

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: D2000305 MISH
Our Ref: SLV3093D
To: Mr First Captain

Dear Sirs,

ACCIDENT INVOLVING SLV3093D & SHC3229C ON 01/08/2020

We are claiming on behalf of our client ONG EIM CHONG owner of

vehicle number SLV3093D involved in accident on 01/08/2020

with vehicle SHC3229C along/at CLARENCEAU AVENUE TUDS NEWTON EXIT

Description of claims:

Cost of Repairs \$ 3531.22 (Incl 7% GST)

Loss of Use/Rental \$ 107 X 3 Days = \$ 321

Medical Fee \$ - (Incl 7% GST)

Search Fee \$ 7.45 (Incl 7% GST)

TOTAL \$ 3859.67

We are claiming in full and final settlement of \$ 3859.67 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**

Dated this _____ of 14/08/2020

Volkswagen Centre Singapore



LETTER OF AUTHORITY

Biz Reg. No. S3103069E
GST No. M20098505-2

ACCIDENT INVOLVING 8LV3093D and SHC3229C on 1/8/2020
along Clemenceau Avenue towards Newton Exit
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Ong Gim Cheang
of SXXXX544H Name of Policy Holder & ID / Passport number owner of Vehicle Registration

Number 8LV3093D 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 12 of the month

28 Year 2020

Signed & Delivered By: [Signature]

Policy Holder

Witness By: _____

Claims & Motor Underwriting Dept: 36 Robinson Road #16-01 City House Singapore

DISCHARGE RECEIPT

Provide always that this discharge of my claim for damages relating to the damage to my vehicle does 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

CLAIM REFERENCE : D20003053MFSH
ACCIDENT DATE : 01/08/2020
ACCIDENT LOCATION : CLEMENCEAU AVENUE TWDS NEWTON EXIT
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : CHAN WAH BENG
INSURED VEHICLE : SHC 3229C
INVOLVED PARTY : SLV 3093D
SETTLEMENT SUM : \$ 3,859.67

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 : ONG GIM CHEONG

Signature and Date :


23/08/2020

WITNESS :

Signature and Date :


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

23/08/2020

VOLKSWAGEN CENTRE SINGAPORE

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



Volkswagen ŠKODA

Commercial Vehicles

Tax invoice

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

Customer Details:
Mr
ONG
GIM CHEONG
54 HUME AVENUE
#06-04
Singapore 596231

Document no. 12033012433
Document date 11-08-2020
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2020017911/ 1
Job order date 06-08-2020
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLV3093D	AM13HZ	27-12-2017	WVWZZZAUZJW519090	Sportsvan 1.4CLBMT 92 TSI D7F	67,693

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
510807417M GRU	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Cover For Bumper Primed	1	pcs.	1,175.85	#1	1,175.85	1,258.16
	REAR BUMPER						
WHT005263	POP-RIVET	4	pcs.	1.09	#1	4.36	4.67
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINT	1	pcs.	800.00	#1	800.00	856.00
	MS FIRST CAP DIRECT SETTLEMENT						
	DOA: 01/08/2020						
	TP VEH: SHC3229C						
	SURVEY BY: RASUL						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	2,820.21	7%	231.01	3,300.21	3,531.22
Total	480.00	2,820.21		231.01	3,300.21	3,531.22

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.

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.

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

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

Customer Details:
Mr
ONG
GIM CHEONG
54 HUME AVENUE
#06-04
Singapore 596231

Document no. 12033012433
Document date 11-08-2020
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2020017911/ 1
Job order date 06-08-2020
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLV3093D	AM13HZ	27-12-2017	WVWZZZAUZJW519090	Sportsvan 1.4CLBMT 92 TSI D7F	67,693

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

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



Volkswagen SKODA

Commercial Vehicles



BY: _____

Mr
ONG
GIM CHEONG
54 HUME AVENUE
#06-04
Singapore 596231

Tax invoice

Page 1/1
Document no. 12033012641
Document date 13-08-2020
Customer no. 5211024505
Customer GST-ID
Dealer 30001
Job order number 2020017722/ 2
Job order date 04-08-2020
Service Advisor SHU SHI TANG

License plate SLV3093D	Model code AM13HZ	First registration 27-12-2017	VIN WVWZZZAUZJW519090	Model Sportsvan 1.4CLBMT 92 TSI D7F	Mileage 67,693
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	PROVIDE CAR RENTAL RENTAL CHARGES FROM : 07/08/2020 - 12/08/2020 VW POLO : SMQ1204D	3	pcs.	100.00	#1	300.00	321.00

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		300.00	7%	21.00	300.00	321.00
Total		300.00		21.00	300.00	321.00

Customer

Tang Shi Shi
Insurance Advisor
Tel: 6305 7209 Ext: 502
Service Advisor
Fax: 6285 8620

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).-----

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For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.



