

PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SLB 209TE

Claimant's Vehicle No. SLB 995Z

Accident on 28-11-18 involving vehicle/s No. _____

_____ along/at CROSS JUNCTION BETWEEN

DISMAN AVE 1.

BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 9084.41 Payable to Volkswagen Centre Singapore
26 DAYS x \$120
2. ~~Loss-of-Use/~~ Car Rental S\$ 3120 Payable to Volkswagen Centre Singapore
3. ~~Medical and~~ Search Fees S\$ 2 Payable to Volkswagen Centre Singapore

Remarks : _____

Service Adviser _____

Contact No.H/P. _____

Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Friday, 28 December 2018 9:33 AM
To: 'AUGIN_80@YAHOO.COM.SG'
Subject: ACCIDENT INVOLVING SLB 2097E AND SKE 9905Z ON 28/11/2018

Our Ref: CC3/AIG18021607/T1eb3

28 DEC 2018

CHIN KIM HONG IRENE

Dear Sir/Madam,

ACCIDENT INVOLVING SLB 2097E AND SKE 9905Z ON 28/11/2018

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: Ashersng@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Provided 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

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

I, FRANCIS MICHAEL MARK (the third party claimant) of 556 MILTONIA CLOSE #01-79 (address), owner of SKF99052 (vehicle no.) hereby authorize VOLKSWAGEN CENTRE SINGAPORE ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SKF99052 that was damaged pursuant to the accident which occurred on 28/11/2018 (date) along CROSS JUNCTION BETWEEN YISHUN AVE 1 (location) involving vehicle no/s SLB2097E ("the accident").

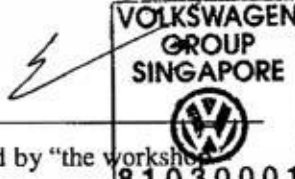
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 09 (day) of JAN (month) 20 19 (year)



Signed by "the third party claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)



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 or my personal injuries sustained in the same accident.

RELEASE VOUCHER
(AIG Asia Pacific - EXPRESS THIRD PARTY CLAIM)

"We/I, VOLKSWAGEN CENTRE SINGAPORE ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte. Ltd. LKK AUTO CONSULTANTS PTE LTD ("name of surveyor") with respect to the amount claimed for S\$ 9,084.41 (repair costs), S\$ 2,782 (loss of use/rental) S\$ 2.00 (search fees) for vehicle no. SKE 99052 that was damaged pursuant to the accident which occurred on 28/11/18 (date) along YISHUN AVE 1 (location) involving vehicle no/s SLB 2097E.

This is pursuant to the inspection conducted on 30/11/18 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner FRANCIS MICHAEL MARK ("third party claimant") of vehicle no. SKE 99052 to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte. Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SKE 99052 (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 10 day of 12 (month) 20 19 (year)



MT4

Signed by AIG appointed surveyor



Chopped & Signed by "the workshop"

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P57570

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

SERVICE ORDER NO: 18IP3109
SERVICE CUSTOMER NO.: F01089R
SERVICE CUSTOMER NAME.: AIG ASIA PACIFIC INSURANCE P/L
TELEPHONE NO.:
ADDRESS: 78 Shenton Way
#07-16 AIG Building
Singapore
Post Code: 079120

VEH NO.: SKE9905Z
DATE: 28/12/18 Pickup:
VIN NO.: VVWZZZ16ZCM101458 KM: 169,791
GEARBOX CODE: NQA Engine No.:
MODEL: JETTA A6SPORT 1.4 TSI DSG118KW
SA: Goh Edmund
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
AIG DIRECT SETTLEMENT					
DOA 28.11.2018					
SURVEYOR LKK					
TP VEHICLE SLB2097E					
REPAIR LIMIT \$8500					
	Labor				
1	LABOUR	7.00	LAB	840.00	2,352.00
2	R&R CARPET & SEAT	1.00	LAB	840.00	336.00
3	TRANSFER DOOR MECHANISM	0.50	LAB	840.00	168.00
4	SPRAY PAINT	6.00	LAB	800.00	1,820.00
5	VEHICLE ON BENCH- CELETTE (NETT)	1.00	LAB	1,500.00	600.00
6	Pirelli Cinturato P7 205/55R16	1.00	ST	680.00	510.00
7	Tow SVC- Quality Recovery Services	1.00	UNIT		
8	Tow SVC- Quality Recovery Services	1.00	UNIT		
9	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	144.00
10	CUSTOMER TOP UP REPAIR	1.00	TU	-1,000.00	-1,000.00
11	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	84.00
12	R&R ENGINE MTG & GEAR BOX MTG	1.00	TU	840.00	252.00
13	R&R DASHBOARD	2.00	TU	840.00	504.00

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P57570

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

SERVICE ORDER NO: 18IP3109

SERVICE CUSTOMER NO.: F01089R

SERVICE CUSTOMER NAME.: AIG ASIA PACIFIC INSURANCE P/L

TELEPHONE NO.:

