

## PAYMENT ADVICE

Your ref: AIG Insurance Vehicle No. SLT 9195P

Claimant's Vehicle No. SM623674

Accident on 9-9-19 involving vehicle/s No. \_\_\_\_\_

\_\_\_\_\_ along/at LENGUA RD

## BREAKDOWN OF PAYMENT/S

1. Repair Cost S\$ 2299.77 Payable to Volkswagen Centre Singapore

2. Loss of Use/ Car Rental S\$ 156.80 Payable to BKW

3. Medical and Search Fees S\$ 2 Payable to Volkswagen Centre Singapore

Remarks : \_\_\_\_\_

Service Adviser \_\_\_\_\_

Contact No./H/P. \_\_\_\_\_



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC3/AIG19016126/R1db3

23 SEPTEMBER 2019

**YOW FOOK HENG**  
BLK 186B RIVERVALE DRIVE  
#05-820  
SINGAPORE 542186

Dear Sir/Madam,

**ACCIDENT INVOLVING SLT 9195P & SME 2307Y ALONG/AT YISHUN AVE 1  
TOWARDS LENTOR AVENUE ON 09/09/2019**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SME 2307Y 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 head to rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

CHAN JIA LE  
Case Handler  
DID: 6749 5792  
FAX: 6741 4108  
Email: [JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

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

### AUTHORIZATION TO ACT


#### (AIG Asia Pacific - Express Third Party Claim)


I, QUEK ZI MIN (the third party claimant") of S 86207993 (address), owner of SME2307Y (vehicle no.) hereby authorize Volkswagen Centre Singapore ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SME2307Y that was damaged pursuant to the accident which occurred on 09/09/19 (date) along LENTOR ROAD (location) involving vehicle no/s SL74195P ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 11 (day) of OCT (month) 2019 (year)

  
Signed by "the third party claimant"  
(with chop if applicable)

  
Signed by "the workshop"  
(with chop)

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

### RELEASE VOUCHER

#### (AIG Asia Pacific - Express Third Party Claim)

"We/I, VOLKSWAGEN CENTRE SINGAPORE ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$2299.77 (Repair Cost), S\$ 256.80 (Loss of Use/Rental), S\$ 2.00 (Disbursement) for vehicle no. SME 23077 that was damaged pursuant to the accident which occurred on 09/09/2019 (date) along AT LENTOR ROAD (location) involving vehicle no/s SLT919SP. This is pursuant to the inspection conducted on 12/09/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner QUEEN ZI MIN ("the third party claimant") of vehicle no. SME 23077 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 AIG Asia Pacific 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 costs of repairs and/or rental and/or loss of use pursuant to the damage to SME 23077 (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim 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.

Dated this 21 (day) of Feb (month) 20 20 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 1/2  
Document no. 12333901402  
Document date 15-10-2019  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 39999  
Job order number 2019002136/1  
Job order date 25-09-2019  
Service Advisor PEARLYN CHEONG

Company  
AIG ASIA PACIFIC INSURANCE P/L  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120  
Customer Details  
Ms.  
QUEK  
ZIMIN  
216A COMPASSVALE DRIVE  
#03-544  
Singapore 541216

License plate	Model code	First registration	VIN	Model	Mileage
SME2307Y	5T13NZ	24-09-2018	WVGZZZ1TZJW120903	Touran 1.4 CL GT110 TSID7F	23,812

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5TA821714D	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Stone Protection Foil	1	pcs.	29.32	#1	29.32	31.37
	RHS RR FENDER FOIL*CD-081019						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	AIG DIRECT SETTLEMENT TP VEH						
	SLT9195P DOA: 9.9.19 SURVEYOR:						
	RASUL LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	1,669.32	7%	150.45	2,149.32	2,299.77
Total	480.00	1,669.32		150.45	2,149.32	2,299.77



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

This is an authorised document. No signature is required.

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12333901402
Document date	15-10-2019
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	39999
Job order number	2019002136/ 1
Job order date	25-09-2019
Service Advisor	PEARLYN CHEONG

Company	Customer Details
AIG ASIA PACIFIC INSURANCE P/L	Ms.
78 Shenton Way	QUEK
#07-16 AIG Building	ZIMIN
Singapore 079120	216A COMPASSVALE DRIVE
	#03-544
	Singapore 541216

License plate	Model code	First registration	VIN	Model	Mileage
SME2307Y	5T13NZ	24-09-2018	WVGZZZ1TZJW120903	Touran 1.4 CL GT110 TSID7F	23.812



## TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO
AIG ASIA PACIFIC INSURANCE PTE. LTD. 78 SHENTON WAY #07-16 SINGAPORE 079120 ATTN: CLAIMS DEPARTMENT C/O: LKK AUTO CONSULTANT PTE LTD

DATE	INVOICE NO.
15-Oct-2019	P 2795

	VHA NO.	DUE DATE	VEH. NO.
	P 2795	15-Oct-2019	SLM 3319 B
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 08 OCTOBER 2019 TO 11 OCTOBER 2019 YOUR REF: SME2307Y & SLT9195P (VOLKSWAGEN)	3	80.00	240.00
GST @ 7%			\$16.80
TOTAL			\$256.80

All cheques must be made payable to BKW Rent A Car Pte Ltd.  
Please write the vehicle and invoice number on the reserve.



