

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 ASM18017603 / 093
Our Ref: SLQ 53365

To: AXA

Dear Sirs,

ACCIDENT INVOLVING SLQ 53365 & SMC 4494 ON 25-9-18

We are claiming on behalf of our client FARHAN ANDREW DAVID owner of
vehicle number SLQ 53365 involved in accident on 25-9-18
with vehicle SMC 4494 along/at 4PP TIMAH RD.

Description of claims:

Cost of Repairs	\$ <u>20563.19</u> (Incl 7% GST)
Loss of Use/Rental	\$ <u>120</u> X <u>10</u> Days = \$ <u>1200</u>
Medical Fee	\$ _____ (Incl 7% GST)
Search Fee	\$ <u>2</u> (Incl 7% GST)
TOTAL	\$ <u>21765.19</u>

We are claiming in full and final settlement of \$ 21765.19 payable to
Volkswagen Centre Singapore.

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 09 NOV 2018

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P46814

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

SERVICE ORDER NO: 18IP2591

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.: SLQ5336S

DATE: 22/10/18 Pickup:

VIN NO.: WVVZZZ7NZHV241330 KM : 17,036

GEARBOX CODE: SFL Engine No.:

MODEL: Sharan GP 2.0 TSI HL LOW

SA : Kong Charmaine

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AXA DIRECT SETTLEMENT					
DOA 25.9.2018					
SURVEYOR LKK RASUL					
TP VEHICLE SMC449U					
	Labor				
1	LABOUR	3.00	UNIT	840.00	2,520.00
2	R&R RIM & BALANCE	1.00	UNIT	50.00	50.00
3	SPRAY PAINT	4.00	UNIT	800.00	3,200.00
4	B&P WHEEL ALIGNMENT -NETT	1.00		360.00	360.00
5	Tow SVC- Quality Recovery Services	1.00	UNIT		
6	Tow SVC- Quality Recovery Services	1.00	UNIT		
7	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
8	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
9	R&R LHS U/CARRIAGE	1.50	TU	840.00	1,260.00
	Item				
10	RUBBER VALVE	1.00	PCS	2.28	2.28
11	FRT LHS TIEROD	1.00	PCS	151.48	151.48
12	TIEROD END LH	1.00	PCS	199.90	199.90
13	CLIP	2.00	PCS	6.04	12.08
14	FRT LOWER ARM LH	1.00	PCS	669.25	669.25

Volkswagen Centre Singapore



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GST No. M20098505-2

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SERVICE CUSTOMER NO.: CV000066

SERVICE CUSTOMER NAME.: AXA Insurance Pte Ltd

TELEPHONE NO.:

ADDRESS: 8 SHENTON WAY
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Singapore

Post Code: 068811

VEH NO.: SLQ5336S

DATE: 22/10/18 Pickup:
VIN NO.: WVVZZZ7NZHV241330 KM : 17,036
GEARBOX CODE: SFL Engine No.:
MODEL: Sharan GP 2.0 TSI HL LOW
SA : Kong Charmaine

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>
15	WHEEL BEARING HOUSING LH	1.00	PCS	946.62	946.62
16	JOINT LH	1.00	PCS	194.81	194.81
17	WHEEL BEARING	1.00	PCS	706.68	706.68
18	TOP BEARING	1.00	PCS	43.31	43.31
19	TOP MOUNTING	1.00	PCS	131.39	131.39
20	ABSORBER	1.00	PCS	383.63	383.63
21	17" 'SYDNEY' RIM ONLY	1.00	PCS	1,239.32	1,239.32
22	WHEEL HOUSING LHF	1.00	PCS	172.32	172.32
23	BUMPER GUIDE LH	1.00	PCS	29.09	29.09
24	FRONT BUMPER COVER	1.00	PCS	1,439.21	1,439.21
25	LH FOGLAMP CHROME STRIP	1.00	PCS	108.34	108.34
26	BUMPER BRACKET LH	1.00	PCS	29.67	29.67
27	NOZZLE CAP LH	1.00	PCS	71.57	71.57
28	FENDER LHF	1.00	PCS	862.73	862.73
29	LH FENDER BRACE	1.00	PCS	36.03	36.03
30	LHF FENDER CENTER BRACKET	1.00	PCS	36.03	36.03
31	LHF FENDER BRACKET	1.00	PCS	28.63	28.63
32	LH FOGLAMP GRILLE	1.00	PCS	187.00	187.00

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SERVICE CUSTOMER NAME.: AXA Insurance Pte Ltd

TELEPHONE NO.:

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#27-01 AXA TOWER
Singapore

Post Code: 068811

VEH NO.: SLQ5336S

DATE: 22/10/18 Pickup:
VIN NO.: WVGZZZ7NZHV241330 KM : 17,036
GEARBOX CODE: SFL Engine No.:
MODEL: Sharan GP 2.0 TSI HL LOW
SA : Kong Charmaine

Next Appointment Date :

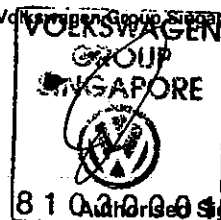
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
33	SENSOR BRACKET	1.00	PCS	17.63	17.63
34	BRACKET	1.00	PCS	17.63	17.63
35	SENSOR BRACKET	1.00	PCS	18.67	18.67
36	BRACKET	1.00	PCS	18.67	18.67
37	SENSOR BRACKET	1.00	PCS	24.12	24.12
38	SENSOR BRACKET	1.00	PCS	24.12	24.12
39	HEADLIGHT - FOG LIGHT	1.00	PCS	331.69	331.69
40	HEADLAMP LHF	1.00	PCS	2,732.60	2,732.60
41	2KADHESIVE	1.00	PCS	89.84	89.84
42	BONDAGENT	1.00	PCS	64.27	64.27
43	DEGREASER CLEANER 500ml	1.00	PCS	47.32	47.32

GST (7%) AMOUNT: 1,345.26

TOTAL AMOUNT: 20,563.19

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 :



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-18-148323

Date of Request: 25/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 25/09/2018

Enquiry By Edmund Goh Hui Huang

TP Vehicle No. SMC449U

Accident Date 25/09/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SMC449U	AXA Insurance Pte Ltd	25/06/2018-24/06/2019	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.



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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-18-148323

Date of Request: 25/09/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 25/09/2018

Enquiry By Edmund Goh Hui Huang

TP Vehicle No. SMC449U

Accident Date 25/09/2018

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

20 OCT 2018



Service Tax Invoice No. **SV18P46646**

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

SERVICE ORDER NO: 18IP2743

SERVICE CUSTOMER NO.: CV007697

SERVICE CUSTOMER NAME: FASSAM ANDREW DAVID

TELEPHONE NO.:

ADDRESS: 138 HILLVIEW AVENUE

#04-08

Singapore

Post Code: 669599

VEH NO.: **SLV2775B**

DATE: 20/10/18

Pickup:

VIN NO.: WVVZZZAUZGW558548

KM : 6,816

GEARBOX CODE:

Engine No.:

MODEL: SPORTSVAN 1.4 TSI CL

SA : Goh Edmund

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>
CUSTOMER CAR PLATE @ SLQ5336S					
	Labor				
1	B&P VW DRIVEEASY RENTAL/LOAN CAR	10.00	TU	112.15	1,121.50

GST (7%) AMOUNT: 78.51

TOTAL AMOUNT: 1,200.01

For Volkswagen Group Singapore Pte Ltd


Customer


Authorised Signatory

NOTICE

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Phone : Fax :





Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

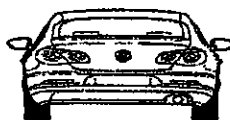
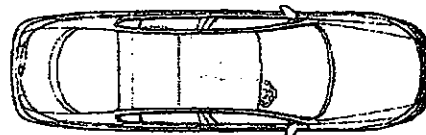
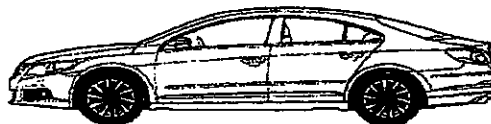
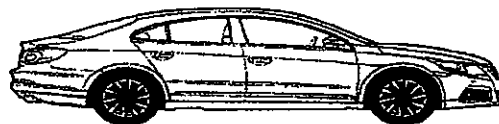
MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SLQ 5336 S
Model:	
Name:	ANDREW DAVID FASSAM
Address:	138 HILLVIEW AVENUE #04-08 HILLVIEW RESIDENCE SS6Q599
Office Tel:	Residence Tel:
Occupation:	Hp: 97824156
P.P/I.C No:	52665976 J Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	SNG JEAN HUI ROANNA
Address:	As above
Office Tel:	Residence Tel:
Occupation:	Hp: 94550706
P.P/I.C No:	E5467066B 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:	

REPLACEMENT VEHICLE PARTICULAR				
Replacement Vehicle No:	SLV27758			
Model:	SPORTSVAN			
Collection Out	Date & Time	Mileage Out		
	10/10	10327		
Return In	Date & Time	Mileage In		
	20/10	10906		
OUT	 1/4 - 1 BAR	 3/4 IN		
EMPTY	FULL	EMPTY	FULL	
REPLACEMENT CAR CHARGES				
	Days	Total		
Days @ \$	112.15	Per Day 12	10	1200

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



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 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 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 :



Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLQ5336S and SMC449U on 25/09/2017
Own vehicle's number Other vehicle's number Date of accident
along UPPER BUKIT TIMAH ROAD
Accident location

BY THE LETTER OF AUTHORITY, I/we, PASSAM ANDREW DAVID
Name of Policy Holder & IC / Passport number
of S266597J owner of Vehicle Registration

Number SLQ5336S 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 A2907 1794 AUV 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 19 of the month

01 Year 2017.

Signed & Delivered By:

PASSAM
Policy Holder

Witness By:

[Signature]



DISCHARGE VOUCHER

I / We FASSAM ANDREW DAVID (Passport No. S2665976J) the
owner of vehicle number SLQ5336S hereby accept from
_____ (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
SLQ5336S & SMC449U along UPPER BUKIT TIMAH ROAD
on 25/09/2018.

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
_____.

Dated this on 19/10/2018 (DD/MM/YYYY)


(Signature of owner / Company stamp)

Name f :

NRIC No. f :

Date f :

Date : 25 Sep 2018

Dear Sir or Madam :

To whom it may concern,

RE: Authorization to act on behalf

Vehicle No.: SLQ 53365

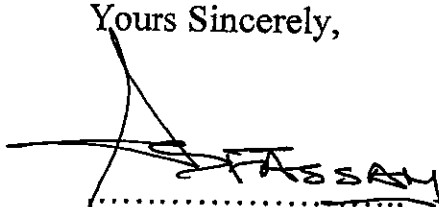
I, ANDREW DAVID FASSAN, bearing NRIC Number S2665976 J,

would like to authorize ROANNA SNE JEAN HOI, bearing NRIC

Number S7931246 J, to act on my behalf for all documents
and repair for the above said vehicle.

Thank You.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'ANDREW DAVID FASSAN', written over a horizontal dotted line.

Signature