



Letter of Claims
Request of direct settlement.

We are submitting a claim on behalf of our customer Lau Yew Lee
NRIC SXXXX883B insured of vehicle 8LL45344 against
your insured vehicle number SMR 96286. (India.)
On the accident dated on 13/11/2021 (ddmmyyyy) along
Imm Shopping mall

Dated this 16 (day) of 11 (month) 20 21.

Tang Shu Shi
Insurance Advisor
Tel: 6305 7299 Ext: 217
Mobile: 9386 7833

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



Quotation

Non binding - Preview

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Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Mr
LAU
YEW LEE
158D RIVERVALE CRESCENT
#13-667
Singapore 544158

Document no.
Document date 16-11-2021
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2021043406/ 1
Job order date 16-11-2021
Service Advisor SHU SHI TANG

License plate SLL4534U	Model code AM13HZ	First registration 27-02-2017	VIN WVWZZZAUZGW533482	Model Sportsvan 1.4CLBMT 92 TSI D7F	Mileage 64,197
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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
510807217AMGRU	Cover For Bumper Primed	1	pcs.	1,359.58	#1	1,359.58	1,454.75
510807248A	Foam Insert	1	pcs.	44.24	#1	44.24	47.34
510807724D	Support Part	1	pcs.	35.92	#1	35.92	38.43
	RHS BUMPER INNER BRACKET						
510807050C	Guide Piece	1	pcs.	22.85	#1	22.85	24.45
	RHS BUMPER SIDE BRACKET						
510807049C	Guide Piece	1	pcs.	22.85	#1	22.85	24.45
	LHS BUMPER SIDE BRACKET						
510805705E	Guide	1	pcs.	85.30	#1	85.30	91.27
	BUMPER CTR BRACKET						
510853651M ZLL	Radiator Grille Black/Sat	1	pcs.	459.44	#1	459.44	491.60
510853677E 9B9	Cooling Air Grill Satin B	1	pcs.	136.10	#1	136.10	145.63
	BUMPER CTR LOWER GRILLE						
518941006C	Twin Halogen Headlamps	1	pcs.	759.12	#1	759.12	812.26
6R0973735	Flat Contact Housing	1	pcs.	21.17	#1	21.17	22.65
	H/LAMP WIRE HOUSING						
510941662D	Halogen Fog Lamp	1	pcs.	279.62	#1	279.62	299.19
510853212C 9B9	Cover Part For Bumper Sat	1	pcs.	29.56	#1	29.56	31.63
	RHS FOG LAMP GRILLE						
	LABOUR	3	pcs.	840.00	#1	2,520.00	2,696.40
	SPRAY PAINT	3	pcs.	800.00	#1	2,400.00	2,568.00
	INDIA DIRECT SETTLEMENT						
	DOA: 13/11/2021						
	TP VEH: SMR9628G						
	SURVEY BY:						

Quotation valid till 23-11-2021

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	8,175.75	7%	625.50	8,935.75	9,561.25
Total	760.00	8,175.75		625.50	8,935.75	9,561.25

Customer

Service Advisor

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
Singapore 159934
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Quotation

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Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Mr
LAU
YEW LEE
158D RIVERVALE CRESCENT
#13-667
Singapore 544158

Document no.
Document date
Customer no.
Customer GST-ID
Dealer
Job order number
Job order date
Service Advisor
16-11-2021
5211000972
198703792K
30001
2021043406/ 1
16-11-2021
SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLL4534U	AM13HZ	27-02-2017	WWWZZZAUZGW533482	Sportsvan 1.4CLBMT 92 TSI D7F	64,197

---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	15/11/2021 16:19 (SGT)
Date of Accident	13/11/2021 14:20 (SGT)
Exact Location of Accident	Singapore
Additional Location Information	IMM SHOPPING MALL
Country/State of Loss	Singapore

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SLL4534U
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INSURED/POLICYHOLDER

Is company?	No
Name Of Registered Owner	LAU YEW LEE, DENNIS
NRIC No	S7918883B
Email Address	dennis1779@gmail.com
Mobile Phone No	(Phone) +65-89106983
Alternative Phone No	+65-89106983

VEHICLE PARTICULARS

Manufacturer	Volkswagen
Model	SPORTSVAN 1.4
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	Direct Asia Insurance (Singapore) Pte Ltd
Type of Coverage	Comprehensive
Fleet Policy	No
Policy Number	MT/00762025/01
Cover Note Number	-

DRIVER

Name of Driver	LAU YEW LEE, DENNIS
NRIC No	S7918883B

Date Of Birth	01/07/1979
Occupation	Indoor
Date Of Driving Pass	26/02/1999
Driving experience	22 YEARS AND 9 MONTHS
Gender	Male
Mobile Number	(Phone) +65-89106983
Alt. Phone Number	+65-89106983
Email Address	dennis1779@gmail.com
Address	BLK 158D RIVERVALE CRESCENT #13-667
Address complement	-
Postcode	544158
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	No Collslon
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?	No
Was there any audio recorded?	No

