



AKA (ARF) DUE: 11/9/2021

✓ No VIDEO ✓

## Letter of Claims Request for direct settlement.

We are submitting a claim on behalf of our customer AARON ZHANG YIREN  
NRIC XXXX196G insured of vehicle SMT 2199M against  
your insured vehicle number SMT 8688C ( AIG )  
On the accident dated on 15-8-2021 (ddmmyyyy) along 285 BUKIT TIMAH  
EAST AVE 3, S'PORE 650285.

Dated this 16 AUG 2021 (day) of \_\_\_\_\_ (month) 2021.

Charmaine Kong  
Volkswagen Group Singapore  
Accident Claims Dept.  
[charmaine.kong@vw.com.sg](mailto: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

## 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  
AARON  
ZHANG YIREN  
90 CORPORATION ROAD  
#16-22  
SINGAPORE 649824

Document no.  
Document date 16-08-2021  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2021030742/ 1  
Job order date 16-08-2021  
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMT2199M	5T13NZC1	31-03-2020	WVGZZZ1TZLW011859	Touran Comfortline EQP 1.4 TSI 110kW DSG	11,310

conting claims: \$967

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
5TA833055AL	Door	1	pcs.	2,436.42	#1	2,436.42	2,606.97
	LHS REAR DOOR						
5TA839701E 5AP	Door Seal Outer Black	1	pcs.	219.54	#1	219.54	234.91
D 378500A2	Sound Absorber Laminated	1	pcs.	43.65	#1	43.65	46.71
	DOOR INSULATOR						
8X0831403B	Door Hinge Half Lower Par	1	pcs.	45.17	#1	45.17	48.33
	DOOR HINGE UPPER ( LOWER )						
8X4833407B	Door Hinge Half Upper Par	1	pcs.	74.50	#1	74.50	79.72
	DOOR HINGE UPPER ( UPPER )						
8X0831403B	Door Hinge Half Lower Par	1	pcs.	45.17	#1	45.17	48.33
	DOOR HINGE LOWER ( LOWER )						
8X4833405B	Door Hinge Half Upper Par	1	pcs.	44.96	#1	44.96	48.11
	DOOR HINGE LOWER ( UPPER )						
N 91203801	Bolt With Polygon Socket	2	pcs.	5.17	#1	10.34	11.06
N 91205602	Hex Bolt With Internal To	4	pcs.	3.59	#1	14.36	15.37
5TA839015K	Door Latch	1	pcs.	419.61	#1	419.61	448.98
	DOOR LOCK						
WHT005504	Fill. Hd. Screw	2	pcs.	2.76	#1	5.52	5.91
5TA839461B	Window Regulator Without	1	pcs.	362.24	#1	362.24	387.60
5TA867211AFDKB	Door Trim Panel	1	pcs.	801.17	#1	801.17	857.25
	LHR DOOR BOARD						
5TA809843	Sectional Part Side Panel	1	pcs.	1,774.72	#1	1,774.72	1,898.95
	LHR FENDER						
D 506KD1A4	2k-Füllschaum	1	pcs.	154.20	#1	154.20	164.99
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	64.23	#1	64.23	68.73
D 007500A2	Zinc Spray	1	pcs.	68.87	#1	68.87	73.69
D 180003M2	2k-Body Adhesive	1	pcs.	444.39	#1	444.39	475.50
5TA845041ACNVB	Side Window Not Pre-Treat	1	pcs.	333.64	#1	333.64	356.99
	LHR FENDER GLASS						
D 169300M2	1k Window Adhesive	1	pcs.	51.16	#1	51.16	54.74
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
5TA821713D	Stone Protection Foil	1	pcs.	33.81	#1	33.81	36.18
	LHR FENDER FOIL						
	LABOUR	6	pcs.	840.00	#1	5,040.00	5,392.80
	SPRAY PAINT	4	pcs.	800.00	#1	3,200.00	3,424.00
	TRANSFER DOOR MECHANISM	1	pcs.	840.00	#1	840.00	898.80
	R&R LHR FENDER GLASS	1	pcs.	840.00	#1	840.00	898.80
	R&R REAR LUGGAGE TRIM	1	pcs.	840.00	#1	840.00	898.80
	LHR FENDER GLASS	1	pcs.	180.00	#1	180.00	192.60

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
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SKODA

Commercial Vehicles

## Quotation

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SMT2199M	5T13NZC1	31-03-2020	WVGZZZ1TZLW011859	Touran Comfortline EQP 1.4 TSI 110kW DSG	11,310

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	R&R DOOR BOARD LEATHER AXA ARF VS NTUC 3RD PARTY VEHICLE SMF8688C	1	pcs.	360.00	#1	360.00	385.20

Quotation valid till 23-08-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	18,920.51	7%	1,377.64	19,680.51	21,058.15
Total	760.00	18,920.51		1,377.64	19,680.51	21,058.15

Customer



Service Advisor

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://www.skoda.com.sg) (for additional services, products and promotions).-----



