

# 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: CC4/FCI20008257/PA3  
Our Ref: SDL3131A

To: MS First Capital

Dear Sirs,

ACCIDENT INVOLVING SDL3131A & SHC1490B ON 09/08/2009

We are claiming on behalf of our client Kuan Jung Hong owner of  
vehicle number SDL3131A involved in accident on 09/08/2009  
with vehicle SHC1490B along/at BUKIT BATOK RD

Description of claims:

Cost of Repairs	\$ <u>14,469.03</u>	( Incl 7% GST )
Loss of Use/Rental	\$ <u>120</u> X <u>8</u> Days = \$ <u>960</u>	
Medical Fee	\$ <u>-</u>	( Incl 7% GST )
Search Fee	\$ <u>7.49</u>	( Incl 7% GST )
TOTAL	\$ <u>15416.52</u>	

We are claiming in full and final settlement of \$ 15416.52 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 03/10/2009 of 2009

# Volkswagen Centre Singapore



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SDL3131A and SHC1440B on 9/8/2020  
Own vehicle's number Other vehicle's number Date of accident  
along Bukit Batok Road  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Ewan Jung Hong  
Name of Policy Holder & IC / Passport number  
of 5XXXX467B owner of Vehicle Registration

Number SDL3131A 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 01 of the month 09 Year 2020.

Signed & Delivered By:

Policy Holder

Witness By:



Internal

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20003170MFSH/1  
ACCIDENT DATE : 09/08/2020  
ACCIDENT LOCATION : BUKIT BATOK RD  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : OH CHYE HUAT  
INSURED VEHICLE : SHC 1490B  
INVOLVED PARTY : SDL 3131A  
SETTLEMENT SUM : \$ 15,312.52

**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 undersigned 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 : KWAN JUNG HONG

Signature and Date :

 10/11/20

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 :

18/11/20 

## 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 RAFFLES QUAY  
#21-00  
Singapore 048580

Customer Details:  
Mr  
KWAN  
JUNG HONG  
27 HAZEL PARK TERRACE  
#13-04  
Singapore 678949

Document no. 12033014437  
Document date 31-08-2020  
Customer no. 5211041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020018675/ 1  
Job order date 13-08-2020  
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SDL3131A	5G13GZ	28-08-2015	WVWZZZAUZFW188723	Golf 1.4 CLBMT 90 TSI D7F	166,119

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
	Leaked Check, Vacuum & Regas	1	pcs.	420.00	#1	420.00	449.40
	A/C GAS	1	pcs.	60.00	#1	60.00	64.20
5G0807217BNGRU	Cover For Bumper Primed FRT BUMPER XR 13/8/2020	1	pcs.	1,158.63	#1	1,158.63	1,239.73
5G0853651G ZLL	Radiator Grille Satin Bla XR 13/8/2020	1	pcs.	472.52	#1	472.52	505.60
5G6807417APGRU	Cover For Bumper Primed REAR BUMPER XR 13/8/2020	1	pcs.	1,165.55	#1	1,165.55	1,247.14
WHT005263	POP-RIVET XR 13/8/2020	4	pcs.	1.09	#1	4.36	4.67
5G0807248F	Foam Insert	1	pcs.	41.99	#1	41.99	44.93
5G6807568D 9B9	Rear Diffusor Satin Black	1	pcs.	323.62	#1	323.62	346.27
5G6807863C	Attachment Strip	1	pcs.	64.97	#1	64.97	69.52
5G0807724D	RR CTR BRACKET Support Part	1	pcs.	54.69	#1	54.69	58.52
5G0805705G	FRT BUMPER INNER BRACKET RH Guide	1	pcs.	39.74	#1	39.74	42.52
5G6807394	FRT BUMPER CENTRE BRACKET Guide Piece	1	pcs.	37.46	#1	37.46	40.08
N 0177535	RR BUMPER SIDE BRACKET RH Bulb 'Longlife'	2	pcs.	6.03	#1	12.06	12.90
8K0973702	RR NUMBER PLATE BULB	2	pcs.	10.35	#1	20.70	22.15
5G0805588AC	Flat Contact Housing With NUMBER PLATE WIRE HOUSING	1	pcs.	1,144.12	#1	1,144.12	1,224.21
G 013A8JM1	Lock Carrier With Mountin XR 25/8/2020	2	pcs.	42.49	#1	84.98	90.93
6R0973735	Coolant Concentrate XR 25/8/2020	2	pcs.	19.19	#1	38.38	41.07
	Flat Contact Housing	2	pcs.	19.19	#1	38.38	41.07
	H/LAMP WIRE HOUSING XR 25/8/2020	2	pcs.	19.19	#1	38.38	41.07
	LABOUR FRT	4	pcs.	840.00	#1	3,360.00	3,595.20
	LABOUR REAR	2	pcs.	840.00	#1	1,680.00	1,797.60
	Spray Painting FRT	1	pcs.	800.00	#1	800.00	856.00
	Spray Painting REAR	2	pcs.	800.00	#1	1,600.00	1,712.00
	NUMBER PLATE FRT	1	pcs.	80.00	#1	80.00	85.60
	NUMBER PLATE REAR	1	pcs.	80.00	#1	80.00	85.60
	FIRST CAPITAL DIRECT SETTLEMENT DOA : 09/08/2020 TP VEH : SHC1490B SURVEY BY :RASUL LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
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# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 2/2  
Document no. 12033014437  
Document date 31-08-2020  
Customer no. 5211041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020018675/ 1  
Job order date 13-08-2020  
Service Advisor TIOW CHUAN CHEE

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

Customer Details:  
Mr  
KWAN  
JUNG HONG  
27 HAZEL PARK TERRACE  
#13-04  
Singapore 678949

License plate	Model code	First registration	VIN	Model	Mileage
SDL3131A	5G13GZ	28-08-2015	WVWZZZAUZFW188723	Golf 1.4 CLBMT 90 TSI D7F	166,119

  

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	1,240.00	12,263.77	7%	945.26	13,503.77	14,449.03
Total	1,240.00	12,263.77		945.26		14,449.03



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](http://altersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](http://volkswagen.com.sg) and [www.skoda.com.sg](http://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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.



Website: www.mova.com.sg  
Co. Reg. No.: 198904033G  
GST Reg. No.: M2-0088864-2

**Main Office:** Mova Building, No. 22, Jalan Kilang, Singapore 159419  
Tel: (65) 6476 3333 Fax: (65) 6271 5891

**Fan Yoong Branch:** No. 15 Fan Yoong Road, Singapore 629792  
Tel: (65) 6262 3377 Fax: (65) 6264 3151

**Workshop Dept:** Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722  
Tel: (65) 6272 3892 Fax: (65) 6270 8314  
24 Hours Breakdown Service: (65) 9799 8888

**KWAN JUNG HONG**

367 CHOA CHU KANG AVE 3  
#11-33  
Singapore 689887  
Tel: 96186967

**Tax Invoice**

**Inv No. :** RKL20080161

**Date :** 25 Aug 2020

**Ref :** B15862

**Currency :** SGD

**Terms :** COD

**RA No. :** RKLR20080068

**Veh No. :** SMD6191S

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 24/08/2020 to 28/08/2020 VW GOLF 1.4 : SMD6191S RENTAL AGREEMENT : B15862 DRIVEN BY : KWAN JUNG HONG YOUR REF : VW/ALEX-SDL3131A	4.00	DAY	112.15	448.60

**Remarks:**

YOUR REF : VW/ALEX-SDL3131A

This is a computer generated document. No signature is required.  
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.  
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /  
Account No.: 524-067097-001

Subtotal : S\$ 448.60  
GST 7.0% : S\$ 31.40  
**Total : S\$ 480.00**  
Paid : S\$ 480.00  
Outstanding : S\$ 0.00



Website: www.mova.com.sg  
Co. Reg. No.: 198904033G  
GST Reg. No.: M2-0088864-2

**Main Office:** Mova Building, No. 22, Jalan Kilang, Singapore 159419

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Tel: (65) 6262 3377 Fax: (65) 6264 3151

**Workshop Dept:** Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722

Tel: (65) 6272 3892 Fax: (65) 6270 8314

24 Hours Breakdown Service: (65) 9799 8888

**KWAN JUNG HONG**

367 CHOA CHU KANG AVE 3

#11-33

Singapore 689887

Tel: 96186967

**Tax Invoice**

**Inv No. :** RKLI20090055

**Date :** 01 Sep 2020

**Ref :** B15862

**Currency :** SGD

**Terms :** COD

**RA No. :** RKLR20080068

**Veh No. :** SMD6191S

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 28/08/2020 to 01/09/2020 VW GOLF 1.4 : SMD6191S RENTAL AGREEMENT : B15862 DRIVEN BY : KWAN JUNG HONG YOUR REF : VW/ALEX-SDL3131A	4.00	DAY	112.15	448.60

**Remarks:**

YOUR REF : VW/ALEX-SDL3131A

This is a computer generated document. No signature is required.  
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.  
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /  
Account No.: 524-067097-001

Subtotal : S\$ 448.60  
GST 7.0% : S\$ 31.40  
**Total : S\$ 480.00**  
Paid : S\$ 480.00  
Outstanding : S\$ 0.00



