

## Asher Sng (LKKAuto)

---

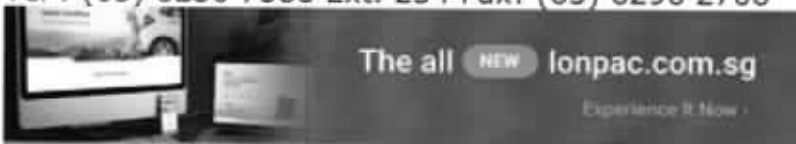
**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Tuesday, 8 October 2019 11:21 AM  
**To:** Asher Sng (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Your Ref: 19/19/19/VC05/021616, ACCIDENT INVOLVING GBF 7425G AND SX 9999H ON 02/04/2019

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Asher

Please proceed.

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]  
**Sent:** Thursday, 3 October 2019 9:53 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Your Ref: 19/19/19/VC05/021616, ACCIDENT INVOLVING GBF 7425G AND SX 9999H ON 02/04/2019

HI LI LI,

Sorry for the typo error.

Summary to offer to repairer **VOLKSWAGEN CENTRE SINGAPORE** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 14,949.42	\$ 6,357.53
2. Loss of Use (10days x \$80)	\$ 800.00	\$ 600.00 (10days x \$60)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 15,751.42</b>	<b>\$ 6,959.53</b>

\*\*8 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [asher.sng@lkkauto.com](mailto:asher.sng@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Thursday, 3 October 2019 9:32 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: [MANDATE REQUEST] Your Ref: 19/19/19/VC05/021616, ACCIDENT INVOLVING GBF 7425G AND SX 9999H ON 02/04/2019

Hi Asher

Please check the total sum (diff 2 cents).

Regards,

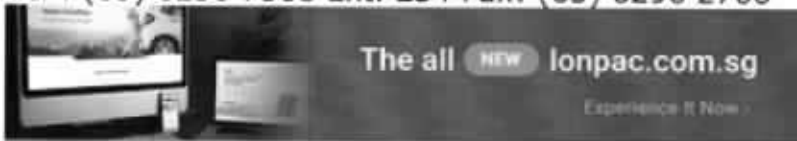
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



**From:** Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

**Sent:** Tuesday, 1 October 2019 5:24 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG

**Subject:** [MANDATE REQUEST] Your Ref: 19/19/19/VC05/021616, ACCIDENT INVOLVING GBF 7425G AND SX 9999H ON 02/04/2019

Your Ref: 19/19/19/VC05/021616

Dear Sirs,

We refer to the above matter.

**ACCIDENT INVOLVING GBF 7425G AND SX 9999H ON 02/04/2019**

We have highlighted to your good office on 03/04/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our Insured reversed and collided third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **VOLKSWAGEN CENTRE SINGAPORE** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 14,949.42	\$ 6,357.33
2. Loss of Use (10days x \$80)	\$ 800.00	\$ 600.00 (10days x \$60)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 15,751.42</b>	<b>\$ 6,959.53</b>

\*\*8 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

# Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934  
Fax: 64743643 Tel: 63057299

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

## LETTER OF DEMAND

Your Ref : \_\_\_\_\_  
Our Ref : 2X 9999 H

To: LONTAC

Dear Sirs,

ACCIDENT INVOLVING 2X 9999 H & 9BF 7425 G ON 2-4-19

We are claiming on behalf of our client SEA CAON MARVIN NG owner of

vehicle number 2X 9999 H involved in accident on 2-4-19

with vehicle 9BF 7425 G along/at Helix DR.

Description of claims:

Cost of Repairs \$ 6357.53 ( Incl 7% GST )

Loss of Use/Rental \$ 80 X 10 Days = \$ 800

Medical Fee \$ \_\_\_\_\_ ( Incl 7% GST )

Search Fee \$ 2 ( Incl 7% GST )

TOTAL \$ 7159.53

We are claiming in full and final settlement of \$ 7159.53 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](mailto:meiy.wong@vw.com.sg)

Dated this \_\_\_\_\_ of 21 JUN 2019



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SX9999H and G8F X425G on 02/04/2019  
Own vehicle's number Other vehicle's number Date of accident  
along HOLLAND DRIVE MARKET CARPARK  
Accident location

BY THE LETTER OF AUTHORITY, I/we, YEW EOUN MARVIN NH  
Name of Policy Holder & IC / Passport number  
of S7106107E owner of Vehicle Registration

Number SX9999H 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 VP9/P1519052 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 21<sup>st</sup> of the month

MAY Year 2019

Signed & Delivered By:

  
Policy Holder

Witness By:





# LONPAC INSURANCE BHD

CLAIM NO : 19/19/VC05/021616  
DATE : 11 OCT 2019

## DISCHARGE VOUCHER

I/We, YEW CHOON MARVIN NG confirmed acceptance from M/s LONPAC INSURANCE BHD and/or the owner GBF 7425G the sum of Singapore Dollars SIX THOUSAND NINE HUNDRED FIFTY NINE AND CENTS FIFTY THREE ONLY. (\$6,959.53) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s LONPAC INSURANCE BHD in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving, SX 9999H on 02/04/2019 along/at HOLLAND DRIVE MARKET CARPARK.