Volkswagen Group Singapore Pte Ltd

REPLACEMENT CAR AGREEMENT

247 Alexandra Road, Singapore 159934

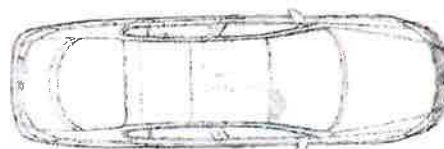
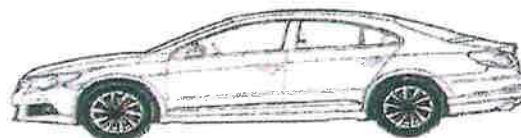
MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SLV 3093D.
Model:	sportsvan.
Name:	Dng him cheong.
Address:	54 Hume Ave #06-04 (S) 596231
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No: SMA 1204D.		
Model: Golf.		
Collection Out	Date & Time	Mileage Out
	7/8/2020 @ 4:30pm	8598
Return In	Date & Time	Mileage In
	14/8/2020 @ 8am	9057
OUT	2.5bar.	IN 2.5bar.
EMPTY	FULL	EMPTY FULL
REPLACEMENT CAR CHARGES		
	Days	Total
Days @\$ 100	Per Day 3	\$300

ADDITIONAL CHARGES	
PETROL TOP-UP CHARGES	
MISC	
TOTAL CHARGES (incl 7% GST)	\$321
Remark: ms first capital Direct.	



Kindly top up the petrol before you return us the replacement car: Otherwise, there will be charges added to your payment.

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

Terms and Conditions

The Rental Agreement is comprised of these terms and conditions and the rental form. The Rental Agreement is made between Volkswagen Group Singapore Private Limited (herein referred to as "the owner") and the person and/or company signing the Rental Form (herein referred to as "the hirer") whose particulars are recorded in the Rental Form. It is hereby agreed as follows:

1. VEHICLE DESCRIPTION AND TERM OF HIRE

The owner will let and the hirer will take the motor vehicle for the term of hire, details of which are described in the Rental Form (herein referred to as "the vehicle").

2. PERSONS WHO MAY DRIVE THE RENTAL VEHICLE

The vehicle may be driven during the term of hire only by the persons named on the Rental Form ("Driver particulars"), and only if they hold a current full valid Singapore driver's licence appropriate for the vehicle while they are using the vehicle and only after they hand in a photocopy of the driver licence.

3. PAYMENT

Full cash or credit card for the hire of the vehicle is to be made after returning the vehicle.

In addition, the hirer acknowledges that they shall be liable to pay to the owner any applicable additional charges payable at the end of the term. These include, but are not limited to:

- (a) charges for petrol or other fuel used (but not oil);
- (b) road user charges, Electronic Road Pricing (ERP);
- (c) charges for damage to or repair of the vehicle (subject to the other terms of the Rental Agreement); and any enforcement charges relating to such damage or repairs (including legal costs);
- (d) charges for cleaning the vehicle's interior if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorizing. This includes, but is not limited to, spillage of fluids, food, vomit, other stains, and unpleasant odours including cigarette smoke;
- (e) traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with the use of the vehicle during the term of hire.

4. USE OF THE VEHICLE

The hirer shall not:

- (a) use or allow the vehicle to be used for the transport of passengers for hire or reward;
- (b) sublet or hire the vehicle to any other person;
- (c) operate the vehicle or allow it to be operated in any race, speed test, reliability trial, rally or contest, or operated on any race or rally circuit or in any event as a pace-maker or testing in preparation for any of them;
- (d) allow any person to smoke in the vehicle;

5. HIRER'S OBLIGATION

The hirer shall ensure:

- (a) all reasonable care is taken when driving and parking the vehicle;
- (b) to observe the traffic regulations in the use of the vehicle;
- (c) the vehicle is locked and secure at all times when it is not in use and the keys kept under the hirer's personal control at all times;
- (d) to observe the commandments of the art and to treat the vehicle with care, as well as to observe the operating instructions and the other instructions of the manufacturer.
- (e) There will be additional charges of \$50 per day for Malaysia Usage

6. INSURANCE

The owner warrants that the provided vehicle will come with a comprehensive insurance

- (a) with an Excess of ~~\$51,000~~ for authorized drivers age 23 years old and above with more than 2 years of driving experience; **bu hst.**
- (b) with an Excess of \$52,500 for authorized drivers below 23 years old and/or less than 2 years driving experience.