AUTOMOTIVE PTE LTD

Website: www.mova.com.sg  
Co. Reg. No.: 198904033G

## Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419  
Bukit Merah Branch:  
Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122  
Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792  
Tel: (65) 6476 3333 Fax: (65) 6270 8314  
24 Hours Breakdown Service: (65) 9799 8888  
Bedok Branch: 219 Bedok Central #01-138, Singapore 460219  
Tel: (65) 6604 7877

## RENTAL AGREEMENT

RA NO.: B 15862

RECEIVED 22 SEP 2001

80161 90055

RENTAL DETAILS			INSURANCE EXCESS AMOUNT			
Vehicle Make/Model:	GOLF	Vehicle No:	6191 S	Singapore	Malaysia	Signature
Date/Time Out:	24/08/2001	9.30a.	S\$ 2500.00	S\$ 3500.00		
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Per Accident	Per Accident		
Date/Time In:	01/09/2001	5.30	Charges			
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		Months @\$	Per Month		
Change Over 1:	Date:	Initial:	Weeks @\$	Per Week		
Change Over 2:	Date:	Initial:	4 Days @\$ 112.15	Per Day		\$448.60
KM Out:	KM In:		Hours @\$	Per Hour		
HIRER DETAILS			Sub-Total			
Named Hirer			Less Discount	%		
Name:	Kwan Jung Hong		Rental Charges			
Address:	267 Choa Chu Kang Ave 3		CDW @\$	per day / week / month		
	# 11-33		PAI @\$	per day / week / month		
	SC 689 887 D		Petrol Top-Up	Exceed 4 days		\$112.15 x 4 x 1%
Identity Card No:	S8114467B		Misc Charges			\$480.00
Date of Birth:	27-05-1981		GST			\$31.40
Driving License:	S8114467B		Total			\$480.00
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS		
Tel:	(HP) 9618 6967 (O)		Pre-Payment			
Nationality:	SG		Downpayment and Deposit			MT
Effective Date:	24 May 2002		Amount Refunded/ Due			
			Signature of Refund			
Additional Hirer			Remarks:	Pearlyn		
Name:			VW-AUX - SDC 3131A			
Address:			Invoice No:	Ref. No:		
			Checked Out By:	Checked In By:	Checked By:	
Identity Card No:						
Date of Birth:						
Driving License:			Sales-In Charge: Michelle			
Country of Issue:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>			
Tel:	(HP)		(O)			
Nationality:						
Effective Date:						

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date & Time

### IMPORTANT

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.





Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 11 Aug 2020 / 10:24:08

Receipt Date/Time : 11 Aug 2020 / 10:24:08

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-200811-000653

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 - SJA5078U

As at 07 Aug 2020/12:45:00

Insurance Co: NTUC INCOME INS CO-OP LTD

- 1 Insurance Enquiry - SJA5078U  
Enquiry Fee  
20200811102206590844

7.00 0.49 7.49

Sub-Total

7.00 0.49 7.49

Result of Insurance Enquiry - SHC1490B

As at 09 Aug 2020/12:45:00

Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED

- 2 Insurance Enquiry - SHC1490B  
Enquiry Fee  
20200811102206649833

7.00 0.49 7.49

Sub-Total

7.00 0.49 7.49

Total Before Rounding

14.00 0.98 14.98

Rounding Difference

0.03

Total Amount Payable

14.95

Paid By

430092XXXXXX9738

eNETS Credit Card

14.95

Total

14.95

Cash Change

0.00

Tendered Amount

14.95

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.

## Jia Le (LKK Auto)

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**From:** Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Sent:** Wednesday, 28 October 2020 3:25 PM  
**To:** Jia Le (LKK Auto)  
**Cc:** Admin A; Vic Alpeh S. Sanghilan  
**Subject:** REVISED MANDATE RE: SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20003170MFSH/1 // Our ref: CC4/FCI20008357/R1da3s2 [ACCIDENT INVOLVING SHC1490B AND SDL3131A ON 09/08/2020]

Dear Jia Le,

Agree to give mandate @ \$15,312.52. (as LOR with GST)

Jason Tea  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3860 | Fax No. : 6507 3849 | Email: [JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of  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

*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.*

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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** 28 October 2020 14:49  
**To:** Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>  
**Subject:** RE: [MANDATE GIVEN] RE: SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20003170MFSH/1 // Our ref: CC4/FCI20008357/R1da3s2 [ACCIDENT INVOLVING SHC1490B AND SDL3131A ON 09/08/2020]

Dear Vic,

TP counter propose LOR at \$856.00 (included GST).

Kindly let us have your approval/instruction.

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: 6749 5792 | 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:** Vic Alpeh S. Sanghilan [<mailto:VicSanghilan@msfirstcapital.com.sg>]

**Sent:** Monday, 26 October 2020 3:24 PM

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

**Cc:** Admin A; Jason Tea

**Subject:** [MANDATE GIVEN] RE: SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20003170MFSH/1 // Our ref: CC4/FCI20008357/R1da3s2 [ACCIDENT INVOLVING SHC1490B AND SDL3131A ON 09/08/2020]

Dear Jia Le,

We refer to your below email.