**VEHICLE HIRING AGREEMENT**
**HIRER'S PARTICULARS**

Name (as in IC): **BOO SOD GUAN**  
 NRIC/Passport No: **S8506700A** Date of Birth: **17-03-1985**  
 Address: **BLK 216A COMPASSVALE DRIVE, #03-544** Age: **54/216**  
 Name & Address of Employer: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed Date: **15-10-2003**  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_  
 Tel(O) \_\_\_\_\_ (R) \_\_\_\_\_ HP **9003 4839**

**DRIVER'S PARTICULARS**

Name (as in IC): **QUEK ZIMIN**  
 NRIC/Passport No: **S8620799J** Date of Birth: **27-07-1986**  
 Address: **SAME AS ABOVE** Age: **5(54/216)**  
 Occupation: \_\_\_\_\_ Driving Exp: \_\_\_\_\_ Yrs: \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed / Expiry Date: **03-07-2008**  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_ Contact No: **96355143**

Hirer's Own Vehicle No: **SME2307Y** Replace Veh No: \_\_\_\_\_  
 Loan Vehicle No: **SLM 3319 B** VR No: \_\_\_\_\_  
 Make & Model: **TOYOTA SIENNA** Auto/Manual Group: \_\_\_\_\_

CHARGES		\$	cts
Daily	<b>3</b> day @ \$ <b>80</b>	Per day	<b>240</b> <b>00</b>
Weekly/Monthly	week @ \$ _____	Per week/Monthly	
Others			
CDW/PAI	@ \$ _____	Per day/Monthly	
Delivery/Collection Svc			
GST			
OR No: _____ (A) SUB-TOTAL			
Petrol Level & Surcharge	OUT <b>3 BAR</b> IN <b>✓</b>		
First _____ km FREE per day	GST <b>7%</b>	<b>16</b>	<b>80</b>
Excess mileage is chargeable at _____ cents per km	TOTAL CHARGES	<b>256</b>	<b>80</b>

Security Deposit : \$ \_\_\_\_\_ Bank: **UOB**  
 CASH/NETS/VISA/MC/AMEX/CHQ No: **4265-8840-3418-2674**  
 Expiry Date: **10/23** Card ID No: **226**  
 Name as in Card: **BOO SOD GUAN**

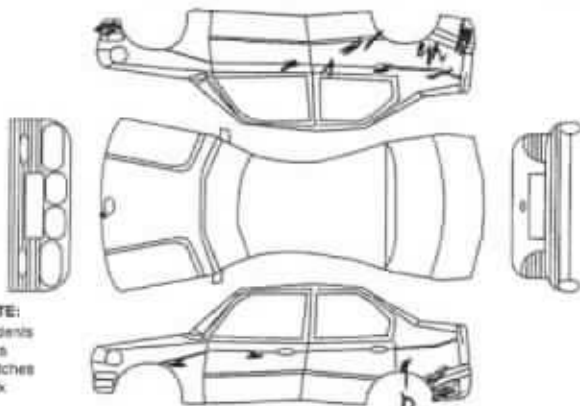
NON WAIVER EXCESS (Subject to GST): \$ **2000/-**

**ACCESSORIES CHECK**

☐ Data Cards ☐ Camera Systems ☐ Hub Cap ☐ Radio / CD Cartridge  
☐ Jack ☐ Tyre Opener ☐ Petrol Cap ☐ Spare Tyre

**INDICATE:**

A - Accidents  
 D - Dents  
 S - Scratches  
 X - Crack



Hirer's Signature: \_\_\_\_\_ Additional Driver's Signature: \_\_\_\_\_

**SINGAPORE Use Only**

I have read and agree to the terms and condition on both sides of this 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 been given by BKW Rent A Car Pte Ltd in connection with this agreement is true.

**IMPORTANT**

- The Hirer and the authorized driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be borne by the Hirer/the Authorized Driver.
- All vehicles are supplied with petrol and should be returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the Hirer should he fail to return the vehicle at the appropriate petrol level.
- No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charged as a full day rental.
- Use of the vehicle for illegal purpose (For instance: in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
- Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.
- The hirer and/or driver shall be responsible for all damages or losses (however caused), all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
- The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident. The owner reserve the right not to replace a replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or permit smoking and transport of pets in the vehicle are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair: between \$200 - \$400.
- The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$50.00 per trip.
- In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to bear all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
- The hirer/driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be the hirer's responsibility.
- All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
- I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
08.10.19	0920	44382	LEO	

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 Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW 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. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"

Date In	Time In	Mileage	Check By	Remarks
11/10/19	1500	44609	ANDY	

Hirer's/Driver Signature: \_\_\_\_\_

Hirer's/Driver Signature: \_\_\_\_\_





RECORDS MANAGEMENT CENTRE

**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-19-148382

Date of Request: 10/09/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 10/09/2019  
Enquiry By Wong Yen Mei  
TP Vehicle No. SLT9195P  
Accident Date 09/09/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLT9195P	AIG Asia Pacific Insurance Pte. Ltd.	12/09/2018-16/09/2019	65-6419-3000

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.

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RECORDS MANAGEMENT CENTRE

**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-19-148382  
Date of Request: 10/09/2019

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 10/09/2019  
Enquiry By: Wong Yen Mei  
TP Vehicle No: SLT9195P  
Accident Date: 09/09/2019

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.

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For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque