Volkswagen Centre Singapore



Biz Reg. No. 53103069E GST No. M20098505-2

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer Chan Wee Kuan
NRIC SXXXX1486. insured of vehicle SMS5/1497. against
your insured vehicle number SGLG155B . (AIG)
your insured vehicle number S6261558 (AlG On the accident dated on 131221 (ddmmyyyy) along PLE
tude Toa Payoh
Dated this
Charmaine Kong
Volkswagen Group Singapore Accident Claims Dept.
charmaine.kong@vw.com.sg
DID: 63057176/ 63057299
HP: 92361399

26 Leng Kee Rd Singapore 159104

Biz. Reg. No.: 199101494Z GST No.: M200985052



1/4





Quotation

Non binding - Preview

Company AIG ASIÁ PACIFIC INSURANCE P/L 78 Shenton Way

#07-16 AIG Building Singapore 079120

Customer Details: Mr

CHUA WEE KUAN

BLK 671B JURONG WEST ST 65

#14-106

SINGAPORE 642671

Page

Document no. Document date 14-01-2021 Customer no. 5211043795 **Customer GST-ID** 201009404M

30001 Dealer

2021001779/1 Job order number Job order date 13-01-2021

Service Advisor TIOW CHUAN CHEE

License plate Model code First registration VIN Model Mileage SMS5149T 5E36UDR3 28-02-2020 TMBBU7NE9L0053813 Octavia RS 2,0 I TSI 180kW w/o WC MY20 22,198

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
	R&R REAR EXHAUST	1	pcs.	840.00		#1	840.00	898.80
	R&R REAR SUB FRAME	4	pcs.	840.00		#1	3.360.00	3.595.20
	R&R ROOFLINING	3	pcs.	840.00		#1	2,520.00	2,696.40
	R&R FUEL TANK	3	pcs.	840.00		#1	2,520.00	2,696,40
	CHANGE LINE ASSIST SYSTEM	1	pcs.	840.00		#1	840.00	898.80
	CALIBRATION							
5E0807221AA	Cover For	1	pcs.	1,539.67	28.00%	#1	1,108.56	1,186.16
	FRT BUMPER							,
5E0919485H	Sensor Bra	1	pcs.	13.05	28.00%	#1	9.40	10.06
5E0919486H	Sensor Bra	1	pcs.	13.05	28.00%	#1	9.40	10.06
5E0807248E	Buffer	1	pcs.	49.49	28.00%	#1	35.63	38.12
	FRT BUMPER FOAM							
5E5827023E	Rear Trunk	1	pcs.	3,255.00	28.00%	#1	2,343.60	2,507.65
5E5845049AANVB	Rear Windo	1	pcs.	811.06	28.00%	#1	583.96	624.84
	REAR W/SCREEN							
D 169300M2	1k Window Adhesive	2	pcs.	51.11	28.00%	#1	73.60	78.75
D 00940104	All Purpose Cleaner	1	pcs.	94.03	28.00%	#1	67.70	72.44
00920002	Primer	1	pcs.	27.39	28.00%	#1	19.72	21.10
D 181802M1	Activator For Precoated W	1	pcs.	25.14	28.00%	#1	18.10	19.37
D 00950025	Applicator	2	pcs.	10.12	28.00%	#1	14.57	15.59
5E5860523 9B9	Strip	1	pcs.	20.54	28.00%	#1	14.79	15.83
	3RD BRAKE LIGHT STRIP							
5E5827705J	Decklid We	1	pcs.	130.64	28.00%	#1	94.06	100.64
	REAR BOOT WETHERSTRIP							
NHT007341	Rivetted Cap Nut	2	pcs.	2.28	28.00%	#1	3.28	3.51
3V0853621A FOD	Skoda Embl	1	pcs.	64.32	28.00%	#1	46.31	49.55
5JA853687 2ZZ	Inscriptio	1	pcs.	73.51	28.00%	#1	52.93	56.64
	EMBLEM - SKODA							
5E0853687 2ZZ	Inscriptio	1	pcs.	82.45	28.00%	#1	59.36	63.52
	EMBLEM - OCTAVIA							
E0853687R NTA	Inscriptio	1	pcs.	82.45	28.00%	#1	59.36	63.52
	EMBLEM - RS							
5E5807421B	Cover For	1	pcs.	1,371.14	28.00%	#1	987.22	1,056.33
	REAR BUMPER							
E5807521F 9B9	Spoiler	1	pcs.	178.34	28.00%	#1	128.40	137.39
5E5807441A GRU	Cover For	1	pcs.	7.25	28.00%	#1	5.22	5,59
	REAR BUMPER TOWING COVER							
5E5807364A	Bracket	1	pcs.	20.41	28.00%	#1	14.70	15.73
	EXHAUST PIPE CHROM BRACKET RH							
E0253682H	Exh.Tail P	1	pcs.	466.09	28.00%	#1	335.58	359.07
	EXH PIPE CHROM RH			,				
5E5807305B	Reinforcem	1	pcs.	448.02	28.00%	#1	322.57	345.15
	REAR REINFORCEMENT							

