



Auto
Consultants
Pte Ltd

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

04 APRIL 2019

KHOO CHOO LEE
204 PETIR ROAD
#04-631
SINGAPORE 670204

Dear Sir/ Mdm

OUR REF : CC4/ASM19005790/pb3

YOUR REF : SLN 8958T

**ACCIDENT INVOLVING SLN 8958T AND SFV 3913J ALONG/AT DIARY FARM ROAD
ON 31/03/2019**

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 VOLKSWAGEN CENTRE SINGAPORE acting on behalf of the owner of SFV 3913J against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as it is vehicle approaching main road and collision to third party. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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 intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 10 days from the date of this letter **if not provided at our 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)
- 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 6742 3197 or email us at chewht@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely



Chew Hsiao Tong
Case Handler
DID: 6742 3197
FAX: 6741 4108
EMAIL: chewht@lkkauto.com

Cc *AXA Insurance Pte Ltd*
(Motor Claims Dept)

Volkswagen Centre Singapore



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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SFU 3913J and SUN 84J8T on 31/03/19
along Dusry Jambong Road Own vehicle's number SUN 84J8T Other vehicle's number 31/03/19 Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, ERRY Gunawan
of S 7619136E Name of Policy Holder & IC / Passport number
owner of Vehicle Registration
Number SFU 3913J 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 A80428 168 AYW 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 07 Year 19.

Signed & Delivered By:

ERRY Gunawan
Policy Holder

Witness By:

[Signature]



AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SLN 8958T (Insd veh)	Model: VOLKSWAGEN JETTA -1.4
	SEV 3913J (TP veh)	
Date of Accident/ Time:	31/03/2019	

Repair Estimate	: \$	20,448.41	
Final Repair Cost	: \$		12,853.80
Loss of Use	: \$		100.00
Rental (if any)	: \$		02 days at \$ 50.00per day
LTA / GIA Search Fee	: \$		642.00
Others:	: \$		06 days at \$107.00per day
	: \$		7.45
Final Settlement Sum	: \$		13,603.25

Payee Name : VOLKSWAGEN GROUP SINGAPORE PTE LTD

Is Third Party Workshop GIA Registered? YES NO (Kindly indicate below)

A) For Non GIA Registered Workshop:	Agreed Liability _____(%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: <u>1</u>
BOLA Liability: <u>100</u> (%)	Assessed Liability (*): _____(%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.	

Remarks:

NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
- AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

Signature of workshop representative: Mely Wong
 Name of workshop representative: Mely Wong
 Date: _____

Signature of Witness / Workshop stamp (if applicable):
 Name of Witness: _____
 Date: _____



Signature of AXA's surveyor/representative: LKK
 Name of AXA's surveyor/Representative: _____
 Date: _____

VOLKSWAGEN CENTRE SINGAPORE

Tuas Avenue
Singapore 639176
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Page 1/3

Document no. 12333900080
Document date 23-04-2019
Customer no. 5211000859
Customer GST-ID 196900406D
Dealer 39999
Job order number 2019000021/ 1
Job order date 01-04-2019
Service Advisor GERMAINE MEI TING
ONG

