



AXA (ARF) : 20/4/2021

* No VIDEO *

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer RAYMOND HONG KHEK LOONG
NRIC 5XXXX 911D insured of vehicle SJY 1232R against
your insured vehicle number SGG 9628K. (AIG)
On the accident dated on 23-3-2021 (ddmmyyy) along 14 AHK CENTRAL 3
BASEMENT CARPARK.

Dated this 25 MAR 2021 (day) of _____ (month) 2021.

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

Page

1/1

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

Customer Details:
Mr
RAYMOND
WONG KWEK LOONG
(RAYMOND HUANG GUOLONG)
14 ANG MO KIO CENTRAL 3
#04-21
Singapore 567747

Document no.
Document date 25-03-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021011767/ 1
Job order date 23-03-2021
Service Advisor PEARLYN CHEONG

License plate SJY1232R	Model code BQ19UYG0	First registration 05-08-2020	VIN WVWZZZAUZKW184966	Model Golf GTI 2.0 I TSI 169kW DSG	Mileage 21
---------------------------	------------------------	----------------------------------	--------------------------	---------------------------------------	---------------

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
5G0807217NKGRU	Cover For Bumper Primed	1	pcs.	1,404.78	#1	1,404.78	1,503.11
5G0807050B	Guide Piece	1	pcs.	21.92	#1	21.92	23.45
5G0919493L	Sensor Bracket	1	pcs.	12.86	#1	12.86	13.76
5G0919493J	Sensor Bracket	2	pcs.	12.39	#1	24.78	26.51
5G0919494G	Sensor Bracket	1	pcs.	12.86	#1	12.86	13.76
D 822150A1	Bonding Agent For Plastic	1	pcs.	62.81	#1	62.81	67.21
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	78.91	#1	78.91	84.43
5G0071606D GRU	Front Spoiler	1	pcs.	1,018.99	#1	1,018.99	1,090.32
5G0071601 GRU	Frontspoiler-Splitter	1	pcs.	440.26	#1	440.26	471.08
000071785D	Adhesive Kit For Aerodyna	1	pcs.	67.83	#1	67.83	72.58
	LABOUR	3	pcs.	840.00	#1	2,520.00	2,696.40
	Spray Painting	3	pcs.	800.00	#1	2,400.00	2,568.00

Quotation valid till 30-03-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	8,066.00	7%	617.82	8,826.00	9,443.82
Total	760.00	8,066.00		617.82	8,826.00	9,443.82

Customer

Service Advisor

-----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).-----

SV0N213O0004 / Volkswagen Group Singapore Pte Ltd
 ENTRY DATE & TIME: 24/03/2021 18:06 (SGT)
 SUBMITTED BY: Pearlyn Cheong
 VERSION: 1 (24/03/2021 18:06 (SGT))

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	24/03/2021 18:06 (SGT)
Date of Accident	23/03/2021 15:00 (SGT)
Exact Location of Accident	Ang Mo Kio, Singapore
Additional Location Information	14 ANG MO KIO CENTRAL 3 BASEMENT CARPARK
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SJY1232R
-----------------------------	----------

INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	RAYMOND WONG KWEK LOONG
NRIC No	SXXXXX911D
Email Address	wyleus@singnet.com.sg
Mobile Phone No	(Phone) +65-97685468
Alternative Phone No	+65-97685468

VEHICLE PARTICULARS

Manufacturer	Volkswagen
Model	Golf
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
Transmission	Auto
CC	2000

INSURANCE COMPANY

Name of Insurance Company	AXA Insurance Pte Ltd
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	VPA/P2401007
Cover Note Number	-

DRIVER

Name of Driver	RAYMOND WONG KWEK LOONG
NRIC No	SXXXXX911D

Date Of Birth	02/05/1972
Occupation	Indoor
Date Of Driving Pass	29/06/1993
Driving experience	27 YEARS AND 9 MONTHS
Gender	Male
Mobile Number	(Phone) +65-97685468
Alt. Phone Number	+65-97685468
Email Address	wyleus@singnet.com.sg
Address	14 ANG MO KIO CENTRAL 3 #04-21
Address complement	-
Postcode	567747
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	Hit and run / Vandalism / Damaged whilst parked
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)	0
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

Please refer to attachment

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	SGG9628K
Vehicle Manufacturer	-
Vehicle Model	-
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Private car
Name of Driver	HAH SIEW YOONG
Contact Number	(Phone) +65-97338093
Address	-
Address complement	-

Postcode	
Insurance Company Name	AIG Asia Pacific Insurance Pte. Ltd.
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 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' 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.

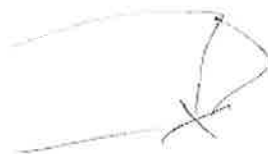

Policyholder's Signature / Date &
Time: 28/3/21 5:41 pm
Sketch Plan

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

Pearlyn Cheong

Witnessed by Reporting Centre
Personnel

24 MAR 2021



Describe Circumstances of the Accident

On 23/3/21 at about 2 pm while returning to my parked car at Junction 8 shopping mall car park, I found that my car's front right bumper had detached off the screen and the front spikes were also out of alignment. I found a note under my windscreen wiper with a note to contact. I contacted the person who apologised and referred to his mistake on WhatsApp. The damage was caused on 20/3/21 evening but I only drove the car on 23/3/21 so I did not notice the damage earlier.

Declaration

We declare the foregoing particulars are true in every respect.

Raymond Wong Kuek Lung



24/3/21











