



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: D24005382 MFCT
Our Ref: SNE 84886
To: MS FIRST CAPITAL INSURANCE

Dear Sirs,

ACCIDENT INVOLVING SNE 84886 & SH883B ON 18/06/2024

We are claiming on behalf of our client LAN HUAN GUAN JAMES

owner of vehicle number SNE 84886 involved in accident on 18/06/2024

with vehicle SH883B along/at ALONG BEDOK NORTH ST 1

Description of claims:

| | | |
|--------------------|---|---------------|
| Cost of Repairs | \$ <u>4830.10</u> | (incl 9% GST) |
| Loss of Use/Rental | \$ <u>100</u> x <u>3</u> Days = \$ <u>300</u> | (incl 9% GST) |
| Search Fee | \$ <u>2.18</u> | (incl 9% GST) |
| Miscellaneous Fee | \$ <u>-</u> | (incl 9% GST) |
| TOTAL | \$ <u>5132.28</u> | (incl 9% GST) |

We are claiming in full and final settlement of \$ 5132.28 (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 SNT-8488C1 and SH8813B on 18/06/2024
along Bedok North SP 7
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Chan Huan Guan James
of SNTX087J Name of Policy Holder & IC / Passport number
Number SNT-8488C1 Own vehicle's number owner of Vehicle Registration

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 SP202210262-01 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 21 of the month
06 Year 24

Signed & Delivered By:

James Chan

Witness By:



Internal

DISCHARGE RECEIPT

CLAIM REFERENCE : D24005362MFCT/CTPL/TPD 2
ACCIDENT DATE : 18/06/2024
ACCIDENT LOCATION : TOWARDS BEDOK MALL SINGAPORE
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : TEH ENG CHONG
INSURED VEHICLE : SH8813B
INVOLVED PARTY : SNE8488G
SETTLEMENT SUM : \$5,012.28

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,
2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT: LAU HUAN GUAN JAMES

Signature and Date :



26 Aug 2024

WITNESS :

Mely Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4881
Fax: 6474 3643
Email: mely.wong@vvi.com.sg

Signature and Date :




VOLKSWAGEN

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



Tax invoice

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Company
Ms First Capital Insurance
Limited
6 RAFFLES QUAY
#21-00
Singapore 048580

Customer Details:
Mr
LAU
HUAN GUAN JAMES
(LIU HUANYUAN)
16 BEDOK NORTH DRIVE
#10-03
SINGAPORE 465494

Document no. 12033011697
Document date 12-07-2024
Customer no. 6151041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2024017723/ 1
Job order date 01-07-2024
Service Advisor YEN MEI WONG

| License plate | Model code | First registration | VIN | Model | Mileage |
|---------------|------------|--------------------|-------------------|----------------------------|---------|
| SNE8488G | CD13LML0 | 12-01-2022 | WVWZZZCDZNW119477 | Golf 1.5 Life GT110eTSID7F | 33,722 |

| 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 | | | | #8 | 280.00 | 305.20 |
| 9801B005 | B&P DIAGNOSIS AND PROGRAMMING | | | | #8 | 480.00 | 523.20 |
| 5H6807417P GRU | Cover For Bumper Primed | 1 | pcs. | 1,489.08 | #8 | 1,489.08 | 1,623.10 |
| 5H0919492 | Sensor Bracket | 1 | pcs. | 15.10 | #8 | 15.10 | 16.46 |
| 5H0919491A | Sensor Bracket | 2 | pcs. | 15.10 | #8 | 30.20 | 32.92 |
| 5H0919491 | Sensor Bracket | 1 | pcs. | 15.10 | #8 | 15.10 | 16.46 |
| 3Q0919133 9B9 | Seal Ring Satin Black | 1 | pcs. | 6.58 | #8 | 6.58 | 7.17 |
| D 822150A1 | Bonding Agent For Plastic | 1 | pcs. | 78.24 | #8 | 78.24 | 85.28 |
| D 180KU2A1 | 2k-Plastic Adhesive | 1 | pcs. | 94.98 | #8 | 94.98 | 103.53 |
| 5H6807568 9B9 | Rear Diffuser Satin Black | 1 | pcs. | 302.00 | #8 | 302.00 | 329.18 |
| | LABOUR | 1 | pcs. | 840.00 | #8 | 840.00 | 915.60 |
| | SPRAY PAINT | 1 | pcs. | 800.00 | #8 | 800.00 | 872.00 |
| | ALLIANZ ARF VS MS FIRST CAPITAL 3RD PARTY VEHICLE SH8813B D.O.A: 18-06-2024 SURVEY BY: MR RASUL,LKK | | | | | | |

