



Our Ref: File 283 – SGD6895R

WITHOUT PREJUDICE

Date: 26 February 2020 (AR Registered)

Attention: Motor Claim Department

FWD Singapore Pte. Ltd.  
6 Temasek Boulevard, #18-01  
Suntec Tower Four  
Singapore 038986

Dear Sir / Ma'am,

**TRAFFIC ACCIDENT INVOLVING SGD6895R & SJW9434H ALONG TELOK BLANGAH HEIGHTS TOWARDS HENDERSON RD DATED ON 19/03/2019 @ 13:50HRS**

We have been authorized by OEHLERS KRISTINE ANN MRS KRISTINE ANN TAN, the owner of vehicle number: SGD6895R, to claim against the party/parties responsible for the damages arising from the above-mention accident.

Our record show that you are the insurer of vehicle number: SJW9434H, at the material time of the accident with the driver of our client's vehicle, OEHLERS KRISTINE ANN MRS KRISTINE ANN TAN.

As a result of the accident caused by your Insured Driver's negligent and/or management of your insured vehicle Number: SJW9434H, our client's vehicle was damaged and we have been put to loss and damage as follows:

(1) Cost of Repairs (Including GST)	\$1617.84
(2) Loss of Rental – 3Days	\$360.00
(3) Loss of Use - Days	\$ -
(4) LTA Search receipt	\$7.45
(5) Medical Fee	\$102.97
	\$2088.26

A Copy of each of the following supporting documents are enclosed:

(1) Repairer Invoice, LTA Receipt, LOA & Discharged voucher



Our Ref: File 283 – SGD6895R

We would appreciate if you could look into the subject matter and let us have your favorable offer within 14 days. If you are agreeable to the settlement of the above said claims, please made payment to “VAG Singapore Pte Ltd”

Please note that if we do not hear from you within the stipulated 14 days, we will have no alternative but to appoint our solicitor to act on our behalf to commence proceedings against you without further notice to you.

Yours faithfully,

Claims Department – Loh Cailing Jacelyn (HP: 8552 9515)

Email: [claims.admin@vag.sg](mailto:claims.admin@vag.sg)

NB: We encourage all parties to liaise with us via email or phone call to expedite all matters

PS: Please quote our reference number when replying

c.c Client – OEHLERS KRISTINE ANN MRS KRISTINE ANN TAN

**TAX INVOICE****VAG Singapore Pte Ltd****VAG WEST**48 Toh Guan Road East  
#05-123 Enterprise Hub  
Singapore 608586**VAG EAST**8 Kaki Bukit Ave 4  
#02-11 Premier @ Kaki Bukit  
Singapore 415875**VAG NORTH**160 Sin Ming Drive  
#04-17 Sin Ming AutoCity  
Singapore 575722

Tel: 6515 9515

**Invoice No. : INV2020-020561**Invoice Date : 26/02/2020  
Job No. : SO2020-01240  
Membership Start Date :  
Payment Mode : INS CLAIMRegistration Number : SGD6895R  
Chassis Number : WVVZZZAUZDW099064  
Mileage : -  
Next Servicing Mileage :  
Next Servicing Date :  
Vehicle Make & Model : VOLKSWAGEN GOLF A7  
1.4 TSI AT 5G13GZ W/O  
HIDInvoice To :  
FWD Singapore Pte LtdTel : 68208888  
Email: 0

S/N	Item No.	Description	Qty	Price (SGD)	Amount (SGD)
1	415300	Rear Bumper	1	1,080.00	1,080.00
2	415300	Less: 10%	-1	108.00	-108.00
3	415800	Labour	1	540.00	540.00

**Terms & Conditions**

- \* Warranty where applicable is subject to the terms and conditions listed at [www.vag.sg/warranty](http://www.vag.sg/warranty).
- \* Quotations are subject to prevailing GST and valid for 30 days.
- \* Goods sold are not returnable or refundable.
- \* Deposits paid for indent items shall be forfeited if the balance is not paid and goods collected within 90 days.
- \* Interest is chargeable on overdue payments at a rate of 1% per month or part thereof.
- \* These terms and conditions are subject to change without prior notice.

