



LETTER OF DEMAND

Your Ref: JKS 808 7J

Our Ref: SKT 5535 E

To: AXA

Dear Sirs,

ACCIDENT INVOLVING SKT 5535 E & JKS 808 7J ON 17.9.2018

We are claiming on behalf of our client Softship data processing

owner of vehicle number SKT 5535 E involved in accident on 17.9.2018

with vehicle JKS 808 7J along/at PIE THAS (TWDS)

Description of claims:

Cost of Repairs	\$ <u>5,290.71</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>120</u> X <u>7</u> Days = \$ <u>840</u>	(incl 7% GST)
Search Fee	\$ <u>0</u>	(incl 7% GST)
Miscellaneous Fee	\$ _____	(incl 7% GST)
TOTAL	\$ <u>6,132.71</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 6,132.71
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 shushi.tang@vw.com.sg



Dated this 14/11/18.

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P46484

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

SERVICE ORDER NO: 18IP2588
SERVICE CUSTOMER NO.: CV000066
SERVICE CUSTOMER NAME.: AXA Insurance Pte Ltd
TELEPHONE NO.:
ADDRESS: 8 SHENTON WAY
#27-01 AXA TOWER
Singapore
Post Code: 068811

VEH NO.: SKT5535E
DATE: 19/10/18 **Pickup:**
VIN NO.: WVVZZZAUZGW510833 **KM :** 53,499
GEARBOX CODE: **Engine No.:**
MODEL: SPORTSVAN 1.4 TSI CL
SA : Tang Shu Shi
Next Appointment Date :
Next Appointment Mileage : 0

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>		<u>AMOUNT</u>
AXA DIRECT SETTLEMENT						
DOA: 17/09/2018						
TP VEH: SKS8087S						
SURVEY BY: TAUFILK (LKK)						
	Labor					
1	LABOUR	2.00	UNIT	840.00	10	1,512.00
2	SPRAY PAINT	2.00	UNIT	800.00	10	1,440.00
3	B&P NUMBER PLATE -NETT	1.00	ST	80.00	10	72.00
4	Tow SVC- Quality Recovery Services	1.00	UNIT			
5	Tow SVC- Quality Recovery Services	1.00	UNIT			
6	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	10	432.00
7	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	10	252.00
	Item					
8	REAR BUMPER	1.00	PCS	925.33	10	832.80
9	VW SIGN	1.00	PCS	63.66	10	57.29
10	TSI EMBLEM	1.00	PCS	54.11	10	48.70
11	BLUE MOTION EMBLEM	1.00	PCS	59.22	10	53.30
12	SPOILER	1.00	PCS	248.04	10	223.23
13	NO. PLATE PACKING	1.00	PCS	19.11	10	17.20
14	POP-RIVET	4.00	PCS	1.13	10	4.07

Volkswagen Centre Singapore



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ADDRESS: 8 SHENTON WAY
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Post Code: 068811

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SA : Tang Shu Shi
Next Appointment Date :
Next Appointment Mileage : 0

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
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GST (7%) AMOUNT: 346.12
TOTAL AMOUNT: 5,290.71

For Volkswagen Group Singapore Pte Ltd

Customer



NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2528214002 Swift Code: DEUTSGSG Please indicate Customer Name and Invoice Number in the payment

Phone : Fax :

Volkswagen Centre Singapore

Rachelle

PAID
15 OCT 2018



Service Tax Invoice No. SV18P45628

BY: *[Signature]*

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

SERVICE ORDER NO: 18IP2681

SERVICE CUSTOMER NO.: CV035389

SERVICE CUSTOMER NAME.: SOFTSHIP DATA PROCESSING

TELEPHONE NO.:

ADDRESS: 67 UBI AVENUE 1

#01-01 STARHUB GREEN

Singapore

Post Code: 408942

VEH NO.: SKT5535E

DATE: 15/10/18

Pickup:

VIN NO.: WVWZZZAUZGW510833

KM : 53,499

GEARBOX CODE:

Engine No.:

MODEL: SPORTSVAN 1.4 TSI CL

SA : STEVEN CHEE

Next Appointment Date :

Next Appointment Mileage : 0

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
1	Labor PROVIDE CAR RENTAL SERVICE	7.00	TU	112.15	785.05

GST (7%) AMOUNT: 54.95

TOTAL AMOUNT: 840.00

For Volkswagen Group Singapore Pte Ltd

Customer

Authorized Signatory

NOTICE

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,Phone : Fax :



Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SKT5555E
Model:	SportVan
Name:	Fischer Stefanie
Address:	4 Hacienda Grove #04-07 Singapore 457910
Office Tel:	Residence Tel:
Occupation:	Hp: 91094900
P./I./C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No: SLV 2806X		
Model: Sport Van		
Collection Out	Date & Time	Mileage Out
	8/10/18 @ 9:55 AM	11466
Return In	Date & Time	Mileage In
	15/10/18 @ 4:38 PM	11810
OUT		IN
EMPTY	FULL	EMPTY FULL

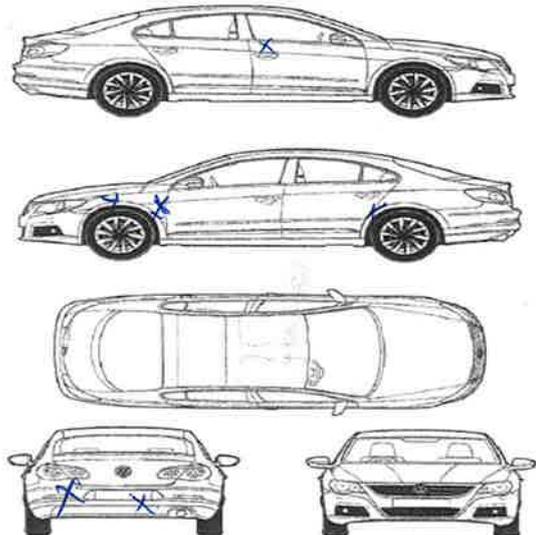
REPLACEMENT CAR CHARGES			
	Days	Total	
Days @\$ 120	Per Day 7	840	

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

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

Remark:
 AXA Direct.

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



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 63338800

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 loan period is less or equal to 5 hours after 1 day, I will incur a half day 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.
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 only the authorized driver may drive the rental vehicle.
8. There will be additional charges of \$50 per day for Malaysia Usage
9. I shall take good care on the cleanliness of the Car and shall not eat, drink and smoke in the Car.
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~~ ^{\$1,000} 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)
 - \$5000 Excess Amount - Applicable for drivers below 26 years old and above 62 years old and with driving experience less than 2 years
15. I shall return the same level of petrol in which the Car was loan out, when I returning the Car. Otherwise, I shall be charged for topping up of petrol to the same level in which the Car was rented out.when returning the car back to VGS.
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 / Hirer's Signature :





RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-143037

Date of Request: 17/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 17/09/2018
Enquiry By Chee Tiow Chuan
TP Vehicle No. SKS8087S
Accident Date 17/09/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKS8087S	AXA Insurance Pte Ltd	06/03/2018-05/03/2019	6338 7288

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-143037

Date of Request: 17/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 17/09/2018
Enquiry By Chee Tiow Chuan
TP Vehicle No. SKS8087S
Accident Date 17/09/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

GIRO Cash Cheque

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SKT553SE and SKS 8087S on 17/9/18
along PIE tuols Turan
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Softship Data Processing
of 199600177E
Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SKS553EE 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 _____ 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 15 of the month

10 Year 18

Signed & Delivered By: [Signature]
Softship Data Processing Pte Ltd
67 Ubi Avenue 1
#01-01 Starhub Green
Singapore 408942
Tel: (65) 6227 2497
Policy Holder
Witness By: [Signature]