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SMR9628G
Vehicle Manufacturer	-
Vehicle Model	-
Vehicle Variant	-
Vehicle Colour	-
Vehicle Category	Private car
Name of Driver	PEARL
NRIC No	S7226385E
Contact Number	(Phone) +65-96905691
Address	-

SKETCH PLAN

VEHICLE NO:
DATE OF ACCIDENT:

IMPORTANT NOTICE

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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' law yers/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' law yers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and

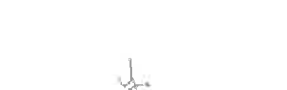
(c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their law yers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.



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 VEHICLE NO:

DATE OF ACCIDENT:

Car was parked at 1111 Scappin' well from 1230 - 1425 on 13 Nov 2021
 When leaving returning to the car at about 1420, I found my right side
 front bumper had damage. A note was left on my windshield stating
 that Pass. reversed and bumped into my car.

Declaration NOTE: DO NOT SIGN THIS FORM UNTIL YOU HAVE BEEN ADVISED BY THE INSURANCE COMPANY OF YOUR RIGHTS AND OBLIGATIONS UNDER YOUR POLICY. PLEASE REFER TO YOUR POLICY FOR MORE INFORMATION.

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

Witnessed by Reporting Centre
Personnel



Hi,
My name is
Pearl. I have
knocked onto your
front (right) by
accident. Time:
1.25 pm 13/11. Pls
call me at
9690 5691 to
talk.
Sorry - -



Contact us at
 Hotline: (65) 6532 2888
 E-mail: CustomerService@DirectAsia.com

CERTIFICATE OF INSURANCE

Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) (Singapore) (the "Act")
Motor Vehicles (Third-Party Risks and Compensation) Rules, 1960 (Singapore)
Road Transport Act, 1987 (Malaysia)
Motor Vehicles (Third-Party Risks) Rules, 1959 (Malaysia)

This document forms part of your contract with us and should be read together with your Policy Schedule and your Policy Details. Do let us know if any of the details shown here need to be amended or updated.

Certificate No.	MT/00762025
Type of Coverage / Driver Plan	Car Comprehensive (Value Plus Plan)
1) Vehicle Registration No.	SLI4534U
Chassis No.	WVWZZZAUZGWS33482
2) Name of Policy Holder	Lau, Yew Lee Dennis
3) Effective Date / Time of Commencement of Insurance for the Purpose of the Act	27/02/2020 00:00
4) Date/Time of Expiry of Insurance	26/02/2021 23:59
5) Persons or Classes of Persons Entitled to Drive	<p>(a) Any named person under the policy who is driving on the Policyholder's permission.</p> <p>(b) Any authorised person, provided such person is aged 30 and above and holds a valid driving licence of 2 years or more, who is driving on the Policyholder's permission.</p> <p>The person driving must have a valid driving licence to drive in Singapore and must not be under suspension or disqualification from driving.</p>
6) Limitations as to use*	<p>Use only for private purposes, in accordance with the declared car usage stated on your Policy Schedule. The policy does not cover use for hire or reward, tuition, driving test, racing, pace-making, reliability trials, speed tests, the carriage of goods for payment or for any purpose in connection with the motor trade business. Private car-pooling arrangements where you commute with passengers and split the fuel expense is covered under the standard policy. Grab Hitch will only be covered if this is the declared usage stated on your Policy Schedule. Only two rides are permitted a day. Other forms of commercial car-pooling or any ride hailing services (e.g. Grab, Go-Jek etc.) are not allowed.</p> <p>*Limitations rendered inoperative by Section 8 of the Act and Section 95 of the Road Transport Act, 1987 (Malaysia), are not to be included under this heading.</p>
Sum Insured	Market Value
Own Damage Excess	S\$ 700.00 (before any applicable GST)
Windscreen Excess	S\$ 100.00 (before any applicable GST)
Choice of workshop	DirectAsia approved workshops
Finance company / Hire Purchase	
Main driver	Lau, Yew Lee Dennis
Named driver	None
Important Note: This policy does not cover the Policyholder/drivers below the age of 30 and Policyholder/drivers who hold a valid driving licence of less than 2 years with the exception of the main/named drivers above.	

I/We hereby certify that the Policy to which this Certificate relates is issued in accordance with the provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act (Chapter 189) and the Road Transport Act, 1987 (Malaysia).

Issued on: 28/01/2020

Direct Asia Insurance (Singapore) Pte. Ltd.

Gary W. Denson (Chief Executive Officer)

Direct Asia Insurance (Singapore) Pte Ltd
 20 Anson Road #08-01 Twenty Anson Singapore 079912
 www.DirectAsia.com