Company
AXA Insurance Pte Ltd
8 SHENTON WAY
#27-01 AXA TOWER
Singapore 068811

Customer Details:
Mr
ERRY
GUNAWAN
21 HAZEL PARK TERRACE
#13-01
Singapore 678946

License plate	Model code	First registration	VIN	Model	Mileage		
SFV3913J	1624G5	31-03-2015	WVWZZZ16ZEM066852	JETTA TSI High 90 D7F	45,202		
Position no	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	B&P DIAG For Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	R&R LHS U/CARRIAGE	1.5	pcs.	840.00	#1	1,260.00	1,348.20
	R&R RIM & BALANCE	1	pcs.	50.00	#1	50.00	53.50
	WHEEL ALIGNMENT	1	pcs.	360.00	#1	360.00	385.20
	B&P MECH Harness Check and Short Circuit Check	1	pcs.	280.00	#1	280.00	299.60
	SPRAY PAINTING	2	pcs.	800.00	#1	1,600.00	1,712.00
	LABOURS	2	pcs.	840.00	#1	1,680.00	1,797.60
5C6807217H GRU	Cover For Bumper Primed FRT BUMPER*XR-040419	1	pcs.	1,129.42	#1	1,129.42	1,208.48
5C6807183	Guide Piece BUMPER SIDE BRACKET LH*XR-040419	1	pcs.	31.65	#1	31.65	33.87
5C6955109 GRU	Cap Primed NOZZLE CAP LH*AO-050419	1	pcs.	43.82	#1	43.82	46.89
5C6955103	Jet Carrier With Jet NOZZLE LH*CD-050419	1	pcs.	39.88	#1	39.88	42.67
G 052184A2	Windshield Cleaner Concen XR-040419	1	pcs.	15.81	#1	15.81	16.92
5C6853665A 9B9	Cooling Air Grill Satin B FOG LAMP GRILLE LH*AO-050419	1	pcs.	87.26	#1	87.26	93.37
5C8941005	Twin Halogen Headlamps H/LAMP LH*CD-050419	1	pcs.	652.57	#1	652.57	698.25
5C6821105A	Fender FENDER LH*XR-040419	1	pcs.	561.97	#1	561.97	601.31
5C6805911	Wheelhouse Liner FENDER LINER LH*XR-040419	1	pcs.	165.80	#1	165.80	177.41
5C6821135	Cross Support FENDER BRACKET LH*XR-040419	1	pcs.	44.24	#1	44.24	47.34
WHT004694	Expanding Nut XR-040419	8	pcs.	1.05	#1	8.40	8.99
5K0601025S 8Z8	Alloy Wheel Diamond Silve REFER MEWIN-ACCESSORY ORDER-050419	1	pcs.	1,015.34	#1	1,015.34	1,086.41
839601361	Rubber Valve XR-040419	1	pcs.	2.32	#1	2.32	2.48
5C0407151D	Track Control Arm LOWER ARM LH*XR-040419	1	pcs.	322.68	#1	322.68	345.27
1K0407365C	Guide Joint LOWER ARM JOINT*XR-040419	1	pcs.	122.52	#1	122.52	131.10
5K0498621	Wheel Bearing With Mount WHEEL BEARING*XR-040419	1	pcs.	587.67	#1	587.67	628.81
5C0407255	Wheel Bearing Housing XR-040419	1	pcs.	575.91	#1	575.91	616.22
5C0413031DP	Gas-Filled Shock Absorber XR-040419	1	pcs.	273.08	#1	273.08	292.20

VOLKSWAGEN CENTRE SINGAPORE

Tuas Avenue
Singapore 639176
Biz. Reg. No.: 199101494Z
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Tax invoice

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Document no. 12333900080
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Customer GST-ID 196900406D
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21 HAZEL PARK TERRACE
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Singapore 678946

License plate	Model code	First registration	VIN	Model	Mileage		
SFV3913J	1624G5	31-03-2015	WVWZZZ16ZEM066852	JETTA TSI High 90 D7F	45,202		
Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
1K0412249B	Ball Bearing TOP BEARING*XR-040419	1	pcs.	45.19	#1	45.19	48.35
1K0412331B	Suspension Strut Mounting TOP MOUNTING*XR-040419	1	pcs.	91.61	#1	91.61	98.02
1K0423810A	Tie Rod XR-040419	1	pcs.	100.29	#1	100.29	107.31
1K0423811K	Tie Rod End XR-040419	1	pcs.	138.02	#1	138.02	147.68
N 90834901	Retaining Clip XR-040419	2	pcs.	4.64	#1	9.28	9.93
5Q0615301H	Brake Disc XR-040419	1	pcs.	192.42	#1	192.42	205.89
1K0615311F	Splash Shield For Brake D BRAKE DISC COVER LH*AO-050419	1	pcs.	27.01	#1	27.01	28.90
6R0973735	Flat Contact Housing DIRECT SETTLEMENT, DOA: 31/03/2019, TP VEHICLE: SLN8958T, SURVEY BY RASUL LKK	1	pcs.	18.74	#1	18.74	20.05

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		12,012.90	7%	840.90	12,012.90	12,853.80

Total		12,012.90		840.90		
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Customer

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

-----VISIT OUR WEBSITE: altersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions).-----

VOLKSWAGEN CENTRE SINGAPORE

Tuas Avenue
 Singapore 639176
 Biz. Reg. No.: 199101494Z
 GST No.: M200985052



Tax invoice

PAID
 15 APR 2019
 BY: *NS*

Mr
 ERRY
 GUNAWAN
 21 HAZEL PARK TERRACE
 #13-01
 Singapore 678946

Page 1/1
 Document no. 12333900030
 Document date 15-04-2019
 Customer no. 5211028565
 Customer GST-ID
 Dealer 39999
 Job order number 2019000209/ 1
 Job order date 15-04-2019
 Service Advisor EDMUND, HUI HUANG GOH

