

247 Alexandra Road S(159934)



LETTER OF DEMAND

Your Ref: CD/II24110052/XMAS
Our Ref: SAR 5061E
To: INDIA INTERNATIONAL INSURANCE

Dear Sirs,

ACCIDENT INVOLVING SAR 5061E & SAR 48725 ON 31/10/2024
We are claiming on behalf of our client 7AN GHONG YI, JOEY CHEN GHONG YI, JOEY
owner of vehicle number SAR 5061E involved in accident on 31/10/2024
with vehicle SAR 48725 along/at CAR PARK OF WESTWAY ALONG WEST COAST
HIGHWAY (27 WEST COAST
HIGHWAY (A96)
Description of claims:

Cost of Repairs	\$ <u>1,743.60</u>	(incl 9% GST)
Loss of Use/Rental	\$ <u>100</u> X <u>1</u> Days = \$ <u>100</u>	(incl 9% GST)
Search Fee	\$ <u>27.25</u>	(incl 9% GST)
Miscellaneous Fee	\$ <u>-</u>	(incl 9% GST)
TOTAL	\$ <u>1,870.85</u>	(incl 9% GST)

We are claiming in full and final settlement of \$ 1,870.85 (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 17/11/24





LETTER OF AUTHORITY

ACCIDENT INVOLVING SNK5061E and SLQ4871S on 31/10/2024
along Car park of Westway Along West Coast Highway (27 West Coast Highway
17867)
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Yan Ching Yi, Joey (Chan Hong Yi, Joey)
7687 Name of Policy Holder & IC / Passport number
of 7687 owner of Vehicle Registration

Number SNK5061E 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 912031481018-01 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 11th of the month

November Year 2024.

Signed & Delivered By: [Signature]
Policy Holder

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2024D0012911
Claimant Ref: SNR5061E

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\$ 1,743.60 (repair cost), S\$ 60.00 (loss of use/rental), S\$ 27.25 (search fee), vehicle no. SNR5061E that was damaged pursuant to the accident which occurred on 31/10/2024 (date) at 27 WEST COAST HIGHWAY (location) involving vehicle no. SLQ4872S (insured vehicle). This is pursuant to the inspection conducted on 11/11/2024 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner TAN CHONG YI, JOEY (CHEN CHONGYI, JOEY) ("the third party claimant") of vehicle no. SNR5061E 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 SNR5061E (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\$ 1,830.85 to VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dated this 23 day of 03, 2025

CLAIMANT:

Signature: _____

Name: _____

NRIC: _____

Address: _____

Nationality: _____

Occupation: _____


Signed by "the workshop" (with chop)
Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643
Email: meiy.wong@iil.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

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

Customer Details:
Mr
TAN
CHONG YI, JOEY
(CHEN CHONGYI, JOEY)
44 PASIR PANJANG HILL
#03-03
SINGAPORE 118895

Document no. 12033020247
Document date 22-11-2024
Customer no. 6151000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2024032095/ 1
Job order date 11-11-2024
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SNR5061E	NX34LDS1	21-06-2024	TMBBP8NX9RY156867	Octavia Style 1.0 TSI 81kW e-TEC WLTP	15,000

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
8Y0839240A GRU	Trim Plate For Door Handl	1	pcs.	236.25	10.00% #8	212.63	231.77
	RHR DOOR HANDLE (OUTER) sck ao						
	13/11/24						
	LABOUR	0.5	pcs.	840.00	5.00% #8	399.00	434.91
	SPRAY PAINT	1	pcs.	280.00	5.00% #8	266.00	289.94
	ALLIANZ ARF VS INDIA						
	3RD PARTY VEHICLE SLQ4872S						
	D.O.A: 31-10-2024						
	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	722.00	38.00	877.63	58.62	9%	143.97	96.62	1,599.63	1,743.60
Total	722.00	38.00	877.63	58.62		143.97	96.62	1,599.63	1,743.60

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).-----

ŠKODA Centre Singapore

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



Tax invoice

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Document no.	12033020247
Document date	22-11-2024
Customer no.	6151000972
Customer GST-ID	198703792K
Dealer	30001
Job order number	2024032095/ 1
Job order date	11-11-2024
Service Advisor	YEN MEI WONG

Company	Customer Details:
INDIA INTERNATIONAL INSURANCE	Mr
64 CECIL STREET	TAN
#04-05 IOB BUILDING	CHONG YI, JOEY
Singapore 049711	(CHEN CHONGYI, JOEY)
	44 PASIR PANJANG HILL
	#03-03
	SINGAPORE 118895

License plate	Model code	First registration	VIN	Model	Mileage
SNR5061E	NX34LDS1	21-06-2024	TMBBP8NX9RY156867	Octavia Style 1.0 TSI 81kW e-TEC WLTP	15,000

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.



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 01 Nov 2024 / 16:56:58
Receipt Date/Time : 01 Nov 2024 / 16:56:58

Tax Invoice/Receipt

Receipt No. : ITNET-00000-241101-003597
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 - SLQ4872S As at 31 Oct 2024/17:35:00 Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - SLQ4872S Enquiry Fee 20241101165540913762	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	04 Nov 2024 18:27	Clm Dtl Modified	Claimant's Name: -> TAN CHONG YI, JOEY (CHEN CHONGYI, JOEY). Claimant's ID: -> SXXXX 768J.	[A] HOW MEI KWAN
2	04 Nov 2024 18:27	Clm Veh Model Changed	(207728) SKODA OCTAVIA 999cc STYLE 1.0 TSI MHEV (A).	[A] HOW MEI KWAN
3	04 Nov 2024 18:27	Clm Created	Reg No: SNR5061E. Acct Date: 2024/10/31. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (HQ)	[A] HOW MEI KWAN
4	04 Nov 2024 18:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	04 Nov 2024 18:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/13	[A] HOW MEI KWAN
6	04 Nov 2024 18:27	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	04 Nov 2024 18:27	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	04 Nov 2024 18:27	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
9	05 Nov 2024 11:46	Adj Mandate Request	Cur.Req:0.00:PODS Liability: 100% Remark: BOLA 26(a) applicable. OID's passenger opened rear door LH collided TP moving off from carpark lot.	[A] Daphne Lee Mooi Ngiuk
10	05 Nov 2024 16:46	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/13	[I] Sherini Pillai
11	05 Nov 2024 16:46	Adj Mandate Set	Approved:0.00.	[I] Sherini Pillai
12	20 Nov 2024 23:00	Adj Im. Advice Submitted	Next Rpt:Final Rpt.Due Date:2024/11/13	[A] HOW MEI KWAN
13	30 Dec 2024 13:19	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	30 Dec 2024 13:19	Clm Dtl Modified	Insured Name: -> -. Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	30 Dec 2024 13:19	Clm Dtl Modified	JPJ Reg. Date: -> 2024/06/21.	[A] JOANNE LEE KHANG MIN
16	30 Dec 2024 13:19	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	17 Mar 2025 08:40	Clm Dtl Modified	Insured Name: - -> LION CITY RENTALS PTE LTD. Insured ID: - -> 201504621K.	[A] Daphne Lee Mooi Ngiuk
18	17 Mar 2025 09:20	Adj Mandate Request	Cur.Req:1850.85:PODS Liability: 100% *Quantum: \$1,850.85. Please refer to adjuster report for details. *For your approval please.	[A] Daphne Lee Mooi Ngiuk
19	18 Mar 2025 14:56	Adj Mandate Set	Approved:1850.85.	[I] Sherini Pillai

Date From

Date To

Audit Type

None

Go

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
3266379	05 Nov 2024 09:22:38	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SNR5061E	SLQ4872S	12.00
3276439	20 Nov 2024 23:00:59	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNR5061E	SLQ4872S	12.00