



LETTER OF DEMAND

Your Ref: SKN1955J

Our Ref: SMJ 6060E

To: AIG

Dear Sirs,

ACCIDENT INVOLVING SMJ6060E & SKN1955J ON 4/3/2020

We are claiming on behalf of our client ong yan mee

owner of vehicle number SMJ6060E involved in accident on 4/3/2020

with vehicle SKN1955J along/at Jalan Pelaseh

Description of claims:

Cost of Repairs \$ 4,996.09 (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 \$ 5,178.09 (incl 7% GST)

We are claiming in full and final settlement of \$ 5,178.09
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, Ong Yen Nee (the third party claimant") of _____ (address), owner of SMJ6060E (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 SMJ6060E that was damaged pursuant to the accident which occurred on 4/3/2020 (date) along Jalan Selarah (location) involving vehicle no/s SKN1955J ("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 28 (day) of 8 (month) 2020 (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 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\$4,996.09** (Repair Cost), **S\$180.00** (Loss of Use/~~Rental~~), **S\$2.00** (Disbursement) for vehicle no. **SMJ6060E** that was damaged pursuant to the accident which occurred on **04/03/2020** (date) along **SERVICE ROAD OFF JLN SELASEH** (location) involving vehicle no/s **SKN1955J**. This is pursuant to the inspection conducted on **11/03/2020** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **ONG YEN NEE** (the third party claimant”) of vehicle no. **SMJ6060E** 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 **SMJ6060E** (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 28 (day) of AUGUST (month) 20 20 (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. 12333000643
Document date 27-03-2020
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 39999
Job order number 2020000713/ 1
Job order date 12-03-2020
Service Advisor TIOU CHUAN CHEE

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

Customer Details:
Ms.
ONG
YEN NEE
6 LILAC DRIVE
Singapore 808196

License plate SMJ6060E	Model code 5G13HZ	First registration 05-04-2016	VIN WVWZZZAUZGW059093	Model Golf 1.4 CLBM 92 TSI D7F	Mileage 69,229
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G4833056AD	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Door	1	pcs.	1,987.16	#1	1,987.16	2,126.26
	XR 12/3/2020						
5G6839700D	Door Seal Outer	1	pcs.	100.68	#1	100.68	107.73
	RHR XR 12/3/2020						
D 378500A2	Sound Absorber Laminated	1	pcs.	41.40	#1	41.40	44.30
	XR 12/3/2020						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	TRANSFER DOOR MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	AIG DIRECT SETTLEMENT						
	DOA : 04/03/2020						
	TP VEH : SKN1955J						
	SURVEY BY : GUO QIANG(LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	4,189.24	7%	326.85	4,669.24	4,996.09
Total	480.00	4,189.24		326.85	4,669.24	4,996.09

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

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page	2/2
Document no.	12333000643
Document date	27-03-2020
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	39999
Job order number	2020000713/ 1
Job order date	12-03-2020
Service Advisor	TIOW CHUAN CHEE

Company	Customer Details:
AIG ASIA PACIFIC INSURANCE P/L	Ms.
78 Shenton Way	ONG
#07-16 AIG Building	YEN NEE
Singapore 079120	6 LILAC DRIVE
	Singapore 808196

License plate	Model code	First registration	VIN	Model	Mileage
SMJ6060E	5G13HZ	05-04-2016	WVWZZZAUZGW059093	Golf 1.4 CLBM 92 TSI D7F	69,229

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

Third Party Insurer Enquiry

Our Ref No: GR-20-039705

Date of Request: 07/03/2020

Your Ref No:

Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 07/03/2020

Enquiry By Chee Tiow Chuan

TP Vehicle No. SKN1955J

Accident Date 04/03/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKN1955J	AIG Asia Pacific Insurance Pte. Ltd.	20/07/2019-19/07/2020	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.



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

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TAX INVOICE

Our Ref No: GR-20-039705

Date of Request: 07/03/2020

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 07/03/2020
Enquiry By Chee Tiow Chuan
TP Vehicle No. SKN1955J
Accident Date 04/03/2020

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, 10 March 2020 10:06 AM
To: SWEEGEEK.45@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SKN1955J & SMJ6060E ON 04/03/2020 ALONG/AT SERVICE ROAD OFF JLN SELASEH

Our Ref: CC3/AIG20003709/ka3

KOH SWEE GEK
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SKN1955J & SMJ6060E ON 04/03/2020 ALONG/AT SERVICE ROAD OFF JLN SELASEH

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.

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)