



AVIM DUE: 30/7/2021
14th DAY: 2/8/2021

* No VIDEO *

Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer TAN LENG LI JULIA
NRIC SXXXX966G insured of vehicle SLH 281K against
your insured vehicle number SBS 6439E (SBS / MS FIRST CAPITAL)
On the accident dated on 19.7.2021 (ddmmyyyy) along 756 Upp.
SERANGOON RD.

22 JUL 2021
Dated this _____ (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

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Company
MS
FIRST CAPITAL INSURANCE LTD
6 RAFFLES QUAY
#21-00
Singapore 048580

Customer Details:
Ms.
TAN
LENG LI JULIA
15F LIM TUA TOW ROAD
Singapore 547744

Document no.
Document date 22-07-2021
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2021027464/ 1
Job order date 22-07-2021
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLU281C	7N24MY	20-11-2017	WVWZZZ7NZJV002817	SHARAN HLBMT 162 TSID6F	79,555

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
9801B004	B&P CHECK SHORT CIRCUIT / HARNESS REPAIR				#1	280.00	299.60
9801B005	B&P DIAGNOSIS AND PROGRAMMING				#1	480.00	513.60
7N0827025H	Rear Trunk Lid	1	pcs.	3,059.91	#1	3,059.91	3,274.10
D 169300M2	1k Window Adhesive	2	pcs.	51.16	#1	102.32	109.48
D 00940104	All Purpose Cleaner	1	pcs.	97.37	#1	97.37	104.19
D 00920002	Primer	1	pcs.	28.44	#1	28.44	30.43
D 181802M1	Activator For Precoated W	1	pcs.	26.15	#1	26.15	27.98
D 00950025	Applicator	2	pcs.	10.44	#1	20.88	22.34
3CN945087	Additional Brake Light Wi 3RD BRAKELIGHT	1	pcs.	228.77	#1	228.77	244.78
7P6853630D FOD	Vw Sign Black High Gloss/	1	pcs.	129.48	#1	129.48	138.54
7N0853687 739	Inscription Chrome	1	pcs.	88.80	#1	88.80	95.02
	NAME PLATE - SHARAN						
7N0853675F 2ZZ	Inscription Bright Chrome	1	pcs.	79.96	#1	79.96	85.56
	NAME PLATE - 380 TSI						
5K6955711B	Wiper Motor	1	pcs.	414.82	#1	414.82	443.86
5K6955435	Cap	1	pcs.	8.79	#1	8.79	9.41
	WIPER ARM CAP						
7N0945308A	Led Tail Light With Rear	1	pcs.	573.26	#1	573.26	613.39
	RHS TAILLIGHT INNER						
7N0945208	Led Tail Light	1	pcs.	644.53	#1	644.53	689.65
	RHS TAILLIGHT OUTER						
7N0945307A	Led Tail Light With Back-	1	pcs.	573.26	#1	573.26	613.39
	LHS TAILLIGHT INNER						
7N0945207	Led Tail Light	1	pcs.	644.53	#1	644.53	689.65
	LHS TAILLIGHT OUTER						
7N0807417E GRU	Cover For Bumper Primed	1	pcs.	1,507.35	#1	1,507.35	1,612.86
7N0807521C 9B9	Spoiler Satin Black	1	pcs.	295.10	#1	295.10	315.76
7N0807305A	Bumper Bracket	1	pcs.	809.97	#1	809.97	866.67
	REINFORCEMENT						
7N0807251A	Foam Insert	1	pcs.	138.73	#1	138.73	148.44
7N0807863	Attachment Strip	1	pcs.	195.09	#1	195.09	208.75
	BUMPER CTR BRACKET						
7N0807375	Guide Piece	1	pcs.	84.26	#1	84.26	90.16
	BUMPER SIDE BRACKET LH						
7N0807376	Guide Piece	1	pcs.	84.26	#1	84.26	90.16
	BUMPER SIDE BRACKET RH						
WHT000931	Hex Socket Head Collared	4	pcs.	1.23	#1	4.92	5.26
	LABOUR	4	pcs.	840.00	#1	3,360.00	3,595.20
	SPRAY PAINT	4	pcs.	800.00	#1	3,200.00	3,424.00
	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
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50

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#21-00
Singapore 048580

Customer Details:
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TAN
LENG LI JULIA
15F LIM TUA TOW ROAD
Singapore 547744

