



LETTER OF DEMAND

Your Ref: SHD4525K

Our Ref: SGC1015C

To: India Insurance



Dear Sirs,

ACCIDENT INVOLVING SGC1015C & SHD4525K ON 26/2/2019

We are claiming on behalf of our client Gan Swee Hui

owner of vehicle number SGC1015C involved in accident on 26/2/2019

with vehicle SHD4525K along/at TPE twd Yio Chu Kang Exit

Description of claims:

Cost of Repairs \$ 9,832.51 (incl 7% GST) MCT/19020733

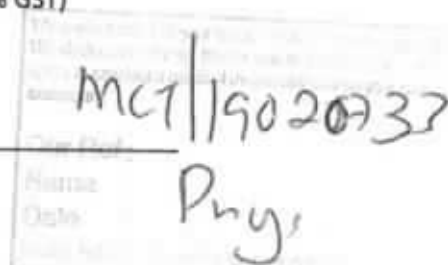
Loss of Use/Rental \$ 107 x 8 Days = \$ 856 (incl 7% GST)

Search Fee \$ _____ (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 10,688.15 (incl 7% GST)

We are claiming in full and final settlement of \$ 10,688.15
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 / 30/4/19
steven.chen@vw.com.sg

Dated this

16/4/2019





LETTER OF AUTHORITY

ACCIDENT INVOLVING SG9C1015C and SHD A323K on 26/1/19
Own vehicle's number Other vehicle's number Date of accident
along TUE TUDS YIO CHU KENG EXIT
Accident location

BY THE LETTER OF AUTHORITY, I/we, Chan Swee Aueat
of S 73 00433J Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SG9C1015C 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 R210985587W 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 26 of the month

3 Year 2019

Signed & Delivered By:

Policy Holder

Witness By:



EXPRESS SETTLEMENT

DISCHARGE VOUCHER

III- Direct Settlement (PODS)

India Ref: MCT19020733
Claimant Ref: SGC1015C

We/I, Volkswagen Centre Singapore ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 9,832.51 (repair cost), S\$ 856.00 (loss of ~~rental~~), S\$ — (search fee), vehicle no. SGC1015C that was damaged pursuant to the accident which occurred on 26/02/2019 (date) at TPE twds Yio Chu Kang Exit (location) involving vehicle no. SHD4525K (insured vehicle). This is pursuant to the inspection conducted on 28/02/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner Gan Swee Huat ("the third party claimant") of vehicle no. SGC1015C 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SGC1015C (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 10,688.51 to Volkswagen Centre Singapore

Dated this 30 day of 11, 2019

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

MY
Signed by "the workshop" (with chop)
Tam Sui Hin
81030002

1Kampone Aupat
61368314

Spare

Insurance Advisor

WITNESS:

Signature:

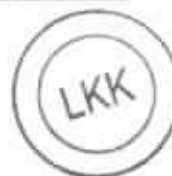
Name:

NRIC:

Address:

Nationality:

Occupation:



MAK

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

Volkswagen Centre Singapore



Service Tax Invoice No. SV19P13589

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

SERVICE ORDER NO: 19IP0548

SERVICE CUSTOMER NO.: CV000179

SERVICE CUSTOMER NAME: INDIA INTERNATIONAL INSURANCE

TELEPHONE NO.:

ADDRESS: 64 CECIL STREET
#04-05 IOB BUILDING
Singapore

Post Code: 049711

VEH NO.: SGC1015C

DATE: 28/03/19

Pickup:

VIN NO.: WVGZZZ5NZJW949534

KM: 11,573

GEARBOX CODE:

Engine No.:

MODEL: Tiguan NF 1.4 TSI HL110 DE

SA: STEVEN CHEE

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	INDIA INS DIRECT SETTLEMENT				
	DOA : 26/02/2019				
	T/P VEH : SHD4525K				
	SURVEY BY : RASUL (LKK)				
	Labor				
1	LABOUR+ REPAIR END PANEL	2.00	UNIT	840.00	1,680.00
2	R&R REAR SILENCER	1.00	UNIT	840.00	840.00
3	SPRAY PAINT+ 1 panel end panel	2.00	LAB	800.00	1,600.00
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	480.00
7	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
8	CLAMP	1.00	PCS	130.63	130.63
9	SILENCER WIRE HOUSING	1.00	PCS	9.38	9.38
10	REAR SILENCER	1.00	PCS	1,126.64	1,126.64
11	REINFORCEMENT	1.00	PCS	455.44	455.44
12	REAR BUMPER	1.00	PCS	1,145.62	1,145.62
13	SPOILER TOP	1.00	PCS	237.43	237.43
14	SPOILER LOWER	1.00	PCS	523.66	523.66