I /We hereby agree to indemnify and keep indemnify (ECK SHEN CONSTRUCTION & TRADING PTE LTD /LONPAC INSURANCE BHD) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to M/s VOLKSWAGEN CENTRE SINGAPORE

I/We hereby acknowledge that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

16 oct 19

Signature of vehicle owner/Date

NG Yew Choon Marvin 16 Oct 19.

Name of vehicle owner/Date

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 for my personal injuries sustained in the same accident

## VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

## Tax Invoice

Page 1/2

Company  
Lonpac Insurance BHD  
101 Thomson Road  
#18-01 United Square  
Singapore 307591

Customer Details:  
Mr  
NG  
YEW CHOON MARVIN  
13 DOVER CLOSE EAST  
#15-210  
Singapore 130013

Document no 12333900321  
Document date 27-05-2019  
Customer no 5211043801  
Customer GST-ID  
Dealer 39999  
Job order number 2019000243/ 1  
Job order date 17-04-2019  
Service Advisor MEI KWAN KONG

License plate SX9999H	Model code 1622G5	First registration 12-06-2014	VIN WVWZZZ16ZEM027470	Model Jetta TSI Trend 90 D7F	Mileage 47,982
--------------------------	----------------------	----------------------------------	--------------------------	---------------------------------	-------------------

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5C6807217D GRU	Cover For Bumper Primed xr-060519	1	pcs.	1,129.42	48.00% #1	587.30	628.41
5C6823031E	Hood xr-060519	1	pcs.	1,136.21	48.00% #1	590.83	632.19
5C6853651 QWA	Radiator Grille Satin Bla cd-070519	1	pcs.	449.90	48.00% #1	233.95	250.33
5C6805588Q	Lock Carrier With Mountin xr-060519	1	pcs.	1,122.41	48.00% #1	583.65	624.51
5C6805706D	Guide BUMPER CENTRE GUIDE*XR-140519	1	pcs.	101.32	48.00% #1	52.89	56.38
5C6807287 9B9	License Plate Bracket Sat XR-140519	1	pcs.	100.21	48.00% #1	52.11	55.76
N 0385491	Rivet XR-140519	6	pcs.	0.53	48.00% #1	1.65	1.77
5C6805567	Support For Lock Carrier XR-140519	1	pcs.	83.54	48.00% #1	43.44	46.48
	FRONT NUMBER PLATE	1	pcs.	80.00	30.00% #1	56.00	59.92
	LABOUR	4	pcs.	800.00	30.00% #1	2,240.00	2,396.80
	SPRAY PAINTING	2	pcs.	800.00	30.00% #1	1,120.00	1,198.40
	Diagnostic and Programming	1	pcs.	480.00	50.00% #1	240.00	256.80
	Check Short Circuit / Harness Repair	1	pcs.	280.00	50.00% #1	140.00	149.80
	DIRECT SETTLEMENT AGAINST LONPAC DOA: 2.4.19 TP VEH: GBF7425G REPAIR LIMIT \$6K						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1		5,941.62	3,824.57	7%	415.91	3,824.57	5,941.62	6,357.53
Total		5,941.62	3,824.57		415.91	3,824.57		6,357.53

Customer



# VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial  
Vehicles

## Tax invoice

Page	2/2
Document no	12333900321
Document date	27-05-2019
Customer no	5211043801
Customer GST-ID	
Dealer	39999
Job order number	2019000243/ 1
Job order date	17-04-2019
Service Advisor	MEI KWAN KONG

Company  
Lonpac Insurance BHD  
101 Thomson Road  
#18-01 United Square  
Singapore 307591

Customer Details:  
Mr  
NG  
YEW CHOON MARVIN  
13 DOVER CLOSE EAST  
#15-210  
Singapore 130013

License plate	Model code	First registration	VIN	Model	Mileage
SX9999H	1622G5	12-06-2014	WVWZZZ16ZEM027470	Jetta TSI Trend 90 D7F	47,982

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. 521XXXXXX), 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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.



**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-19-051533

Date of Request: 02/04/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 02/04/2019

Enquiry By Charmaine Kong Mei Kwan

TP Vehicle No. GBF7425G

Accident Date 02/04/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBF7425G	Lonpac Insurance Bhd	28/02/2019-27/02/2020	+65 62507388

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.

**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-19-051533

Date of Request: 02/04/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 02/04/2019

Enquiry By: Charmaine Kong Mei Kwan

TP Vehicle No: GBF7425G

Accident Date: 02/04/2019

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