



LETTER OF DEMAND

Your Ref: CC4

Our Ref: SLQ 7591H

To: LONPAI

Dear Sirs,

ACCIDENT INVOLVING SLQ 7591H & SGL 808R ON 13-8-19

We are claiming on behalf of our client PNG CHING SOR

owner of vehicle number SLQ 7591H involved in accident on 13-8-19

with vehicle SGL 808R along/at LOT 1 REALTY PARK

Description of claims:

Cost of Repairs \$ 5489.84 (incl 7% GST)

Loss of Use/Rental \$ 120 X 3 Days = \$ 360 (incl 7% GST)

Search Fee \$ 2 (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 5851.84 (incl 7% GST)

We are claiming in full and final settlement of \$ 5851.84
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 /
steven.chee@vw.com.sg.

Dated this 17-9-19

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice Copy

Page 1/2

Document no. 12333901152
Document date 07-09-2019
Customer no. 5211043801
Customer GST-ID
Dealer 39999
Job order number 2019001828/ 1
Job order date 27-08-2019
Service Advisor GERMAINE MEI TING ONG

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

Customer Details:
Mr
PNG
CHING SER
119A RIVERVALE DRIVE
#10-300
Singapore 541119

License plate	Model code	First registration	VIN	Model	Mileage
SLQ7591H	AM13HZ	21-07-2017	WVWZZZAUZGW543982	Sportsvan 1.4CLBMT 92 TSI D7F	48,092

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
510807417M GRU	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Cover For Bumper Primed	1	pcs.	1,090.69	#1	1,090.69	1,167.04
	REAR BUMPER						
	LABOURS	2	pcs.	840.00	#1	1,680.00	1,797.60
	SPRAY PAINTING	2	pcs.	800.00	#1	1,600.00	1,712.00
	LONPAC DIRECT SETTLEMENT						
	DOA : 13/08/2019						
	TP VEH : SGL808R						
	SURVEY BY : GUO QIANG (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	4,370.69	7%	359.15	5,130.69	5,489.84
Total	760.00	4,370.69		359.15	5,130.69	5,489.84

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: 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. 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

VOLKSWAGEN CENTRE SINGAPORE

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



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Dealer	39999
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Job order date	27-08-2019
Service Advisor	GERMAINE MEI TING ONG

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

Customer Details:
Mr
PNG
CHING SER
119A RIVERVALE DRIVE
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License plate	Model code	First registration	VIN	Model	Mileage
SLQ7591H	AM13HZ	21-07-2017	WVWZZZAUZGW543982	Sportsvan 1.4CLBMT 92 TSI D7F	48,092

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-19-130291

Date of Request: 13/08/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 13/08/2019
Enquiry By Chee Tiow Chuan
TP Vehicle No. SGL808R
Accident Date 13/08/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGL808R	Lonpac Insurance Bhd	22/11/2018-27/12/2019	+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-19-130291

Date of Request: 13/08/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 13/08/2019
Enquiry By Chee Tiow Chuan
TP Vehicle No. SGL808R
Accident Date 13/08/2019

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:

☒ [X] GIRO ☐ [] Cash ☐ [] Cheque

Main Office:
Mova Building
No. 22, Jalan Kilang,
Singapore 159419
Tel : (65) 6476 3333
Fax : (65) 6271 5891
www.mova.com.sg

Workshop Dept:
Block 1008,
Bukit Merah Lane 3,
#01-04/06/08/94
Singapore 159722

Tel : (65) 6272 3892
Fax : (65) 6270 8314

Co. Reg. 198904033G
GST Reg. M2-0088864-2

Tax Invoice

5th September 2019

PNG PEW TEE
119A RIVERVALE DRIVE
#13-30
SINAGAPORE 541119

Veh # :- SLL3623C RK147752
Inv # :- RK736421
RA # :- B14316 0/0
From :- 02/09/2019
To :- 05/09/2019
Terms :- C.O.D
Remarks :- MICHELLE-VW

Attention :- PNG PEW TEE

Description	Qty	U.Price	Amounts S\$
RENTAL CHARGES FROM 02/09/2019 TO 05/09/2019 VW JETTA : SLL3623C RENTAL AGREEMENT : B14316 DRIVEN BY : PNG PEW TEE YOUR REF : VW/KA-SLQ7591H	3 DAY	112.15	336.45

PAID
03 SEP 2019

BY: Cash - \$360.00

Singapore Dollars :

Three Hundred Sixty Only

AMOUNT S\$	336.45
GST @ 7 %	23.55

Thank you for your continuous support.

