

LETTER OF DEMAND

Your Ref: SMC 24	13K	
Our Ref: SLS 41	764	
To: <u>A1G</u>		
Dear Sirs,		
ACCIDENT INVOLVING	154176H & SMC24731C OI	N 12.11.2019
We are claiming on behal	fofourclient He Wei dan	
	SLS 4176H involved in accident	
with vehicle Smc 34:	73k_along/at_PIECchangi) 4+	Joh Turk tretxit
Description of claims:		
Cost of Repairs	\$14,468.24	_ (incl 7% GST)
Loss of Use/Rental	\$XDays = \$_ <u>B</u> kw	(incl 7% GST)
Search Fee	\$2	_ (incl 7% GST)
Miscellaneous Fee	\$	_ (incl 7% GST)
TOTAL	\$ 14.470.24	_ (incl 7% GST)
We are claiming in full and payable to Volkswagen G	d final settlement of \$	

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.



Khanchna (LKK Auto)

From: Khanchna (LKK Auto)

Sent: Wednesday, 8 January 2020 10:09 AM **To:** UNCLEBILLTANG@GMAIL.COM

Cc: Admin A

Subject: ACCIDENT INVOLVING SMC2473K & SLS4176H ON 12/11/2019 ALONG/AT SLIP ROAD

@ TOH TUCK ROAD PIE EXIT

Tracking: Recipient Delivery

UNCLEBILLTANG@GMAIL.COM

Admin A

olivialau@lkkauto.com Delivered: 8/1/2020 10:09 AM shupei@lkkauto.com Delivered: 8/1/2020 10:09 AM Meikwan@lkkauto.com Delivered: 8/1/2020 10:09 AM

Our Ref: CC3/AIG19020271/Gka3

TANG CHUNG YI

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMC2473K & SLS4176H ON 12/11/2019 ALONG/AT SLIP ROAD @ TOH TUCK ROAD PIE EXIT

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 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. 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.

"Wishing you a happy and a prosperous New Year!"

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com|</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

I, He Wei Qian	(the third party claimant")
of 1 Bulcit Bottok S1.23 #02-15(5)	658882 (address), owner
of SLS4176H (vehicle no.) hereby authorize Volkswagen	Group Singapore Pte Ltd ("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 SLS 4176H that was damaged	pursuant to the accident which occurred
my vehicle no SLS 4176H that was damaged on 12 11 19 (date) along PIE (chargi) At involving vehicle no/s SMC2473k ("the accident").	Ton Tuck Aue Sit. (location)
involving vehicle no/s SMC2473k ("the accident").	
*	
I further authorize the workshop to settle my above mention	oned claim in a manner that they deem fit
and the workshop is further authorized to receive paymen	nt 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 (day) of (month) 20	9. (year) VOLKSWAGEN GROUP SINGAPORE
ALC:	81030002
Signed by "the third party claimant"	Signed by "the workshop"
(with chop if applicable)	(with chop)

RELEASE VOUCHER (AIG Asia Pacific - Express Third Party Claim)

"We/I, <u>VOLKSWAGEN GROUP SINGAPORE PTE LTD</u> ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd <u>LKK AUTO CONSULTANTS PTE LTD</u> (name of surveyor) with respect to the amount claimed for <u>S\$ 14,468.24</u> (Repair Cost), <u>S\$770.40</u>(Loss of Use/Rental), <u>S\$2.00</u>(Disbursement) for vehicle no. <u>SLS 4176H</u> that was damaged pursuant to the accident which occurred on <u>12/11/2019</u>(date) along <u>TOH TUCK ROAD PIE EXIT</u> (location) involving vehicle no/s <u>SMC 2473K</u>. This is pursuant to the inspection conducted on <u>20/11/2019</u> (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner <u>HE WEI QIAN</u> (the third party claimant") of vehicle no. <u>SLS 4176H</u> 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 <u>SLS 4176H</u>(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 03 (day) of 07 (month) 20 20 (year)