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

GST No.: M200985052







Quotation

Non binding - Preview

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

Customer Details: Mr CHUA WEE KUAN BLK 671B JURONG WEST ST 65

#14-106 SINGAPORE 642671 Page 2/4 Document no. Document date 14-01-2021 5211043795 Customer no. Customer GST-ID 201009404M Dealer 30001 Job order number 2021001779/1 Job order date 13-01-2021 Service Advisor **TIOW CHUAN CHEE**

License plate First registration Model code Model Mileage 28-02-2020 Octavia RS 2.0 I TSI 180kW w/o WC MY20 SMS5149T 5E36UDR3 TMBBU7NE9L0053813 22,198

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax	code	Total amount excl. GST	Total amount incl. GST
5E0807837B 9B9	Connecting BUMPER END TRIM LH	1	pcs.	28.48	28.00%	#1	20.51	21.95
5E0807838B 9B9	Connecting BUMPER END TRIM RH	1	pcs.	28.48	28.00%	#1	20.51	21.95
5E5807863	Retaining BUMPER CTR BRACKET LH	1	pcs.	65.74	28.00%	#1	47.33	50.64
5E5807864	Retaining BUMPER CTR BRACKET RH	1	pcs.	65.74	28.00%	#1	47.33	50.64
5E5807393	Guide Piec BUMPER SIDE BRACKET LH	1	pcs.	20.46	28.00%	#1	14.73	15.76
5E5807394	Guide Piec BUMPER SIDE BRACKET RH	1	pcs.	20.46	28.00%	#1	14.73	15.76
WHT003737	Unbekannt NUT	6	pcs.	0.19	28.00%	#1	0.82	0.88
N 10621301	Expanding Nut	10	pcs.	1.80	28.00%	#1	12.96	13.87
5E5919485C	Sensor Bra	1	pcs.	11.63	28.00%	#1	8.37	8.96
5E5919486C	Sensor Bra	1	pcs.	11.63	28.00%	#1	8.37	8.96
5E5919485B	Sensor Bra	2	pcs.	11.63	28.00%	#1	16.75	17.92
5Q0919275B GRU	Sensor Primed	2	pcs.	164.62	28.00%	#1	237.05	253.64
5Q0919133 9B9	Seal Ring Satin Black	2	pcs.	1.28	28.00%	#1	1.84	1.97
D 822150A1	Bonding Agent For Plastic	1	pcs.	62.81	28.00%	#1	45.22	48.39
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	78.91	28.00%	#1	56.82	60.80
5E5945712A	Taillight TAILLIGHT RH	1	pcs.	691.81	28.00%	#1	498.10	532.97
5E0945106B	Reflector REFLECTOR RH	1	pcs.	35.76	28.00%	#1	25.75	27.55
5E0945104B	Reflector REFLECTOR CTR	1	pcs.	54.64	28.00%	#1	39.34	42.09
5E5813301B	Rear Panel END PANEL INNER	1	pcs.	581.29	28.00%	#1	418.53	447.83
5E5813309	End Plate END PANEL OUTER	1	pcs.	120.67	28.00%	#1	86.88	92.96
D 007500A2	Zinc Spray	1	pcs.	62.88	28.00%	#1	45.27	48.44
D 180003M2	2k-Body Adhesive	1	pcs.	428.72	28.00%	#1	308.68	330.29
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	64.15	28.00%	#1	46.19	49.42
5E0810970E	Wheelhouse RHR FENDER LINER	1	pcs.	120.88	28.00%	#1	87.03	93.12
5Q0813116B	Floor Pan	1	pcs.	522.30	28.00%	#1	376.06	402.38
5Q0803274B	Retainer SPARE WHEEL BOLT BRACKET	1	pcs.	44.66	28.00%	#1	32.16	34.41
5G0803899	Bolt For Spare Wheel Moun	1	pcs.	19.75	28.00%	#1	14.22	15.22
5Q0907686C	Control Unit For Blind Sp	1	pcs.	864.09	28.00%	#1	622.14	665.69
5E5907456A	Bracket CONTROL UNIT BLIND SPOT BRACKET	1	pcs.	22.66	28.00%	#1	16.32	17.46
5E0253181CF	Middle Exh REAR SILENCER	1	pcs.	4,124.43	28.00%	#1	2,969.59	3,177.46
1K0253141AA	Dual Clamp	1	pcs.	62.04	28.00%	#1	44.67	47.80