AMOUNT DUE S\$	360.00
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MOVA AUTOMOTIVE PTE LTD



AUTOMOTIVE PTE LTD

Website: www.mova.com.sg
Os. Reg. No. 1889040339

Automotive Pte Ltd

Main Office: 11, 22, Jalan Kilang, Singapore 159419
Rusli Mariah Branch:
375-1, 12 (East) Market Lane 1 #01-50, Singapore 150122
Pan Young Branch: No. 15 Pan Young Road, Singapore 629792
Tel: (65) 6470 3333 Fax: (65) 6270 8334
24 Hours Breakdown Service: (65) 9799 0500
Bedok Branch: 215 Bedok Central #01-123, Singapore 460219
Tel: (65) 6604 7877

RENTAL AGREEMENT

RECEIVED 05 SEP 2019

RA NO.: B 14316

147757

RENTAL DETAILS		INSURANCE EXCESS AMOUNT				
Vehicle Make/Model	VW Jetta	Vehicle No	SU3613C	Singapore	Malaysia	Signature
Date/Time Out	2/9/19 @ 9:20 AM			S\$ 7500	S\$ 3500	
Petrol Level Out	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Per Accident	Per Accident	
Date/Time In				Charges		
Petrol Level In	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Months @S	Per Month	
Change Over 1	Date: End of			Weeks @S	Per Week	
Change Over 2	Date: End of			Days @S	Per Day	
RM Out	2404	KM In		Hours @S	Per Hour	
HIRER DETAILS			Sub-Total			
Name of Hirer			Less Discount %			
Name			Rental Charges			
Address			CDW @S per day / week / month			
Identity Card No.			PVI @S per day / week / month			
Date of Birth			Petrol Top-Up			
Driving License			Misc. Charges			
Country of Issue			GST			
Tel			Total			
Nationality			VISA / MASTER CARD / BANK / CASH / COMPANY BILLING / OTHER			
Effective Date			Pre-Payment			
Additional Hirer			Downpayment and Deposit			
Name			Amount Refunded/ Due			
Address			Signature of Refund			
Identity Card No.			Remarks			
Date of Birth			VW KA - SLQ 7571H			
Driving License			Invoice No			
Country of Issue			Ref No			
Tel			Checked Out By			
Nationality			Checked In By			
Effective Date			Checked By			
			Sales-In Charge			
			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>			

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking of traffic infringements during my period of hire, I will agreed that these outstanding payments be billed to my charge credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date & Time

IMPORTANT

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all inquiries possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PVI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) and the responsibility of the Hirer.



LETTER OF AUTHORITY

ACCIDENT INVOLVING SLQ7591H and SL 888R on 13.2.19
Own vehicle's number Other vehicle's number Date of accident
along Lor 1 REALTY PARK
Accident location

BY THE LETTER OF AUTHORITY, I/we, PNG CHING SER
Name of Policy Holder & IC / Passport number
of _____ owner of Vehicle Registration

Number SLQ 7591H 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 _____ of the month

_____ Year _____

Signed & Delivered By:



Policy Holder

Witness By:



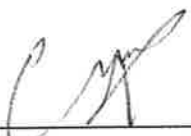
DISCHARGE VOUCHER

I / We Png Ching Ser * (Passport No. S7807360H) the
owner of vehicle number SLQ7591H hereby accept from
Lompac (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SLQ7591H & SGL808R along Lorong 1 Realty Park
on 13/8/2019.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive
only on the total cost of repair on my/our behalf.

The lost of use (~~transport~~ allowance / rental receipts) to be payable to
VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 5/9/2019 (DD/MM/YYYY)


(Signature of owner / Company stamp)

✓ Name : Png Ching Ser

✓ NRIC No. : S7807360H

✓ Date : 2/9/19