

# 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: D20002968MFSH  
Our Ref: SJR3961T  
To: Ms First Capital

Dear Sirs,

ACCIDENT INVOLVING SJR3961T & ON 15/9/2020

We are claiming on behalf of our client YBO Pock Hong owner of

vehicle number SJR3961T involved in accident on 15/9/2020

with vehicle 91C7992E along/at COMMONWEALTH AVE WEST & GTHINS MOTOR ROAD

Description of claims:

Cost of Repairs \$ 3803.04 ( Incl 7% GST )

Loss of Use/Rental \$ 80 X 3 Days = \$ 240

Medical Fee \$ - ( Incl 7% GST )

Search Fee \$ 7.45 ( Incl 7% GST )

TOTAL \$ 4050.49

We are claiming in full and final settlement of \$ 4050.49 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 14/08/2020 of

# Volkswagen Centre Singapore



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SJR 34617 and SHC 7002-E on 25/7/2020  
Own vehicle's number Other vehicle's number Date of accident  
along Commonwealth Ave West @ Limkok Kee  
Accident location

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

BY THE LETTER OF AUTHORITY, I/we, Yeo Peck Hong  
Name of Policy Holder & IC / Passport number  
of 8xxxx 0576 owner of Vehicle Registration  
Number SJR 34617  
Own vehicle's number

hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**  
(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 Group Singapore Pte Ltd** 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 7 of the month

8 Year 2020

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

[Signature]

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20002968MFSH/1  
ACCIDENT DATE : 25/07/2020  
ACCIDENT LOCATION : COMMONWEALTH AVENUE WEST JUNCTION GHIM MOH RD  
INSURED : CITYCAB PTE LTD  
INSURED DRIVER : LING KHENG HO  
INSURED VEHICLE : SHC 7992E  
INVOLVED PARTY : SJR 3961T  
SETTLEMENT SUM : \$ 3,990.49

**Provide always that this discharge of my claim for damages relating to the damage to my vehicle shall not 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**


I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : YEO PECK HONG

Signature and Date :  21/8/2020

WITNESS :

**Meiy Wong**  
Insurance Advisor  
Tel: 6305 7299 Ext: 216  
Mobile: 8121 4681  
Fax: 6474 3643  
Email: [meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)

Signature and Date :  31/08/2020

## VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



SKODA



Commercial Vehicles

## Tax invoice

Page 1/2

Company  
MS  
FIRSTCAPITAL INSURANCE  
6 RAFFKES QUAY  
#21-00  
Singapore 048580

Customer Details:  
Ms.  
YEO  
PECK HONG  
(YANG BIFENG)  
26 WILBY ROAD  
#05-29  
Singapore 276308

Document no. 12033012134  
Document date 06-08-2020  
Customer no. 5211041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020017152/ 1  
Job order date 30-07-2020  
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SJR3961T	BQ13HZC0	17-07-2020	WVWZZZAUZKW213052	Golf Comfortline 1.4 I TSI 92kW DSG	10

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G6807417BQGRU	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Cover For Bumper Primed	1	pcs.	1,165.55	#1	1,165.55	1,247.14
	REAR XR 30/7/2020						
WHT005263	POP-RIVET	4	pcs.	1.09	#1	4.36	4.67
	XR 30/7/2020						
5G0919491D	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
	XR 30/7/2020						
5G0919491E	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
	XR 30/7/2020						
5G0919492D	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
	XR 30/7/2020						
5G0919491D	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
	XR 30/7/2020						
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	75.94	#1	75.94	81.26
	XR 30/7/2020						
D 822150A1	Bonding Agent For Plastic	1	pcs.	59.40	#1	59.40	63.56
	XR 30/7/2020						
	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
	MS FIRST CAPITAL						
	DOA: 25/07/2020						
	TP VEH: SHC7992E						
	SURVEY BY: RASUL (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	3,074.24	7%	248.80	3,554.24	3,803.04
Total	480.00	3,074.24		248.80	3,554.24	3,803.04

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.

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
Singapore 159934  
Biz. Reg. No.: 199101494Z  
GST No.: M200985052



Volkswagen



SKODA



Commercial  
Vehicles

## Tax invoice

Page 2/2

Company  
MS  
FIRSTCAPITAL INSURANCE  
6 RAFFKES QUAY  
#21-00  
Singapore 048580

Customer Details:  
Ms.  
YEO  
PECK HONG  
(YANG BIFENG)  
26 WILBY ROAD  
#05-29  
Singapore 276308

Document no. 12033012134  
Document date 06-08-2020  
Customer no. 5211041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020017152/ 1  
Job order date 30-07-2020  
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SJR3961T	BQ13HZC0	17-07-2020	WVWZZZAUZKW213052	Golf Comfortline 1.4 I TSI 92kW DSG	10

-----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: 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](https://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 : 27 Jul 2020 / 14:59:54

Receipt Date/Time : 27 Jul 2020 / 14:59:54

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-200727-002399

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SHC7992E

As at 25 Jul 2020/18:50:00

Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED

1	Insurance Enquiry - SHC7992E Enquiry Fee 20200727145850131252	7.00	0.49	7.49
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<b>Sub-Total</b>	7.00	0.49	7.49
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<b>Total Before Rounding</b>	7.00	0.49	7.49
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<b>Rounding Difference</b>			0.04
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<b>Total Amount Payable</b>			7.45
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Paid By

414746XXXXXX8274	eNETS Credit Card	7.45
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<b>Total</b>	7.45
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Cash Change	0.00
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Tendered Amount	7.45
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Excess Refundable Amount	0.00
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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.



## Jia Le (LKK Auto)

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**From:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Sent:** Monday, 31 August 2020 11:45 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: SEEK MANDATE ON QUANTUM - D20002968MFSH/1 \*\*\* EXPRESS SETTLEMENT - ACC INV SHC7992E AND SJR3961T ON 25.07.2020

Dear Jia Le,

Your approval to negotiate from **\$3,960.49-\$3,990.49.**

- Loss of use - \$50-\$60 x 3 days

Thank you.

Best Regards,  
Merina Chia (Ms)  
Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3856  
| Fax No. : 6507 3849 | Email: [merinachia@msfirstcapital.com.sg](mailto:merinachia@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD** Insurance Group

**As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner. We appreciate your kind understanding. Stay safe.**

*Personal Data Protection Act 2012 ("PDPA"):*

*Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.*

*Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.*

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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Wednesday, 26 August 2020 10:13 AM  
**To:** Merina Chia <MerinaChia@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SEEK MANDATE ON QUANTUM - D20002968MFSH/1 \*\*\* EXPRESS SETTLEMENT - ACC INV SHC7992E AND SJR3961T ON 25.07.2020

Claim No: D20002968MFSH/1  
LKK Ref: CC4/FCI20007807/R1da3q2

Dear Sirs/Madam,

### **ACCIDENT INVOLVING SHC 7992E AND SJR 3961T ON 25/07/2020**

We refer to the above matter.

We seek your approval to offer Third Party repairer "VOLKSWAGEN CENTRE SINGAPORE" at \$4,020.49(all-in).

The summary is as follows:-

	Claimed Amount	Propose Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,343.26	\$ 3,803.04	\$ 3,803.04
2. Loss of Use (3days x \$80)	\$ 240.00	\$ 180.00 (3days x \$60)	\$ 210.00 (3days x \$70)
3. LTA Search Fee	\$ 7.45	\$ 7.45	\$ 7.45
Total	\$ 9,590.71	\$ 3,990.49	\$ 4,020.49

Surveyor recommended 03 days for repair

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval/instruction.**

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jia Le (LKK Auto)

**Sent:** Monday, 17 August 2020 3:14 PM

**To:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)

**Cc:** Admin A

**Subject:** RE: SURVEY ASSESSMENT - D20002968MFSH/1 \*\*\* EXPRESS SETTLEMENT - ACC INV SHC7992E AND SJR3961T ON 25.07.2020

Dear Merina,

Enclosed herewith the third party LOD for your reference.

Thank you.

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto)

**Sent:** Monday, 3 August 2020 3:50 PM

**To:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)

**Cc:** Jia Le (LKK Auto); Admin A



**Subject:** RE: SURVEY ASSESSMENT - D20002968MFSH/1 \*\*\* EXPRESS SETTLEMENT - ACC INV SHC7992E AND SJR3961T ON 25.07.2020

**YOUR REF: D20002968MFSH**  
**LKK REF: CC4/FCI20007807/R1da3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJR 3961T on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6749 5792.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted***

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 29 July, 2020 9:44 AM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20002968MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Tuesday, 28 July, 2020 5:53 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);  
[MERINACHIA@MSFIRSTCAPITAL.COM.SG](mailto:MERINACHIA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** PRI: SURVEY ASSESSMENT - D20002968MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

**Note: All the accident reports are uploaded into CWS for your perusal.**

Best Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849

**PS: This is a system generated mail. Please do not reply to this mail.**