26 Leng Kee Rd Singapore 159104 Biz. Reg. No.: 19910149

Biz. Reg. No.: 199101494Z GST No.: M200985052







Quotation

Non binding - Preview

Company AIG ASIA PACIFIC INSURANCE P/L 78 Shenton Way #07-16 AIG Building Singapore 079120 Customer Details: Mr CHUA WEE KUAN BLK 671B JURONG WEST ST 65 #14-106 SINGAPORE 642671 Page 3/4 Document no. Document date 14-01-2021 Customer no. 5211043795 **Customer GST-ID** 201009404M Dealer 30001 Job order number 2021001779/1 Job order date 13-01-2021 Service Advisor **TIOW CHUAN CHEE**

License plate Model SMS5149T 5E36U		VIN TMBBU7NE9L0053813	Model Octavia RS 2.0 TSI 180kW w/o WC MY20	Mileage 22,198
--	--	--------------------------	--	-------------------

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax	code	Total amount excl. GST	Total amount incl. GST
5Q0825712D	Heat Shield For Exhaust M	1	pcs.	112.50	28.00%	#1	81.00	86.67
	Towing assistance - AWP	1	pcs.	195.00		#1	195.00	208.65
	LABOUR FRT	3	pcs.	840.00		#1	2,520.00	2,696.40
	SPRAY PAINT FRT	2	pcs.	800.00		#1	1,600.00	1,712.00
	LABOUR REAR	12	pcs.	840.00		#1	10,080.00	10,785.60
	SPRAY PAINT REAR	9	pcs.	800.00		#1	7,200.00	7,704.00
	R&R REAR W/SCREEN	1	pcs.	840.00		#1	840.00	898.80
	TRANSFER BOOT LID MECHANISM	1	pcs.	840.00		#1	840.00	898.80
	R&R REAR LUGGAGE TRIM	1	pcs.	840.00		#1	840.00	898.80
	R&R REAR SEAT	1	pcs.	840.00		#1	840.00	898.80
	VEHICLE ON BENCH - CELETTE	1	pcs.	1,500.00		#1	1,500.00	1,605.00
	REAR WATER LEAK TEST	1	pcs.	150.00		#1	150.00	160.50
	FRT NUMBER PLATE	1	pcs.	80.00		#1	80.00	85.60
	REAR W/SCREEN SOLAR FILM AIG DIRECT SETTLEMENT DOA: 13/01/2021 TP VEH: SGL6155B SURVEY BY:	1	pcs.	400.00		#1	400.00	428.00

Quotation valid till 20-01-2021

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	10,840.00	39,758.29	4,928.54	7%	3,541.88	4,928.54	50,598.29	54,140.17
Total	10,840.00	39,758.29	4,928.54		3,541.88	4,928.54	50,598.29	54,140.17

Customer	Service Advisor
VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (and promotions)	for additional services, products

