

Volkswagen Centre Singapore

247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299



Biz Reg. No. 53103069E
GST No. M20098505-2

LETTER OF DEMAND

Your Ref: CCH / ASM18001000 / Tika3
Our Ref: SLM 5063A

To: AXA INSURANCE PTE LTD

Dear Sirs,

ACCIDENT INVOLVING SLM 5063A & SGV 4099R ON 13-1-18

We are claiming on behalf of our client SEK AH TEE owner of
vehicle number SLM 5063A involved in accident on 13-1-18
with vehicle SGV 4099R along/at CTE

Description of claims:

Cost of Repairs

\$ 16004-79 + 7% GST = \$ 17125-13

Loss of Use/Rental

\$ 120 X 7 Days = \$ 240 + 240 (240 x 2) = \$ 960

Medical Fee

\$ _____ + 7% GST = \$ _____

Search Fee

\$ _____ + 7% GST = \$ _____

TOTAL \$ 18085-13

We are claiming in full and final settlement of \$ 18085-13

Cost of repair & search fee \$ 17125-13 to be payable to Volkswagen Centre Singapore.

Loss of use/Rental amount/Medical fee of \$ 960 to be payable to SEK AH TEE.

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 charmaine.kong@vw.com.sg

Dated this _____ of 13 MAR 2018



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

24 JANUARY 2018

MICHAEL DAVID PEEVEY
178 SPRINGLEAF AVENUE
SINGAPORE 786341

Dear Sir/Madam,

OUR REF : CC4/ASM18001000/T1ka3

YOUR REF : SGV 4099R

**ACCIDENT INVOLVING SGV 4099R AND SLM 5063A ALONG CTE TOWARDS SLE
ON 13.01.2018**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from VOLKSWAGEN CENTRE SINGAPORE, acting on behalf of the owner of SLM 5063A against your motor insurance policy.

Based on the accident report, accident scenario, it was reported that your vehicle had collided to the Third Party vehicle SLM 5063A while changing lane. As such, liability is down against us.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to Zaini@lkkauto.com within 10 days from the date of this letter **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)



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- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at Zaini@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Zaini
Case Handler
DID: 6841 2132
FAX: 6741 4108
Email: Zaini@lkkauto.com

c.c. AXA Insurance Pte Ltd (AXA)
(Motor Claims Dept)

Volkswagen Centre Singapore



Biz Reg. No. S3103069E
GST No. M20096505-2

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLM5063A and SGV4099R on 13/01/2018
Own vehicle's number Other vehicle's number Date of accident
along CTE
Accident location

BY THE LETTER OF AUTHORITY, I/we, SER AH TEE
Name of Policy Holder & IC / Passport number
of S2543971C owner of Vehicle Registration

Number SLM5063A hereby irrevocable appoint Volkswagen Centre Singapore
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 A 28930248 PVW 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 Centre Singapore 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 5th of the month
Feb Year 2018

Signed & Delivered By :

SER AH TEE
Policy Holder

Witness By:

[Signature]



redefining / insurance

Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not prejudice or affect or preclude me from making a further claim for general and special damages for my personal injuries sustained in the same accident

CLAIM REF : S8M0078Q
INSURED : MICHAEL DAVID PEEVEY

DISCHARGE VOUCHER

We/I SER AH TEE, NRIC NO. S2548971C hereby agree to accept the sum of dollars SEVENTEEN THOUSAND EIGHT HUNDRED SEVENTY FOUR AND CENTS THIRTEEN ONLY [S\$17,874.13] paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their insured or the driver of motor vehicle no. [SGV 4099R] as a result of an accident along [CTE] on [13/01/2018] of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. [SLM 5063A].

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said insurer, owner and/or driver of vehicle no. [SGV 4099R] in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am the person(s) entitled to receive the above settlement and hereby undertake to indemnify AXA INSURANCE PTE LTD against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. [SGV 4099R].

Dated this 28 day of August 2018

Claimant's Signature

Ser Ah Tee

NRIC no. / Company Stamp

S2548971C

Occupation/ Business

Chief Mechanic

Address

11, Sembawang Crescent, #10-21, Skypark Residences (S) T51058

Telephone No.

9820 1259

Witness's Name

Adriene Ser

Witness's Signature

[Signature]

Witness's NRIC No.

88734041D

AXA Insurance Pte Ltd (Company Reg. No. 199903512M)
8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Customer Centre #81-01
Tel: +65 6880 4888 Fax: +65 6338 2522 Website: www.axa.com.sg

Volkswagen Centre Singapore

Service Tax Invoice No. SV18P04363



Biz Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP0113

SERVICE CUSTOMER NO.: CV000066

SERVICE CUSTOMER NAME: AXA INSURANCE SINGAPORE PL

TELEPHONE NO.:

ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore

Post Code: 069511

VEH NO.: SLM5063A

DATE: 30/01/18

Pickup:

VIN NO.: WVZZZ1TZW068371

KM : 18,883

GEARBOX CODE:

Engine No.:

MODEL: Tauran 7 1.4 TSI TL

SA : Goh Edmund

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
DIRECT SETTLEMENT					
DOA: 13/01/2018					
TP VEHICLE NO: SGV4099R					
SURVEY BY: TAUFIK					
	Labor				
1	LABOUR	4.00	UNIT	840.00	3,360.00
2	SPRAY PAINT	3.00	UNIT	800.00	2,400.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	ELECT WIRING & MECH COMPONENT CHECK NE	1.00	TU	280.00	280.00
7	R&R RIM & BALANCE	2.00	TU	50.00	100.00
8	B&P WHEEL ALIGNMENT NETT	1.00	TU	360.00	360.00
	Item				
9	ALLOY WHEELS 16" BRIGHTON	2.00	PCS	1,259.76	2,519.52
10	LHS FENDER LINER	1.00	PCS	359.91	359.91
11	RHS FENDER LINER	1.00	PCS	359.91	359.91
12	BUMPER SIDE BRACKET LH	1.00	PCS	103.65	103.65
13	BUMPER SIDE BRACKET RH	1.00	PCS	103.65	103.65
14	FRT BUMPER	1.00	PCS	1,370.11	1,370.11

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P04363

Biz Reg. No. 53103069E
GST No. M20098505-2

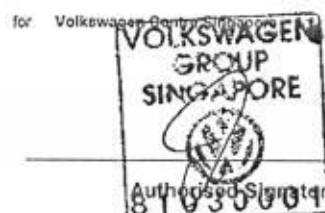
SERVICE ORDER NO: 18IP0113
SERVICE CUSTOMER NO.: CV000066
SERVICE CUSTOMER NAME: AXA INSURANCE SINGAPORE PL
TELEPHONE NO.:
ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore
Post Code: 068811

VEH NO.: SLM5063A

DATE: 30/01/10 Pickup:
VIN NO.: WVGZZZ1T2HW060371 KM: 18,893
GEARBOX CODE: Engine No.:
MODEL: Touran 7 1.4 TSI TL
SA: Goh Edmund
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	BUMPER INNER BRACKET LK	1.00	PCS	92.22	92.22
16	BUMPER INNER BRACKET RH	1.00	PCS	92.22	92.22
17	FENDER LH	1.00	PCS	1,129.65	1,129.65
18	FENDER RH	1.00	PCS	553.71	553.71
19	LHS FENDER BRACKET	1.00	PCS	81.97	81.97
20	RHS FENDER BRACKET	1.00	PCS	44.67	44.67
21	HINGE LH	1.00	PCS	297.88	297.88
22	HINGE RH	1.00	PCS	297.88	297.88
23	ACTIVATOR	2.00	PCS	197.56	395.12
24	HEADLAMP LH	1.00	PCS	605.97	605.97
25	HEADLAMP RH	1.00	PCS	605.97	605.97
26	POP-RIVET	2.00	PCS	1.33	2.66
27	NUT	2.00	PCS	1.78	3.56
28	BOLT	6.00	PCS	0.76	4.58