ADDRESS: 78 Shenton Way
#07-16 AIG Building
Singapore

Post Code: 079120

VEH NO.: SKE9905Z

DATE: 28/12/18 Pickup:

VIN NO.: WVVZZZ16ZCM101458 KM: 169,791

GEARBOX CODE: NQA Engine No.:

MODEL: JETTA A6SPORT 1.4 TSI DSG118KW

SA: Goh Edmund

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE		AMOUNT
14	R&R RHS U/CARRIAGE	1.50	TU	840.00	70	378.00
15	R&R RIM & BALANCE	1.00	TU	50.00	60	20.00
16	B&P TOWING CHARGES	156.00	TU	1.25		195.00
17	B&P WHEEL ALIGNMENT NETT	1.00	TU	360.00	60	144.00
	Item					
18	TIRE VALVE	1.00	PCS	2.06	60	0.82
19	AIRCLEANER ASSY	1.00	PCS	592.80	60	237.12
20	16" 'ATLANTA' RIM ONLY	1.00	PCS	1,319.81	60	527.93
21	RHS FENDER LINER	1.00	PCS	136.30	60	54.52
22	BUMPER SIDE BRACKET LH	1.00	PCS	36.73	60	14.69
23	BUMPER SIDE BRACKET RH	1.00	PCS	36.73	60	14.69
24	FRT BUMPER	1.00	PCS	1,164.05	60	465.62
25	RHS A-PILLAR	1.00	PCS	1,121.95	60	448.78
26	2KADHESIV	1.00	PCS	286.20	60	114.48
27	CLIP	2.00	PCS	5.56	60	4.45

GST (7%) AMOUNT: 594.31

TOTAL AMOUNT: 9,084.41

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: DEUTSG33 Please indicate Customer Name and Invoice Number in the payment

247 Alexandra Road Singapore 159934 ,Phone :64748288 Fax : 64711022

Service Order Confirmation

SERVICE ORDER NO.: 18IP3109

CUSTOMER NO.: CV018073

CUSTOMER NAME: FRANCIS MICHAEL MARK

TELEPHONE NO.:

ADDRESS: 596D ANG MO KIO STREET 52 #15-305

Singapore

VEH No.: SKE9905Z

Order Date: 29/11/18

Reg Date: 23/04/12 KM: 169,791

VIN NO.: WVVZZZ16ZCM101458 ENGINE NO:

SA: Goh Edmund

MODEL: JETTA A6SPORT 1.4 TSI DSG118 MODEL NO.: 1623Q5

No.	DESCRIPTION		QTY	UOM	UNIT PRICE	DISC %	AMOUNT
Labor							
1	B&P TOWING	B&P TOWING CHARGES	156	TU	1.25		195
2	B&P MECH	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1	TU	280	70	84
3	B&P DIAG	PROGRAMMING & CALIBRATION- NETT	1	TU	480	70	144
4	B&P MECH	R&R ENGINE MTG & GEAR BOX MTG	1	TU	840	70	252
5	B&P MECH	R&R D/BOARD	2	TU	840	70	504
6	B&P MECH	R&R RHS U/CARRIAGE	1.5	TU	840	70	378
7	B&P MECH	R&R RIM & BALANCE	1	TU	50	60	20
8	B&P WHEEL ALIGNMENT	B&P WHEEL ALIGNMENT NETT	1	TU	360	60	144
9	B&P INSURANCE EXCESS	CUSTOMER TOP UP REPAIR	1	TU	-1,000		-1,000
10	B&P ALEX LABOUR	LABOUR	7	LAB	840	60	2,352
11	B&P ALEX PAINT	SPRAY PAINT	6	LAB	800	60	1,920
12	B&P ALEX LABOUR	R&R CARPPET & SEAT	1	LAB	840	60	336
13	B&P ALEX LABOUR	TRANSFER DOOR MECHANISM	0.5	LAB	840	60	168
14	B&P CELETTE	VEHICLE ON BENCH- CELETTE (NETT)	1	LAB	1,500	60	600
15	CINTURATO 205/55R16	Pirelli Cinturato P7 205/55R16	1	ST	680	25	510
16	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0		0
17	EXT00037	Tow SVC- Quality Recovery Services	1	UNIT	0		0
Item							
18	1K0129607AC	AIRCLEANER ASSY	1	PCS	592.80	60	237.12
19	5C6807217D GRU	FRT BUMPER	1	PCS	1,164.05	60	465.62
20	5C6807183	BUMPER SIDE BRACKET LH	1	PCS	36.73	60	14.69
21	5C6807184	BUMPER SIDE BRACKET RH	1	PCS	36.73	60	14.69
22	5C6805912	RHS FENDER LINER	1	PCS	136.30	60	54.52
23	5C6809836	RHS A-PILLAR	1	PCS	1,121.95	60	448.78
24	D 180003M2	2KADHESIV	1	PCS	286.20	60	114.48
25	1K0601025DF16Z	16" 'ATLANTA' RIM ONLY	1	PCS	1,319.81	60	527.92
26	839601361	TIRE VALVE	1	PCS	2.06	60	0.82
27	N 90834901	CLIP	2	PCS	5.56	60	4.45