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

22-07-2021
5211041856
195000106C
30001
2021027464/ 1
22-07-2021
SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLU281C	7N24MY	20-11-2017	WWWZZZ7NZJV002817	SHARAN HLBMT 162 TSID6F	79,555

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	MS FIRST CAPITAL DIRECT SETTLEMENT DOA: 19/07/2021 TP VEH: SBS6439E SURVEY BY:						

Quotation valid till 29-07-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	18,230.95	7%	1,329.37	18,990.95	20,320.32
Total	760.00	18,230.95		1,329.37	18,990.95	20,320.32

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).-----

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	20/07/2021 19:55 (SGT)
Date of Accident	19/07/2021 13:40 (SGT)
Exact Location of Accident	756 Upper Serangoon Rd, Singapore 534626
Additional Location Information	Upper Serangoon rd
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLU281C
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INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	TAN LENG LI JULIA
NRIC No	SXXXX966G
Email Address	juliatanll@hotmail.com
Mobile Phone No	(Phone) +65-96952084
Alternative Phone No	+65-96952084

VEHICLE PARTICULARS

Manufacturer	Volkswagen
Model	Sharan
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	1984

INSURANCE COMPANY

Name of Insurance Company	Aviva Ltd
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	10881659
Cover Note Number	NA

DRIVER

Name of Driver	TAN LENG LI JULIA
NRIC No	SXXXX966G



Date Of Birth	12/05/1975
Occupation	Outdoor
Date Of Driving Pass	19/09/1997
Driving experience	23 YEARS AND 10 MONTHS
Gender	Female
Mobile Number	(Phone) +65-96952084
Alt. Phone Number	+65-96952084
Email Address	juliatanll@hotmail.com
Address	15F Lim Tua Tow rd
Address complement	Unit 15F
Postcode	547744
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 vehicle or property damaged?	Yes
Number of Passengers (Including Driver)	2
Has the driver been approached by unknown person(s) soliciting/offering accident claims assistance?	No

PASSENGER 1

Name	Teo Chye hong
Gender	Female

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

My vehicle SLU281C was stationary along upper Serangoon road while waiting for the traffic turn into green .While my vehicle was stationary, suddenly I felt an slight impact coming from my rear bumper and discover that the 3rd party SBS6439E had collided onto my rear bumper. I managed to take some photos and exchange particulars with the 3rd party. No injuries was involved at the scene.

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	SBS6439E
Vehicle Manufacturer	Mercedes
Vehicle Model	Citaro
Vehicle Variant	-


Vehicle Colour	Green
Vehicle Category	Bus
Name of Driver	Fong Kin Kuan
Contact Number	-
Address	Na
Address complement	Na
Postcode	Na
Insurance Company Name	-
Nature Of Damage	Na
Details of property damaged in accident	Na
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:

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

VERIFY BY AJAX MARS (ARC)
REPORTING OFFICER
MUHAMMAD SUMARDI BIN MOHD AFFANDI

Reporting Centre Personnel's Signature
Name:
NRIC/FIN No.:

ACCIDENT DIAGRAM

Ver. 30901391

UPP
DADA
LGBOR
RD

A SLW 2910 BOUNDARY RD

B SBS 6439E

Policyholder's Signature
Date & Time:

Driver's Sign. Date
(If driver is not the policyholder)
Date & Time:

VERIFIED BY AJAX MARRS (ARC)
REPORTING OFFICER
MUSTAFA MUHAMMAD SUKARDI BIN MOHD APENDI

Reporting Centre Personnel's Signature
Name:
NRQCN No.:

PM TUE 20 JUN
mt 40 8

SKETCH PLAN

REFER TO ATTACHED ACCIDENT DIAGRAM

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

My vehicle SLU281C was stationary along upper Serangoon road while waiting for the traffic turn into green. While my vehicle was stationary, suddenly I felt an slight impact coming from my rear bumper and discover that the 3rd party SBS6439E had collided onto my rear bumper. I managed to take some photos and exchange particulars with the 3rd party. No injuries was involved at the scene.

DECLARATION
(We declare the foregoing particulars are true in every respect)

 Policyholder's Signature
 Date & Time: _____

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

VERIFY BY AJAX MARS (ARC)
REPORTING OFFICER
 MUHAMMAD SUMARDI BIN MOHD AFFANDI
 Reporting Centre Performer's Signature
 Name: _____
 APC/FIN No: _____

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