



AXA PREMIUM W/SHOP ONLY : 26/11/2020  
14th DAY : 27/11/2020

\* SCENE VIDEO \*

## Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer Ms WEI LING ELENA  
NRIC 6xxxx385A insured of vehicle 3MV 3258J against  
your insured vehicle number CHC 8993X ( INDIA )  
On the accident dated on 15.11.2020 (ddmmyyy) along AMK AV6 1  
JUNCT TO CTE -

Dated this 17 NOV 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

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



SKODA

Commercial  
Vehicles

## Quotation

Non binding - Preview

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Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
HO  
WEI LING ELENA  
(HE HUILING)  
353 ANG MO KIO STREET 32  
#19-141  
SINGAPORE 560353

Document no.  
Document date 17-11-2020  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 30001  
Job order number 2020030860/ 1  
Job order date 16-11-2020  
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMV3258J	3G24JZC0	25-09-2020	WVWZZZ3CZKE139725	Passat Comfortline 1.8   TSI 132kW DSG	500

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
3G5807417 GRU	Cover Primed	1	pcs.	1,544.88	#1	1,544.88	1,653.02
	REAR BUMPER						
3G0807521B GRU	Spoiler Primed	1	pcs.	259.44	#1	259.44	277.60
3G0807305T	Bumper	1	pcs.	541.33	#1	541.33	579.22
	REINFORCEMENT						
3G5807863	Attachment Strip	1	pcs.	58.90	#1	58.90	63.02
	BUMPER CTR BRACKET						
3G5807483A	Guide	1	pcs.	21.96	#1	21.96	23.50
	LHR BUMPER BRACKET ( UPPER )						
3G5807484A	Guide	1	pcs.	21.96	#1	21.96	23.50
	RHR BUMPER BRACKET ( UPPER )						
3G5807375	Guide Piece	1	pcs.	37.61	#1	37.61	40.24
	LHR BUMPER BRACKET ( SIDE )						
3G5807376	Guide Piece	1	pcs.	37.61	#1	37.61	40.24
	RHR BUMPER BRACKET ( SIDE )						
N 90346302	Pop-Rivet	10	pcs.	1.14	#1	11.40	12.20
3G0998491	1 Set Sensor Brackets	1	pcs.	43.74	#1	43.74	46.80
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
3G0853842 ZZZ	Decorative Moulding Brigh	1	pcs.	166.56	#1	166.56	178.22
	RHR BUMPER SIDE MLDG CHROM						
3G0853835 ZZZ	Decorative Moulding Brigh	1	pcs.	216.66	#1	216.66	231.83
	BUMPER CTR MLDG CHROM						
3G0945104A	Reflector	1	pcs.	65.92	#1	65.92	70.53
	RHS REFLECTOR INNER						
3G0945106A	Reflector	1	pcs.	65.92	#1	65.92	70.53
	RHS REFLECTOR OUTER						
	LABOUR	3	pcs.	840.00	#1	2,520.00	2,696.40
	SPRAY PAINT	4	pcs.	800.00	#1	3,200.00	3,424.00
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	INDIA INS DIRECT SETTLEMENT						
	DOA : 15/11/2020						
	TP VEH : SHC8993X						
	SURVEY BY :						

Quotation valid till 23-11-2020

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	9,029.23	7%	685.25	9,789.23	10,474.48
Total	760.00	9,029.23		685.25	9,789.23	10,474.48

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



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(HE HUILING)  
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#19-141  
SINGAPORE 560353

Document no.  
Document date  
Customer no.  
Customer GST-ID  
Dealer  
Job order number  
Job order date  
Service Advisor

17-11-2020  
5211000972  
198703792K  
30001  
2020030860/ 1  
16-11-2020  
TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMV3258J	3G24JZC0	25-09-2020	WVWZZZ3CZKE139725	Passat Comfortline 1.8 I TSI 132kW DSG	500

Customer

Service Advisor

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://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	16/11/2020 14:16
Date Of Accident	15/11/2020 15:00
Exact Location Of Accident	ANG MO KIO AVE 1 JUNCT TO CTE
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMV3258J
<b>Insured/Policyholder</b>	
Name Of Registered Owner	HO WEI LING ELENA
NRIC No	SXXXX385A
Email Address	EHWL@MSN.COM
Mobile Phone No	(LOCAL) +65-97897693
Alternative Phone No	OFFICE-97897693

### 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?	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/P2407012
Cover Note Number	

### Driver

Name of Driver	HO WEI LING ELENA
NRIC No	SXXXX385A
Date Of Birth	11/12/1976
Occupation	INDOOR
Date Of Driving Pass	28/12/1995
Driving Experience	24 YEARS AND 10 MONTHS
Gender	FEMALE
Mobile Number	(LOCAL) +65-97897693
Fax Number	
Contact Number	OFFICE-97897693
Email Address	EHWL@MSN.COM

Address	BLK 3 SIN MING WALK #18-29 SINGAPORE
Postcode	575575
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	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	SHC8993X
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	TAXI
Name of Driver	LIM AH SENG
NRIC/Passport Number	
Contact Number	91377298
Address	
Postcode	
Insurance Company Name	
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.
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: 16/11/2020  
2.10pm

Driver's Signature

(If driver is not the policyholder)  
Date & Time:

Reporting Centre Personnel's Signature

Name:

NRIC/FIN No.:



**AXA INSURANCE PTE LTD**  
 8 Shenton Way, #24-01  
 AXA Tower, Singapore 068811  
 Customer Centre #01-21  
 Tel: 1800 8804888 Fax:-  
 Website: www.axa.com.sg  
 GST Registration Number: 199903512M  
 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)

CERTIFICATE NO. : **VPA/P2407012** Account No. : **18642**  
 Coverage : **Comprehensive**  
 Sum Insured : **Market Value At The Time Of Loss**  
 Name of Policy Holder : **HO WEI LING ELENA (HE HUILING)**  
 Vehicle Registration No. : **SMV3258J**  
 Period of Insurance : **From 25/09/2020 To 24/09/2022 (Both Dates Inclusive)**

**PERSONS OR CLASSES OF PERSONS ENTITLED TO DRIVE\***

- (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.

**LIMITATIONS AS TO USE\***

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, speedtesting, the carriage of goods other than samples in connection with any trade or business or use for any purpose in connection with motor trade; 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)

**Basic Own Damage Excess : SGD 850.00**

An Additional Excess is applicable as follows:  
 S\$500.00 for Unnamed Authorized Driver &/or Declared Young & Inexperienced Driver.  
 S\$5,000.00 for Undeclared Young and Inexperienced Driver.  
 (Please refer to your policy on the terms & conditions)

\* Limitations rendered inoperative by Section 8 of the Motor Vehicles (Third-Party Risks and Compensation) Act, (Chapter 189) and Section 95 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).

**N.B : (Private Car Only)**

You have signed an Undertaking to use exclusively AXA Premium Workshops for all your accident repairs insured by AXA.

Basic Own Damage Excess for Insured & Named Drivers is reduced as follows:

- . 50% NCD - Nil Excess
- . 0% - 40% - Excess Halved

**AXA INSURANCE PTE LTD**
  
**Authorized Signature**

Issued by - **SGIMCHEN2** on **28/09/2020**

**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 Warranty Clause requires the premium to be paid in full within a specific period failing which there would be no liability under the policy, renewal certificate, covernote and endorsement etc.