## WePolish SG

87868155

[https://www.carousell.sg/we\\_polish/](https://www.carousell.sg/we_polish/)

wepolishsg@gmail.com

= old receipt

INVOICE

INV9170

DATE

Dec 9, 2020

DUE

On Receipt

BALANCE DUE

SGD S\$0.00

### BILL TO

**Mr Aaron (Touran VW)**

90 Coporation Road #16-22

☎ 91706089

DESCRIPTION	RATE	QTY	AMOUNT
Diamond Ceramic Coating Package December Promotion	S\$290.00	1	S\$290.00
TOTAL			S\$290.00
PAID			-S\$290.00
			Dec 9, 2020
BALANCE DUE			SGD S\$0.00



## WePolish SG

87868155

[https://www.carousell.sg/we\\_polish/](https://www.carousell.sg/we_polish/)

wepolishsg@gmail.com

*new  
quote.*

INVOICE

INV917

DATE

Aug 16, 202

DUE

On Receipt

BALANCE DUE

SGD S\$96.00

### BILL TO

**Mr Aaron (Touran VW)**

90 Coporation Road #16-22

91706089

DESCRIPTION	RATE	QTY	AMOUNT
Diamond Ceramic Coating Partial Door & Rear Panel	S\$48.00	2	S\$96.00

**TOTAL** S\$96.00

**BALANCE DUE** **SGD S\$96.00**

DATE SIGNED

Aug 16, 202

ASACAT  
US  
AG  
Ouy  
W. Liao

## 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	16/08/2021 09:54 (SGT)
Date of Accident	15/08/2021 12:00 (SGT)
Exact Location of Accident	Singapore
Additional Location Information	285 BUKIT BATOK EAST AVE 3, S'PORE 650285
Country/State of Loss	Singapore

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMT2199M
INSURED/POLICYHOLDER	
Is company?	No
Name Of Registered Owner	AARON ZHANG YIREN
NRIC No	SXXXX196G
Email Address	AZY.ZHANG@HOTMAIL.COM
Mobile Phone No	(Phone) +65-91706089
Alternative Phone No	(Home) +65-91706089

### 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
Transmission	Auto
CC	1395

### INSURANCE COMPANY

Name of Insurance Company	AXA Insurance Pte Ltd
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	VPA/P2387625
Cover Note Number	

### DRIVER

Name of Driver	AARON ZHANG YIREN
NRIC No	SXXXX196G

Date Of Birth	22/06/1986
Occupation	Indoor
Date Of Driving Pass	31/03/2005
Driving experience	16 YEARS AND 5 MONTHS
Gender	Male
Mobile Number	(Phone) +65-91706089
Alt. Phone Number	(Home) +65-91706089
Email Address	AZY.ZHANG@HOTMAIL.COM
Address	APT BLK 208A CLEMENTI AVE 6
Address complement	#29-119
Postcode	121208
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 vehicle 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

#### 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	SMF8688C
Vehicle Manufacturer	-
Vehicle Model	-
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Private car
Name of Driver	TEO LI-QIN,PEARLIE
Contact Number	SXXXX572G
Address	(Phone) +65-92295099

Address complement	
Postcode	
Insurance Company Name	
Nature Of Damage	
Details of property damaged in accident	
No. Of Passenger (Including Driver)	

## SKETCH PLAN

### IMPORTANT NOTICE

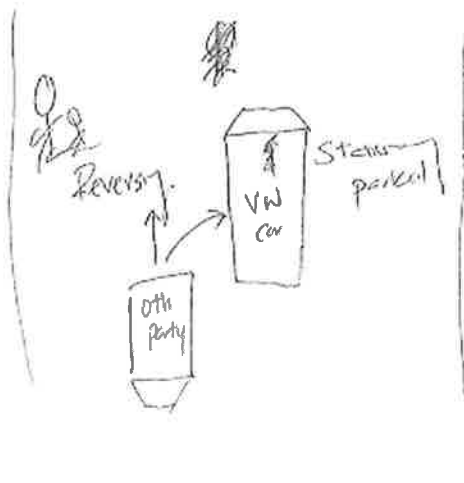
1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may 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 the 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

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

  
Witnessed by Reporting Centre Personnel

### Sketch Plan



### Describe Circumstances of the Accident

15 August 2021

285 Bukit Batok East Ave. 3 S'650285

My car was parked for a drop off, parallel to curb

Reversing car swerved into my car to avoid pedestrian.

Damaged to left side of car

3rd party details

Name: Teo Li-Qin, Pearlle.

