



**LETTER OF DEMAND**

Your Ref: CD/11124/20152/7pa3

Our Ref: SDG 14142

To: INDIA INTERNATIONAL INSURANCE

Dear Sirs,

ACCIDENT INVOLVING SDG 14142 & GBH 61865 ON 7/12/2024

We are claiming on behalf of our client ONG CHUN WET

owner of vehicle number SDG 14142 involved in accident on 7/12/2024

with vehicle GBH 61865 along/at EXITE SINGAPORE SITE OFFICE (MICKIN FAR 10A)

Description of claims:

Cost of Repairs	\$ <u>8,205.98</u> (incl 9% GST)
<u>Loss of Use/Rental</u>	\$ <u>120.00</u> X <u>6</u> Days = \$ <u>720.00</u> (incl 9% GST)
Search Fee	\$ <u>2.18</u> (incl 9% GST)
Miscellaneous Fee	\$ <u>-</u> (incl 9% GST)
TOTAL	\$ <u>8,928.16</u> (incl 9% GST)

We are claiming in full and final settlement of \$ 8,928.16 (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 27/3/2025





## LETTER OF AUTHORITY

ACCIDENT INVOLVING SDG 14142 and GBH 61865 on 7/12/2024  
along EXYTE SINGAPORE SITE OFFICE (MICRON FAB 10A)  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, ONG CHUN WET  
of 236F  
Name of Policy Holder & IC / Passport number  
owner of Vehicle Registration

Number SDG 14142 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 D24MTPV0/008220 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 8 of the month  
Jan Year 25

Signed & Delivered By:

  
Policy Holder

Witness By:

 Chris Anthonidas  
Insurance Advisor  
Tel: 6305 7299 Ext: 213  
Mobile: 8511 2203

Internal



## DISCHARGE VOUCHER

I / We ONG CHUN WEI (Passport No. 2365) the  
owner of vehicle number SDS 14142 hereby accept from  
INDIA (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  
SDS 14142 & GBH 61865 along EXYTE SINGAPORE SITE OFFICE (MICRON  
FAB 10A)  
on 7/12/2024.

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 08/01/2025 (DD/MM/YYYY)

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

Name : ONG CHUN WEI

NRIC No. : S9439236E

Date : 07 JAN 2025

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2024D0014720

Claimant Ref: SDG1414Z

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\$ 8,205.98 (repair cost), S\$ 600.00 (loss of use/rental), S\$ 2.18 (search fee), vehicle no. SDG1414Z that was damaged pursuant to the accident which occurred on 07/12/2024 (date) at EXYTE SINGAPORE SITE OFFICE(MICRON FAB 10A) (location) involving vehicle no. GBH6186S (insured vehicle). This is pursuant to the inspection conducted on 13/12/2024 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner ONG CHUN WEI ("the third party claimant") of vehicle no. SDG1414Z 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 SDG1414Z (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\$ 8,808.16 to VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dated this 3 day of APRIL 20 25

#### CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by "the workshop" (with chop)

CHRISTOPHER ANTHONY

058L

247 ALEXANDRA ROAD

SINGAPORE 159934

Malaysian

Insurance Advisor



#### WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#02-25 Paya Ubi Ind. Park S(408933)



MTH

## VOLKSWAGEN

247 Alexandra Road  
Singapore 159934  
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  
ONG  
CHUN WEI  
BLK 431 CHUA CHU KANG AVE 4  
#14-575

Document no. 12033501012  
Document date 16-01-2025  
Customer no. 6151000972  
Customer GST-ID 198703792K  
Dealer 30001  
Job order number 2024036933/ 1  
Job order date 23-12-2024  
Service Advisor Dass Anthonidas  
Christopher

License plate	Model code	First registration	VIN	Model	Mileage
SDG1414Z	5G1RVR	24-02-2017	WVWZZZAUZH120792	Golf 2.0 R BM 206TSI D6A	112,767

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
5G0823031J	Hood	1	pcs.	2,030.18	10.00% #8	1,827.16	1,991.60
5G0807221BJGRU	Cover For Bumper Primed (SCK) AO 23/12/2024	1	pcs.	1,681.58	10.00% #8	1,513.42	1,649.63
5G0919493B	Sensor Bracket (SCK) AO 23/12/2024	1	pcs.	32.24	10.00% #8	29.02	31.63
5G0919493C	Sensor Bracket (SCK) AO 23/12/2024	2	pcs.	32.24	10.00% #8	58.03	63.25
5G0919494B	Sensor Bracket (SCK) AO 23/12/2024	1	pcs.	32.24	10.00% #8	29.02	31.63
5Q0919133 9B9	Seal Ring Satin Black	4	pcs.	1.63	10.00% #8	5.87	6.40
D 180KU2A1	2k-Plastic Adhesive *	1	pcs.	94.98	10.00% #8	85.48	93.17
D 822150A1	Bonding Agent For Plastic *	1	pcs.	78.24	10.00% #8	70.42	76.76
	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
	FRONT NUMBER PLATE	1	pcs.	80.00	10.00% #8	72.00	78.48
	INDIA DIRECT DOA:7/12/2024 TP VEH NO:GBH6186S SURVEY BY:MR TAUFIKH						