I hereby accept all terms and conditions of this invoice and certify that all goods and services described herein have been satisfactorily delivered to me. I hereby agree that VAG Singapore Pte Ltd, its agents, affiliates, services providers or related companies may collect, use and disclose my personal data to provide service, marketing and other information in accordance with VAG's personal data protection policy available at [www.vag.sg/privacy](http://www.vag.sg/privacy).

<b>Sub Total</b>	<b>1,512.00</b>
GST 7%	105.84
<b>Total SGD</b>	<b>1,617.84</b>

Customer Signature

GST REGISTRATION NO: 201111738H

Prepared By:

BANK ACCOUNT: DBS CURRENT -107-900719-8



WIN WIN RENT-A-CAR PTE LTD

## Invoice

SGD6895R  
 DEHLERS KRISTINE ANN  
 68 UPPER SERANGOON VIEW  
 #03-20  
 S(533884)

Invoice No : WPLIN0003122  
 Invoice Date : 1/5/2019  
 Due Date : 1/5/2019  
 VHA No : 3493  
 Referral ID : V002

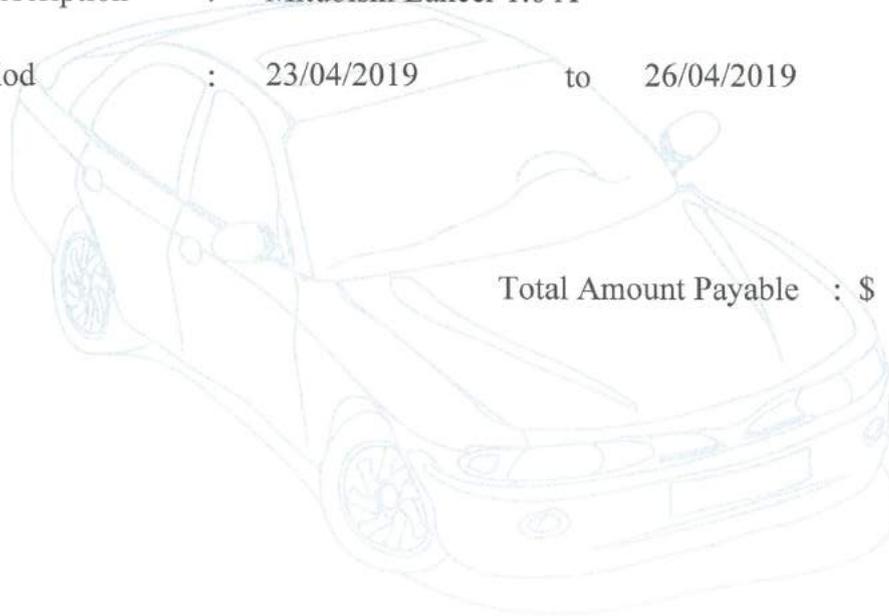
Description :	Amount
Rental for 3 Day/s @ \$120 per Day \$	360.00

Vehicle No : SLM6797J

Vehicle Description : Mitubishi Lancer 1.6 A

Rental Period : 23/04/2019 to 26/04/2019

Total Amount Payable : \$ 360.00



# WIN WIN RENT-A-CAR PTE LTD

8 Kaki Bukit Ave 4 #06-04 Premier@Kaki Bukit Singapore 415875  
Tel: 6315 8479 H/P: 9833 0807

VHA No: **3493**

Invoice No: **WPLIN 3122**

Hirer's Vehicle No: **SGD 6845R**

UEN: 201505115E

## VEHICLE RENTAL AGREEMENT

### HIRER'S PARTICULARS

Name: (as in I/C) **DEHLERS KRISTINE ANN**  
 NRIC / FIN No: **S7426421B**  
 Address (Res): **68 UPPER SERANGOON VIEW #03-20 S(533884)**  
 Name & Address of Employer: **NANYANG GIRLS' HIGH SCHOOL, 2 LINDEN DRIVE S280683**  
 Occupation: **TEACHER** Driving Exp: **20 yr +**  
 Singapore Driving Licence No: **S7426421B**  
 Issue Date: **25 JUN 2004** Date of Birth: **6 AUG 1974**  
 Tel: (O) \_\_\_\_\_ (R) \_\_\_\_\_ HP: **90011974**

