexperienced Driver is defined as any driver whom is aged below 23 years old and/or less than one year of driving experience.		
(Please refer to your policy on the terms & conditions)* Limitations rendered inoperative by Section 4 of the Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) and Section 35 of the Road Transport Act, 1987 (Malaysia), are not to be included under these headings.		

I/we hereby certify that the policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) and Part IV of the Road Transport Act, 1987 (Malaysia).



**ARF (Asia Pacific) Pte Ltd**  
 7 Maxwell Road #01-130  
 MND Complex, Annex B  
 Singapore 067111

**AXA INSURANCE PTE LTD**

Issued By - SGOASH ON 10/02/2020

Authorized Signature

**IMPORTANT:**

Policyholders are warned that on the sale of a motor vehicle they must surrender the Certificate of Insurance and the Policy to the insurance company. If the certificate of insurance has been lost or destroyed a statutory declaration to the effect must be made. Failure to comply with this obligation is an offence under the Motor Vehicle (Third-Party Risks and Compensation) Act (Cap. 189). The Premium Waiver Clause requires the premium to be paid in full within a specified period failing which there would be no liability under the policy, renewal certificate, endorsements and endorsements etc.