

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: cc4/ACH18003223/T1K93

Our Ref: SGX 8633P

To: AXA INSURANCE PTE LTD

Dear Sirs,

ACCIDENT INVOLVING SKX 8633P & SGX 4192T ON 18.2.18

We are claiming on behalf of our client PHUA KOK FONG owner of
vehicle number SKX 8633P involved in accident on 18.2.18
with vehicle SGX 4192T along/at WEST COAST HIGHWAY

Description of claims:

Cost of Repairs \$ 4302.59 + 7% GST = \$ 4603.77

Loss of Use/~~Rental~~ \$ 60 X 3 Days = \$ 180

Medical Fee \$ _____ + 7% GST = \$ _____

Search Fee \$ _____ + 7% GST = \$ _____

TOTAL \$ 4783.77

We are claiming in full and final settlement of \$ 4783.77.

Cost of repair & search fee \$ 4603.77 to be payable to Volkswagen Centre Singapore.

Loss of use/~~Rental amount~~/Medical fee of \$ 180 to be payable to
PHUA KOK FONG.

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 _____ of 10 APR 2018



Auto
Consultants
Pte Ltd

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

28 FEBRUARY 2018

YU XINMEI
6 ROSEWOOD DRIVE
#09-20
SINGAPORE 737938

Dear Sir/Madam,

OUR REF : CC4/ASM18003223/T1ka3
YOUR REF : SGX 4192T
**ACCIDENT INVOLVING SGX 4192T AND SKX 8633P ALONG SENTONSA GATEWAY
ON 18.02.2018**

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 M/s VOLKSWAGEN CENTRE SINGAPORE, acting on behalf of the owner of SKX 8633P 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 SKX 8633P. 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. 53103069E
GST No. M20098505-2

LETTER OF AUTHORITY

ACCIDENT INVOLVING SKX8633P and SGX4192T on 18/02/2018
Own vehicle's number Other vehicle's number Date of accident
along WEST COAST HIGHWAY
Accident location

BY THE LETTER OF AUTHORITY, I/we, PHUA KOK FONG
Name of Policy Holder & IC / Passport number
of S7615701D owner of Vehicle Registration
Number SKX8633P Own vehicle's number hereby irrevocable appoint **Volkswagen Centre Singapore**

(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 A23664328AW 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.


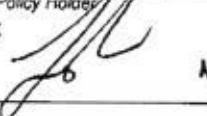
*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done 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 14 of the month MARCH Year 2018

Signed & Delivered By :


Policy Holder
Witness By: 



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 : S8M00946
INSURED : YU XINMEI

DISCHARGE VOUCHER

We/I [PHUA KOK FONG, NRIC NO. S7615701D] hereby agree to accept the sum of dollars [FOUR THOUSAND SEVEN HUNDRED EIGHTY THREE AND CENTS SEVENTY SEVEN ONLY, I [S\$4,783.77] 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. [SGX 4192T] as a result of an accident along [WEST COAST HIGHWAY] on [18/02/2018] of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. [SKX 8633P].

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. [SGX 4192T] 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. [SGX 4192T].

Dated this 13 day of 08 2018

Claimant's Signature

: [Signature]

NRIC no./ Company Stamp

: S7615701D

Occupation/ Business

: Manager

Address

: 27A Jalan Membina 20-138 (S) 163027.

Telephone No.

: 90066671

Witness's Name

: Mely Wong

Witness's Signature

: [Signature]

Witness's NRIC No.

: [Signature]

Mely Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643
Email: mely.wong@vw.com.sg

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P12399

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

SERVICE ORDER NO: 18IP0554

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.: SKX8633P

DATE: 19/03/18 Pickup:

VIN NO.: WVWZZZ16ZGM006896 KM: 34,726

GEARBOX CODE: Engine No.:

MODEL: JETTA TSI (DSG) HIGHLINE H10C

SA: Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AXA DIRECT SETTLEMENT					
DOA 18/02/2018					
SURVEYOR LKK					
TP VEHICLE SGX4192T					
	Labor				
1	LABOUR	1.00	UNIT	840.00	840.00
2	SPRAY PAINT	1.00	UNIT	800.00	800.00
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
	Item				
7	BUMPER BRACKET LH	1.00	PCS	83.31	83.31
8	BUMPER GUIDE LH	1.00	PCS	69.79	69.79
9	REAR BUMPER - IMPROVE	1.00	PCS	1,258.64	1,258.64
10	STRIP	1.00	PCS	96.99	96.99
11	SENSOR BRACKET	1.00	PCS	23.79	23.79
12	SENSOR BRACKET	1.00	PCS	23.79	23.79
13	SENSOR BRACKET	1.00	PCS	23.79	23.79
14	SENSOR BRACKET	1.00	PCS	23.79	23.79

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P12399

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

SERVICE ORDER NO: 18IP0554

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.: SKX8633P

DATE: 19/03/18 Pickup:

VIN NO.: WVWZZZ16ZGM006996 KM: 34,726

GEARBOX CODE: Engine No.:

MODEL: JETTA TSI (DSG) HIGHLINE HHC

SA: Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	SENSOR O-RING	1.00	PCS	0.20	0.20
16	SENSOR	1.00	PCS	144.39	144.39
17	2KADHESIVE	1.00	PCS	89.84	89.84
18	BONDAGENT	1.00	PCS	64.27	64.27

Sub Total 4,302.59
GST (7%) AMOUNT 301.18
TOTAL AMOUNT 4,603.77

for



Customer

Phone : Fax :