VOLKSWAGEN GROUP SINGAPORE

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

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

Customer Details: Ms. HE WEIQIAN 1 BUKIT BATOK STREET 23 #02-15

Singapore 658882

Document no. 12333901798 Document date 29-11-2019 Customer no. 5211043795 Customer GST-ID 201009404M 39999 Dealer Job order number 2019002759/1 Job order date 20-11-2019 Service Advisor TIOW CHUAN CHEE

1/3

License plate	Model code	First registration	VIN	Model	Mileage
SLS4176H	5G13HZ	24-08-2017	WVWZZZAUZHW119316	Golf 1.4 CLBM 92 TSI D7F	18,710

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
D 002000A2	Adhesive Remover XR-20/11/2019	1	pcs.	115.74	#1	115.74	123.84
D 00920002	Primer XR-20/11/2019	1	pcs.	25.92	#1	25.92	27.73
D 00950025	Applicator XR-20/11/2019	2	pcs.	9.48	#1	18.96	20.29
D 181802M1	Activator For Precoated W	1	pcs.	24.00	#1	24.00	25.68
5G0853687 2 ZZ	XR-20/11/2019 Inscription Bright Chrome	1	pcs.	66.63	#1	66.63	71.29
5G6827705E	GOLF XR-20/11/2019 Gasket	1	pcs.	238.16	#1	238.16	254.83
5G0945087B	WEATHERSTRIP XR-20/11/2019 Additional Brake Light Wi	1	pcs.	155.54	#1	155.54	166.43
5G6807417APGRU	XR-20/11/2019 Cover For Bumper Primed	1	pcs.	1,080.14	#1	1,080.14	1,155.75
5G6807568D 9B9	REAR BUMPER XR-20/11/2019 Rear Diffusor Satin Black	3	pcs.	277.23	#1	277.23	296.64
5G0919491	XR-20/11/2019 Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
5G0919491A	XR-20/11/2019 Sensor Bracket	1	pcs.	13.21	#1	13.21	14.13
	XR-20/11/2019						
5G0919492A	Sensor Bracket XR-20/11/2019	1	pcs.	13,21	#1	13.21	14.13
5G0919491	Sensor Bracket XR-20/11/2019	1	pcs.	13.21	#1	13.21	14.13
D 180KU2A1	2k-Plastic Adhesive XR-20/11/2019	1	pcs.	74.29	#1	74.29	79.49
D 822150A1	Bonding Agent For Plastic XR-20/11/2019	1	pcs.	56.90	#1	56.90	60.88
WHT005263	Rivet XR-20/11/2019	4	pcs.	1.09	#1	4.36	4.67
5G0945093AD	Taillight	1	pcs.	252.43	#1	252.43	270.10
5G6807863C	LHR INNER XR-20/11/2019 Attachment Strip	1	pcs.	59.89	#1	59.89	64.08
5G6813309	RR CTR BRACKET XR-26/11/2019 End Plate	1	pcs.	112.33	#1	112.33	120.19
D 007500A2	XR-26/11/2019 Zinc Spray	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	XR-26/11/2019 2k-Body Adhesive	1	pcs.	398.47	#1	398.47	426.36
D 476KD1M2	XR-26/11/2019 Sealant Can Be Sprayed XR-26/11/2019	1	pcs.	62.20	#1	62.20	66.55

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue Singapore 639176

Biz. Reg. No.: 199101494Z GST No.: M200985052

Customer







Tax invoice

Page

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

Customer Details: Ms. ΗE WEIQIAN 1 BUKIT BATOK STREET 23 #02-15

Singapore 658882

Document no. 12333901798 Document date 29-11-2019 5211043795 Customer no. Customer GST-ID 201009404M 39999 Dealer Job order number 2019002759/1 Job order date 20-11-2019 TIOW CHUAN CHEE Service Advisor

2/3

	License plate	Model code	First registration	VIN	Model	Mileage
	SLS4176H	5G13HZ	24-08-2017	WVWZZZAUZHW119316	Golf 1.4 CLBM 92 TSI D7F	18,710
l	SLS4176H	5G13HZ	24-08-2017	WV WZZZAUZHW 119316	GOIL 1.4 CEBIN 92 TSI D7F	18,710

.1	A			1.			
Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G6827025S	Lid XR-20/11/2019	1	pcs.	1,853.05	#1	1,853.05	1,982.76
	LABOUR+ REPLACED END PANEL	4	pcs.	840.00	#1	3,360.00	3,595.20
	TRANSFER BOOTLID MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	R&R REAR WINDSCREEN	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	3	pcs.	800.00	#1	2,400.00	2,568.00
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	R&R LUAGGAGE COMPARTMENT	0.5	pcs.	840.00	#1	420.00	449.40
	CHECK WATER LEAK	1	pcs.	150.00	#1	150.00	160.50
	D 169300M2 - 1K WINDOW ADHESIVE 1K WINDOW ADHESIVE AIG DIRECT SETTLEMENT DOA: 12/11/2019 TP VEH: SMC2473K	2	pcs.	49.88	#1	99.76	106.74

SURVEY BY: GUO QIANG(LKK)

GST Total amount Total amount Tax Labour Material GST% Code excl. GST incl. GST 13,521.72 #1 760.00 12,761.72 7% 946.52 14,468.24

Total

07 JAN 2020



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. 521XXXXXXX), Customer Name and Invoice Number in the payments.

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue Singapore 639176

Biz. Reg. No.: 199101494Z GST No.: M200985052





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Tax invoice

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

Customer Details: Ms. HE WEIQIAN 1 BUKIT BATOK STREET 23

#02-15 Singapore 658882 Page 12333901798 Document no. 29-11-2019 Document date Customer no. 5211043795 Customer GST-ID 201009404M Dealer 39999 Job order number 2019002759/1 Job order date 20-11-2019

Service Advisor TIOW CHUAN CHEE

First registration VIN Model Mileage License plate Model code Golf 1.4 CLBM 92 TSI D7F SLS4176H 5G13HZ 24-08-2017 WVWZZZAUZHW119316 18,710

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.



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-19-187288

Date of Request:

13/11/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road Singapore 159934

Dear Sir/Madam,

Enquiry Date

13/11/2019

Enquiry By

Chee Tiow Chuan

TP Vehicle No.

SMC2473K

Accident Date

12/11/2019

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:

[X] GIRO [] Cash [] Cheque

11/13/2019 Invoice



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-19-187288

Date of Request:

13/11/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road

Singapore 159934

Dear Sir/Madam,

Enquiry Date

13/11/2019

Enquiry By

Chee Tiow Chuan

TP Vehicle No.

SMC2473K

Accident Date

12/11/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SMC2473K	AIG Asia Pacific Insurance Pte. Ltd.	28/06/2019-27/06/2020	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.

This is a computer generated document and requires no signature.



TAX INVOICE

GST REG. NO.: 200106276D

GB1 14BG. 11O., 200100270D				
DATE	INVOICE NO.			
06-Dec-2019	P 2906			

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

	VHA NO.	DUE DATE	VEH. NO.
	P 2906	06-Dec-2019	SJY 9152 K
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 26 NOVEMBER 2019 TO 05 DECEMBER 2019 (INCLUDED ONE SATURDAY AND ONE SUNDAY) YOUR REF: SLS4176H & SMC2473K (VOLKSWAGEN)	9	80.00	720.00
GST @ 7%			\$50.40
TOTAL	\$770.40		

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



120 Lower Delta Road #02 15 Condox Contro (S) 160208 Tol: 6738 7777 Fox: 6738 6666

ACRA No: 200106276D GST Reg. No: 20-0106276-D Website: www.bkw.sg A subsidiary of **BKW Automobile Pte Ltd**







Date Out

12/10

Time Out

0815

Mileage

89123

Check By

1aila

120 Lower Delta Road #02-15 Cendex Centre Singapore 169208 Tel: 6738 7777 Fax: 6738 6666 ACRA No: 20-0106276-D GST Reg. No: 20-0106276-D

VHA No: P 2906

24 HOURS HELPLINE: 6223 1122

VEHICL	E H	IRING	AGRE	EMENT

VEHICLE HIR	RING AGREEMENT Workshop:
HIRER'S PARTICULARS	Hirer's Own Vehicle No: \$15 4176 KReplace Veh No:
Name (as in I/C) ZHENG 41	Loan Vehicle No: SSY 9152 K VR No:
NRIC/Passport No: \$93730840 Date of Birth: 28 -5-199	Make & Model: VW Jetta CutoManual Group:
Address: BIK 150 CANBERRA DRIVE Age: 26	CHARGES \$ cts
Address: BIK 150 CANBERRA DRIVE Age: 26 \$105-06 S(768079)	Daily 9 day @\$ 80 Per day 720 00
Name & Address of Employer	Weekly/Monthly week @\$ Per week/Monthly
Occupation Driving Exp: \text{Vear Smark}	Others
Driving Licence No: Passed Date: 17-8 - 2018	CDW/PAI @\$ Per day/Monthly
D/L Type: Local/Intl/Others:	Delivery/Collection Svc
Tel(O)(R)HP_9689 7180	GST
DRIVER'S PARTICULARS	OR No: (A) SUB-TOTAL
Name (as in I/C)	Petrol Level OUT E 1/4 1/2 3/4 F
NRIC/Passport No: Date of Birth:	& Surcharge IN
Address:Age:	Firstkm FREE per day GST 71, 50 40
S(Excess mileage is chargeable
Occupation Driving Exp:Yrs	
Driving Licence No: Passed / Expiry Date: D/L Type: Local/Int'l/Others: Contact No:	James Co.
D/L Type. Local/III (Jothers	Expiry Date: 09 28 Card ID No: 248
	Name as in Card: ZITENG U NON WAIVER EXCESS (Subject to GST): \$ 2000 - ACCESSORIES CHECK Data Cards Cards Camera Systems Hub Cap Radio / CD Cartridge Jack Petrol Cap Spare Tyre
INDICATE: A - Accidents D - Dents S - Scratches X - Crack	Hirer's Signature: Additional Driver's Signature: SINGAPORE Use Only
	ment, 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 beer given BKW Rent A Car Pte Ltd in connection with this agreement is true

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 Quoctioned On Any Account Whatsoover. And I had cleared my belonging itoms from the rental vehicle (cashcard, parking coupons, etc)" Date In Time In Milcage Check Dy Remarks 3

Remarks

Hirer's/Driver Signature

さ

Hirer's/Driver Signature



AIG Asia Pacific Insurance Pte Ltd

Reg. No. 20100404M

To: BKW Rent A Car Pte Ltd

120 Lower Delta Road #02-15 Cendex Centre Singapore 169208

Tel No: 9789 8888 / 9617 0707 / 9678 7777

Fax No: 6271 1661 Attn: Mr. Johnny

AUTHORIZATION OF RENTAL (AIG Express Third Party Claim)

Hirer's Name : HE WEIQIAN (owner) HP: +65-96897180

ZHENG YI(driver) HP: +65-96897180

Hirer's Contact No : - AS ABOVE -

Vehicles No : SLS4176H

Vehicle Make & Model : VOLKSWAGEN / GOLF 1.4 TSI AT 5G13HZ – 1395cc

Type Of Vehicle Required : - AS ABOVE -

Total Numbers Of Days Required : 6 days

*** + 2 days - total 8 days *** LKK AUTO CONSULTANTS P/L(04/12/19)

(*Extension will be allowed only upon approval from authorized personnel from AIG)

AIG Insured Veh No : SMC 2473K

Date Of Accident : 12/11/2019

Workshop Service Advisor : Germaine

Service Advisor Contact No : +65 6922-3502

The above is authorized by:

Name : HOW MEI KWAN

Name of Company : LKK AUTO CONSULTANT PTE LTD

Signature : HMK

Date : 26/11/2019