| Tax Code | Labour | Material | GST % | GST | Total amount excl. GST | Total amount incl. GST |
|----------|--------|----------|-------|--------|---------------------------|---------------------------|
| #8 | 760.00 | 3,671.28 | 9% | 398.82 | 4,431.28 | 4,830.10 |
| Total | 760.00 | 3,671.28 | | 398.82 | 4,431.28 | 4,830.10 |

Customer



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).-----

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



Tax invoice

Page 2/2

| | |
|------------------|---------------|
| Document no. | 12033011697 |
| Document date | 12-07-2024 |
| Customer no. | 6151041856 |
| Customer GST-ID | 195000106C |
| Dealer | 30001 |
| Job order number | 2024017723/ 1 |
| Job order date | 01-07-2024 |
| Service Advisor | YEN MEI WONG |

| | |
|------------------------------------|----------------------|
| Company | Customer Details: |
| Ms First Capital Insurance Limited | Mr |
| 6 RAFFLES QUAY | LAU |
| #21-00 | HUAN GUAN JAMES |
| Singapore 048580 | (LIU HUANYUAN) |
| | 16 BEDOK NORTH DRIVE |
| | #10-03 |
| | SINGAPORE 465494 |

| | | | | | |
|---------------|------------|--------------------|-------------------|----------------------------|---------|
| License plate | Model code | First registration | VIN | Model | Mileage |
| SNE8488G | CD13LML0 | 12-01-2022 | WVWZZZCDZNW119477 | Golf 1.5 Life GT110eTSID7F | 33,722 |

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.

All invoices are denominated in SGD, unless otherwise stated.

INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SH8813B

Date of Accident

18/06/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance MS First Capital Insurance Ltd

Period of Insurance 01/01/2024 - 31/12/2024

Requested By MeiY Wong (Volkswagen Grou...

Requested Date 18/06/2024 21:20

Payment details

Request Amount: S\$2

GST Amount: S\$0.18

Total Amount Due (GST Inclusive): S\$2.18

General Insurance Association

Records Management Centre

GST Registration No: M400017735

Yan (LKK Auto)

From: Neo Jie Si <NeoJieSi@msfirstcapital.com.sg>
Sent: Saturday, August 17, 2024 1:06 PM
To: Yan (LKK Auto)
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: RE: [SEEK MANDATE] RE: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024
Attachments: LKK SURVEY REPORT &_PHOTOS.pdf; SNE8488G_LOD.pdf

MSFC ref: **D24005382MFCT**
Your ref : **CD/FCI24060153/Rua3**

Dear Yan,

For loss of use, we offer up to \$60/day.

Please proceed to settle the claim up to \$5,012.28 (all-in).

Thanks and regards,

Neo Jie Si
Motor Claims

MS First Capital Insurance Ltd
16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

DID: 6359 1808 | TEL: 6359 1800 extn 808 | FAX: 6223 0541
Website <http://www.msfirstcapital.com.sg>

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From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Monday, August 5, 2024 3:37 PM
To: Neo Jie Si <NeoJieSi@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [SEEK MANDATE] RE: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Your ref: **D24005382MFCT**
Our ref : **CD/FCI24060153/Rua3**

Dear Sirs/Mdm,

ACCIDENT INVOLVING SH8813B(MS FCIL) AND SNE8488G(TP) ON 18/06/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he encroached third party lane and hit onto third party's vehicle.

