



HL: One claim
28/01/2020
not video
leave car.

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

We are submitting a claim on behalf of our customer Sim Chong Yee
NRIC Sxxxx376B insured of vehicle 8MU 9119T against
your insured vehicle number SLG 8117 (AIG)
On the accident dated on 15/01/2020 (ddmmyyy) along EPE Tunnel
Entrance

Dated this _____ (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



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
Sim
Chong Yee
Blk 615A Edgefield Plains
#13-331
SINGAPORE 821615

Document no.
Document date 15-01-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021002168/ 1
Job order date 15-01-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

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
	Leaked Check, Vacuum & Regas	1	pcs.	420.00	#1	420.00	449.40
	A/C GAS	1	pcs.	60.00	#1	60.00	64.20
	To Align LED Headlight	1	pcs.	100.00	#1	100.00	107.00
5TA823031E	Hood	1	pcs.	2,081.57	#1	2,081.57	2,227.28
	FRT BONNET						
5TA823301D	Flap Hinge	1	pcs.	228.71	#1	228.71	244.72
	LH						
5TA823315A	Hinge Cover	1	pcs.	8.67	#1	8.67	9.28
	LH						
5TA823302D	Flap Hinge	1	pcs.	228.71	#1	228.71	244.72
	RH						
5TA823316A	Hinge Cover	1	pcs.	8.67	#1	8.67	9.28
	RH						
5TA823823E	Activator For Pedestrian	2	pcs.	171.98	#1	343.96	368.04
8V0823397	Clip	4	pcs.	1.59	#1	6.36	6.81
8V0823739	Gasket	4	pcs.	1.34	#1	5.36	5.74
5TA823186A	Locking Catch	1	pcs.	83.39	#1	83.39	89.23
	LATCH						
5G1823509D	Hood Latch	1	pcs.	265.73	#1	265.73	284.33
	LOCK						
WHT000425	Hexagon Socket Oval Head	2	pcs.	2.50	#1	5.00	5.35
5TA807217 GRU	Cover For Bumper Primed	1	pcs.	1,369.89	#1	1,369.89	1,465.78
	FRT BUMPER						
5TA807723	Support Part	1	pcs.	47.18	#1	47.18	50.48
	BUMPER INNER BRACKET LH						
5TA807724	Support Part	1	pcs.	47.18	#1	47.18	50.48
	BUMPER INNER BRACKET RH						
5TA807049	Guide Piece	1	pcs.	42.77	#1	42.77	45.76
	BUMPER SIDE BRACKET LH						
5TA807050	Guide Piece	1	pcs.	42.77	#1	42.77	45.76
	BUMPER SIDE BRACKET RH						
5TA807109K	Impact Beam	1	pcs.	676.88	#1	676.88	724.26
	FRT REINFORCEMENT						
N 91234201	Riveted Cap Nut	4	pcs.	3.02	#1	12.08	12.93
5TA807248	Foam Insert	1	pcs.	58.48	#1	58.48	62.57
5TA959109A	Pressure Sensor (foam)	1	pcs.	183.97	#1	183.97	196.85
5Q0959651B	Crash Sensor For Airbag	2	pcs.	255.92	#1	511.84	547.67
	CRASH SENSOR (BUMPER)						
5K0973323	Flat Contact Housing	2	pcs.	10.56	#1	21.12	22.60
	CRASH SENSOR WIRE HOUSING						
5TA853651L LDB	Radiator Grille With Sati	1	pcs.	427.48	#1	427.48	457.40
3G0853601A JZA	Vw Sign Black/Bright Chro	1	pcs.	190.85	#1	190.85	204.21

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SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5TA853677K 9B9	Cooling Air Grill Satin B BUMPER CTR LOWER GRILLE	1	pcs.	190.53	#1	190.53	203.87
5TA853666C 9B9	Cover Part For Bumper Sat FOG LAMP GRILLE RH	1	pcs.	77.59	#1	77.59	83.02
5TC941113A	Led Headlight H/LAMP LH	1	pcs.	1,953.18	#1	1,953.18	2,089.90
5TC941114A	Led Headlight H/LAMP RH	1	pcs.	1,953.18	#1	1,953.18	2,089.90
3C0973737	Flat Contact Housing With H/LAMP WIRE HOUSING	2	pcs.	19.35	#1	38.70	41.41
5TA805588C	Lock Carrier With Mountin	1	pcs.	1,201.04	#1	1,201.04	1,285.11
5TA805705A	Guide BUMPER CTR BRACKET	1	pcs.	62.56	#1	62.56	66.94
5TA805567	Support For Lock Carrier	1	pcs.	61.50	#1	61.50	65.81
5TA806929	Cross Support H/LAMP TOP PANEL LH	1	pcs.	33.22	#1	33.22	35.55
5TA806930	Cross Support RHS H/LAMP TOP PANEL	1	pcs.	33.22	#1	33.22	35.55
5WA816411A	Klimakondensator Mit Flüs A/C CONDENSER	1	pcs.	700.74	#1	700.74	749.79
G 052300A2	Oil For Refrigerant Compr A/C OIL	0.2	pcs.	183.51	#1	36.70	39.27
5Q0121251HQ	Additional Radiator RADIATOR OUTER	1	pcs.	642.21	#1	642.21	687.16
5Q0121251GL	Radiator RADIATOR INNER	1	pcs.	722.13	#1	722.13	772.68
G 12E050A2	COOLANT	2	pcs.	20.88	#1	41.76	44.68
5TA121283E	Air Duct AIR GUIDE LH	1	pcs.	26.46	#1	26.46	28.31
5TA121284E	Air Duct AIR GUIDE RH	1	pcs.	26.46	#1	26.46	28.31
5Q0129954	Cover AIR INTAKE TOP COVER	1	pcs.	29.08	#1	29.08	31.12
5Q0010008D	Sticker 'Ac ' *Refrigeran	1	pcs.	16.84	#1	16.84	18.02
701010002AA	Kennschild *Bei Ölüberfü	1	pcs.	14.54	#1	14.54	15.56
5Q0129254B	Air Duct AIR INTAKE CTR HOUSING	1	pcs.	56.95	#1	56.95	60.94
5TA827025P	Rear Trunk Lid	1	pcs.	2,207.90	#1	2,207.90	2,362.45
D 169300M2	1k Window Adhesive	2	pcs.	51.11	#1	102.22	109.38
D 00940104	All Purpose Cleaner	1	pcs.	94.03	#1	94.03	100.61
D 00920002	Primer	1	pcs.	27.39	#1	27.39	29.31
D 181802M1	Activator For Precoated W	1	pcs.	25.14	#1	25.14	26.90
D 00950025	Applicator	2	pcs.	10.12	#1	20.24	21.66
5TA827939 041	Spoiler Satin Black RR W/SCREEN SIDE TRIM LH	1	pcs.	260.54	#1	260.54	278.78
5TA827940 041	Spoiler Satin Black RR W/SCREEN SIDE TRIM RH	1	pcs.	272.52	#1	272.52	291.60

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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
8D0853419D	Packing Adhesive	1	pcs.	29.20	#1	29.20	31.24
	REAR NUMBER PLATE PACKING						
WHT007341	Riveted Cap Nut	4	pcs.	2.28	#1	9.12	9.76
5TA827566B	Pushbutton For Electric L	1	pcs.	1,470.77	#1	1,470.77	1,573.72
5TA827505D	Hood Latch	1	pcs.	158.42	#1	158.42	169.51
	LID LOCK						
5TA827520 9B9	Cover Lock Satin Black	1	pcs.	19.79	#1	19.79	21.18
5TA827705A	Gasket	1	pcs.	317.42	#1	317.42	339.64
	BOOT WETHERSTRIP						
3CN945087	Additional Brake Light Wi	1	pcs.	221.63	#1	221.63	237.14
	3RD BRAKELIGHT						
5NA943021	Led Licence Place Light	2	pcs.	100.67	#1	201.34	215.43
5TA945093E	Taillight With Back-Up Li	1	pcs.	260.12	#1	260.12	278.33
	TAILLIGHT INNER LH						
5TA945094E	Taillight With Back-Up Li	1	pcs.	260.12	#1	260.12	278.33
	TAILLIGHT INNER RH						
5TA945095D	Schlussleuchte	1	pcs.	310.35	#1	310.35	332.07
	TAILLIGHT OUTER LH						
5TA945096D	Tail Light	1	pcs.	310.35	#1	310.35	332.07
	TAILLIGHT OUTER RH						
5TA945229	Mounting	2	pcs.	0.41	#1	0.82	0.88
5TA867601C 82V	Trim Panel For Hatch Gate	1	pcs.	291.69	#1	291.69	312.11
	BOOT LID TRIM COVER						
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,321.12	#1	1,321.12	1,413.60
	REAR BUMPER						
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	323.75	#1	323.75	346.41
WHT005263	Rivet	4	pcs.	1.14	#1	4.56	4.88
5TA807305	Bumper	1	pcs.	544.33	#1	544.33	582.43
	REAR REINFORCEMENT						
5TA807863	Attachment Strip	1	pcs.	63.48	#1	63.48	67.92
	BUMPER CTR BRACKET						
5TA807453	Guide Piece	1	pcs.	41.17	#1	41.17	44.05
	LHR BUMPER BRACKET (UPPER)						
5TA807454	Guide Piece	1	pcs.	41.17	#1	41.17	44.05
	RHR BUMPER BRACKET (UPPER)						
5TA807393	Guide Piece	1	pcs.	33.60	#1	33.60	35.95
	LHR BUMPER BRACKET (SIDE)						
5TA807394	Guide Piece	1	pcs.	33.60	#1	33.60	35.95
	RHR BUMPER BRACKET (SIDE)						
5TA945105	Reflector	1	pcs.	68.61	#1	68.61	73.41
	LHS REFLECTOR (INNER)						
5TA945103	Reflector	1	pcs.	68.61	#1	68.61	73.41
	LHS REFLECTOR (OUTER)						
5TA813309A	End Plate	1	pcs.	400.18	#1	400.18	428.19
	END PANEL OUTER						
N 91017602	Weld Stud	4	pcs.	0.96	#1	3.84	4.11
D 007500A2	Zinc Spray	1	pcs.	62.88	#1	62.88	67.28

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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
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
5TA863459E 82V	Cover For Lock Carrier Ti END PANEL TRIM COVER	1	pcs.	171.94	#1	171.94	183.98
5TA867705D 07N	Storage Unit Black	1	pcs.	512.97	#1	512.97	548.88
5TA867508B 82V	Bracket Titanium Black	1	pcs.	383.57	#1	383.57	410.42
5TA883608 82V	Trim For Seat Release Tit	1	pcs.	48.60	#1	48.60	52.00
5TA810972	Wheelhouse Protector RHS FENDER LINER	1	pcs.	234.95	#1	234.95	251.40
5TA253609B	Exhaust Silencer Rear	1	pcs.	2,743.04	#1	2,743.04	2,935.05
5QA253409	Middle Exhaust Muffler CTR SILENCER	1	pcs.	952.92	#1	952.92	1,019.62
1K0253141S	Dual Clamp	1	pcs.	60.12	#1	60.12	64.33
000071913A CH9	Exhaust Pipe Tips	1	pcs.	183.87	#1	183.87	196.74
	LABOUR FRT	6	pcs.	840.00	#1	5,040.00	5,392.80
	SPRAY PAINT	6	pcs.	800.00	#1	4,800.00	5,136.00
	LABOUR REAR	8	pcs.	840.00	#1	6,720.00	7,190.40
	SPRAY PAINT REAR	6	pcs.	800.00	#1	4,800.00	5,136.00
	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 EXHAUST	1	pcs.	840.00	#1	840.00	898.80
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50
	REVERSE SENSOR	1	pcs.	400.00	#1	400.00	428.00
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60

Quotation valid till 22-01-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	1,340.00	55,914.08	7%	4,007.79	57,254.08	61,261.87
Total	1,340.00	55,914.08		4,007.79	57,254.08	61,261.87

Customer

Service Advisor

VOLKSWAGEN CENTRE SINGAPORE

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Commercial
Vehicles

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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	15/01/2021 11:16 (SGT)
Date of Accident	15/01/2021 08:57 (SGT)
Exact Location of Accident	Singapore
Additional Location Information	KPE TUNNEL ENTRANCE (TOWARDS AYE)
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMU9119T
-----------------------------	----------

INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	SIM CHONG YEE
NRIC No	SXXXX326B
Email Address	KERBYSIM@GMAIL.COM
Mobile Phone No	(Phone) +65-91191194
Alternative Phone No	+65-91191194

VEHICLE PARTICULARS

Manufacturer	Volkswagen
Model	Touran
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	Hong Leong
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	-
Cover Note Number	-

DRIVER

Name of Driver	SIM CHONG YEE
NRIC No	SXXXX326B
Date Of Birth	23/07/1979
Occupation	Indoor

Date Of Driving Pass	16/07/1998
Driving experience	22 YEARS AND 6 MONTHS
Gender	Male
Mobile Number	(Phone) +65-91191194
Alt. Phone Number	+65-91191194
Email Address	KERBYSIM@GMAIL.COM
Address	BLK 615A EDGEFIELD PLAINS
Address complement	#13-331
Postcode	821615
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	Chain Collision
Weather Conditions	Clear
Road Surface	Dry

OTHER INFORMATION

Was any foreign vehicle involved in the accident?	No
Number of vehicles involved in the accident	4
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)	3
Has the driver been approached by unknown person(s) soliciting/offering accident claims assistance?	No

PASSENGER 1

Name	TAN SUE YEE
Gender	Female

PASSENGER 2

Name	KYSON SIM
Gender	Male

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 THE SKETCH PLAN

ATTACHMENT(S)

Are accident photos available for attachment?	No
Was there any video captured by Car Camera?	No
Was there any audio recorded?	No

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SJH3922J
Vehicle Manufacturer	-
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 2

Vehicle Registration Number	SKA9944G
Vehicle Manufacturer	-
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	SLG811Y
Vehicle Manufacturer	-
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)	-

SKETCH PLAN**IMPORTANT NOTICE**

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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.

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' law yers/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")

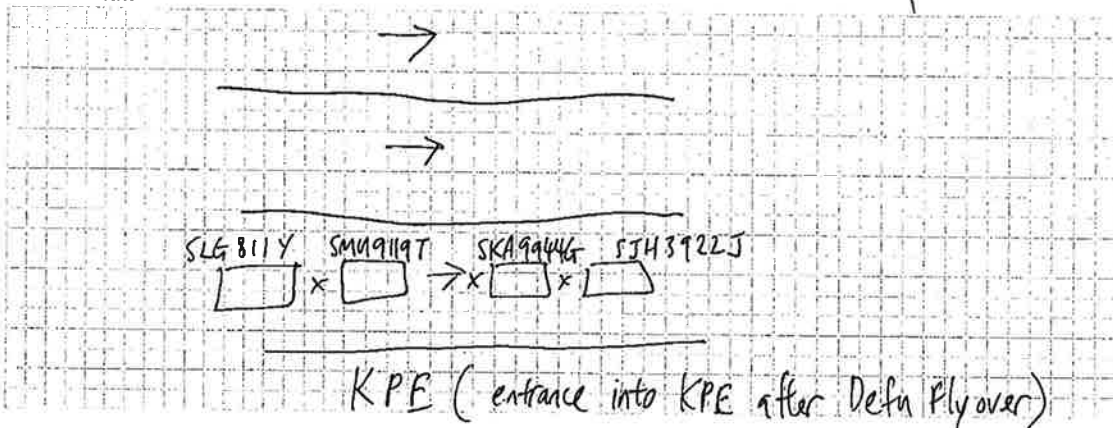
(b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' law yers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and

(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 law yers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.


 Policyholder's Signature / Date &
 Time 1030am

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


 Witnessed by Reporting Centre
 Personnel


Sketch Plan

Describe Circumstances of the Accident



LICENSE PLATE: <u>SMU 9119T</u>	ACCIDENT DATE & TIME: <u>15/01/2021 857am</u>
CONTACT NUMBER: <u>9119 1194</u>	E-MAIL ADDRESS: <u>kerbysim@gmail.com</u>
LOCATION: <u>KPE TUNNEL ENTRANCE (TOWARDS AYE)</u>	
<p>On 15 Jan 2021 morning 857am, I was travelling along KPE heading into the KPE Tunnel after Defn Flyover. When driving the slope into the tunnel, the cars in front was slowing down to stop and I did the same. However, the vehicle behind me SGT 814 didn't slow down and rear ended my car, resulting my car to move forwards and hit the front vehicle SKA 99446. The hit also cause SKA 99446 to hit the car in front SJH 3932 J.</p>	
<p>I had in car cam that recorded the whole incident.</p>	
<p>NOTE: PLEASE NOTE THAT YOUR INSURER MAY HAVE 14 DAYS TIME FRAME FOR YOU TO SUBMIT AN OWN DAMAGE CLAIM UNDER YOUR OWN POLICY. PLEASE CHECK YOUR POLICY FOR MORE INFORMATION.</p>	
Please state:	
<input type="checkbox"/> Claim Own Policy	<input type="checkbox"/> Claim Third Party
<input checked="" type="checkbox"/> Claim OD/TP at other workshop	<input type="checkbox"/> Reporting Only

Declaration

We declare the foregoing particulars are true in every respect.

 15/01/2021
Policyholder's Signature / Date & Time
1070 am

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

 
Witnessed by Reporting Centre Personnel