



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: CD/11124080208/XMA3
Our Ref: SNJ 9835E
To: INDIA INSURANCE

Dear Sirs,

ACCIDENT INVOLVING SNJ 9835E & PD11H ON 06/08/2024

We are claiming on behalf of our client Sharifah Shukar Binte Syed Anwar
owner of vehicle number SNJ 9835E involved in accident on 06/08/2024
with vehicle PD11H along/at outside Singapore Bachminter Hall 1

Description of claims:

Cost of Repairs	\$ <u>12,665.65</u>	(incl 9% GST)
Loss of Use/Rental	\$ <u>120</u> X <u>4</u> Days = \$ <u>480</u>	(incl 9% GST)
Search Fee	\$ <u>27.25</u>	(incl 9% GST)
Miscellaneous Fee	\$ <u>—</u>	(incl 9% GST)
TOTAL	\$ <u>13172.90</u>	(incl 9% GST)

We are claiming in full and final settlement of \$ 13172.90 (incl 9% GST) payable to
Volkswagen Group Singapore Pte Ltd.

**Kindly send us a written acknowledgement within 14 days from receipt of this document.
Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this
document. Please email all settlement offers to meiy.wong@vw.com.sg**

Dated this



Internal



LETTER OF AUTHORITY

ACCIDENT INVOLVING SNJ9835E and PD114 on 16/08/2024
along on the way Singapore badminton hall
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Sharifah Syukar Binte Syed Ahmad
of SNJ9835E Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SNJ9835E Own vehicle's number hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number 1329231 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 15 of the month

August Year 2024

Signed & Delivered By:

[Signature]
Policy Holder

Witness By:

[Signature]



EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2024D0009322
Claimant Ref: SNJ9835E

We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 12,665.65 (repair cost), S\$ 400.00 (loss of use/rental), S\$ 27.25 (search fee), vehicle no. SNJ9835E that was damaged pursuant to the accident which occurred on 06/08/2024 (date) at T-JUNCTION OF CHANGI SOUTH ST 2 & CHANGI SOUTH AVE 1 (location) involving vehicle no. PD11H (insured vehicle). This is pursuant to the inspection conducted on 15/08/2024 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SHARIFAH SHUKAR BINTE SYED AHMAD ("the third party claimant") of vehicle no. SNJ9835E to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SNJ9835E (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 13,092.90 to VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dated this 12 day of 11 20

CLAIMANT:

Signature: _____

Name: _____

NRIC: _____

Address: _____

Nationality: _____

Occupation: _____


Signed by "the workshop" (with chop)
81030001
Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 9121 4681
Fax: 6474 3643
Email: meiy.wong@vw.com.sg

WITNESS:

Signature: _____

Name: _____

NRIC: _____

Address: _____

Nationality: _____

Occupation: _____



Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

ŠKODA Centre Singapore

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



Tax invoice

Page 1/3
Document no. 12033015539
Document date 09-09-2024
Customer no. 6151000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2024023177/ 1
Job order date 23-08-2024
Service Advisor YEN MEI WONG

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

Customer Details:
Ms.
Sharifah
Shukar Binte Syed Ahmad
553 PASIR RIS STREET 51
#08-105
SINGAPORE 510553

License plate	Model code	First registration	VIN	Model	Mileage
SNJ9835E	3V33RDA1	24-03-2021	TMBBM7NP0L7074641	SUPERB GrtAMB TS140/2.0A7F	55,404

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				5.00% #8	266.00	289.94
9801B005	B&P DIAGNOSIS AND PROGRAMMING				5.00% #8	456.00	497.04
9801B001	TO ALIGN HEADLIGHT				5.00% #8	95.00	103.55
9801B001	RADAR SENSOR CALIBRATION				5.00% #8	798.00	869.82
3V0853621A FOD	Skoda Embl	1	pcs.	57.12	10.00% #8	51.41	56.04
3V0807218E	Cover For	1	pcs.	2,672.02	10.00% #8	2,404.82	2,621.25
	FRT BUMPER (SCK) AO 26/8/2024						
3V0919485C	Sensor Bracket	1	pcs.	43.70	10.00% #8	39.33	42.87
	(SCK) AO 26/8/2024						
3V0919486C	Sensor Bracket	1	pcs.	43.70	10.00% #8	39.33	42.87
	(SCK) AO 26/8/2024						
3V0919485B	Sensor Bracket	1	pcs.	43.70	10.00% #8	39.33	42.87
	(SCK) AO 26/8/2024						
3V0919486B	Sensor Bracket	1	pcs.	43.70	10.00% #8	39.33	42.87
	(SCK) AO 26/8/2024						
3V0853343A 9B9	Anschlussblech	1	pcs.	249.98	10.00% #8	224.98	245.23
	RADIATOR GRILLE TOP COVER (SCK) AO 26/8/2024						
5Q0010008D	Sticker 'Ac ' *Refrigeran	1	pcs.	20.80	10.00% #8	18.72	20.40
701010002AA	Sticker *Overfilled Engin	1	pcs.	18.28	10.00% #8	16.45	17.93
N 10700901	Rivet	2	pcs.	2.28	10.00% #8	4.10	4.47
	(SCK) AO 26/8/2024						
3V0853653G FOD	Grille	1	pcs.	890.33	10.00% #8	801.30	873.42
	RADIATOR GRILLE (SCK) AO 26/8/2024						
3V0853761B ZZZ	Cover Stri	1	pcs.	472.67	10.00% #8	425.40	463.69
	RADIATOR GRILLE MLDG CHROM (SCK) AO 26/8/2024						
3V0853655B FOD	Trim	1	pcs.	312.47	10.00% #8	281.22	306.53
	RADIATOR GRILLE CTR TRIM (SCK) AO 2/9/2024						
3V0807248G	Buffer	1	pcs.	78.20	10.00% #8	70.38	76.71
	REINFORCEMENT FOAM (SCK) AO 2/9/2024						
3Q0907550B	Control Unit With Softwar	1	pcs.	2,446.41	10.00% #8	2,201.77	2,399.93
	RADAR SENSOR (OS) CD 3/9/2024						
3V0853677A 9B9	Cooling Ai	1	pcs.	172.21	10.00% #8	154.99	168.94
	BUMPER CTR LOWER GRILLE (SCK) AO 4/9/2024						
	LABOUR	2	pcs.	840.00	5.00% #8	1,596.00	1,739.64
	SPRAY PAINT	2	pcs.	800.00	5.00% #8	1,520.00	1,656.80
	FRT NUMBER PLATE	1	pcs.	80.00	5.00% #8	76.00	82.84

ŠKODA Centre Singapore

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



Tax invoice

Page 2/3

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

Customer Details:
Ms.
Sharifah
Shukar Binte Syed Ahmad
553 PASIR RIS STREET 51
#08-105
SINGAPORE 510553

Document no. 12033015539
Document date 09-09-2024
Customer no. 6151000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2024023177/ 1
Job order date 23-08-2024
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SNJ9835E	3V33RDA1	24-03-2021	TMBBM7NP0L7074641	SUPERB GrtAMB TS140/2.0A7F	55,404

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	SINGLIFE ONLY AUTH WORKSHOP VS INDIA 3RD PARTY VEHICLE PD11H D.O.A: 06-08-2024 SURVEY BY: MR RASUL,LKK						

Tax Code	Labour	Labour Discount	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#8	1,615.00	85.00	10,004.86	924.99	9%	1,045.79	1,009.99	11,619.86	12,665.65
Total	1,615.00	85.00	10,004.86	924.99		1,045.79	1,009.99	11,619.86	12,665.65

Customer

11/09/2024



Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

Payment in respect of any purchased services, packages inclusive of Prepaid Service Repair Package, or promotional items are strictly non-refundable.

-----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 fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

ŠKODA Centre Singapore

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



Tax invoice

Page 3/3
Document no. 12033015539
Document date 09-09-2024
Customer no. 6151000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2024023177/ 1
Job order date 23-08-2024
Service Advisor YEN MEI WONG

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

Customer Details:
Ms.
Sharifah
Shukar Binte Syed Ahmad
553 PASIR RIS STREET 51
#08-105
SINGAPORE 510553

License plate	Model code	First registration	VIN	Model	Mileage
SNJ9835E	3V33RDA1	24-03-2021	TMBBM7NP0L7074641	SUPERB GrtAMB TS140/2.0A7F	55,404

All invoices are denominated in SGD, unless otherwise stated.

> Back to OneMotoring



Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 08 Aug 2024 / 16:51:08

Receipt Date/Time : 08 Aug 2024 / 16:51:08

Tax Invoice/Receipt

Receipt No. : ITNET-00000-240808-003114

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - PD11H				
As at 06 Aug 2024/21:35:00				
Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - PD11H Enquiry Fee 20240808165008149941	25.00	2.25	27.25
Sub-Total		25.00	2.25	27.25
Total Before Rounding		25.00	2.25	27.25
Rounding Difference				0.00
Total Amount Payable				27.25
Paid By				
552777XXXXXX3724		eNETS Credit Card		27.25
Total				27.25
Cash Change				0.00
Tendered Amount				27.25
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	14 Aug 2024 15:45	Clim Dtl Modified	Claimant's Name: -> SHARIFAH SHUKAR BINTE SYED AHMAD. Claimant's ID: -> SXXX X144C.	[A] HOW MEI KWAN
2	14 Aug 2024 15:45	Clim Veh Model Changed	(208569) SKODA SUPERB 2.0 AMBITION SA (A).	[A] HOW MEI KWAN
3	14 Aug 2024 15:45	Clim Created	Reg No: SNJ9835E. Acct Date: 2024/08/06. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (HQ)	[A] HOW MEI KWAN
4	14 Aug 2024 15:45	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	14 Aug 2024 15:45	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/08/23	[A] HOW MEI KWAN
6	14 Aug 2024 15:45	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	14 Aug 2024 15:45	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	14 Aug 2024 15:45	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
9	14 Aug 2024 16:10	Clim Dtl Modified	Claimant's ID: SXXXX144C -> S7038144C.	[A] HOW MEI KWAN
10	14 Aug 2024 16:11	Clim Registration Modified	Acct Time:00:00:00->09:00:00.	[A] HOW MEI KWAN
11	15 Aug 2024 16:22	Clim Dtl Modified	Insured Name: -> Leisure Frontier (S) Pte Ltd. Insured ID: -> 200717502K.	[A] HOW MEI KWAN
12	19 Aug 2024 10:12	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/08/23	[A] HOW MEI KWAN
13	20 Aug 2024 11:09	Adj Mandate Request	Cur.Reg:0.00:PODS Liability: 100% Remark: BOLA NIL applicable. OID reversing hit on to front of TP vehicle at traffic junction.	[A] Daphne Lee Mooi Ngiuk
14	23 Aug 2024 10:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/08/23	[I] Zuhaidah Bte Samsuri
15	23 Aug 2024 10:58	Adj Mandate Set	Approved:0.00.	[I] Zuhaidah Bte Samsuri
16	07 Oct 2024 16:22	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
17	07 Oct 2024 16:22	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
18	07 Oct 2024 16:22	Clim Dtl Modified	JPJ Reg. Date: -> 2021/03/24.	[A] JOANNE LEE KHANG MIN
19	07 Oct 2024 16:22	Clim Details Notified		[A] JOANNE LEE KHANG MIN
20	10 Oct 2024 10:40	Adj Mandate Request	Cur.Reg:13172.90:PODS Liability: 100% *Quantum: \$13,172.90. Please refer to adjuster report for details. *For your approval please.	[A] Daphne Lee Mooi Ngiuk
21	02 Nov 2024 01:24	Adj Mandate Set	Approved:13172.90.	[I] Zuhaidah Bte Samsuri

Date From   Date To   Audit Type 

ACTIVITY

No record

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
3218997	15 Aug 2024 15:41:52	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SNJ9835E	PD11H	12.00
3220136	19 Aug 2024 10:12:42	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNJ9835E	PD11H	12.00