



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Mohamad Mukmin Bin Sattar

NRIC SXXXX411E insured of vehicle SMR912U against

your insured vehicle number SLC3299C (AlG)

On the accident dated on 26/9/2021 (ddmmyyyy) along

Seletar West Link

Dated this 27 (day) of 9 (month) 20 21.



Volkswagen Group Singapore
247 Alexandra Road
Singapore 159934
DID: 63057176/63057299
HP: 92361399
charmaine.kong@vw.com.sg

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
MOHAMAD
MUKMIN BIN SATTAR
348D YISHUN AVENUE 11
#10-595
Singapore 764348

Document no.
Document date 27-09-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021036635/ 1
Job order date 27-09-2021
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMR912U	5T13NZC0	18-12-2019	WVGZZZ1TZKW063134	Touran 1.4 CL GT110 TSID7F	29,973

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
5TA827025P	Rear Trunk Lid	1	pcs.	2,382.62	#1	2,382.62	2,549.40
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
8D0853419D	Packing Adhesive	1	pcs.	30.50	#1	30.50	32.64
	NUMBER PLATE PACKING						
WHT007341	Rivetted Cap Nut	2	pcs.	2.50	#1	5.00	5.35
5TA827939 041	Spoiler Satin Black	1	pcs.	266.78	#1	266.78	285.45
	REAR W/SCREEN SIDE TRIM LH						
5TA827940 041	Spoiler Satin Black	1	pcs.	279.12	#1	279.12	298.66
	REAR W/SCREEN SIDE TRIM RH						
5TA827505D	Hood Latch	1	pcs.	174.72	#1	174.72	186.95
	BOOT LID LOCK						
5TA827566B	Pushbutton For Electric L	1	pcs.	1,505.90	#1	1,505.90	1,611.31
	PUSH BUTTON WITH CAMERA						
000979950	Webbing Adhesive Tape	1	pcs.	27.09	#1	27.09	28.99
3CN945087	Additional Brake Light Wi	1	pcs.	228.77	#1	228.77	244.78
	3RD BRAKELIGHT						
5TA945093E	Taillight With Back-Up Li	1	pcs.	263.29	#1	263.29	281.72
	LHS TAILLIGHT INNER						
5TA945094E	Taillight With Back-Up Li	1	pcs.	263.29	#1	263.29	281.72
	RHS TAILLIGHT INNER						
5NA943021	Led Licence Place Light	1	pcs.	103.97	#1	103.97	111.25
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,438.75	#1	1,438.75	1,539.46
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	331.24	#1	331.24	354.43
WHT005263	Rivet	4	pcs.	1.18	#1	4.72	5.05
5TA807305	Bumper	1	pcs.	549.77	#1	549.77	588.25
	REINFORCEMENT						
5TA807863	Attachment Strip	1	pcs.	65.34	#1	65.34	69.91
	BUMPER CTR BRACKET						
5TA807453	Guide Piece	1	pcs.	42.45	#1	42.45	45.42
	LHS BUMPER BRACKET (UPPER)						
5TA807454	Guide Piece	1	pcs.	42.45	#1	42.45	45.42
	RHS BUMPER BRACKET (UPPER)						
5TA807393	Guide Piece	1	pcs.	34.70	#1	34.70	37.13
	LHS BUMPER BRACKET (SIDE)						
5TA807394	Guide Piece	1	pcs.	34.70	#1	34.70	37.13
	RHS BUMPER BRACKET (SIDE)						
	LABOUR	5	pcs.	840.00	#1	4,200.00	4,494.00
	SPRAY PAINT	5	pcs.	800.00	#1	4,000.00	4,280.00

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	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 RR LUGGAGE TRIM TO REPAIR END 1 PANEL	1	pcs.	840.00	#1	840.00	898.80
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REVERSE SENSOR	1	pcs.	400.00	#1	400.00	428.00
	AIG DIRECT SETTLEMENT DOA: 26/09/2021 TP VEH: SLC3299C SURVEY BY:						

Quotation valid till 04-10-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	19,700.33	7%	1,432.22	20,460.33	21,892.55
Total	760.00	19,700.33		1,432.22	20,460.33	21,892.55

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).-----

All invoices are denominated in SGD, unless otherwise stated.

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	27/09/2021 09:46 (SGT)
Date of Accident	26/09/2021 17:35 (SGT)
Exact Location of Accident	Singapore
Additional Location Information	ALONG SELETAR WEST LINK
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SMR912U
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INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	MOHAMAD MUKMIN BIN SATTAR
NRIC No	S8430411E
Email Address	MOHAMADMUKMIN@GMAIL.COM
Mobile Phone No	(Phone) +65-90609608
Alternative Phone No	+65-90609608

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	1400

INSURANCE COMPANY

Name of Insurance Company	Auto & General Insurance (Singapore) Pte. Limited.
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	P10490897R00
Cover Note Number	18122020-17122021

DRIVER

Name of Driver	MOHAMAD MUKMIN BIN SATTAR
NRIC No	S8430411E

Date Of Birth	09/10/1984
Occupation	Indoor
Date Of Driving Pass	26/08/2004
Driving experience	17 YEARS AND 1 MONTH
Gender	Male
Mobile Number	(Phone) +65-90609608
Alt. Phone Number	+65-90609608
Email Address	MOHAMADMUKMIN@GMAIL.COM
Address	348D YISHUN AVE 11 #10-595
Address complement	-
Postcode	764348
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	3
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)	4
Has the driver been approached by unknown person(s) soliciting/offering accident claims assistance?	No

PASSENGER 1

Name	NUR SHAHEDA BTE BD KADIR
Gender	Female

PASSENGER 2

Name	AISYAH SAFIYYA BTE MOHAMAD MUKMIN
Gender	Female

PASSENGER 3

Name	MUHAMMAD ADIL MOHAMAD MUKMIN
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 ATTACHMENT

ATTACHMENT(S)

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



DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SLC3299C
Vehicle Manufacturer	Toyota
Vehicle Model	Harrier
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Private car
Name of Driver	-
NRIC No	S7701249D
Contact Number	(Phone) +65-86991488
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	GBG3342H
Vehicle Manufacturer	Nissan
Vehicle Model	Nv200
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Commercial vehicle
Name of Driver	-
NRIC No	S8219896B
Contact Number	(Phone) +65-86666626
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

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:

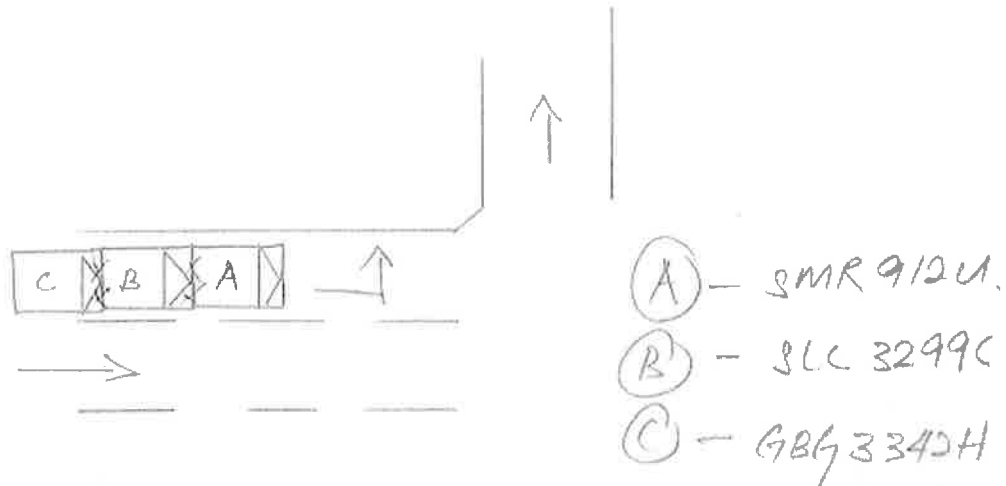
- (a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this {form} and any other personal information provided by me or possessed by my insurer (collectively the "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 27/9/21 2:04PM

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

Reporting Centre Personnel's Signature
Name
NRIC/ID No.

SKETCH PLAN



DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

I was driving slow along Seledar west link. Traffic was slow and I was going down left to Yishun dam. Suddenly I was hit at back by a Toyota Harrier. I came down and noticed it was a chain collision. The first vehicle is a NISSAN NV200 which hit the Toyota Harrier followed by my car.

You had been advised by workshop that in the event that you wish to claim against your own policy (OD claim), there is a Fourteen (14) days clause whereby the claim must be made within the stipulated timeframe from the day of occurrence.

Reporting Only
Claim OD
Claim TP
<input checked="" type="checkbox"/> Claim OD / TP at other workshop

DECLARATION

I/We declare the foregoing particulars are true in every respect.

Policyholder's Signature
Date & Time: 27/9/21 00530

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

Reporting Centre Personnel's Signature
Name:
NRC/IR No: