

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 :
Our Ref : SW 23M
To: Ms First Capital

Dear Sirs,

ACCIDENT INVOLVING SW 23M & SH 79244 ON 02/10/2020

We are claiming on behalf of our client CHEN MUN SIN owner of

vehicle number SW 23M involved in accident on 02/10/2020

with vehicle SH 79244 along at 11007 KIAN ROAD IN FRONT 21 ON
FULL GOSPEL CHURCH

Description of claims:

Cost of Repairs \$ 11,688.96 (Incl 7% GST)

Loss of Use/Rental \$ 120 X 6 Days = \$ 720

Medical Fee \$ - (Incl 7% GST)

Search Fee \$ 7.45 (Incl 7% GST)

TOTAL \$ 12416.41

We are claiming in full and final settlement of \$ 12416.41 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 10/11/2020 of

Volkswagen Centre Singapore



LETTER OF AUTHORITY

ACCIDENT INVOLVING SW 23M and SH 7991H on 07/10/2020
along H 007 KIAN ROAD IN FRONT 210W JUST GOSPEL CHURCH
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, CHAN MUN SIN
of SXXX 7991H Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SW 23M 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 29102020 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 25 of the month
FEB Year 2021

Signed & Delivered By:

Policy Holder

Witness By:

DISCHARGE RECEIPT

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

CLAIM REFERENCE : D20004036MFSH
ACCIDENT DATE : 02/10/2020
ACCIDENT LOCATION : HOOT KIAM ROAD INFRONT ZION FULL GOSPEL CHURCH
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : WONG AH TACK
INSURED VEHICLE : SH 7929H
INVOLVED PARTY : SW 23M
SETTLEMENT SUM : \$ 12,338.41

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 : CHAN MUN SIN

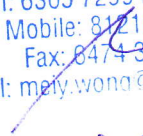
Signature and Date :


20/2/21

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


20/2/21

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Page 1/2

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

Customer Details:
Ms.
CHAN
MUN SIN
95 PRINCE CHARLES CRESCENT
#23-14
SINGAPORE 159027

Document no. 12033021145
Document date 10-11-2020
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2020028346/ 1
Job order date 26-10-2020
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SW23M	AD14PY	14-11-2018	WVGZZZ5NZJW940698	Tiguan 1.4actHLBMTFR 110TSID6F	39,759

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
5NA827025L	Rear Trunk Lid	1	pcs.	2,072.20	#1	2,072.20	2,217.25
	SCK A/O 28/10/2020						
D 169300M2	1k Window Adhesive	2	pcs.	49.51	#1	99.02	105.95
D 002000A2	Adhesive Remover	1	pcs.	114.78	#1	114.78	122.81
D 00920002	Primer	1	pcs.	25.74	#1	25.74	27.54
D 00950025	Applicator	2	pcs.	9.39	#1	18.78	20.09
D 181802M1	Activator For Precoated W	1	pcs.	23.77	#1	23.77	25.43
8D0853419D	Packing Adhesive	1	pcs.	27.82	#1	27.82	29.77
WHT007341	Rivetted Cap Nut	2	pcs.	2.23	#1	4.46	4.77
5NA853630 FOD	Vw Sign Black High Gloss/	1	pcs.	96.30	#1	96.30	103.04
5NA853687 ZZZ	Inscription Bright Chrome	1	pcs.	92.83	#1	92.83	99.33
	TIGUAN						
5NA807421 GRU	Cover For Bumper Primed	1	pcs.	1,151.75	#1	1,151.75	1,232.37
	REAR BUMPER SCK A/O 28/10/2020						
5NA807521B 9B9	Spoiler Satin Black	1	pcs.	291.94	#1	291.94	312.38
	REAR BUMPER MID SCK A/O 28/10/2020						
5NA807568C YE4	Rear Diffusor Granite Gre	1	pcs.	465.10	#1	465.10	497.66
	SCK A/O 28/10/2020						
WHT005263	Rivet	4	pcs.	1.09	#1	4.36	4.67
5NA919491A	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5NA919492A	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5NA919491	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5NA919492	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5NA919397	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5NA919398	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	75.94	#1	75.94	81.26
D 822150A1	Bonding Agent For Plastic	1	pcs.	59.40	#1	59.40	63.56
5NA807393	Guide Piece	1	pcs.	36.24	#1	36.24	38.78
	LHR SIDE BRACKET SCK A/O 28/10/2020						
N 90346302	Pop-Rivet	10	pcs.	1.14	#1	11.40	12.20
5NA853841 ZZZ	Decorative Moulding Brigh	1	pcs.	163.02	#1	163.02	174.43
	LHR						
5NA853835 ZZZ	Decorative Moulding Brigh	1	pcs.	211.79	#1	211.79	226.62
	CENTRE SCK A/O 28/10/2020						
5NA945105A	Reflector	1	pcs.	65.92	#1	65.92	70.53
	LHR INNER SCK A/O 28/10/2020						
5NA807305A	Bumper	1	pcs.	578.43	#1	578.43	618.92
	REINFORCEMENT A/O 4/11/2020						
5NA807863	Attachment Strip	1	pcs.	57.67	#1	57.67	61.71
	RR CTR BRACKET A/O 4/11/2020						
	LABOUR	2	pcs.	840.00	#1	1,680.00	1,797.60
	TRANSFER BOOTLID MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	R&R REAR WINDSCREEN	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	2	pcs.	800.00	#1	1,600.00	1,712.00

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page 2/2

Document no.	12033021145
Document date	10-11-2020
Customer no.	5211041856
Customer GST-ID	195000106C
Dealer	30001
Job order number	2020028346/ 1
Job order date	26-10-2020
Service Advisor	TIOU CHUAN CHEE

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

Customer Details:
Ms.
CHAN
MUN SIN
95 PRINCE CHARLES CRESCENT
#23-14
SINGAPORE 159027

License plate	Model code	First registration	VIN	Model	Mileage
SW23M	AD14PY	14-11-2018	WVGZZZ5NZJW940698	Tiguan 1.4actHLBMTFR 110TSID6F	39,759

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	NUMBER PLATE MS FIRST CAIPITAL DIRECT SETTLEMENT DOA : 02/10/2020 TP VEH : SH7929H SURVEY BY : LKK RASUL	1	pcs.	80.00	#1	80.00	85.60

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	10,444.26	7%	764.70	10,924.26	11,688.96
Total	480.00	10,444.26		764.70	10,924.26	11,688.96

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.

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

This is an authorised document. No signature is required.

TEO TEE YONG

95 PRINCE CHARLES CRESENT

#23-14

Singapore 159027

Tax Invoice**Inv No. :** RKL120110083**Date :** 04 Nov 2020**Ref :** B16093**Currency :** SGD**Terms :** COD**RA No. :** RKL20110009**Veh No. :** SKR3140J**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 04/11/2020 to 09/11/2020 VOLKDESHRN JETTA : SKR3140J DRIVEN BY : TEO TEE YONG YOUR REF : VW-ALEX-SW23M	5.00	DAY	112.15	560.75

Remarks:

VW-ALEX-SW23M

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\$ 560.75
GST 7.0% : S\$ 39.25
Total : S\$ 600.00
Paid : S\$ 600.00
Outstanding : S\$ 0.00

TEO TEE YONG

 95 PRINCE CHARLES CRESENT
 #23-14
 Singapore 159027

Tax Invoice
Inv No. : RKLI20110104

Date : 10 Nov 2020

Ref : B16093

Currency : SGD

Terms : COD

RA No. : RKLR20110009

Veh No. : SKR3140J

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 09/11/2020 to 10/11/2020 VOLKDESHRN JETTA : SKR3140J DRIVEN BY : TEO TEE YONG YOUR REF : VW-ALEX-SW23M	1.00	DAY	112.15	112.15

Remarks:

VW-ALEX-SW23M

 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\$ 112.15
GST 7.0% :	S\$ 7.85
Total :	S\$ 120.00
Paid :	S\$ 120.00
Outstanding :	S\$ 0.00

MOVA

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 16093

RECEIVED 11 MAY 2020

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	Setra	Vehicle No: S663140J	Singapore	Malaysia	Signature
Date/Time Out:	04/11/20	0925	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:	10/11/20	5.15pm	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:	5 Days @\$ 112.15	Per Day	\$560.75
KM Out: 129711	KM In: 130042		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Teo Tee Yong		Rental Charges		
Address:	95 Prince Charles Crescent		CDW @\$	per day / week / month	
	# 23-14		PAI @\$	per day / week / month	
	S(159027)		Petrol Top Up	extended 1 day	\$112.15 x 7 = \$785.55
Identity Card No:	S70 123635		Misc Charges		\$120.00
Date of Birth:	16-04-1970		GST		\$39.25
Driving License:	S70 123635		Total \$600.00		
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Tel:	(HP) 9666 8180	(O)	Pre-Payment		
Nationality:	SG		Downpayment and Deposit		
Effective Date:	12 June 1992		Amount Refunded/ Due		
			Signature of Refund		
Additional Hirer			Remarks: Personally VW - ALX - SW 23m		
Name:			Invoice No:		
Address:			Ref. No:		
			Checked Out By:	Checked In By:	Checked By:
Identity Card No:					
Date of Birth:					
Driving License:			Sales-In Charge: M. H. L.		
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.

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 05 Oct 2020 / 08:38:31

Receipt Date/Time : 05 Oct 2020 / 08:38:31

Tax Invoice/Receipt

Receipt No. : ITNET-00000-201005-000227

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 - SH7929H

As at 02 Oct 2020/23:15:00

Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED

1	Insurance Enquiry - SH7929H Enquiry Fee 20201005083601297024	7.00	0.49	7.49
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Sub-Total	7.00	0.49	7.49
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Total Before Rounding	7.00	0.49	7.49
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Rounding Difference			0.04
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Total Amount Payable			7.45
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Paid By

430092XXXXXX9738	eNETS Credit Card	7.45
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Total	7.45
-------	------

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.

Asher Sng (LKKAUTO)

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>
Sent: Friday, 19 February 2021 1:56 PM
To: Asher Sng (LKKAUTO)
Cc: Admin A; Jason Tea
Subject: RE: [MANDATE GIVEN] EXPRESS SETTLEMENT VIA LKK - RE: SURVEY ASSESSMENT - D20004036MFSH/1 // LKK ref : CC4/FCI20010731/R1es3q2

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

We refer to your below email.

We agree to the revised recommendation to settle the matter @ **\$12,338.41 (all in).**

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 | 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: Friday, 19 February 2021 12:45 pm
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] EXPRESS SETTLEMENT VIA LKK - RE: SURVEY ASSESSMENT - D20004036MFSH/1 // LKK ref : CC4/FCI20010731/R1es3q2

Hi Vic,

We refer to the above matter.

Third party counter propose on the settlement on the rental with GST.

We seek your approval to offer repairer " **VOLKSWAGEN CENTRE SINGAPORE** " at **\$ 12,338.41 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 18,120.36	\$ 11,688.96
2. Loss of Rental (6days x \$120)	\$ 720.00	\$ 642.00 (6days x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 18,847.81	\$ <u>12,338.41</u>

Kindly let us have your approval / instuction if any,

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Sent: Friday, 5 February 2021 2:09 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: [MANDATE GIVEN] EXPRESS SETTLEMENT VIA LKK - RE: SURVEY ASSESSMENT - D20004036MFSH/1 // LKK
ref : CC4/FCI20010731/R1es3q2

Dear Asher,

We refer to your below email.

We agree to your recommendation to settle the matter @ **\$12,296.41 (all in).**

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 | 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.

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

Sent: Monday, 1 February 2021 4:19 pm

To: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: [MANDATE REQUEST] RE: [EXPRESS SETTLEMENT VIA LKK] RE: SURVEY ASSESSMENT - D20004036MFSH/1 // EXPRESS SETTLEMENT

Your ref : **D20004036MFSH**

Our ref : CC4/FCI20010731/R1es3q2

Dear Sirs,

ACCIDENT INVOLVING SH 7929H (OI) AND SW 23M (TP) ON 02/10/2020

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 CENTRE SINGAPORE** " at **\$ 12,296.41 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 18,120.36	\$ 11,688.96
2. Loss of Rental (6days x \$100)	\$ 600.00	\$ 600.00 (6days x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 18,727.81	<u>\$ 12,296.41</u>

Surveyor recommended 5days 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 | did: 6841-6051

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.

From: Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Sent: Monday, 26 October 2020 9:42 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: [EXPRESS SETTLEMENT VIA LKK] RE: SURVEY ASSESSMENT - D20004036MFSH/1 // EXPRESS SETTLEMENT

Dear Asher,

We refer to your below email.

We agree to your recommendations on liability and please proceed with Express Settlement.

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 | Company Regn.
No. 195000106C

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

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

Sent: Sunday, 25 October 2020 10:29 pm

To: Su Li (LKK Auto) <suli@lkkauto.com>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: Re: SURVEY ASSESSMENT - D20004036MFSH/1 // EXPRESS SETTLEMENT

Hi Vic,

We refer to the email dated on 20/10/20.

Please kindly assist on the approval as third party is chasing for liability.

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.

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

Sent: Tuesday, October 20, 2020 4:12 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; VICSANGHILAN@MSFIRSTCAPITAL.COM.SG
<VICSANGHILAN@MSFIRSTCAPITAL.COM.SG>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: Re: SURVEY ASSESSMENT - D20004036MFSH/1 // EXPRESS SETTLEMENT

Dear Sir/Madam,

We refer to the above matter.

Liability: 100%

Remark: B:27 OID REAR ENDED TP (TP have no video footage)

Kindly let us have your approval on liability.

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.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, October 8, 2020 4:12 PM

To: VICSANGHILAN@MSFIRSTCAPITAL.COM.SG <VICSANGHILAN@MSFIRSTCAPITAL.COM.SG>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Jason Tea <JasonTea@msfirstcapital.com.sg>

Subject: RE: SURVEY ASSESSMENT - D20004036MFSH/1 // EXPRESS SETTLEMENT

YOUR REF: D20004036MFSH

LKK REF: CC4/FCI20010731/R1es3

Dear Vic,

We refer to the above matter.

We have inspected third party vehicle SW 23M at M/s VOLKSWAGEN CENTRE SINGAPORE on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Asher.

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

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Admin-D (LKKAuto)

Sent: Tuesday, 6 October 2020 12:22 PM

To: 'Claim Workflow System'; assignments

Cc: VICSANGHILAN@MSFIRSTCAPITAL.COM.SG; Admin A

Subject: RE: SURVEY ASSESSMENT - D20004036MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 07/10/2020.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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*

From: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg>

Sent: Tuesday, 6 October 2020 11:31 AM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; VICSANGHILAN@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT - D20004036MFSH/1

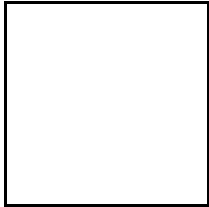
Dear Sir/Mdm,

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.



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