License plate	Model code	First registration	VIN	Model	Mileage
SFV3913J	1624G5	31-03-2015	WVWZZZ16ZEM066852	JETTA TSI High 90 D7F	45,203

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	MSIG WINNER VS AXA DIRECT SETTLEMENT RENTAL VEHICLE NUMBER SMG7839K DATE OF USEAGE : 09-04-2019 TO 15-01-2019 MODEL: VW GOLF	6	pcs.	112.15	#1	672.90	720.00

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		672.90	7%	47.10	672.90	720.00
Total		672.90		47.10	672.90	720.00

Erry Gunawan

 Customer

VOLKSWAGEN GROUP SINGAPORE

 #1 Service Advisor

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

-----VISIT OUR WEBSITE: aftersales.vw.com.sg (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions).-----

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

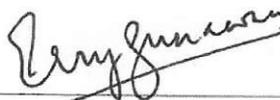
For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

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 excess amount - applicable for non-sport models and/or with engine capacity less than 2,500cc (Polo, Beetle, Jetta, Passat, CC, Touan 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

Tuas Avenue
Singapore 639176
Biz. Reg. No.: 199101494Z
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Document no. 12333900080
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For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

Wp(32)



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Volkswagen Group Singapore Pte Ltd
247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SFU3913J
Model:	Jetta
Name:	ERRY GUNAWAN
Address:	21 Hazel Park Terrace #13-01 Singapore 628446
Office Tel:	Residence Tel:
Occupation:	Hp: 81753640
P.P/I.C 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/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

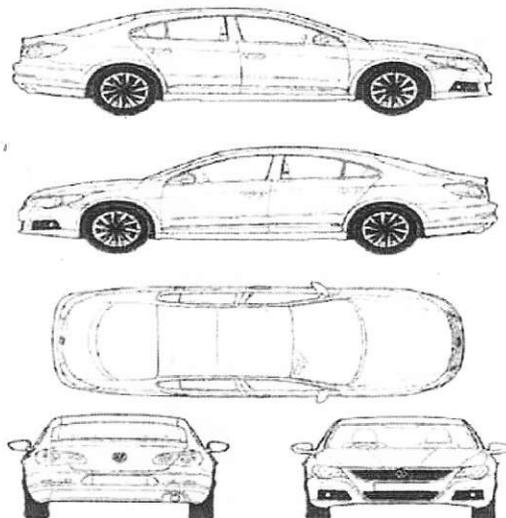
ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No:	SMG78301K	
Model:	GOLF	
Collection Out	Date & Time	Mileage Out
	02/04/19 @ 9.50	2209
Return In	Date & Time	Mileage In
	15/04/19 @ 11.00 3pm	2480 km
OUT	<input checked="" type="radio"/> FULL TANK	IN
EMPTY	<input checked="" type="radio"/> FULL	EMPTY
		<input checked="" type="radio"/> FULL

REPLACEMENT CAR CHARGES		
	Days	Total
Days @ \$ 120 Per Day	6	720

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

Remark:
MSB Winner vs AAA



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: *Merry*

CHECKED IN BY: *[Signature]*



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 01 Apr 2019 / 11:59:31
Receipt Date/Time : 01 Apr 2019 / 11:59:31

Tax Invoice/Receipt

Receipt No. : ITNET-00000-190401-001147

Previous Receipt No. :

**S/N Item Description/
Business Transaction Reference
No.**
Result of Insurance Enquiry - SLN8958T
As at 31 Mar 2019/08:40:00
Insurance Co: AXA INSURANCE PTE LTD
1 Insurance Enquiry - SLN8958T
Enquiry Fee
20190401115817174646

Amount Before GST (\$\$) **GST Amount (\$\$)** **Amount After GST (\$\$)**

	7.00	0.49	7.49
Sub-Total			
	7.00	0.49	7.49
Total Before Rounding			
	7.00	0.49	7.49
Rounding Difference			
			0.04
Total Amount Payable			7.45
 Paid By			
	xxxxxxxxxxxx8287	Credit Card: Visa/MasterCard	7.45
Total			7.45
Cash Change			0.00
Tendered Amount			7.45
Excess Refundable Amount			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.