

# Volkswagen Centre Singapore



247 Alexandra Road Singapore 159934  
Fax: 64743643 Tel: 63057299

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

## LETTER OF DEMAND

Your Ref: C41 IIZ 19017476 / PR3  
Our Ref: SMK 8802Y

To: INDIA

We are in receipt of your letter, which is receiving our attention. We shall revert shortly. Kindly note that we are preserving our rights to conduct a medical re-examination on your client where necessary.



Dear Sirs,

ACCIDENT INVOLVING SMK 8802Y & SH 8832X ON 25-9-19

We are claiming on behalf of our client ADRIAN LIM KIN HO owner of

vehicle number SMK 8802Y involved in accident on 25-9-19

with vehicle SH 8832X along/at J40 HDB CARPARK, JURONG WEST ST 41

### Description of claims:

Cost of Repairs S 2828.01 ( Incl 7% GST )

Loss of Use/Rental S 80 X 4 Days = S 320

Medical Fee S ( Incl 7% GST )

Search Fee S 7.45 ( Incl 7% GST )

TOTAL S 3155.46

We are claiming in full and final settlement of S 3155.46 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 NOV 2019

We are in receipt of your letter, which is receiving our attention. We shall revert shortly. Kindly note that we are preserving our rights to conduct a medical re-examination on your client where necessary.

Our Ref: MUT 19090801  
Name: Shahj  
Date: 24/11/19  
India International Insurance P L

# Volkswagen Centre Singapore



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

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SMK 8808Y and SH 8832X on 25/09/19  
Own vehicle's number Other vehicle's number Date of accident  
along 340 HOB GARAGE OF JURONG WEST STREET 41  
Accident location

BY THE LETTER OF AUTHORITY, I/we, ADRIAN LAM KIN HO  
Name of Policy Holder & IC / Passport number  
of 38935707A owner of Vehicle Registration

Number SMK 8808Y 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 01 of the month

Nov Year 2019

Signed & Delivered By:

Adrian Lam Kin Ho  
Policy Holder

Witness By:

[Signature]

## EXPRESS SETTLEMENT

Provide always that this discharge of my claim  
**DISCHARGE VOUCHER** releases me from all damages relating to the damage to my vehicle  
III-Direct Settlement (PDS) without 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

India Ref: MCT19090801  
Claimant Ref: SMK8808Y

We/I, Volkswagen Centre Singapore ("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\$ 2,828.01 (repair cost), S\$ 240.00 (loss of use), S\$ 7.45 (search fee), vehicle no SMK8808Y that was damaged pursuant to the accident which occurred on 25/09/2019 (date) at J40 HDB Carpark of Jurong West St 41 (location) involving vehicle no. SH8832X (insured vehicle). This is pursuant to the inspection conducted on 07/10/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner ADRIAN LAM KIN HO ("the third party claimant") of vehicle no SMK8808Y 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 SMK8808Y (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\$ 3,075.46 to Volkswagen Centre Singapore

Dated this 27 day of 01 2020

### CLAIMANT:

Signature: Signed by "the workshop" (with chop)  
Name: Volkswagen Group Singapore  
NRIC: 81030001  
Address: Mely Wong Insurance Advisor  
Tel: 6305 7299 Ext 216  
Mobile: 8121 4681  
Fax: 6474 3643  
Email: mely.wong@vw.com.sg  
Nationality:   
Occupation:

### WITNESS:

Signature: Signed by appointed Surveyor  
Name: LKK Auto Consultants Pte Ltd  
NRIC: 199607198R  
Address: 51 Ubi Avenue 1  
#01-25 Paya Ubi Ind. Park S(408933)  
Nationality:   
Occupation:

# SKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



## Tax invoice

Page 1/2

Document no. 12333901506  
Document date 30-10-2019  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 39999  
Job order number 2019002300/ 1  
Job order date 10-10-2019  
Service Advisor CHARMAINE KONG

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

Customer Details:  
Mr  
ADRIAN  
LAM KIN HO  
465 JURONG WEST STREET 41  
#09-540  
Singapore 640465

License plate	Model code	First registration	VIN	Model	Mileage
SMK8808Y	NU73ND	12-03-2019	TMBKR7NU8K5024183	Karoq Ambition 1.5 I TSI 110kW DSG	13,135

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
57A853677 9B9	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
	Cooling Ai	1	pcs.	163.00	#1	163.00	174.41
	BUMPER CENTRE GRILLE XR-29/10/2019						
	FRONT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	DIRECT SETTLEMENT DOA: 25/09/2019 TP VEHICLE NO: SH8832X SURVEY BY: TAUFIKH						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	1,883.00	7%	185.01	2,643.00	2,828.01
Total	760.00	1,883.00		185.01	2,643.00	2,828.01



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](https://aftersales.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.

## SKODA Centre Singapore

26 Leng Kee Rd  
Singapore 159104  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



SKODA



Commercial  
Vehicles

### Tax invoice

Page	2/2
Document no.	12333901506
Document date	30-10-2019
Customer no.	5211000972
Customer GST ID	198703792K
Dealer	39999
Job order number	2019002300/ 1
Job order date	10-10-2019
Service Advisor	CHARMAINE KONG

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

Customer Details:  
Mr  
ADRIAN  
LAM KIN HO  
465 JURONG WEST STREET 41  
#09-540  
Singapore 640465

License plate	Model code	First registration	VIN	Model	Mileage
SMK8808Y	NU73ND	12-03-2019	TMBKR7NU8K5024183	Karoq Ambition 1.5 I TSI 110kW DSG	13,135

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.



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 03 Oct 2019 / 10:20:58

Receipt Date/Time : 03 Oct 2019 / 10:20:58

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-191003-000683

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SH8832X As at 25 Sep 2019/21:10:00 Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - SH8832X Enquiry Fee 20191003101952419345	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	xxxxxxxxxxxx8482	Credit Card: Visa/MasterCard		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				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.