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	6,806.42	574.04	9%	677.56	612.04	7,528.42	8,205.98
Total	722.00	38.00	6,806.42	574.04		677.56	612.04	7,528.42	8,205.98

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

Customer Details:  
Mr  
ONG  
CHUN WEI  
BLK 431 CHUA CHU KANG AVE 4  
#14-575

Document no. 12033501012  
Document date 16-01-2025  
Customer no. 6151000972  
Customer GST-ID 198703792K  
Dealer 30001  
Job order number 2024036933/ 1  
Job order date 23-12-2024  
Service Advisor Dass Anthonidas  
Christopher

License plate	Model code	First registration	VIN	Model	Mileage
SDG1414Z	5G1RVR	24-02-2017	WVWZZZAUZHW120792	Golf 2.0 R BM 206TSI D6A	112,767

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. 521XXXXXXX), 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.

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

GBH6186S

Date of Accident

07/12/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... **India International Insurance ...**

Period of Insurance ..... **23/04/2024 - 22/04/2025**

Requested By ..... **Christopher Anthonidas (Volk...**

Requested Date ..... **10/12/2024 16:15**

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**



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	11 Dec 2024 12:06	<b>Clm Dtl Modified</b>	Claimant's Name: -> ONG CHUN WEI. Claimant's ID: -> S9439236E.	[A] HOW MEI KWAN
2	11 Dec 2024 12:06	<b>Clm Veh Model Changed</b>	(203518) VOLKSWAGEN GOLF R 2.0 (A).	[A] HOW MEI KWAN
3	11 Dec 2024 12:06	<b>Clm Created</b>	Reg No: SDG1414Z. Acct Date: 2024/12/07. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: SOMPO INSURANCE SINGAPORE PTE. LTD. (HQ). Workshop: Volkswagen Group Singapore Pte Ltd (HQ)	[A] HOW MEI KWAN
4	11 Dec 2024 12:06	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	11 Dec 2024 12:06	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2024/12/20	[A] HOW MEI KWAN
6	11 Dec 2024 12:06	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	11 Dec 2024 12:06	<b>Label Added</b>	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	11 Dec 2024 12:06	<b>Adj Adjuster Assigned</b>	[None] -> CHEW HSIAO TONG	[A] HOW MEI KWAN
9	12 Dec 2024 13:35	<b>Adj Adjuster Assigned</b>	CHEW HSIAO TONG -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	12 Dec 2024 13:39	<b>Clm Dtl Modified</b>	Insured Name: -> SKYLINK VEHICLE RENTAL PTE LTD. Insured ID: -> 201710755G.	[A] HOW MEI KWAN
11	13 Dec 2024 08:15	<b>Adj Mandate Request</b>	Cur.Req:0.00:PODS LIABILITY: 100% Insured driver reversed and hit 3rd party parked vehicle.	[A] CHEW HSIAO TONG
12	13 Dec 2024 10:41	<b>Video Downloaded</b>	Downloaded SDG1414Z TP VIDEO	[I] Gabriel Wee
13	13 Dec 2024 10:42	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2024/12/20. Mandate Remarks: Liability is clear	[I] Gabriel Wee
14	13 Dec 2024 10:42	<b>Adj Mandate Set</b>	Approved:0.00:Liability is clear	[I] Gabriel Wee
15	17 Dec 2024 11:42	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2024/12/20	[A] HOW MEI KWAN
16	14 Feb 2025 08:49	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
17	14 Feb 2025 08:49	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
18	14 Feb 2025 08:49	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2017/02/24.	[A] JOANNE LEE KHANG MIN
19	14 Feb 2025 08:49	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
20	27 Mar 2025 12:06	<b>Adj Mandate Request</b>	Cur.Req:8928.16:Liability: 100% *Quantum: \$8,928.16 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
21	27 Mar 2025 13:55	<b>Video Downloaded</b>	Downloaded SDG1414Z TP VIDEO	[I] Gabriel Wee
22	27 Mar 2025 13:56	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2024/12/20. Mandate Remarks: Offer \$100 for LOU	[I] Gabriel Wee
23	27 Mar 2025 13:56	<b>Adj Mandate Set</b>	Approved:8808.16:Offer \$100 for LOU	[I] Gabriel Wee



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
3290475	12 Dec 2024 09:26:25	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SDG1414Z	GBH6186S	12.00
3291406	13 Dec 2024 10:14:12	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SDG1414Z	CHEW HSIAO TONG	xx.xx
3293515	17 Dec 2024 11:42:22	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SDG1414Z	GBH6186S	12.00