Sub Total 16,004.79
GST (7%) AMOUNT 1,120.34
TOTAL AMOUNT 17,125.13



Customer

Phone : Fax :

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P05452

Biz Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP0376

SERVICE CUSTOMER NO.: CV036994

SERVICE CUSTOMER NAME: SER AH TEE

TELEPHONE NO.:

ADDRESS: 11 SEMBAWANG CRESCENT

#10-21

Singapore

Post Code: 757058

VEH NO.: SLV2832U

DATE: 05/02/18

Pickup:

VIN NO.: WVVZZZAUZGW562920

KM: 29

GEARBOX CODE:

Engine No.:

MODEL: SPORTSVAN 1.4 TSI HL

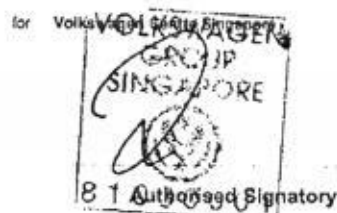
SA: Wang Mei

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	SLM5063A				
	DIRECT CASE MSIG VS AXA				
	Labor				
1	VW B&P CAR RENTAL FOR 7 DAYS	7.00	TU	112.15	785.05

Sub Total 785.05
GST (7%) AMOUNT 54.95
TOTAL AMOUNT 840.00



Customer

Phone : Fax :

Volkswagen Centre Singapore

05 FEB 2018



BY: _____
Service Tax Invoice No. SV18P05452

Biz Reg. No. S3103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP0376

SERVICE CUSTOMER NO.: CV038594

SERVICE CUSTOMER NAME: SER AH TEE

TELEPHONE NO.:

ADDRESS: 11 SEMBAWANG CRESCENT

#10-21

Singapore

Post Code: 757058

VEH NO.: SLV2832U

DATE: 05/02/18

Pickup:

VIN NO.: WVVZZZAUZGW562920

KM: 29

GEARBOX CODE:

Engine No.:

MODEL: SPORTSVAN 1.4 TSI HL

SA: Wang Mei

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	SLM5063A				
	DIRECT CASE MSIG VS AXA				
	Labor				
1	VW B&P CAR RENTAL FOR 7 DAYS	7.00	TU	112.15	785.05

Sub Total 705.05
GST (7%) AMOUNT 54.95
TOTAL AMOUNT 840.00

for Volkswagen Centre Singapore

Meiy Wong

Customer

Authorised Signatory

Phone : Fax :

* Rental fee will collect upon car collection

Lot 34



Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

RENTAL CAR AGREEMENT

MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SLM5063A
Model:	TOURAN
Name:	SER XIANG WEI, JASMINE
Address:	11 SEMBAWANG CRESCENT #0-21 86YPAK RESIDENCES SINGAPORE 757058
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P./I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

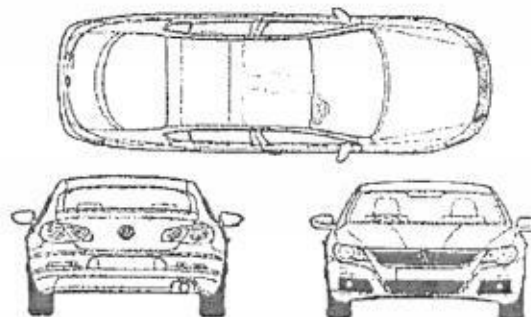
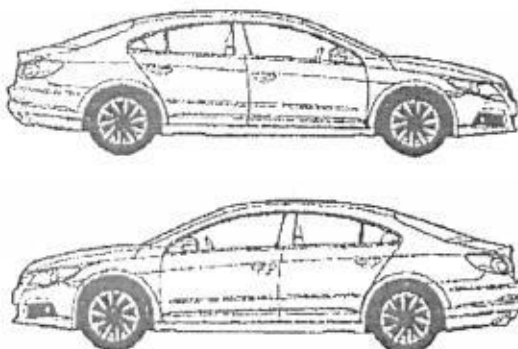
ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P./I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