Volkswagen Centre Singapore



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#04-05 IOB BUILDING
Singapore

Post Code: 049711

VEH NO.: SGC1015C

DATE: 28/03/19

Pickup:

VIN NO.: WVGGZZZ5NZJW949534

KM: 11,573

GEARBOX CODE:

Engine No.:

MODEL: Tiguan NF 1.4 TSI HL110 D8

SA: STEVEN CHEE

Next Appointment Date :

Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
15	REAR CENTRE BRACKET	1.00	PCS	64.33	64.33
16	CENTRE CHROME	1.00	PCS	233.41	233.41
17	SENSOR BRACKET	1.00	PCS	28.77	28.77
18	SENSOR BRACKET	1.00	PCS	24.34	24.34
19	SENSOR BRACKET	1.00	PCS	19.25	19.25
20	SENSOR BRACKET	1.00	PCS	19.25	19.25
21	SENSOR BRACKET	1.00	PCS	19.25	19.25
22	SENSOR BRACKET	1.00	PCS	19.25	19.25
23	SILENCER HOLDER	1.00	PCS	87.71	87.71
24	2KADHESIVE	1.00	PCS	94.34	94.34
25	BONDAGENT	1.00	PCS	67.48	67.48
26	POP-RIVET	2.00	PCS	1.54	3.08

GST (7%) AMOUNT: 643.25

TOTAL AMOUNT: 9,832.51

For Volkswagen Group Singapore Pte Ltd

16 APR 2019

Authorised Signatory



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

Volkswagen Centre Singapore

25 MAR 2019



BY: _____
Service Tax Invoice No. SV19P12734

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

SERVICE ORDER NO: 19IP0741

SERVICE CUSTOMER NO.: CV042159

SERVICE CUSTOMER NAME: GAN SWEE HUAT

TELEPHONE NO.:

ADDRESS: 91 TAMPINES AVENUE 1

#03-40

Singapore

Post Code: 528690

VEH NO.: SGC1015C

DATE: 25/03/19

Pickup:

VIN NO.: WVGZZZ5NZJW949534

KM: 11,573

GEARBOX CODE:

Engine No.:

MODEL: Tiguan NF 1.4 TSI HL110 D6

SA: Tang Shu Shi

Next Appointment Date:

Next Appointment Mileage: 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
	Rental Charges from: 18/03/2019 - 26/03/2019 Replacement vehicle: SMC1434E				
	Labor				
1	PROVIDE CAR RENTAL SERVICE	8.00	TU	100.00	800.00

GST (7%) AMOUNT: 56.00
TOTAL AMOUNT: 856.00

For Volkswagen Group Singapore Pte Ltd

Customer

Authorized Signatory

NOTICE

1. All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd Bank Account: 2526214002 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

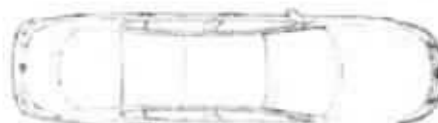
MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SG L1015C
Model:	Tiguan
Name:	Gan Swee Huat
Address:	91 Tampines Avenue 1 #03-40 S (528690)
Office Tel:	Residence Tel:
Occupation:	Hp: 96629868
P.P/LC No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

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:	

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:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No: SYC143K		
Model: Caddy		
Collection Out	Date & Time	Mileage Out
	14/3/19 @ 8.30	11902
Return In	Date & Time	Mileage In
	26/3/19 @ 8.30 AM	12296
OUT	IN	
EMPTY	FULL	EMPTY FULL
REPLACEMENT CAR CHARGES		
	Days	Total
Days @ \$ 100	Per Day	8 856.

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



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 :

