

**LETTER OF DEMAND**Your Ref: 4BE61096Our Ref: SLP 762HTo: 7/11/19

Dear Sirs,

ACCIDENT INVOLVING SLP 762H & 4BE61096 ON 7/11/19We are claiming on behalf of our client Chong Chaiowner of vehicle number SLP 762H involved in accident on 7/11/19with vehicle 4BE61096 along/at Sung Kang Van Aina Poi Sch

Description of claims:

Cost of Repairs \$ 9,532.24 (incl 7% GST)Loss of Use/Rental \$ _____ X _____ Days = \$ 3KW. (incl 7% GST)Search Fee \$ 7.45. (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 9,539.69 (incl 7% GST)We are claiming in full and final settlement of \$ 9,539.69
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 7/11/19

06 DEC 2019



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/AIG19020191/R1ha3

20 NOVEMBER 2019

**BKW RENT A CAR PTE LTD
120 LOWER DELTA ROAD
#02-15 CENDEX CENTRE
SINGAPORE 169208**

Dear Sir/Madam,

ACCIDENT INVOLVING GBE 6109G AND SLP 762H ON 07/11/2019

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.


Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant. Unless proven otherwise.

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.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

Yours faithfully,


Vic Alpeh
Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

AUTHORIZATION TO ACT

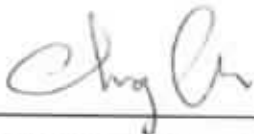
(AIG Asia Pacific - Express Third Party Claim)

I, Chong Chai (the third party claimant")
of BK 554 Hougang St. 51 #14-202 (S) 530 554 (address), owner
of SLP 762H (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 SLP 762H that was damaged pursuant to the accident which occurred
on 7/11/19 (date) along Sengkang Man Qiao Dr. Sch. (location)
involving vehicle no/s 43E 61096 ("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 6 (day) of 12 (month) 2019 (year)



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



Signed by "the workshop"
(with chop)

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\$9,532.24 (Repair Cost), S\$513.60 (Loss of Rental/Use), S\$7.45 (Disbursement), for vehicle no. SLP 762H that was damaged pursuant to the accident which occurred on 07/11/2019 (date) along BLOCK 325B ANCHORVALE LINK (location) involving vehicle no/s GBE 6109G. This is pursuant to the inspection conducted on 18/11/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner CHONG CHAI ("the third party claimant") of vehicle no. SLP 762H 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 SLP 762H (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 11 (day) of 03 (month) 2020 (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.: M200965052



Tax invoice

Page 1/2
Document no. 12333901809
Document date 29-11-2019
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 39999
Job order number 2019002728/ 1
Job order date 18-11-2019
Service Advisor SHU SHI TANG

Company
AIG ASIA PACIFIC INSURANCE P/L
78 Shenton Way
#07-16 AIG Building
Singapore 079120

Customer Details:
Mr
CHONG
CHAI
554 HOUGANG STREET 51
#14-302
Singapore 530554

License plate	Model code	First registration	VIN	Model	Mileage
SLP762H	1634G7	25-05-2017	VWVZZZ16ZGM022068	JETTA TSI High 90 D7F	60,150

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
5C8807217AGGRU	Cover For Bumper Primed XR-25/11/2019	1	pcs	1,122.37	#1	1,122.37	1,200.94
5C8807184A	Guide Piece	1	pcs	31.65	#1	31.65	33.87
	RHF bumper bracket XR-25/11/2019						
5C8821106A	Fender	1	pcs	561.97	#1	561.97	601.31
	XR-25/11/2019						
5C8941752B	Gas Discharge Headlight W	1	pcs	3,301.15	#1	3,301.15	3,532.23
	XR-25/11/2019						
5C8821136	Cross Support	1	pcs	44.24	#1	44.24	47.34
	RHF FENDER BRACKET XR-29/11/2019						
5C8853666E 9B9	Cooling Air Grill Satin B	1	pcs	87.26	#1	87.26	93.37
	XR-29/11/2019						
	Labour	2	pcs	840.00	#1	1,680.00	1,797.60
	Spray Painting	2	pcs	800.00	#1	1,600.00	1,712.00
	AIG DIRECT SETTLEMENT DOA : 07/11/2019 TP VEH : GBE6109G SURVEY BY : RASUL (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	8,428.64	7%	623.60	8,908.64	9,532.24
Total	480.00	8,428.64		623.60	8,908.64	9,532.24

Customer

06 DEC 2019



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 (for online service appointments) and volkswagen.com.sg and www.skoda.com.sg (for additional services, products and promotions).-----

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue
Singapore 639178
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Tax invoice

				Page	2/2
Company		Customer Details:		Document no.	12333901809
AIG ASIA PACIFIC INSURANCE P/L		Mr		Document date	29-11-2019
78 Shenton Way		CHONG		Customer no.	5211043795
#07-16 AIG Building		CHAI		Customer GST-ID	201009404M
Singapore 079120		554 HOUGANG STREET 51		Dealer	39999
		#14-302		Job order number	2019002728/ 1
		Singapore 530554		Job order date	18-11-2019
				Service Advisor	SHU SHI TANG
License plate	Model code	First registration	VIN	Model	Mileage
SLP762H	1634G7	25-05-2017	WVWZZZ16ZGM022068	JETTA TSi High 90 D7F	80,150

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

This is an authorised document. No signature is required.