RENTAL VEHICLE PARTICULAR		
Replacement Vehicle No:	SLV2832U	
Model:	SPORTSVAN	
Collection Out	Date & Time	Mileage Out
	29/11/2018, 520PM	38
Return In	Date & Time	Mileage In
	05/12/18, 6pm	548
OUT	1 BAR 1/2 Tank	1 BAR ABOVE HALF
EMPTY	FULL	EMPTY

RENTAL CAR CHARGES		
Days @ \$	Days	Total
\$118.15	Per Day	

ADDITIONAL CHARGES	
PETROL TOP-UP CHARGES	
MISC	
TOTAL CHARGES (incl 7% GST)	

Remarks:
Rental fee will collect upon, upon accident car repair done.



Kindly top up the petrol before you return us the replacement car; Otherwise, there will be charges added to your payment.

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63336800

CHECKED OUT BY:

CHECKED IN BY:

Rental Car Terms & Conditions

1. I hold a valid Singapore driving licence, as provided herein, for the operation of the loan car ("the Car").
2. For the avoidance of doubt, 1 day is equivalent to 24-hour period from when the Car was rented out. When the rental period is less or equal to 5 hours after 1 day, I will incur a half day charge. When the rental period exceeds 5 hours after 1 day, I will incur a full day charge.
3. In the event of vehicle breakdown, Volkswagen Group Singapore will only replace another rental vehicle on the next working day subject to availability of the rental vehicle and it may be any brand or model within our discretion.
4. I acknowledge that Volkswagen Group Singapore is fully entitled to request for the return of the Car at any time, giving 1 day notice, when your car is ready for collection.
5. The Car shall be issued and returned during the operating hours of the Service Centres.
6. I have checked and accepted the Car in the current condition and agree to return it to you in the same condition, failing which, I agree bear all cost and expenses necessary to restore the Car to its initial condition.
7. I agree to take full responsibility for the Car and at all times exercising reasonable care when using the Car, and shall not authorize the car to be driven by another person unless stated in the additional driver detail column.
8. I undertake not to drive or operate the Car outside Singapore. There will be additional charges of \$50 per day for Malaysia Insurance coverage.
9. I shall take good care on the cleanliness of the Car and shall not eat, drink and smoke in the Car. Additional charges of \$80 will be incurred for the interior cleaning or removal of odour smell.
10. I shall not permit anything to be done that may void or affect the Car's insurance in any way, eg. driving under influence of alcohol/medication, participating in racing, etc. Under such circumstances, I will bear all cost to restore the Car to the initial condition, or to replace the Car.
11. I take full responsibility and shall promptly pay for any damage or loss, however caused to the Car during the loan period.
12. I shall pay for all traffic violations, fines and penalties imposed on the Car during the rental period.
13. All claims, damages, losses, increased insurance premiums, insurance claim excess amounts, costs and expenses (including legal costs on a full indemnity basis), whatsoever and however brought against, suffered or incurred by you in respect of the Car or the use or operation of the Car during the rental period.
14. In the event when the Car is damaged, I shall pay the Insurance claims excess stated below (please tick the relevant):
 - ☒ \$2,500 excess amount - applicable for non-sport models and/or with engine capacity less than 2,500cc (Polo, Beetle, Jetta, Passat, CC, Touran and Sharan).
 - Applicable to sports, coupe and cabriolet models, including Scirocco and Golf Cabriolet.
 - Applicable to vehicle with engine capacity above 2,500cc, including Touareg and Phaeton.
 - ☐ \$5,000 excess amount - applicable for sports, coupe and cabriolet models and/or with engine capacity above 2,500cc (Scirocco, Golf Cabriolet, Touareg and Phaeton); and for drivers below 23 years old and above 62 years old and with driving experience less than 2 years.
 - ☐ Other applicable excess amount as stated: _____
15. I shall return the same level of petrol in which the car was rented out when I return the Car. Otherwise, I shall be charged for topping up of petrol to the same level or more in which the Car was rented out.
16. I agree that I shall settle all outstanding payment before I am able to collect my own car from the workshop.
17. I have read, fully understand and agreed with the terms and conditions herein.

Customer Signature: _____

