



LETTER OF DEMAND

Your Ref: CD/4C24070300/R003

Our Ref: SLP 3988D

To: LONPAC

Dear Sirs,

ACCIDENT INVOLVING SLP 3988D & XE8405C ON 16/7/2024

We are claiming on behalf of our client WONG WONG HENG

owner of vehicle number SLP 3988D involved in accident on 16/7/2024

with vehicle XE8405C along/at 208 WOODLANDS AVE 9 WOODLANDS SPECTRUM
11 5738956.

Description of claims:

Cost of Repairs	\$ <u>7,739.55</u>	(incl 9% GST)
Loss of Use/Rental	\$ <u>120.00</u> X <u>4</u> Days = \$ <u>480.00</u>	(incl 9% GST)
Search Fee	\$ <u>2.18</u>	(incl 9% GST)
Miscellaneous Fee	\$ <u>-</u>	(incl 9% GST)
TOTAL	\$ <u>8,221.73</u>	(incl 9% GST)

We are claiming in full and final settlement of \$ 8,221.73 (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.**

Dated this 30/8/2024



LETTER OF AUTHORITY

ACCIDENT INVOLVING SLP 3988A and XE 8405C on 16/7/2024
along 203 WOODLANDS AVE 9 WOODLANDS SPECTRUM 11 S738936
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, WONG HOON HENG
of 397A Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SLP 3988A 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 MP 322928 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 19 of the month Aug Year 24.

Signed & Delivered By:

Wong Hoon Heng
Policy Holder

Witness By:

Wong Hoon Heng



LONPAC INSURANCE BHD

CLAIM NO : 24/24/24/VC05/029550
DATE : 10 OCT 2024

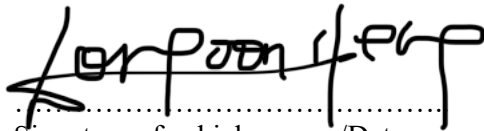
DISCHARGE VOUCHER

I/We, WONG WOON HENG confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of XE 8405C the sum of Singapore Dollar Eight Thousand Two Hundred Twenty-One and Cents Seventy-Three Only **(\$8,221.73)** in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SLP 3988D and XE 8405C on 16/07/2024 along/at WOODLANDS AVE 9.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ BEN'S EXPRESS ENGINEERING PTE. LTD. AND/OR KARUPPAIYAH ADAIKALANGKATHAN**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"**.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.


.....
Signature of vehicle owner/Date

Wong Woon Heng 22-Oct-2024
.....
Name of vehicle owner /Date

ŠKODA Centre Singapore

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



Tax invoice

Page 1/2

Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Mr
WONG
WOON HENG
660 CHOA CHU KANG CRESCENT
#18-91
SINGAPORE 680660

Document no. 12033014702
Document date 29-08-2024
Customer no. 6151043801
Customer GST-ID
Dealer 30001
Job order number 2024020536/ 1
Job order date 29-07-2024
Service Advisor Dass Anthonidas
Christopher

License plate	Model code	First registration	VIN	Model	Mileage
SLP3988D	5E36UDR3	25-09-2020	TMBBU7NE9L0058106	Octavia RS 2.0 TSI 180kW w/o WC MY20	63,911

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
5E5945712A	Taillight	1	pcs.	1,098.67	#8	1,098.67	1,197.55
	RHR (SCK) CD 30/7/2024						
5E5807421B	Cover For	1	pcs.	1,656.51	#8	1,656.51	1,805.60
	REAR BUMPER (SCK) AO 12/8/2024						
5E5919485C	Sensor Bra	1	pcs.	11.35	#8	11.35	12.37
5E5919485B	Sensor Bra	2	pcs.	11.35	#8	22.70	24.74
5E5919486C	Sensor Bra	1	pcs.	11.35	#8	11.35	12.37
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	94.98	#8	94.98	103.53
	*						
D 822150A1	Bonding Agent For Plastic	1	pcs.	78.24	#8	78.24	85.28
	*						
5E5945232	Bulb Holde	1	pcs.	86.70	#8	86.70	94.50
	(OS) CD 19/8/2024						
	LABOUR	2	pcs.	840.00	#8	1,680.00	1,831.20
	Spray Painting	2	pcs.	800.00	#8	1,600.00	1,744.00
	LONPAC DIRECT						
	DOA:16/7/2024						
	TP VEH NO:XE8405C						
	SURVEY BY:MR RASUL						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#8	760.00	6,340.50	9%	639.05	7,100.50	7,739.55
Total	760.00	6,340.50		639.05	7,100.50	7,739.55

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.

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

ŠKODA Centre Singapore

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



Tax invoice

Page 2/2
Document no. 12033014702
Document date 29-08-2024
Customer no. 6151043801
Customer GST-ID
Dealer 30001
Job order number 2024020536/ 1
Job order date 29-07-2024
Service Advisor Dass Anthonidas Christopher

Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Mr
WONG
WOON HENG
660 CHOA CHU KANG CRESCENT
#18-91
SINGAPORE 680660

License plate	Model code	First registration	VIN	Model	Mileage
SLP3988D	5E36UDR3	25-09-2020	TMBBU7NE9L0058106	Octavia RS 2.0 I TSI 180kW w/o WC MY20	63,911

-----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.

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

Mr YEO SWEE KOON

680 CHOA CHU KANG CRESCENT

#18-91

Singapore 680660

Tel: 98169559

Tax Invoice

Inv No. : RKL124080177

Date : 12 Aug 2024

Ref : SLP3988D/B173
37

Currency : SGD

Terms : COD

RA No. : RKLR24080028

Veh No. : SNF5309E

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGE 12/08/2024 TO 16/08/2024 SKODA OCTAVIA AMBITION 1.5 : SNF5309E DRIVEN BY : YEO SWEE KOON YOUR REFERENCE : VW-SLP3988D	4.00	DAY	110.09	440.37

Remarks:

VW-SLP3988D

YEO SWEE KOON

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\$ 440.37

Total Tax : S\$ 39.63

Total : S\$ 480.00

Paid : S\$ 480.00

Outstanding : S\$ 0.00



Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419
 Bukit Merah Branch:
 Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
 Fan Young Branch: No. 15 Fan Young Road, Singapore 629792
 Tel: (65) 6476 3333 Fax: (65) 6270 8314
 24 Hours Breakdown Service: (65) 9799 8888
 Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
 Tel: (65) 8604 7877

RENTAL AGREEMENT

RA NO.: B 17337

Website: www.mova.com.sg
 Co. Reg. No.: 198904033G

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	octavia	Vehicle No:	6309	Singapore	Malaysia
Date/Time Out:	12/08/24		10am	S\$ 2500.00	S\$
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:	16/08/24			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:		4 Days @ \$ 110.09	Per Day
KM Out:	23755	KM In:		Hours @ \$	Per Hour
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount %		
Name:	Yeo Swee Koon		Rental Charges		
Address:	680 chon chu kang crescent		CDW @ \$ per day / week / month		
	#12-91		PAI @ \$ per day / week / month		
	S(680660)		Petrol Top-Up		
Identity Card No:	S1631421H		Misc Charges		
Date of Birth:	15/03/1964		GST		
Driving License:	S1631421H		Total		
Country of Issue:	SG		VISA / MASTER CARD / AMEX CASH / COMPANY BILLING / OTHERS		
Tel:	(HP) 98169559	(O)	Pre-Payment		
Nationality:	SG		Downpayment and Deposit		
Effective Date:	27/04/1983		Amount Refunded/ Due		
Additional Hirer			Signature of Refund		
Name:			Remarks:		
Address:			VW - SLP 3988D		
Identity Card No:			Invoice No:		
Date of Birth:			Ref. No:		
Driving License:			Checked Out By:		
Country of Issue:			Checked In By:		
Tel:	(HP)	(O)	Checked By:		
Nationality:			Sales-In Charge:		
Effective Date:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		

I fully understand and agreed 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 & 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.

XE8405C

Date of Accident

16/07/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **15/06/2024 - 14/06/2025**Requested By **Christopher Anthonidas (Volk...**Requested Date **17/07/2024 16:38****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: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Thursday, October 10, 2024 11:17 AM
To: Yan (LKK Auto)
Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: [RE-SEND UPDATED DOCS] FW: [SEEK MANDATE] RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

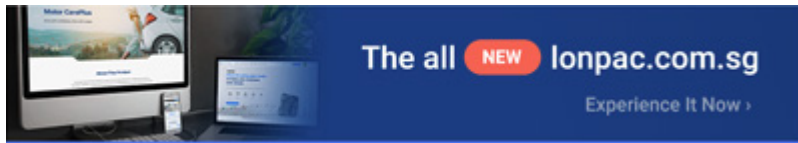
Lonpac External - General

Dear Yan,

Please proceed as proposed.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Yan (LKK Auto) <yan@lkkauto.com>
Sent: Wednesday, 9 October 2024 10:42 am
To: CHARMAINE KONG <charmainekong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [RE-SEND UPDATED DOCS] FW: [SEEK MANDATE] RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Dear Charmaine,

Amended file for your reference.

Kindly let us have your approval / instructions.

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)

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Yan (LKK Auto)

Sent: Thursday, September 26, 2024 1:48 PM

To: CHARMAINE KONG <charmainekong@lonpac.com>

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

Subject: [SEEK MANDATE] RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Your ref: **24/24/24/VC05/029550**

Our ref : CD/LPC24070300/Rua3

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE8405C(LONPAC) AND SLP3988D(TP) ON 16/07/2024

We refer to the above matter.

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

We seek your approval to offer repairer **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"** at **\$8,221.73 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (WITH 9%GST)	\$ 11,638.90	\$ 7,739.55 (\$7,100.50 + 9%GST)
2. Loss of RENTAL (4days x \$120.00)with 9%GST	\$ 480.00	\$ 480.00 (4DAYS X \$120.00)with 9%GST
3. LTA/ GIA SEARCH FEE	\$ 2.18	\$ 2.18
Total	\$ 12,121.08	<u>\$ 8,221.73</u>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 18/07/2024 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: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Tuesday, July 23, 2024 1:42 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 ***
LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

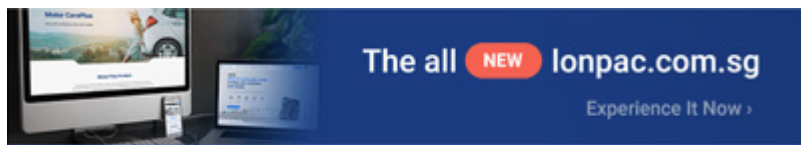
Lonpac External - General

Dear Mei Kwan,

Ref: 24/24/24/VC05/029550

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, July 23, 2024 10:28 AM

To: CHARMAINE KONG <charmainekong@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Hi Charmaine,

Please see attached as per your request. Please advise your claim ref.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: CHARMINE KONG <charmainekong@lonpac.com>

Sent: Monday, July 22, 2024 3:40 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Lonpac External - General

Dear Mei Kwan,

Page 2-6 of the photos are blank. Please re-send to us.

Meanwhile, OI report is attached.

Thank you.

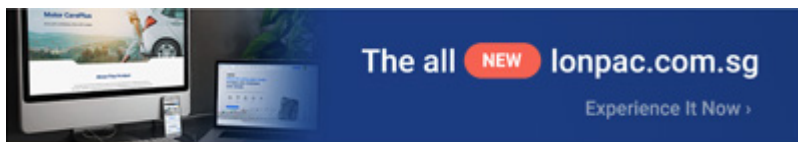
Best Regards,

Charmaine Kong

Claims Officer | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, July 22, 2024 12:18 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

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

Please note that our officer in charge is Yan.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, July 22, 2024 11:48 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Dear Sir / Madam,

Please see the attached TP video from TP repairer.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, July 22, 2024 9:51 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Sent: Thursday, July 18, 2024 1:55 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Dear Gerald,

Thank you for the assignment.

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

Best Regards,

Hueh Yin | 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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Thursday, July 18, 2024 7:24 AM

To: assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; 'christoper.anthonidas@vw.com.sg' <christoper.anthonidas@vw.com.sg>

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Lonpac External - General

Lonpac External - General

Dear Rajes,

FYNA. Insured yet to report.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Wednesday, July 17, 2024 5:47 PM

To: MT_Claim_SG <mt_claim@lonpac.com>; mt-claim@lonpac.com

Cc: Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore)

<Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Ong Michelle (VGS

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

Subject: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Dear Claims,

Please revert on liability and survey arrangement for this claim.

Thank you!

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218
Mobile: +65 85112203
Main Line : +65 6305 7299
Main Fax: +65 6474 364



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From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Wednesday, July 17, 2024 5:37 PM

To: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Subject: Scan Image

Internal