



ALG Due: 18/1/2021
14th Day: 19/1/2021

No video

**Letter of Claims
Request for direct settlement.**

We are submitting a claim on behalf of our customer PUA CHAI SENG 97643373
NRIC SXXXX 056J insured of vehicle SMG 7346R against
your insured vehicle number SMJ 7715T (ALG)
On the accident dated on 5-1-2021 (ddmmyyyy) along MARYMOUNT RD
NEXT TO MARYMOUNT CC.

Dated this 05 JAN 2021 (day) of _____ (month) 2020.

Charmaine Kong
Volkswagen Group Singapore
Accident Claims Dept.
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

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Company
AIG ASIA PACIFIC INSURANCE P/L
78 Shenton Way
#07-16 AIG Building
Singapore 079120

Customer Details:
Mr
PUA
CHAI SENG
80 LORONG 4 TOA PAYOH
#10-466
Singapore 310080

Document no.
Document date 05-01-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021000412/ 1
Job order date 05-01-2021
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMG7346R	3G24JZ	28-12-2018	WVWZZZ3CZKE016473	Passat Comfortline 1.8 I TSI 132kW DSG	8,949

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
3G5827025A	Rear Trunk Lid	1	pcs.	2,733.59	#1	2,733.59	2,924.94
3G5827301A	Flap Hinge	1	pcs.	109.92	#1	109.92	117.61
	LHR						
3G5827302A	Flap Hinge	1	pcs.	109.92	#1	109.92	117.61
	RHR						
3G5827705G 5AP	Decklid Weatherstrip Blac	1	pcs.	317.42	#1	317.42	339.64
3G0853687 2ZZ	Inscription Bright Chrome	1	pcs.	74.25	#1	74.25	79.45
	PASSAT						
3G0853675AF2ZZ	Inscription Bright Chrome	1	pcs.	74.25	#1	74.25	79.45
	280 TSI						
3G5807417 GRU	Cover Primed	1	pcs.	1,655.72	#1	1,655.72	1,771.62
	REAR BUMPER						
3G0807521B GRU	Spoiler Primed	1	pcs.	288.69	#1	288.69	308.90
3G0998491	1 Set Sensor Brackets	1	pcs.	44.68	#1	44.68	47.81
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	78.91	#1	78.91	84.43
D 822150A1	Bonding Agent For Plastic	1	pcs.	62.81	#1	62.81	67.21
WHT005263	Rivet	4	pcs.	1.14	#1	4.56	4.88
3G0807305T	Bumper	1	pcs.	602.16	#1	602.16	644.31
	REINFORCEMENT						
3G5807863	Attachment Strip	1	pcs.	61.50	#1	61.50	65.81
	RR CTR BRACKET						
3G5807483A	Guide	1	pcs.	22.98	#1	22.98	24.59
	LHR TAILLIGHT BRACKET						
3G5807375	Guide Piece	1	pcs.	39.43	#1	39.43	42.19
	LHR SIDE BRACKET						
3G0853841 2ZZ	Decorative Moulding Brigh	1	pcs.	168.93	#1	168.93	180.76
	LHR CHROME						
3G0853842 2ZZ	Decorative Moulding Brigh	1	pcs.	168.93	#1	168.93	180.76
	RHR CHROME						
3G0853079 2ZZ	Zierleiste Chromglanz	1	pcs.	102.32	#1	102.32	109.48
	CTR CHROME						
3G5813301A	End Plate	1	pcs.	985.21	#1	985.21	1,054.17
	END PANEL INNER						
3G5813315	Lock Carrier	1	pcs.	408.26	#1	408.26	436.84
	END PANEL OUTER						
3G5813319A	Mounting For Taillight	1	pcs.	168.07	#1	168.07	179.83
	LHR END PANEL TAILLIGHT MOUNT						
D 007500A2	Zinc Spray	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive	1	pcs.	428.72	#1	428.72	458.73
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	64.15	#1	64.15	68.64
3G5945207E	Led Tail Light	1	pcs.	611.56	#1	611.56	654.37
	LHR OUTER						

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Customer Details:
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Singapore 310080

Document no.
Document date 05-01-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021000412/ 1
Job order date 05-01-2021
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMG7346R	3G24JZ	28-12-2018	WVWZZZ3CZKE016473	Passat Comfortline 1.8 I TSI 132kW DSG	8,949

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
3G5945307K	Led Tail Light	1	pcs.	561.33	#1	561.33	600.62
	LHR INNER						
3G0945103A	Reflector	1	pcs.	68.61	#1	68.61	73.41
	LHR INNER						
3G0945105A	Reflector	1	pcs.	68.61	#1	68.61	73.41
	LHR OUTER						
3G0253609M	Exhaust Silencer Rear	1	pcs.	1,498.02	#1	1,498.02	1,602.88
3Q0253409H	Middle Exhaust Muffler	1	pcs.	635.13	#1	635.13	679.59
1K0253141T	Dual Clamp	2	pcs.	62.04	#1	124.08	132.77
5Q0253144M	Bracket For Exhaust Syste	1	pcs.	42.26	#1	42.26	45.22
6R0819465C	Entlüftungsblende	1	pcs.	38.62	#1	38.62	41.32
	REAR LHR VENT TRIM						
3G5971104C	Harness For Bumper	1	pcs.	128.61	#1	128.61	137.61
	LABOUR	6	pcs.	840.00	#1	5,040.00	5,392.80
	TRANSFER BOOTLID MECHANISM	1	pcs.	840.00	#1	840.00	898.80
	R&R REAR LUGGAGE COMPARTMENT	1	pcs.	840.00	#1	840.00	898.80
	R&R EXHAUST	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	5	pcs.	800.00	#1	4,000.00	4,280.00
	CHECK WATER LEAK	1	pcs.	150.00	#1	150.00	160.50
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	AIG DIRECT SETTLEMENT						
	DOA : 05/01/2021						
	TP VEH : SMJ7715T						
	SURVEY BY :						

Quotation valid till 12-01-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	24,405.09	7%	1,761.56	25,165.09	26,926.65
Total	760.00	24,405.09		1,761.56	25,165.09	26,926.65

Customer

Service Advisor

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Biz. Reg. No.: 199101494Z
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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).-----

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 Submission	05/01/2021 10:36 (SGT)
Date of Accident	05/01/2021 07:20 (SGT)
Exact Location of Accident	Marymount, Singapore
Additional Location Information	MARYMOUNT RD NEXT TO MARYMOUNT COMMUNITY CLUB
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMG7346R
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INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	PUA CHAI SENG
NRIC No	SXXXX056J
Email Address	drcspua@gmail.com
Mobile Phone No	(Phone) +65-97643373
Alternative Phone No	(Home) +65-97643373

VEHICLE PARTICULARS

Manufacturer	Volkswagen
Model	Passat
Variant	-
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 - Claiming third party
Vehicle Category	Private car

INSURANCE COMPANY

Name of Insurance Company	AIG
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	2070156384
Cover Note Number	-

DRIVER

Name of Driver	PUA CHAI SENG
NRIC No	SXXXX056J

Date Of Driving Pass	25/07/2003
Driving experience	17 YEARS AND 6 MONTHS
Gender	Male
Mobile Number	(Phone) +65-97643373
Alt. Phone Number	(Home) +65-97643373
Email Address	drcspua@gmail.com
Address	APT BLK 80 LORONG 4 TOA PAYOH
Address complement	#10-466
Postcode	310080
Is the driver the policyholder?	Yes
If No, Relationship of the Driver with the Insured	-
Does Driver Own Other Vehicles?	No
Vehicle Registration Number of Other Vehicle Owned by Driver	-
Insurance Company of Other Vehicle Owned by Driver	-

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 the accident?	No
Number of vehicles involved in the accident	2
Was anybody injured in the Accident?	No
Was any injured conveyed to hospital by ambulance?	-
Was any other material or property damaged?	Yes
Number of Passengers (Including Driver)	1
Has the driver been approached by unknown person(s) soliciting/offering accident claims assistance?	No

DETAILS OF POLICE ACTION

Was the accident reported to the police?	No
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	SMJ7715T
Vehicle Manufacturer	Kia
Vehicle Model	-
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Private car
Name of Driver	-
Contact Number	-
Address	-
Address complement	-
Postcode	-


Nature Of Damage	-
Details of property damaged in accident	-
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:

5/11/2021 9.00am.

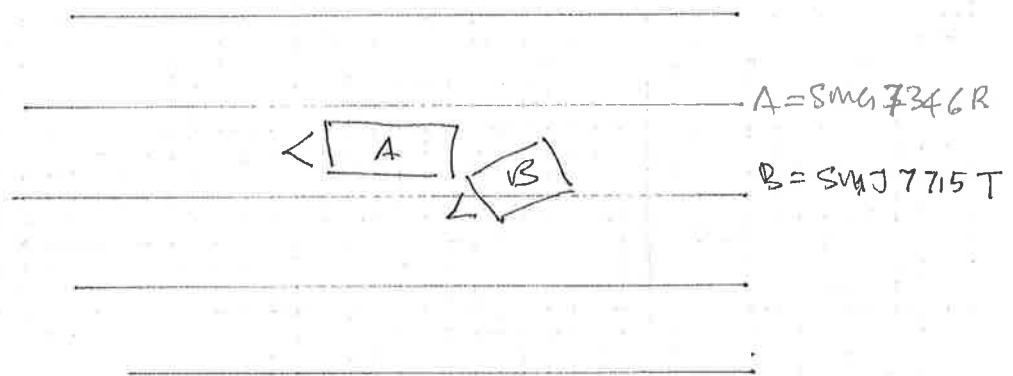
Driver's Signature

(If driver is not the policyholder)

Steven Chee
Insurance Advisor
Tel: 6305 7299 Ext: 511
MP: 8511 2203
Fax: 6285 8620

Reporting Centre Personnel's Signature
Name:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was waiting at a traffic light along Mamymount Road, next to Mamymount Community club, at 7:20am, 5, Jan 2021. Suddenly, the car hit me from behind at rear left corner. The driver was trying to switch lane when it hit my car.

DECLARATION

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

Steven Chee
Insurance Advisor
Tel: 6305 7299 Ext: 511
HP: 8511 2203
Fax: 6285 8620