The owner declares that the vehicle is ready for use and in a safe condition.

7. LIABILITY

The hirer shall indemnify the owner fully and hold the owner harmless from and against any claims, losses and damages (including the insurance excess) during the rental term, as far as these are not borne by third parties or the insurance.

8. EVENT OF DAMAGE

If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of cause, the hirer shall notify the owner of the full circumstances by telephone immediately. The hirer shall not arrange or undertake any repairs or salvage without the owner's authority. For any road side assistance, please call the 24-hour hotline at +65 6333 9800.

Personal Data Consent Form

I hereby give my acknowledgement and consent that Volkswagen Group Singapore Pte Ltd ("Volkswagen Group Singapore") may collect, use, disclose and process my personal data and information which I provide in this form for the purpose of receiving

- Customer Experience Survey (CEM)
 - Updates, news, marketing and promotional information or materials from Volkswagen Group Singapore;
 - Information about Advisory and/or Insurance Services or any Services related to the purchased product or service requested.
- I understand and agree that my personal data will be disclosed by Volkswagen Group Singapore to its associated individuals / companies or any authorized third parties in Singapore for any matters relating to the aforesaid Purposes.
- I agree to receive by the means of phone call, Email or Text Message
- Information sent by Volkswagen Group Singapore about their products and services as well as on selected third parties' products and services, including updates on their latest promotion and their new products and services;
 - Information sent by our business partners* on their products and services.
- *Please note that information will be sent directly by our business partner, and we shall disclose the relevant contact information to them for that purpose.
- Please visit our websites at www.volkswagen.com.sg or www.skoda.sg for further details on our data protection policy, including: how you may access and correct your personal data or withdraw consent to collection, use or disclose of your personal data.

I have read, fully understand and agreed with the terms and conditions herein.

Customer / Hirer's: 

Checked Out By: 

Checked In By: _____



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

Print Date/Time : 03 Aug 2020 / 18:46:35

Receipt Date/Time : 03 Aug 2020 / 18:46:35

Tax Invoice/Receipt

Receipt No. : ITNET-00000-200803-003209

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 - SHC3229C				
As at 01 Aug 2020/17:20:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHC3229C Enquiry Fee 20200803184529426024	7.00	0.49	7.49
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				
	414746XXXXXX8274	eNETS Credit Card		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.

[MANDATE GIVEN] EXPRESS SETTLEMENT VIA LKK // Your ref : D20003053MFSH // ACCIDENT INVOLVING SHC 3229C (OI) AND SLV 3093D (TP) ON 01/08/2020

Vic Alpeh S. Sanghila <vicsanghila@msfirstcapital.com.sg>

Tue 9/8/2020 12:09 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>

Dear Asher,

We refer to your below email.

We agree to your recommendation to settle the matter @ **\$3,859.77 (all in)**.

Kindly wait for 2 weeks' time before making offer to TP as we had just recently sent out letter to our Insured. If you will not hear from us on September 16, 2020, you may proceed accordingly.

Thank you.

Kind Regards,

Vic Sanghila
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3846 | Fax No. : 6507 3849 | Email: vicsanghila@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of **MS&AD Insurance Group**

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.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Saturday, 5 September 2020 10:01 pm

To: Vic Alpeh S. Sanghila <vicsanghila@msfirstcapital.com.sg>

Cc: Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: [MANDATE REQUEST] EXPRESS SETTLEMENT VIA LKK // Your ref : D20003053MFSH // ACCIDENT INVOLVING SHC 3229C (OI) AND SLV 3093D (TP) ON 01/08/2020

Your ref : **D20003053MFSH**

Our ref : CC4/FCI20008133/R1es3q2

Dear Sirs,

ACCIDENT INVOLVING SHC 3229C (OI) AND SLV 3093D (TP) ON 01/08/2020

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We seek your approval to offer repairer " **VOLKSWAGEN GROUP SINGAPORE PTE LTD** " at **\$ 3,859.77(all-in)**.

-

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 8,706.80	\$ 3,531.22
2. Loss of Rental w/GST (3days x \$100)	\$ 321.00	\$ 321.00 (3days x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 9,035.25	\$ <u>3,859.77</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108

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.