License: S'86005729

Mobile: 92295099

Date Time: 15 Aug 21 12pm

### Declaration

We declare the foregoing particulars are true in every respect:

*[Signature]*

Policyholder's Signature / Date &  
Time

being

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

Witnessed by Reporting Centre  
Personnel

INSURANCE PTE LTD  
 ,henton Way, #24-01  
 AXA Tower, Singapore 068811  
 Customer Centre #01-21  
 Tel: 1800 8804888 Fax:-  
 Website: www.axa.com.sg  
 GST Registration Number: 199903512M  
 customer.care@axa.com.sg



Private Cars COMP  
 POLICY SCHEDULE  
 NEW BUSINESS  
 Duplicate

<b>POLICY INFORMATION</b>		<b>Policy No. : VPA/P2387625</b>	
Source	: (01) 18642 ARF (AP) PTE LTD (VW SCHEME)		
Insured	: ZHANG AARON YIREN		
Address	: 90 CORPORATION ROAD #16-22 SINGAPORE 649824		
Business/Profession	: PUBLIC SERVICE Carrying on or engaged in the business or profession last declared and no other for the purpose of this insurance.		
Period of Insurance : From 31/03/2020 To 30/03/2022 (Both Dates Inclusive)			
Any subsequent period for which the insured shall pay and the Company shall agree to accept a renewal premium.			
<b>PREMIUM</b>			
Premium After 0.00%	: SGD 2,611.93		
NCD			
Prem W/Shop 15.00%	Disc : SGD 391.79		
GST 7.00%	: SGD 155.41		
Annual Premium	: SGD 2,375.55		
Total Payable	: SGD 4,751.10		
<b>RISK DETAILS THE MOTOR VEHICLE</b>			
Type Of Cover	: Comprehensive		
Regn No.	: SMT2199M		
Type Of Use	: Private Car		
Make/Model	: VOLKSWAGEN TOURAN 1.4 TSI CL 5T13N2		
Year of Manufacture	: 2019 Seating Capacity (excl. Driver) : 06		
Body Type	: MULTI - PURPOSE VEHICLE Engine C.C. : 1395		
Engine No.	: CZDA71423		
Chassis No.	: WVGZZZ1TZLW011859		
Insured's Estimated Market Value	: Market Value At The Time Of Loss (including Accessories and Spare Parts)		
Limitations as to Use	: As specified in Certificate of Insurance		
Hire Purchase	: DBS BANK LTD		
<b>Excess Applicable</b>			
Basic Own Damage Excess	: SGD 850.00		
<b>Named Drivers</b>			
1 ZHANG AARON YIREN			
<b>MEMORANDA, CLAUSES, WARRANTIES &amp; ENDORSEMENTS</b>			
Subject to the Memoranda, Clauses, Warranties & Endorsements attached hereto:			

Page 1

**A INSURANCE PTE LTD**  
Shenton Way, #24-01  
XA Tower, Singapore 068811  
Customer Centre #01-21  
Tel: 1800 8804888 Fax:  
Website: www.axa.com.sg  
GST Registration Number: 199903512M  
customer.care@axa.com.sg



**Private Cars COMP**  
**POLICY SCHEDULE**  
**NEW BUSINESS**  
**Duplicate**

**Policy No. : VPA/P2387625**

Payment shall be made under one only of sub-sections (1) to (6) in respect of any one occurrence and the total liability of the Insurer shall not in the aggregate exceed the sum of S\$200,000 during any one Period of Insurance.

Provided always that :

no compensation shall be payable in respect of death or injury directly or indirectly wholly or in part arising or resulting from or traceable to (1) intentional self-injury, suicide or attempted suicide (whether felonious or not), physical defect or infirmity or (2) an accident happening whilst the Insured is under the influence of intoxicating liquor or drugs.

Personal Accident for Passengers and Authorized driver other than Insured:

This section is hereby extended to provide Personal Accident Benefits to Passengers (including authorized driver other than Insured) whilst such passengers are travelling in the Motor Car subject to the same terms and provisos of this section. The Scale of Compensation in respect of this extension is as noted below:-

Benefits (1) to (4) - S\$20,000 (Driver) / S\$10,000 (Passenger)  
Benefits (5) to (6) - S\$10,000 (Driver) / S\$5,000 (Passenger)

The compensation payable under any of the events in the Scale of Benefits during the Period of Insurance shall not exceed S\$20,000 (driver) / S\$10,000 (passenger) per person, and the maximum total amount shall not exceed S\$10,000 multiplied by the number of passengers permitted to be carried in your insured vehicle if this maximum amount becomes payable in circumstances where the number of passengers in the Insured vehicle at the time of accident exceeded the permitted number, a pro-rated portion of the maximum amount shall be payable to each injured passenger. The number of permitted passengers is the number representing the total carrying capacity of your Insured vehicle, as stated in the Vehicle Registration Card, less one (the driver).

#### 8 CAR REPLACEMENT FOR LOSS OF USE

The Insurer will provide a rental car to the insured subject to a maximum of 15 days in any one Period of Insurance or Daily Transport allowance of \$70 a day up to 15 days in any one period of Insurance, until a replacement is obtained or the loss compensated or the Insured Vehicle is repaired. The Insurer will provide a rental car of the similar make as the Insured Vehicle, subject to availability and subject to fulfillment of all the following conditions:

a) the loss of use of the Insured Vehicle is the result of damage covered under the Policy;

Continuation page 6