### ADDITIONAL DRIVER'S PARTICULARS

Name: (as in I/C) \_\_\_\_\_  
 NRIC / FIN No: \_\_\_\_\_  
 Address (Res): \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Singapore Driving Licence No: \_\_\_\_\_  
 Issue Date: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Tel: (O) \_\_\_\_\_ (R): \_\_\_\_\_ H/P: \_\_\_\_\_

### VEHICLE CHECK LIST

INDICATE:  
 D - DENTS  
 S - SCRATCHES  
 A - ACCIDENTS

RIGHT FRONT TOP LEFT

### MISSING / FAULTY ACCESSORIES / PARTS

REMARKS: \_\_\_\_\_

Vehicle No: **SLM 6797 J** Replace Veh No: \_\_\_\_\_  
 Mileage Out: **26567** Mileage Out: \_\_\_\_\_  
 Make & Model: **MITLANCER** Auto / Manual \_\_\_\_\_  
 Out : Date **23/04/2019** Time: **1720**  
 HIRE / PERIOD EXPIRY Time: \_\_\_\_\_  
 NON-WAIVER EXCESS=\$ **2000/2**

CHARGES			
Daily	<b>3</b> @ \$ <b>120</b> per day		<b>\$360 -</b>
Weekly	@ \$ _____ per week		
Monthly	@ \$ _____ per month		
Hours	@ \$ _____ per hour		
Extension	@ \$ _____		
Delivery/Collection Service			
<b>SUB-TOTAL \$</b>			

PETROL LEVEL									
Out	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F
In	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F
Fuel									
Traffic / Parking Fines									
<b>TOTAL CHARGES \$</b>									

Hirer's Signature  **Amdehler**

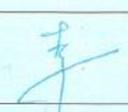
Additional Driver's Signature \_\_\_\_\_

I have read and agree to the terms and condition on both sides of the agreement. If I have presented a charge/credit card for payment. I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given WIN WIN RENT-A-CAR PTE LTD in connection with this agreement is true.

### \*IMPORTANT

1. VEHICLE IS STRICTLY PROHIBITED FOR "HIRE FOR REWARDS" USAGE SUCH AS UBER / GRABCAR / GRABSHARE ETC.
2. ONLY PERSON ABOVE 23 YEARS OF AGE WITH MORE THAN 2 YEARS DRIVING EXPERIENCE, AUTHORIZED, LICENSED AND SIGNING THIS AGREEMENT MAY DRIVE THE VEHICLE.
3. ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER. AN ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
4. THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN PER HOUR OR PER DAY. INCLUSIVE OF CDW AND/OR PAI WHERE APPLICABLE.
5. IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES, A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.
6. VEHICLE IS STRICTLY FOR SINGAPORE USE ONLY. AND MAY NOT BE DRIVEN OUT OF SINGAPORE WITHOUT PRIOR CONSENT OF THE COMPANY WIN WIN RENT-A-CAR PTE LTD.

RETURN OF VEHICLE. THE HIRER / DRIVER IS REQUIRED TO SIGN IN THE COLUMN " SIGNATURE OF HIRER / DRIVER " FAILING WHICH THE DAY AND TIME INSERTED BELOW SHALL DEEMED TO BE THE DAY AND TIME THE VEHICLE IS RETURNED TO WIN WIN RENT-A-CAR PTE LTD AND THE SAME SHALL BE ACCEPTED AS CONCLUSIVE EVIDENCE OF THE SAME AND SHALL NOT BE CHALLENGED OR QUESTIONED ON ANY ACCOUNT WHATSOEVER.