26 Leng Kee Rd Singapore 159104

Biz. Reg. No.: 199101494Z GST No.: M200985052







Quotation

Non binding - Preview

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

Customer Details: Mr CHUA **WEE KUAN** BLK 671B JURONG WEST ST 65 #14-106

SINGAPORE 642671

Page 4/4 Document no. Document date 14-01-2021 Customer no. 5211043795 **Customer GST-ID** 201009404M Dealer 30001 Job order number 2021001779/1 Job order date 13-01-2021 Service Advisor **TIOW CHUAN CHEE**

	License plate	Model code	First registration	VIN	Model	Mileage
	SMS5149T	5E36UDR3	28-02-2020	TMBBU7NE9L0053813	Octavia RS 2.0 I TSI 180kW w/o WC MY20	22,198
J				I		

SV0N211D0001 / Volkswagen Group Singapore Pte Ltd ENTRY DATE & TIME: 13/01/2021 13:34 (SGT) SUBMITTED BY: Steven Chee VERSION: 1 (13/01/2021 13:34 (SGT))

SINGAPORE ACCIDENT STATEMENT

IMPORTANT NOTICE

- 1. Please report correctly the details of the accident to speed up the claims process,
- The Form must be completed by the Policyholder and/or the Authorised Driver
 Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or witholding of material facts may allow insurance companies to repudiate
- 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 13/01/2021 13:34 (SGT) Date of Accident 13/01/2021 07:20 (SGT) **Exact Location of Accident** Singapore Additional Location Information PIE TWDS TOA PAYOH Country/State of Loss Singapore

DETAILS OF OWN VEHICLE

No

Vehicle Registration Number SMS5149T

INSURED/POLICYHOLDER

Is company? No Name Of Registered Owner **CHUA WEE KUAN** NRIC No

SXXXX148G Email Address JC_ROMANTIC@YAHOO.COM.SG

Mobile Phone No (Phone) +65-96969147 Alternative Phone No (Home) +65-96969147

VEHICLE PARTICULARS

Manufacturer Skoda Model Octavia 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 Axa

Type of Coverage Comprehensive

Fleet Policy

Policy Number VPA/P2383317/00

Cover Note Number

DRIVER

Name of Driver CHUA WEE KUAN NRIC No SXXXX148G

Date Of Driving Pass Driving experience

Gender Mobile Number

Alt. Phone Number **Email Address**

Address

Address complement

Postcode

Is the driver the policyholder?

If No, Relationship of the Driver with the Insured

Does Driver Own Other Vehicles?

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 Weather Conditions

Road Surface

Chain Collision

04/10/2017

Male

#14-106

642671

Yes

No

3 YEARS AND 3 MONTHS

JC_ROMANTIC@YAHOO.COM.SG

BLK 671B JURONG WEST STREET 65

(Phone) +65-96969147

(Home) +65-96969147

Clear Wet

OTHER INFORMATION

Was any foreign vehicle involved in the accident? Number of vehicles involved in the accident Was anybody injured in the Accident? Was any injured conveyed to hospital by ambulance? Was any other material or property damaged?

Number of Passengers (Including Driver) Has the driver been approached by unknown person(s)

soliciting/offering accident claims assistance?

No

5 Yes

No Yes

No

DETAILS OF POLICE ACTION

Was the accident reported to the police? Was notice of intended Prosecution given?

If yes, against whom?

No No

CIRCUMSTANCES OF ACCIDENT

REFER TO SKETCH PLAN

ATTACHMENT(S)

Are accident photos available for attachment? Was there any video captured by Car Camera? Was there any audio recorded?

