



LETTER OF DEMAND

Your Ref: SMH 6109K

Our Ref: SLM 5006 R

To: AIG

Dear Sirs,

ACCIDENT INVOLVING SLM 5006 R & SMH 6109K ON 15/2/2020

We are claiming on behalf of our client Ng Rui Wen, Reuben

owner of vehicle number SLM 5006 R involved in accident on 15/2/2020

with vehicle SMH 6109K along/at Sims Way Towards Sims Ave.

Description of claims:

Cost of Repairs \$ 2,354.00 (incl 7% GST)

Loss of Use/Rental \$ 60 X 3 Days = \$ 180 (incl 7% GST)

Search Fee \$ 2 (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 2,536 (incl 7% GST)

We are claiming in full and final settlement of \$ 2,536.00
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.



30 MAR 2020

Dated this _____


AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, Ng Rui Wen, Reuben (the third party claimant") of _____ (address), owner of SLM506R (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 SLM506R that was damaged pursuant to the accident which occurred on 15/2/2020 (date) along Sims Way towards Sims Avenue (location) involving vehicle no/s SMH 6109K ("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 26 (day) of March (month) 20 20 (year)



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


30/3/2020

Signed by "the workshop"
(with chop)

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

"We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("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\$2,354.00(Repair Cost), S\$180.00(Loss of Use/Rental), S\$2.00(Disbursement) for vehicle no. SLM5006R that was damaged pursuant to the accident which occurred on 15/02/2020 (date) along SIMS WAY TOWARDS SIMS AVENUE(location) involving vehicle no/s SMH6109K. This is pursuant to the inspection conducted on 27/02/2020 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner NG RUI WEN, REUBEN(the third party claimant") of vehicle no. SLM5006R 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 SLM5006R(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 3 (day) of 9 (month) 2020 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue 9
Singapore 639197
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Tax invoice

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Document no. 12333000644
Document date 27-03-2020
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 39999
Job order number 2020000720/ 1
Job order date 12-03-2020
Service Advisor TIOW CHUAN CHEE

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

Customer Details:
Mr
NG
RUI WEN, REUBEN
3 TOH DRIVE
Singapore 507855

License plate SLM5006R	Model code 5G12BZ	First registration 31-03-2017	VIN WVWZZZAUZHW093769	Model Golf 1.2 TLBM 81 TSI D7F	Mileage 58,707
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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
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	AIG DIRECT SETTLEMENT DOA : 15/02/2020 TP VEH : SMH6109K SURVEY BY : GUO QIANG (KLKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	1,720.00	7%	154.00	2,200.00	2,354.00
Total	480.00	1,720.00		154.00	2,200.00	2,354.00

30 MAR 2020

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 (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

This is an authorised document. No signature is required.

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue 9
Singapore 639197
Biz. Reg. No.: 199101494Z
GST No.: M200985052



Volkswagen



ŠKODA



Commercial
Vehicles

Tax invoice

Page	2/2
Document no.	12333000644
Document date	27-03-2020
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	39999
Job order number	2020000720/ 1
Job order date	12-03-2020
Service Advisor	TIOW CHUAN CHEE

Company	Customer Details:
AIG ASIA PACIFIC INSURANCE P/L	Mr
78 Shenton Way	NG
#07-16 AIG Building	RUI WEN, REUBEN
Singapore 079120	3 TOH DRIVE
	Singapore 507855

License plate	Model code	First registration	VIN	Model	Mileage
SLM5006R	5G12BZ	31-03-2017	WVWZZZAUZHW093769	Golf 1.2 TLBM 81 TSI D7F	58,707

**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-20-029947
Date of Request: 19/02/2020

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 19/02/2020
Enquiry By Chee Tiow Chuan
TP Vehicle No. SMH6109K
Accident Date 15/02/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SMH6109K	AIG Asia Pacific Insurance Pte. Ltd.	28/01/2019-27/01/2021	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.

**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-20-029947

Date of Request: 19/02/2020

Your Ref No:

Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 19/02/2020
Enquiry By Chee Tiow Chuan
TP Vehicle No. SMH6109K
Accident Date 15/02/2020

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

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: Tuesday, March 24, 2020 10:32 AM
To: LOUISCHAR664@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SMH6109K & SLM5006R ON 15/02/2020 ALONG/AT SIMS WAY TOWARDS SIMS AVE

Our Ref: CC3/AIG20002970/Gka3

LOUIS CHAR BAO YUAN
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMH6109K & SLM5006R ON 15/02/2020 ALONG/AT SIMS WAY TOWARDS SIMS AVE

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.

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.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)