DATE IN	TIME IN	MILEAGE	CHECKED BY	REMARKS	SIGNATURE OF HIRER/DRIVER
<b>26/4/19</b>	<b>18:10W</b>	<b>25212</b>			 <b>Amdehler</b>



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 01 Apr 2019 / 18:32:01

Receipt Date/Time : 01 Apr 2019 / 18:32:01

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-190401-003051

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - SJW9434H As at 19 Mar 2019/13:50:00 Insurance Co: FWD SINGAPORE PTE. LTD.				
1	Insurance Enquiry - SJW9434H Enquiry Fee 20190401183057650599	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		7.00	0.49	7.49
<b>Rounding Difference</b>				0.04
<b>Total Amount Payable</b>				7.45
Paid By				
	xxxxxxxxxxxx9164	Credit Card: Visa/MasterCard		7.45
<b>Total</b>				7.45
<b>Cash Change</b>				0.00
<b>Tendered Amount</b>				7.45
<b>Excess Refundable Amount</b>				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.



Healthway  
Medical

**HEALTHWAY MEDICAL**

COMPANY REGISTRATION NO: 199400795H  
GST REGISTRATION NO: M201219809  
#01-03 MULTI STOREY CAR PARK, SINGAPORE 540308  
TEL 63123106 / FAX 63123107

**OFFICIAL  
RECEIPT**

NAME: KRISTINE ANN OEHLERS @ MRS

KRISTINE ANN TAN

IDENTIFICATION: S7426421B

ATTENDING DR: DR. KOH WEI MEI JEREMY

VISIT DATE: 20-03-2019

PAYMENT MODE: NETS

**DRUGS**

FOBANCORT CREAM 5G [FOBAN03CR]

\$8.00

\$8.00

SUBTOTAL CHARGE

\$8.00

GST@7%

\$0.56

TOTAL CHARGE

\$8.56

PAY BY NETS

\$8.56

**HEALTHWAY ANCHORVALE CLINIC**

Blk 308 Anchorvale Road  
#01-03 Singapore 540308  
Tel: 6312 3106 Fax: 6312 3107

Invoice No: 2019-11082188

Printed By: Clinic Assistant 2 PA (20-03-2019)



**HEALTHWAY MEDICAL**  
 COMPANY REGISTRATION NO: 199400795H  
 GST REGISTRATION NO: M201219809  
 #01-03 MULTI STOREY CAR PARK, SINGAPORE 540308  
 TEL 63123106 / FAX 63123107

**OFFICIAL  
 RECEIPT**

**NAME:** KRISTINE ANN OEHLERS @ MRS  
 KRISTINE ANN TAN

**IDENTIFICATION:** S7426421B

**ATTENDING DR:** DR. KOH WEI MEI JEREMY

**VISIT DATE:** 20-03-2019

**PAYMENT MODE:** NETS

**DRUGS**

ANAREX TABLET [ANARE00TA]

\$8.80

\$8.80

**MEDICAL SERVICES**

CONSULTATION 23.36 [CONSULTATION]

\$23.36

\$23.36

SUBTOTAL CHARGE

\$32.16

GST@7%

\$2.25

TOTAL CHARGE

\$34.41

PAY BY NETS

\$34.41

**HEALTHWAY ANCHORVALE CLINIC**  
 Blk 308 Anchorvale Road  
 #01-03 Singapore 540308  
 Tel: 6312 3106 Fax: 6312 3107

# Arc of Life Chiropractic Centre Pte Ltd.

1 Scotts Road, Shaw Centre #24-12/13

Singapore, 228208

6732 3323

## Invoice

March 26, 2019

Page 1 of 1

Kristine Ann Oehlers

1024

310B Anchorvale Road #17-17 (S)542310

SINGAPORE, 542310

Date	Description	Qty	Amount
<b>For Patient: Kristine Ann Oehlers</b>			
<i>Provider: Dr. Andrew Ching Registration # 200906599N</i>			
Mar 20, 2019	Adult Chiropractic Adjustment		60.00
<b>Totals for: Kristine Ann Oehlers</b>			<b>60.00</b>

Totals for this invoice: 60.00

**Dr Andrew Ching, D.C.**

Doctor of Chiropractic  
B.Sc (Hon) (Ex.Sc), Certified CATS Practitioner  
Arc of Life Chiropractic Centre Pte Ltd  
1 Scotts Road #24-12 Shaw Centre  
Singapore 228208  
Tel: 6732 3323 Fax: 6732 3313  
Co. Reg. No. 200906599N



**AUTHORISATION, ASSIGNMENT AND INDEMNITY**

To: VAG Singapore Pte Ltd  
48 Toh Guan Road East #05-155  
Enterprise Hub  
Singapore 608586

**ACCIDENT INVOLVING MY/OUR VEHICLE NO.** SGD6895R **AND** STW9434H **ON** 19 Mar 2019  
**AT/ALONG** Telok Blangah Heights filter lane towards Henderson Road

1. I/~~WE~~, DEHLERS KRISTINE ANN, the owner of motor vehicle no. SGD6895R ("my vehicle") hereby appoint you and authorize you to commence repairs to my vehicle. Except for cases where direct settlement is made with the opposite party's insurers, you will only commence repairs only upon receipt of notification from my/our appointed solicitors that I/we have appointed to act for me/us in the claim in respect of the above caption.
2. Pending notification by my/our solicitors to you. I/we authorize you to appoint a surveyor to survey the damages to my vehicle and to do all necessary work ("the preliminaries") with a view to expediting the repairs to my vehicle. In the event that I/We decide not to proceed with the repairs to my vehicle after the preliminaries were done and/or arranged by you. I/We agree to pay for all the expenses incurred for the preliminaries.
3. You shall not be liable for any delay in the repairs to my vehicle for delays occasioned by the delay in notification by my/our appointed solicitors that I/We have appointed them to act for me/us in the claim in respect of the above caption.
4. I/We also authorize you to liaise with and give all necessary instructions to my/our solicitors as if the instructions are given by me/us with respect to the conduct of my/our claim against the third party driver and/or his insurers including, if necessary to commence legal proceedings in my/our name against the third party. Further, I/We have authorized my/our solicitors to direct all correspondence including documents in support of my/our claim and court documents to you as my/our nominated representative to facilitate the settlement of my/our claim.
5. In consideration of you agreeing not to collect from me/us the repair costs, rental fees for another vehicle (if applicable) and surveyor's fees now. I/We agree to assign the whole proceeds of my/our third party claim to you. In this regard, I/We shall authorize my/our solicitors to receive the settlement sum from the third party's insurers and for our solicitors to release all the balance of the settlement funds less the legal costs and disbursements, directly to you whom I/We have so authorized and I/We hereby absolve you and the third party's insurers of any and all liability during your/their course of following any/or all of my/our instructions. My/Our solicitors shall accept this as my/our irrevocable authority to pay the compensation amount in my/our third party claim directly to you after deducting of their costs on a solicitor and client basis. In the event that the third party insurers should make payment to the settlement sum directly to me/us, we will notify you and/or our solicitors of same and make payment to my/our solicitors the settlement sum so received by me/us for my solicitors' necessary action.
6. In the event that my/our claim or suit for damages against the third party is unsuccessful or is dismissed for whatever reasons, I/We understand that I/we shall be liable to pay the legal costs of the third party and the sum of monies due to you including the survey fees and any other costs and disbursements and incidentals incurred by you.
7. If my/our claim against the third party and/or his insurers is unsuccessful or cannot be proceeded with and/or if any judgment or settlement is not honored or satisfied by the third party, I/we authorize you to make a claim under my own motor comprehensive policy for the repair costs and other losses recoverable under the policy. In this respect, I/we understand and accept that the excess amount under the policy shall be borne by me/us.
8. If for whatever reason, my/our insurers reject my/our claim (or indemnity for the repair costs and/or other losses recoverable under the policy or offer to pay less than the amount claimed by you, I/we agree and undertake to pay the full amount of your repair bill, survey fee and other expenses reasonably incurred on my/our behalf or to pay you the difference in amount as the case may be.
9. I/We further understand that I/we may receive communications from the third party's insurers including but not limited to statements to be signed by me/us confirming that all items being claimed were caused by the accident or letter of offer/proposal at settlement enclosing discharge voucher. I/We undertake that we will not communicate with the third party's insurers or sign any documents whatsoever or do any act which will jeopardise my/our claim; but rather I/we will direct all communications and forward all documents received by me/us to you or to our solicitors.

