



LETTER OF DEMAND

Your Ref: SHA7924M

Our Ref: SMG 69602

To: India International Insurance Pte Ltd

Dear Sirs,

ACCIDENT INVOLVING SMG 69602 & SHA7924M ON 29/5/2019

We are claiming on behalf of our client Lee Ee Meen

owner of vehicle number SMG 69602 involved in accident on 29/5/2019

with vehicle SHA7924M along/at Braddell Tunnel twds Bishan/Thomson Rd

Description of claims:

Cost of Repairs \$ 8,300.50 (incl 7% GST)

Loss of Use/Rental \$ 180 x 7 Days = \$ 1,260 (incl 7% GST)

Search Fee \$ \_\_\_\_\_ (incl 7% GST)

Miscellaneous Fee \$ \_\_\_\_\_ (incl 7% GST)

TOTAL \$ 9,560.50 (incl 7% GST)

We are claiming in full and final settlement of \$ 9,560.50  
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](mailto:shushi.tang@vw.com.sg) /  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg).

Dated this 30/10/2019





## LETTER OF AUTHORITY

ACCIDENT INVOLVING SMG6960Z and SHA7924M on 29/5/2019  
Own vehicle's number Other vehicle's number Date of accident  
 along Braddell Tunnel / Twiss Bishan / Thomson Road  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Lee Ge Men  
Name of Policy Holder & IC / Passport number  
 of S1487831Z owner of Vehicle Registration  
Number

Number SMG6960Z 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 \_\_\_\_\_ 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 2 of the month 7 Year 2019

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:



## EXPRESS SETTLEMENT

Email 14/12/19

### DISCHARGE VOUCHER III - Direct Settlement (PODS)

India Ref: MCT19050819  
Claimant Ref: SMG 6960Z

We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("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\$ 8,300.50 (repair cost), S\$ 700.00 (loss of use), SG (location), vehicle no. SMG 6960Z that was damaged pursuant to the accident which occurred on 29/05/2019 (date) at BRADEL TUNNEL TADS BISHAN/THOMSON RD (location) involving vehicle no. SHA 7924M (insured vehicle). This is pursuant to the inspection conducted on 04/06/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner LEE EE MEEN ("the third party claimant") of vehicle no. SMG 6960Z 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 SMG 6960Z (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\$ 9,000.50 to VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this 14 day of 12, 2019

#### CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by "the workshop" (with chop)  
Tajshin  
Kampoy Angul  
(57368514)  
Spore  
Insurance Adm. S.N.



#### WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



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

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



Volkswagen



SKODA



Commercial Vehicles

## Tax invoice

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Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
LEE  
EE MEEN  
10 ANGKLONG LANE  
#01-02  
Singapore 579982

Document no. 12333901495  
Document date 30-10-2019  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 39999  
Job order number 2019000955/ 1  
Job order date 12-06-2019  
Service Advisor TIOU CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMG6960Z	3H74PT	28-12-2018	VWVZZZ3HZKE005995	Arteon R-Line 2.0 TSI 206kW 4Motion DSG	4,523

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
3G8807417 GRU	Cover Primed	1	pcs.	1,555.13	#1	1,555.13	1,663.99
	REAR BUMPER*cd-130619						
3G8919397	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	cd-130619						
3G8919398	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	cd-130619						
3G8919491	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	xr-120619						
3G8919491A	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	cd-130619						
3G8919492A	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	cd-130619						
3G8919491	Sensor Bracket	1	pcs.	10.29	#1	10.29	11.01
	xr-120619						
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	74.29	#1	74.29	79.49
	cd-130619						
D 822150A1	Bonding Agent For Plastic	1	pcs.	56.90	#1	56.90	60.88
	D 180KU2A1						
5Q0919275B GRU	Sensor Primed	2	pcs.	164.62	#1	329.24	352.29
	xr-120619						
5Q0919133 9B9	Seal Ring Satin Black	2	pcs.	1.18	#1	2.36	2.53
	xr-120619						
3G8807521D GRU	Spoiler Primed	1	pcs.	271.47	#1	271.47	290.47
	SPOILER*os-130619						
WHT005263	Rivet	4	pcs.	1.09	#1	4.36	4.67
	cd-130619						
3G8853835 2ZZ	Decorative Moulding Brigh	1	pcs.	146.09	#1	146.09	156.32
	RR CTR CHROME*cd-130619						
3G8853841 2ZZ	Decorative Moulding Brigh	1	pcs.	80.71	#1	80.71	86.36
	RR LH CHROME*cd-130619						
3G8853842 2ZZ	Decorative Moulding Brigh	1	pcs.	80.71	#1	80.71	86.36
	RR RH CHROME*cd-130619						
3G8807441 GRU	Cap Primed	1	pcs.	24.10	#1	24.10	25.79
	os-130619						
3G0807305T	Bumper	1	pcs.	501.32	#1	501.32	536.41
	REINFORCEMENT*XR-250619						
3G0807056	Bracket	1	pcs.	49.06	#1	49.06	52.49
	XR-250619						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINTING	1.5	pcs.	800.00	#1	1,200.00	1,284.00
	B&P NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	LABOUR END PANEL	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting end panel	1	pcs.	800.00	#1	800.00	856.00

# VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen



SKODA



Commercial Vehicles

## Tax Invoice

Page	2/2
Document no.	12333901495
Document date	30-10-2019
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	39999
Job order number	2019000955/ 1
Job order date	12-06-2019
Service Advisor	TIOU CHUAN CHEE

Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
LEE  
EE MEEN  
10 ANGKLONG LANE  
#01-02  
Singapore 579982

License plate	Model code	First registration	VIN	Model	Mileage
SMG6960Z	3H74PT	28-12-2018	WVWZZZ3HZKE005995	Arteon R-Line 2.0 TSI 206kW 4Motion DSG	4,523

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	INDIA INTERNATIONAL DIRECT DOA : 29/05/2019 T/P VEH : SHA7924M SURVEY BY : GUO QIANG (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	6,997.48	7%	543.02	7,757.48	8,300.50
Total	760.00	6,997.48		543.02	7,757.48	8,300.50

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](https://altersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://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: DEUTSG33. 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](https://www.volkswagen.com.sg)

This is an authorised document. No signature is required.