Yes Yes No

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number

Vehicle Manufacturer Vehicle Model

Vehicle Variant Vehicle Colour

Vehicle Category Name of Driver

Contact Number Address

Address complement

Postcode

SGL6155B

Mercedes

Private car

Nature Of Damage	1
Details of property damaged in accident	
No. Of Passenger (Including Driver)	5

DETAILS OF OTHER VEHICLE PROPERTY 2

Vehicle Registration Number SML9687S Vehicle Manufacturer Toyota Vehicle Model Vehicle Variant Vehicle Colour Vehicle Category Private car Name of Driver Contact Number Address Address complement Postcode Insurance Company Name Nature Of Damage Details of property damaged in accident No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 3

Vehicle Registration Number SKJ1859A Vehicle Manufacturer Volvo Vehicle Model Vehicle Variant Vehicle Colour Vehicle Category Private car Name of Driver Contact Number Address Address complement Postcode Insurance Company Name Nature Of Damage Details of property damaged in accident No. Of Passenger (Including Driver)

DETAILS OF OTHER VEHICLE PROPERTY 4

Vehicle Registration Number FBP3528S Vehicle Manufacturer Vehicle Model Vehicle Variant Vehicle Colour Vehicle Category Motorcycle Name of Driver Contact Number Address Address complement Postcode Insurance Company Name Nature Of Damage Details of property damaged in accident No. Of Passenger (Including Driver)

INJURED PERSONS DETAILS

14.4

Address Complement

Post Code

Approximate Age Years Old

Injuries Sustained

Injured person in which vehicle?

Were seat belts worn?

Was this injured conveyed to hospital by ambulance?

LEG & HAND PAIN
FBP3528S

Yes
No

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 <u>truthful and accurate as possible</u>. Any wilful misrepresentation or withholding of material facts may allow insurance companies to <u>repudiate policy liability</u>.
- 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,

X

Driver's Signature

(If driver is not the policyholder)

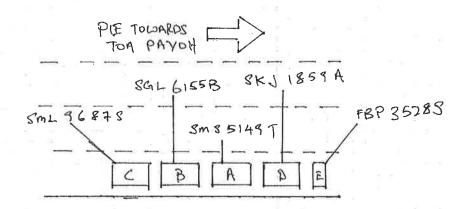
Steven Chee Insurance Advisor Jel: 6305 7299 Ext: 511 HP: 8511 2203

Fax: 6285 8620
Reporting Centre Personnel's Signature

Name:

Policyholder's Signature Date & Time:

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

			2 - 2				A1 - 10		016	Œ		,	٨	
										TOWAT				_
PA	YOH,	E	CKI	DDED	CHA	FAL	L	*	DE	-BRAKI	-/-	A	I-BRAKE	-
A	Нп	TUO	D	. 18	5 I. B	RAKE	AR	σc	41.7	010 70	A			
C	I-BRA	KĒ	BUA	417	01	ro B	s.							
														_
									-					
											-			
												_		
										4				
DECLAR										1 3	Steven	Chec)	-

DECLARATION

1/We declare the foregoing particulars are true in every respect;

Insurance Advisor Tel: 6305 7299 Ext: 511 HP: 8511 2203

Fax: 6285 8620

VEHICLE CONDITION REPORT FORM / JOB RECORD



Date: Time:	Customer Name: Chun William Customer Telephone:
Technician Name: RHAN 1995	Customer Telephone:
Reg. No: 3485196 No: 1851000182	Make/Model: S 1 CC MV M
Odometer Reading (Customer Vehicle):	Location: Gall of Course PA
KM Travelled by Assistance Vehicle:(1 way)	Time on Scene:
Fault Reported: 100 100 100 100 100 100 100 100 100 10	Time Job Completed: 501M
Fault Found:	Repaired at Breakdown Scene: Y/N
How was vehicle repaired?	VIN No:
- I (CaDe)	e circle the above as appropriate amaged area for scratch and Y for dent
Vehicle received in the above condition YES/NO	
If not stated as above specify difference:	

CUSTOMER DECLARATION

- 1. I am entitled to the service requested. In the event of this subsequently not being the case I shall be responsible for the cost of any assistance provided.
- 2. I accept that any roadside repairs will be of a temporary nature and that advice of a franchised dealer should be sought by me as soon as possible.
- 3. In the case of forced entry, I confirm that I specifically requested that the operator forcefully enter the vehicle and that all damages occasioned thereby is and shall be my sole responsibility.
- 4. I accept that any removable items left in the vehicle will not be the responsibility of the emergency service or their agents.

Customer Name & Signature Dealer/Workshop Signature, Name & Stamp (vellow copy)



Operators Signature (white & pink Stan