Dated this 19 day of March 2018 2019

  
Signature / Company Stamp

Nric: S7426421B



**CarCrafters Singapore Pte Ltd.**  
 48 Toh Guan Road East  
 #05-155, Enterprise Hub  
 Singapore 608586  
 (Co. Reg No.: 201405620M)

Tel. 6267 9916  
 Fax. 6267 9313  
 www.carcrafters.sg

**SATISFACTION CUM DISCHARGE VOUCHER**

Claim No: \_\_\_\_\_

T/P/ OD Invoice No: \_\_\_\_\_

COMPREHENSIVE     THIRD PARTY     OD CLAIM     WINDSCREEN

Messrs: Kristine Ann  
 \_\_\_\_\_  
 \_\_\_\_\_

I/We hereby declare that the repairs to my/our motor vehicle model: VW Golf A7  
 Vehicle Registration No. SGD 6395R. have been completed by CarCrafters Singapore  
 Pte Ltd at 48 Toh Guan Road East, #05-155, Enterprise Hub, Singapore 608586 to my/our  
 satisfaction. I/We agree that the payment of their account for such repairs shall be in full  
 settlement and discharge of all claims under Policy No. VPA/P1371155 in view of the  
 damage caused to My/Our said motor vehicle's accident on 19/03/2019

Driver's Signature: [Signature]  
 Name: DEHLERS KRISTINE ANN  
 NRIC: S7426421B

Owner's Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 NRIC: \_\_\_\_\_

Witness Signature: [Signature]

Dated: 30/5/19  
 Time Discharged: 1835hr.

CarCrafters Singapore Pte Ltd

Note:

Upon conclusion with the Third Party claim, the Discharge Voucher has to be signed by you. In the event you refuse to sign the DV, you are liable for the repair cost and other disbursement incurred.

**RELEASE**

Claim Reference:	1201900007162
Surveyor's Reference:	CC4/FWD19005905/T1pb3
TP Reference:	SGD 6895R

We, VAG Singapore Pte Ltd ("Workshop") hereby agree and confirm that we are authorized by the owner ("Claimant") of motor vehicle SGD 6895R ("Vehicle") to accept the sum of \$2,000.00 (Global Sum) being the amount claimed as compensation for the loss of or damage to the Vehicle, as a result of an accident ("Accident") which occurred on 19/03/2019 (date of accident) at / along TELOK BLANGAH HEIGHTS SLIP RD TWDS HENDERSON (location) involving vehicle no/s. SGD 6895R and SJW 9434H.

This is pursuant to the inspection conducted on 08/04/2019 (date) at the Workshop.

We confirm that this acceptance is in full and final settlement of all claims arising from the damage to the Vehicle (whether now or hereafter to become manifest), to the intent that FWD Singapore Pte. Ltd. and all other persons, in particular the driver of SJW 9434H be absolutely and finally exonerated and discharged from all claims of every nature and kind whatsoever which have been made or which may be made in respect of this Accident.

We also declare that we are authorized by the Claimant to receive the above compensation and we have full authority to make the claim as set out above and to settle the matter on behalf of the Claimant in any manner we deem fit.

**This settlement is reached on a without prejudice and without admission of liability basis. As such, this Release is not to be construed as an admission of liability on the part of FWD Singapore Pte Ltd, their policyholder and / or authorised driver and shall not be used as evidence in any claims and / or action which may be lodged by any of them.**

Dated this \_\_\_\_ day of \_\_\_\_\_ 20\_\_

CLAIMANT  
  
VAG SINGAPORE PTE LTD  
www.vag.sg  
The Audi & VW Specialist

[Signed by the "Workshop" with Co. Stamp]

For and on behalf of the "Claimant"  
Ltd.

  
LKK  
MTH

[FWD's appointed surveyor with Co. Stamp]

For and on behalf of FWD Singapore Pte.