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.
13-Dec-2019	P 2913

DESCRIPTION	VHA NO.	DUE DATE	VEH. NO.
	P 2913	13-Dec-2019	SMK 6700 L
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 29 NOVEMBER 2019 TO 05 DECEMBER 2019 (INCLUDED ONE SATURDAY AND ONE SUNDAY) YOUR REF: SLP762H & GBE6109G (VOLKSWAGEN)	6	80.00	480.00
GST @ 7%			\$33.60
TOTAL			\$513.60

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

BKW Rent-A-Car Pte Ltd
120 Lower Delta Road #02-15 Cendex Centre (S) 169208 Tel: 6738 7777 Fax: 6738 6666
ACRA No: 200106276D GST Reg. No: 20-0106276-D Website: www.bkw.sg
A subsidiary of BKW Automobile Pte Ltd



bizSAFE

VEHICLE HIRING AGREEMENT

HIRER'S PARTICULARS

Name (as in I/C): CHONG CHAI
 NRIC/Passport No: S20883901 Date of Birth: 28.9.1947
 Address: B14 554 HOUGANG ST. 51 Age: 72
#14-302 S: 530554
 Name & Address of Employer: _____
 Occupation: _____ Driving Exp: 42 years
 Driving Licence No: _____ Passed Date: 8.12.1966
 D/L Type: Local/Int'l/Others: _____
 Tel(O): _____ (R) _____ HP: 97806506

DRIVER'S PARTICULARS

Name (as in I/C): _____
 NRIC/Passport No: _____ Date of Birth: _____
 Address: _____ Age: _____
 _____ S() _____
 Occupation: _____ Driving Exp: _____ Yrs
 Driving Licence No: _____ Passed / Expiry Date: _____
 D/L Type: Local/Int'l/Others: _____ Contact No: _____

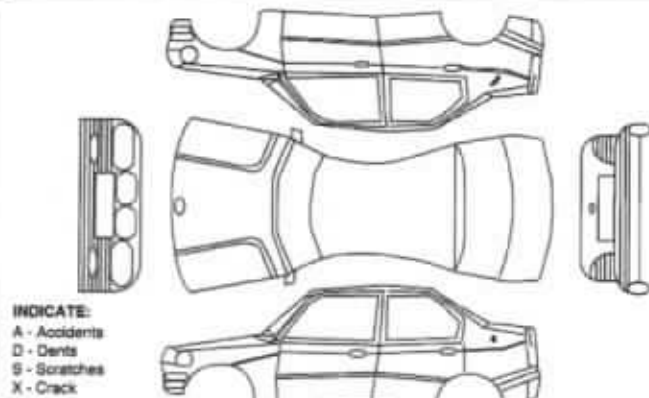
Hirer's Own Vehicle No: SLP762H Replace Veh No: _____
 Loan Vehicle No: SMK 6700L VR No: _____
 Make & Model: Hyundai Avante (Auto) Manual Group: _____

CHARGES		\$	cts
Daily	<u>6</u> day @ \$ <u>80</u>	Per day	<u>480</u> <u>00</u>
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 E 1/4 1/2 3/4 F IN		
First _____ km FREE per day	GST 7%		<u>33</u> <u>60</u>
Excess mileage is chargeable at _____ cents per km	TOTAL CHARGES		<u>513</u> <u>60</u>

Security Deposit: \$ _____ Bank: OCBC
 CASH/NETS/VISA/MC/AMEX/CHQ No: 4524190704347614
 Expiry Date: 09/25 Card ID No: 342
 Name as in Card: CHONG CHAI

NON WAIVER EXCESS (Subject to GST): \$ 3500 (SEC 1)
 ACCESSORIES CHECK \$ 8500 (SEC 2)
☐ Data Cards ☐ Camera Systems ☐ Hub Cap ☐ Radio / CD Cartridge
☐ Jack ☐ Tyre Opener ☐ Petrol Cap ☐ Spare Tyre

Hirer's Signature: Chong 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 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.
- The hirer shall be liable for any damage to the vehicle or its contents while in the hirer's possession or custody, including loss or theft, and shall be liable for any damage to the vehicle or its contents while in the hirer's possession or custody, including loss or theft, and shall be liable for any damage to the vehicle or its contents while in the hirer's possession or custody, including loss or theft.
- 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 howsoever 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 an 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 occurrences, the Hirer shall bear the cost of such response at \$200.00 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 shall 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 bear by the hirer/driver.
- 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
29.11.19	0845	12958	Kiki	

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
5/12/19	1030	13175	Kiki	1110hrs.

Hirer's/Driver's Signature

Hirer's/Driver's Signature



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 11 Nov 2019 / 16:52:39
Receipt Date/Time : 11 Nov 2019 / 16:52:39

Tax Invoice/Receipt

Receipt No. : ITNET-00000-191111-002398

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 - GBE6109G				
As at 07 Nov 2019/12:30:00				
Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - GBE6109G			
	Enquiry Fee	7.00	0.49	7.49
	20191111165146795046			
	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				
	xxxxxxxxxxxx3684	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.