Remarks : AIG DIRECT SETTLEMENT

Service Order Confirmation

SERVICE ORDER NO: 18IP3109

CUSTOMER NO.: CV018073

CUSTOMER NAME: FRANCIS MICHAEL MARK

TELEPHONE NO.:

ADDRESS: 596D ANG MO KIO STREET 52 #15-305
Singapore

VEH No.: SKE9905Z

Order Date: 29/11/18

Reg Date: 23/04/12 KM: 169,791

VIN NO.: WVVZZZ16ZCM101458

ENGINE NO:

SA: Goh Edmund

MODEL: JETTA A6SPORT 1.4 TSI DSG118 MODEL NO.: 1623Q5

<u>No.</u>	<u>DESCRIPTION</u>	<u>QTY</u>	<u>UOM</u>	<u>UNIT PRICE</u>	<u>DISC %</u>	<u>AMOUNT</u>
DOA 28.11.2018						
SURVEYOR LKK						
TP VEHICLE SLB2097E						
REPAIR LIMIT \$8500						

TOTAL	8,490.10
GST AMOUNT	594.31
TOTAL AMOUNT	9,084.41

On Behalf Of "COMPANY"

Certified Goods/Service received:

Authorized Signature

Customer

NOTE: THIS IS NOT AN OFFICIAL RECEIPT



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-18-185515

Date of Request: 29/11/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 29/11/2018
Enquiry By Charmaine Kong Mei Kwan
TP Vehicle No. SLB2097E
Accident Date 28/11/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLB2097E	AIG Asia Pacific Insurance Pte. Ltd.	30/03/2018-29/03/2019	65-6419-3000

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.



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

TAX INVOICE

Our Ref No: GR-18-185515

Date of Request: 29/11/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 29/11/2018
Enquiry By Charmaine Kong Mei Kwan
TP Vehicle No. SLB2097E
Accident Date 28/11/2018

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:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P01221

09 JAN 2019

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

BY: _____

SERVICE ORDER NO: 19IP0075

SERVICE CUSTOMER NO.: CV018073

SERVICE CUSTOMER NAME: FRANCIS MICHAEL MARK

TELEPHONE NO.:

ADDRESS: 596D ANG MO KIO STREET 52

#15-305

Singapore

Post Code: 564598

VEH NO.: SLV2511X

DATE: 09/01/19

Pickup:

VIN NO.: WVVZZZAUJGW570787

KM: 7,495

GEARBOX CODE:

Engine No.:

MODEL: SPORTSVAN 1.4 TSI HL

SA: Goh Edmund

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
Customer car plate number @ SKE9905Z					
	Labor				
1	B&P VW DRIVEEASY RENTAL/LOAN CAR	26.00	TU	112.15	2,915.90

GST (7%) AMOUNT: 204.11

TOTAL AMOUNT: 3,120.01

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

247 Alexandra Road Singapore 159934 Phone :64748288 Fax : 64711022



Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SKE 9905 Z
Model:	JETTA
Name:	FRANCIS MICHAEL MARK
Address:	556 MILTONIA CRESS #01-79 S(768122)
Office Tel:	Residence Tel:
Occupation:	Hp: 92310928
P.P/LC No:	C26613166 Nationality:
Date of Birth:	18.5.66 Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/LC 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/LC 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.

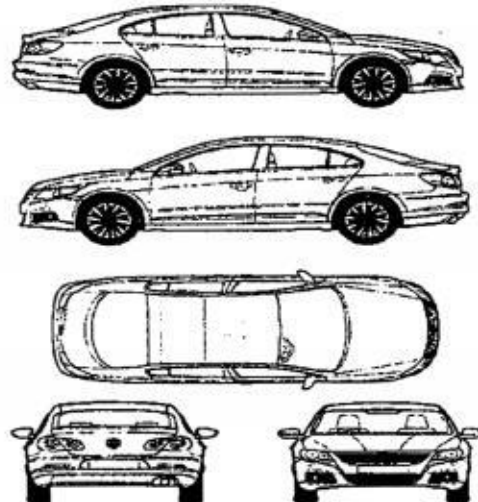
In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

CHECKED OUT BY:

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No:	8 LV 2511 X	
Model:	SPORTSVAN	
Collection Out	Date & Time	Mileage Out
	14/12/18	14001
Return In	Date & Time	Mileage In
OUT	slightly above 1/2	\$15 PER BAR
EMPTY	FULL	EMPTY FULL
		1/3 3/4 - 1
REPLACEMENT CAR CHARGES		
	Days	Total
Days @ \$ 120	Per Day 26	3120.00

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

Remark:



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 :