We agree to your recommendation to settle the matter @ **\$15,256.52 (all in).**

Kindly request for **TP video footage** for our record purposes.

Thank you.

Kind Regards,

Vic Sanghilan

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: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg)  
| Company Regn. No. 195000106C

**A Member of  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.*

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**From:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>

**Sent:** Thursday, 22 October 2020 8:39 am

**To:** Vic Alpeh S. Sanghilan <[VicSanghilan@msfirstcapital.com.sg](mailto:VicSanghilan@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** RE: SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20003170MFSH/1 // Our ref: CC4/FCI20008357/R1da3s2 [ACCIDENT INVOLVING SHC1490B AND SDL3131A ON 09/08/2020]

Dear Vic,

We refer to the below email dated 06 Oct 2020.

Kindly let us have your approval/instruction on mandate as TP is chasing.

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: 6749 5792 | 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:** Tuesday, 6 October 2020 9:29 AM

**To:** Vic Alpeh S. Sanghila

**Cc:** Admin A; Jason Tea

**Subject:** SEEK MANDATE QUANTUM [Express Settlement via LKK] - D20003170MFSH/1 // Our ref: CC4/FCI20008357/R1da3s2 [ACCIDENT INVOLVING SHC1490B AND SDL3131A ON 09/08/2020]

Claim No: D20003170MFSH/1

LKK Ref: CC4/FCI20008357/R1da3s2

Dear Sirs/Madam,

**ACCIDENT INVOLVING SHC 1490B AND SDL 3131A ON 09/08/2020**

We refer to the above matter.

We seek your approval to offer Third Party repairer "VOLKSWAGEN CENTRE SINGAPORE" at \$15,256.52(all-in).

The summary is as follows:-

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 26,713.99	\$ 14,449.03
2. Loss of Rental (8days x \$120)	\$ 960.00	\$ 800.00 (8days x \$100)
3. LTA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 27,681.48	\$ 15,256.52

Surveyor recommended 9 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: 6749 5792 | 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, 5 October 2020 9:25 AM

**To:** Vic Alpeh S. Sanghilan

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

**Subject:** RE: SURVEY ASSESSMENT - D20003170MFSH/1 - ACC INV SHC1490B AND SDL3131A  
ON 09/08/2020

Hi Vic,

TP LOD attached for your perusal please.

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 21 August, 2020 10:48 AM

**To:** Vic Alpeh S. Sanghilan <[vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg)>

**Cc:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** RE: SURVEY ASSESSMENT - D20003170MFSH/1 - ACC INV SHC1490B AND SDL3131A  
ON 09/08/2020

**YOUR REF: D20003170MFSH**

**LKK REF: CC4/FCI20008357/R1da3**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SDL 3131A 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: 6841 2157.

***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:** Vic Alpeh S. Sanghilan <[vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg)>

**Sent:** Thursday, 13 August, 2020 5:13 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jason Tea <[JasonTea@msfirstcapital.com.sg](mailto:JasonTea@msfirstcapital.com.sg)>

**Subject:** RE: SURVEY ASSESSMENT - D20003170MFSH/1 - ACC INV SHC1490B AND SDL3131A ON 09/08/2020

Dear MK,

Please find attached Insured's GIA Report as requested.

Thank you.

Kind Regards,

Vic Sanghilan

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: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg)

| Company Regn. No. 195000106C

**A Member of  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.*

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, August 13, 2020 3:59 PM

**To:** May Chua <[maychua@msfirstcapital.com.sg](mailto:maychua@msfirstcapital.com.sg)>; Motor Claims <[MotorClaims@msfirstcapital.com.sg](mailto:MotorClaims@msfirstcapital.com.sg)>

**Cc:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D20003170MFSH/1 - ACC INV SHC1490B AND SDL3131A ON 09/08/2020

**LKK REF: CC4/FCI20008357/da3**

**YOUR REF: D20003170MFSH**

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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)  
**Sent:** Wednesday, 12 August 2020 4:19 PM  
**To:** 'Claim Workflow System'; Admin A; assignments  
**Cc:** [MAYCHUA@MSFIRSTCAPITAL.COM.SG](mailto:MAYCHUA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** RE: SURVEY ASSESSMENT - D20003170MFSH/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:** Wednesday, 12 August, 2020 4:02 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG);  
[MAYCHUA@MSFIRSTCAPITAL.COM.SG](mailto:MAYCHUA@MSFIRSTCAPITAL.COM.SG)  
**Subject:** PRI: SURVEY ASSESSMENT - D20003170MFSH/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.**