We seek your approval to offer repairer "**VOLKSWAGEN GROUP SINGAPORE PTE LTD**" at **\$5,132.28(all-in).**

The summary is as follows: -

| | Amount Claimed | Amount Revised |
|-----------------------------------|--------------------|----------------------------------|
| 1. Cost of Repair (with 9%GST) | \$ 8,993.65 | \$ 4,830.10 (\$4,431.28 + 9%GST) |
| 2. Loss of Use (3days x \$100.00) | \$ 300.00 | \$ 300.00 (3DAYS X \$100.00) |
| 3. LTA/ GIA Search Fee | \$ 2.18 | \$ 2.18 |
| Total | \$ 9,295.83 | <u>\$ 5,132.28</u> |

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 31/07/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Neo Jie Si <NeoJieSi@msfirstcapital.com.sg>

Sent: Friday, June 28, 2024 7:06 PM

To: Yan (LKK Auto) <yan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear Yan,

Please proceed with Direct settlement, up to \$ 4,667.62.

Thanks and regards,

Neo Jie Si

Motor Claims

MS First Capital Insurance Ltd

16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

DID: 6359 1808 | TEL: 6359 1800 extn 808 | FAX: 6223 0541

Website <http://www.msfirstcapital.com.sg>

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Confidentiality Notice:

From: Yan (LKK Auto) <yan@lkkauto.com>

Sent: Tuesday, June 25, 2024 2:16 PM

To: Neo Jie Si <NeoJieSi@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear Jie Si,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Liability: 100%. Insured driver encroached third party lane and hit onto third party vehicle.

Please advise if we may proceed DS. Thanks.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Neo Jie Si <NeoJieSi@msfirstcapital.com.sg>

Sent: Tuesday, June 25, 2024 9:52 AM

To: Yan (LKK Auto) <yan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Harminder Kaur <Harminder@msfirstcapital.com.sg>

Subject: RE: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear Yan,

Please find the attached video footage as requested.

Thanks and regards,

Neo Jie Si

Motor Claims

MS First Capital Insurance Ltd

16 Raffles Quay

#42-01 Hong Leong Building

Singapore 048581

DID: 6359 1808 | TEL: 6359 1800 extn 808 | FAX: 6223 0541

Website <http://www.msfirstcapital.com.sg>

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From: Yan (LKK Auto) <yan@lkkauto.com>

Sent: Monday, June 24, 2024 11:40 AM

To: Harminder Kaur <Harminder@msfirstcapital.com.sg>; Neo Jie Si <NeojieSi@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: [REQUEST VIDEO FOOTAGE] RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear Jie Si/Harminder,

Kindly provide the insured(SH8813B) video footage for our review.

Thank you.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Wednesday, June 19, 2024 5:10 PM

To: Harminder Kaur <Harminder@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Neo Jie Si <NeojieSi@msfirstcapital.com.sg>

Subject: RE: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear Harminder,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Harminder Kaur <Harminder@msfirstcapital.com.sg>

Sent: Wednesday, June 19, 2024 3:55 PM

To: assignments <assignments@lkkauto.com>

Cc: Neo Jie Si <NeojieSi@msfirstcapital.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>;
Pearlyn.cheong@vw.com.sg; Ong Michelle (VGS - SG/Singapore) <michelle.ong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore

<christopher.anthonidas@vw.com.sg>; Wong Jihang (VGS - SG/Singapore) <jihang.wong@vw.com.sg>

Subject: D24005382MFCT/ctpl/js REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Dear sirs,

Enclosed documents for survey.

Thank You.

Best Regards,
Harminder Kaur
Motor Claims
MS First Capital Insurance Ltd
16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

TEL : 6359 1800 | FAX : 6223 0541 |
Website <http://www.msfirstcapital.com.sg>
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From: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Wednesday, June 19, 2024 10:53 AM

To: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Ong Michelle (VGS - SG/Singapore) <michelle.ong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Wong Jihang (VGS - SG/Singapore) <jihang.wong@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT FOR VEHICLE INVOLVING SNE8488G & SH8813B ON 18-06-2024

Good Morning Claims ,

Please revert on liability and arrange survey for this vehicle ,Thank you.

Thanks and Best Regards,

Meiy Wong

Insurance Advisor

Aftersales

Volkswagen Group Singapore Pte Ltd

247 Alexandra Road

Singapore 159934

Main Line: +65 6305 7299

Direct line: +65 6305 7216

Mobile: +65 8121 4681

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal