



**LETTER OF DEMAND**

Your Ref: D24010194MFC7/CTPL/TPD2

Our Ref: SNG 7407L

To: MS FIRST CAPITAL

Dear Sirs,

ACCIDENT INVOLVING SNG 7407L & SND 3640S ON 18/11/2020

We are claiming on behalf of our client TJAN WET LONG

owner of vehicle number SNG 7407L involved in accident on 18/11/2020

with vehicle SND 3640S along/at ANG MO KIO AVE 3 TOWARDS C7E

Description of claims:

Cost of Repairs \$ 10,719.77 (incl 9% GST)

Loss of Use/Rental \$ 120.00 X 8 Days = \$ 960.00 (incl 9% GST)  
2.18

Search Fee \$ — (incl 9% GST)

Miscellaneous Fee \$ — (incl 9% GST)

TOTAL \$ 11,681.95 (incl 9% GST)

We are claiming in full and final settlement of \$ 11,681.95 (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 [christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg).

Dated this 19/11/2020



## 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  
TJAN  
WEI LONG  
205A COMPASSVALE LANE  
#10-43  
SINGAPORE 541205

Document no. 12033020711  
Document date 29-11-2024  
Customer no. 6151041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2024033365/ 1  
Job order date 21-11-2024  
Service Advisor Dass Anthonidas  
Christopher

License plate	Model code	First registration	VIN	Model	Mileage
SGN7407L	CD13LMP0	30-08-2022	WVWZZZCDZNW164539	Golf Life Plus 1.5 eTSI 110kW DSG	41,808

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
9801B003	B&P WHEEL ALIGNMENT				#8	360.00	392.40
9801B001	R&R RIM & BALANCE				#8	50.00	54.50
9801B001	360 CAMERA CALIBRATION				#8	840.00	915.60
5H2857507AA9B9	Rear View Mirror Housing (SCK) AO 22/11/2024	1	pcs.	880.64	#8	880.64	959.90
5H0857537D GRU	Mirror Cap Primed (SCK) AO 22/11/2024	1	pcs.	153.05	#8	153.05	166.82
5H4837477B 5AP	Window Slot Seal Black LHS FRT DOOR GLASS OUTER MLDG (SCK) AO 22/11/2024	1	pcs.	97.50	#8	97.50	106.28
5H0601025G FZZ	Alloy Wheel Aluminium Shi (SCK) AO 22/11/2024	1	pcs.	1,977.51	#8	1,977.51	2,155.49
311601361	Rubber Valve	1	pcs.	4.27	#8	4.27	4.65
5H0821021F	Fender LH (SCK) AO 22/11/2024	1	pcs.	1,142.98	#8	1,142.98	1,245.85
N 90817302	Rivetted Cap Nut	3	pcs.	2.90	#8	8.70	9.48
	LABOUR	2	pcs.	840.00	#8	1,680.00	1,831.20
	SPRAY PAINT	2	pcs.	800.00	#8	1,600.00	1,744.00
	SPRAY MIRROR COVER	1	pcs.	280.00	#8	280.00	305.20
	MS FIRST CAPITAL DIRECT DOA:18/11/2024 TP VEH NO:SHD3640S SURVEY BY:						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#8	2,010.00	7,824.65	9%	885.12	9,834.65	10,719.77
Total	2,010.00	7,824.65		885.12	9,834.65	10,719.77

Customer

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.

# VOLKSWAGEN

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



## Tax invoice

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Document no.	12033020711
Document date	29-11-2024
Customer no.	6151041856
Customer GST-ID	195000106C
Dealer	30001
Job order number	2024033365/ 1
Job order date	21-11-2024
Service Advisor	Dass Anthonidas Christopher

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

Customer Details:  
Mr  
TJAN  
WEI LONG  
205A COMPASSVALE LANE  
#10-43  
SINGAPORE 541205

License plate	Model code	First registration	VIN	Model	Mileage
SGN7407L	CD13LMP0	30-08-2022	WVWZZZCDZNW164539	Golf Life Plus 1.5 eTSI 110kW DSG	41,808

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](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://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](https://www.volkswagen.com.sg)

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.



Website: www.mova.com.sg  
Co. Reg. No.: 198904033G  
GST Reg. No.: M2-0088864-2

**Main Office:** Mova Building, No. 22, Jalan Kilang, Singapore 159419  
Tel: (65) 6476 3333 Fax: (65) 6271 5891

**Fan Yoong Branch:** No. 15 Fan Yoong Road, Singapore 629792  
Tel: (65) 6262 3377 Fax: (65) 6264 3151

**Workshop Dept:** Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722  
Tel: (65) 6272 3892 Fax: (65) 6270 8314

24 Hours Breakdown Service: (65) 9799 8888

**Ms CARISSA TAN YUE XUAN**

87 HOUGANG AVE 2  
#13-34  
Singapore 538862  
Tel: 97594210

**Tax Invoice**

**Inv No. :** RKL124110252

**Date :** 25 Nov 2024

**Ref :** SNG7407L

**Currency :** SGD

**Terms :** COD

**RA No. :** RKLR24110068

**Veh No. :** SMG7839K

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGE 25/11/2024 TO 03/12/2024 Volkswagen Golf 1.4:SMG7839K DRIVEN BY:CARISSA TAN YUE XUAN YOUR REFERENCE:VW -SNG7407L	8.00	DAY	110.09	880.73

**Remarks:**

VW -SNG7407L  
CARISSA TAN YUE XUAN

This is a computer generated document, No signature is required.  
Please made payable to Mova Automotive Pte Ltd.  
Car Rental Dept. ;  
Bank Transfer - DBS Bank  
Account No.: 072-031115-9

Subtotal :	S\$ 880.73
Total Tax :	S\$ 79.27
<b>Total :</b>	<b>S\$ 960.00</b>
Paid :	S\$ 960.00
Outstanding :	S\$ 0.00



RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	GOLF	Vehicle No:	7838	Singapore	Malaysia
Date/Time Out:	25/11/24		13:30	2500.00	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Per Accident	Per Accident
Date/ Time In:	31/12/24			Charges	
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Months @ \$	Per Month
Change Over 1:	Date:	Initial:		Weeks @ \$	Per Week
Change Over 2:	Date:	Initial:		Days @ \$	Per Day
KM Out:	97612	KM In:		Hours @ \$	Per Hour
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount %		
Name:	Carissa Tan Yue Xuan		Rental Charges		
Address:	87 Hougang Ave 2 #13-34 The Florence Residences (538862)		CDW @ \$ per day / week / month		
Identity Card No:	S96438462		PAI @ \$ per day / week / month		
Date of Birth:	22/11/1996		Petrol Top-Up		
Driving License:	S96438462		Misc Charges		
Country of Issue:	84		GST		
Tel:	(HP) 9724 4389 (O) 9759 6210 84		Total		
Nationality:	26/10/2026		VISA/MASTER CARD/AMEX CASH/COMPANY BILLING/OTHERS		
Effective Date:			Pre-Payment		
Additional Hirer			Downpayment and Deposit		
Name:			Amount Refunded/ Due		
Address:			Signature of Refund		
Identity Card No:			Remarks:		
Date of Birth:			VW - SNA7 T407 L		
Driving License:			Invoice No:		
Country of Issue:			Ref. No:		
Tel:			Checked Out By:		
Nationality:			Checked In By:		
Effective Date:			Checked By:		
			Sales-In Charge:		
			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		

I fully understand and agree to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date &amp; Time

**IMPORTANT**

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.

## INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SHD3640S

Date of Accident

18/11/2024 📅

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **MS First Capital Insurance Ltd**Period of Insurance ..... **01/01/2024 - 31/12/2024**Requested By ..... **Christopher Anthonidas (Volk...**Requested Date ..... **18/11/2024 15:30****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**



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SNG 7407L and SKD 3640S on 18/11/2024  
along ANG MO KIO AVE 3 TOWARDS CTE  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, TJAN WET LONG  
of 209B  
Name of Policy Holder & IC / Passport number  
owner of Vehicle Registration

Number SNG 7407L hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**  
Own vehicle's number  
(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 514866399 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 29 of the month  
NOV Year 2024

Signed & Delivered By:

Policy Holder

Witness By:

Euis Antonidas  
Insurance Advisor

Tel: 6305 7299 Ext: 218  
Mobile: 8511 2203



## DISCHARGE VOUCHER

I / We TJAN WEI LONG (Passport No. 209B) the  
owner of vehicle number SNG 7407L hereby accept from  
ME FIRST CAPITAL (Insurance Company) the sum of  
\_\_\_\_\_ (total repair cost) in full and final settlement for the cost of repairs  
arising from the loss damage of property as a result of the accident involving  
SNG 7407L & SHD 3640S along ANG MO KIO AVE 3 TOWARDS C76  
on 18/11/2024.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive  
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to

VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 29/11/2024 (DD/MM/YYYY)

  
\_\_\_\_\_  
(Signature of owner / Company stamp)

Name : TJAN WEI LONG

NRIC No. : 209B

Date : 29/11/2024