



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

We are submitting a claim on behalf of our customer Loh Chen Yee, Marvin  
NRIC SXXX 8569Z insured of vehicle SM77034Y against  
your insured vehicle number NRK 5636 B. (EQ )  
On the accident dated on 1/11/2021 (ddmmyyyy) along  
AYE Exit towards South Buona Vista Road.

Dated this 2 (day) of 11 (month) 2021.

  
\_\_\_\_\_

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

# ŠKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



## Quotation Non binding - Preview

Page 1/3

Company  
EQ INSURANCE COMPANY LIMITED  
5 Maxwell Road, #17-00  
Tower Block, MND Complex  
Singapore 069110

Customer Details:  
Mr  
LOH  
CHEN YEE, MARVIN  
(LUO ZHENYI)  
152 CANBERRA DRIVE  
#08-09  
SINGAPORE 768080

Document no.  
Document date 02-11-2021  
Customer no. 5211043754  
Customer GST-ID 197800490N  
Dealer 30001  
Job order number 2021041630/ 1  
Job order date 02-11-2021  
Service Advisor SHU SHI TANG

|                           |                        |                                  |                          |   |                   |
|---------------------------|------------------------|----------------------------------|--------------------------|---|-------------------|
| License plate<br>SMT7034Y | Model code<br>5E33MDA1 | First registration<br>14-07-2020 | VIN<br>TMBBC7NE3L0019725 | Model<br>Octavia Amb 1.4 I TSI 110kW MY20 | Mileage<br>15,861 |
|---------------------------|------------------------|----------------------------------|--------------------------|---|-------------------|

| Position no.   | Description                               | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------------|---|----------|------|-------------------------|----------|---------------------------|---------------------------|
| 9801B004       | B&P CHECK SHORT CIRCUIT/HARNESS<br>REPAIR |          |      |                         | #1       | 280.00                    | 299.60                    |
| 9801B005       | B&P DIAGNOSIS AND PROGRAMMING             |          |      |                         | #1       | 480.00                    | 513.60                    |
| 9801B002       | B&P LEAKED CHECK, VACUUM & REGAS          |          |      |                         | #1       | 420.00                    | 449.40                    |
| 9801B002       | A/C GAS                                   |          |      |                         | #1       | 60.00                     | 64.20                     |
| 5E0823031B     | Hood<br>FRT BONNET                        | 1        | pcs. | 1,462.31                | #1       | 1,462.31                  | 1,564.67                  |
| 5E0823301      | Flap Hinge<br>BONNET HINGE LH             | 1        | pcs. | 39.19                   | #1       | 39.19                     | 41.93                     |
| 5E0823302      | Flap Hinge<br>BONNET HINGE RH             | 1        | pcs. | 39.19                   | #1       | 39.19                     | 41.93                     |
| 5E0823186E     | Hood Latch<br>BONNET LATCH                | 1        | pcs. | 94.30                   | #1       | 94.30                     | 100.90                    |
| 5E0823509B     | Hood Latch<br>BONNET LOCK                 | 1        | pcs. | 102.40                  | #1       | 102.40                    | 109.57                    |
| 5E0823717      | Clip<br>BONNET SEAL CLIP                  | 20       | pcs. | 0.57                    | #1       | 11.40                     | 12.20                     |
| 3V0853621A FOD | Skoda Embl<br>BONNET EMBLER               | 1        | pcs. | 63.90                   | #1       | 63.90                     | 68.37                     |
| 5E0807221N     | Cover For<br>FRT BUMPER                   | 1        | pcs. | 1,338.93                | #1       | 1,338.93                  | 1,432.66                  |
| 5E0807723A     | Support Pa<br>BUMPER INNER BRACKET LH     | 1        | pcs. | 53.51                   | #1       | 53.51                     | 57.26                     |
| 5E0807724A     | Support Pa<br>BUMPER INNER BRACKET RH     | 1        | pcs. | 53.51                   | #1       | 53.51                     | 57.26                     |
| 5E0919485G     | Sensor bracket                            | 1        | pcs. | 13.00                   | #1       | 13.00                     | 13.91                     |
| 5E0919486G     | Sensor bracket                            | 1        | pcs. | 13.00                   | #1       | 13.00                     | 13.91                     |
| 5E0919485F     | Sensor bracket                            | 1        | pcs. | 13.00                   | #1       | 13.00                     | 13.91                     |
| 5E0919486F     | Sensor bracket                            | 1        | pcs. | 13.00                   | #1       | 13.00                     | 13.91                     |
| D 180KU2A1     | 2k-Plastic Adhesive                       | 1        | pcs. | 81.39                   | #1       | 81.39                     | 87.09                     |
| D 822150A1     | Bonding Agent For Plastic                 | 1        | pcs. | 65.42                   | #1       | 65.42                     | 70.00                     |
| 5E0853653A 9B9 | Unbekannt<br>RADIATOR GRILLE              | 1        | pcs. | 230.49                  | #1       | 230.49                    | 246.62                    |
| 701010002AA    | Kennschild *Bei Ölüberfü                  | 1        | pcs. | 15.17                   | #1       | 15.17                     | 16.23                     |
| 701010043B     | Sticker 'Oil Comply With                  | 1        | pcs. | 24.71                   | #1       | 24.71                     | 26.44                     |
| 5Q0010008D     | Sticker 'Ac ' *Refrigeran                 | 1        | pcs. | 17.61                   | #1       | 17.61                     | 18.84                     |
| 5E0853761C 2ZZ | Cover Stri<br>RADIATOR GRILLE CHROM       | 1        | pcs. | 302.06                  | #1       | 302.06                    | 323.20                    |
| 5E0853677J 9B9 | Cooling Ai<br>BUMPER CTR LOWER GRILLE     | 1        | pcs. | 112.45                  | #1       | 112.45                    | 120.32                    |
| 5E2941015C     | Halogen He<br>H/LAMP LH                   | 1        | pcs. | 959.00                  | #1       | 959.00                    | 1,026.13                  |
| 5E2941016C     | Halogen He<br>H/LAMP RH                   | 1        | pcs. | 959.00                  | #1       | 959.00                    | 1,026.13                  |
| 5E0807109F     | Reinforcem                                | 1        | pcs. | 708.82                  | #1       | 708.82                    | 758.44                    |

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Job order number 2021041630/ 1  
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Service Advisor SHU SHI TANG

|               |            |                    |                   |                                  |         |
|---------------|------------|--------------------|-------------------|----------------------------------|---------|
| License plate | Model code | First registration | VIN               | Model                            | Mileage |
| SMT7034Y      | 5E33MDA1   | 14-07-2020         | TMBBC7NE3L0019725 | Octavia Amb 1.4 I TSI 110kW MY20 | 15,861  |

| Position no. | Description  | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>incl. GST |
|--------------|--|----------|------|-------------------------|----------|---------------------------|---------------------------|
| 5E0807248D   | Buffer<br>REINFORCEMENT FOAM   | 1        | pcs. | 59.44                   | #1       | 59.44                     | 63.60                     |
| 5E0805588    | Front Pane<br>LOCK CARRIER   | 1        | pcs. | 693.97                  | #1       | 693.97                    | 742.55                    |
| 5E0121284B   | Air Duct<br>AIR GUIDE RH   | 1        | pcs. | 27.20                   | #1       | 27.20                     | 29.10                     |
| 5E0121283B   | Air Duct<br>AIR GUIDE LH   | 1        | pcs. | 27.20                   | #1       | 27.20                     | 29.10                     |
| G 12E050A2   | Coolant 1B   | 2        | pcs. | 21.54                   | #1       | 43.08                     | 46.10                     |
| G 055535M2   | Oil For Refrigerant Compr<br>A/C OIL                                     | 0.1      | pcs. | 372.24                  | #1       | 37.22                     | 39.83                     |
|              | 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                  |
|              | FRT NUMBER PLATE   | 1        | pcs. | 80.00                   | #1       | 80.00                     | 85.60                     |
|              | EQ DIRECT SETTLEMENT<br>DOA: 1/11/2021<br>TP VEH: GBK5636B<br>SURVEY BY: |          |      |                         |          |                           |                           |

Quotation valid till 09-11-2021

| Tax Code | Labour   | Material  | GST % | GST      | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------|----------|-----------|-------|----------|---------------------------|---------------------------|
| #1       | 1,240.00 | 14,314.87 | 7%    | 1,088.84 | 15,554.87                 | 16,643.71                 |
| Total    | 1,240.00 | 14,314.87 |       | 1,088.84 | 15,554.87                 | 16,643.71                 |

Customer

Service Advisor

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

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02-11-2021  
5211043754  
197800490N  
30001  
2021041630/ 1  
02-11-2021  
SHU SHI TANG

|               |            |                    |                   |                                  |         |
|---------------|------------|--------------------|-------------------|----------------------------------|---------|
| License plate | Model code | First registration | VIN               | Model                            | Mileage |
| SMT7034Y      | 5E33MDA1   | 14-07-2020         | TMBBC7NE3L0019725 | Octavia Amb 1.4 I TSI 110kW MY20 | 15,861  |

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              | 02/11/2021 13:32 (SGT)               |
| Date of Accident                | 01/11/2021 17:10 (SGT)               |
| Exact Location of Accident      | Singapore                            |
| Additional Location Information | AYE EXIT TWDS SOUTH BOUNA VISTA ROAD |
| Country/State of Loss           | Singapore                            |

## DETAILS OF OWN VEHICLE

|                             |          |
|-----------------------------|----------|
| Vehicle Registration Number | SMT7034Y |
|-----------------------------|----------|

### INSURED/POLICYHOLDER

|                          |                      |
|--------------------------|----------------------|
| Is company?              | No                   |
| Name Of Registered Owner | LOH CHEN YEE, MARVIN |
| NRIC No                  | SXXXX569Z            |
| Email Address            | marvinlc@gmail.com   |
| Mobile Phone No          | (Phone) +65-96306257 |
| Alternative Phone No     | +65-96306257         |

### VEHICLE PARTICULARS

|  |                                  |
|--|----------------------------------|
| Manufacturer   | Skoda                            |
| Model  | Octavia                          |
| Variant  | Octavia Amb 1.4 I TSI 110kW MY20 |
| 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 | AXA Insurance Pte Ltd |
| Type of Coverage          | Comprehensive         |
| Fleet Policy              | No                    |
| Policy Number             | VPA/P2398346/00       |
| Cover Note Number         | -                     |

### DRIVER

|                |                      |
|----------------|----------------------|
| Name of Driver | LOH CHEN YEE, MARVIN |
| NRIC No        | SXXXX569Z            |

|  |                      |
|--|----------------------|
| Date Of Birth  | 25/02/1991           |
| Occupation   | Indoor               |
| Date Of Driving Pass   | 16/04/2019           |
| Driving experience   | 2 YEARS AND 7 MONTHS |
| Gender   | Male                 |
| Mobile Number  | (Phone) +65-96306257 |
| Alt. Phone Number  | +65-96306257         |
| Email Address  | marvinlcy@gmail.com  |
| Address  | 152 CANBERRA DRIVE   |
| Address complement   | #08-09               |
| Postcode   | 768080               |
| 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)   | 1   |
| 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?   | Yes |
| Was there any audio recorded?                 | No  |

#### DETAILS OF OTHER VEHICLE PROPERTY 1

|                             |                      |
|-----------------------------|----------------------|
| Vehicle Registration Number | GBK5636B             |
| Vehicle Manufacturer        | -                    |
| Vehicle Model               | -                    |
| Vehicle Variant             | -                    |
| Vehicle Colour              | -                    |
| Vehicle Category            | Commercial vehicle   |
| Name of Driver              | HOSSIN MD NUR        |
| Work Permit No              | GXXXX380W            |
| Contact Number              | (Phone) +65-96505180 |
| 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 willful 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

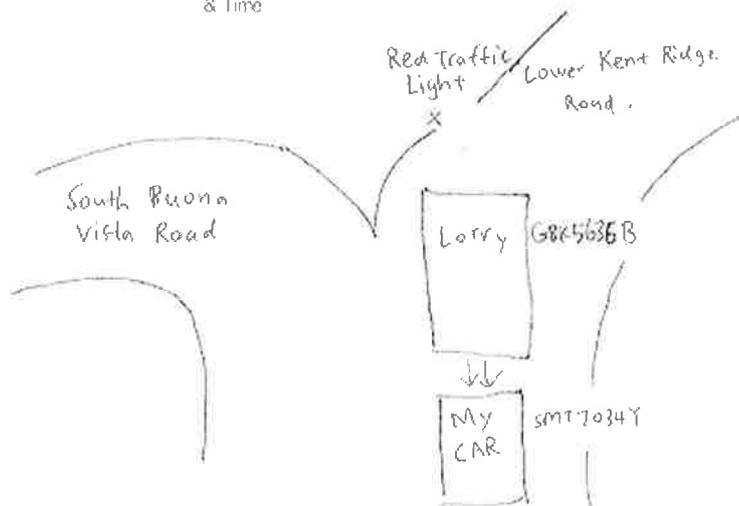
(c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.

*[Signature]*  
 2/11/2021 10.30am  
 Policyholder's Signature / Date & Time

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

*[Signature]*  
 2/11/2021  
 Witnessed by Reporting Centre Personnel

**Sketch Plan**



**Describe Circumstances of the Accident**

On 1<sup>st</sup> Nov 2021, at the traffic junction between Lower Kent Ridge Road and South Buona Vista Road at approximately 5.10 pm

The Red Light was On. All other cars were stationary, including mine. Suddenly, the lorry (Vehicle Number: GBRK5636B) reversed into my car, causing damage to my car. This incident has been captured on my car's traffic camera.

**Declaration**

We declare the foregoing particulars are true in every respect.

 2/11/2021  
10.30 am.  
Policyholder's Signature / Date & Time

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

 2/11/2021  
Witnessed by Reporting Centre Personnel