



## LETTER OF DEMAND

Your Ref: CC4/11120012663/ba3Our Ref: SMV3258JTo: India

Dear Sirs,

ACCIDENT INVOLVING SMV3258J & SHC8493X ON 15/11/2020We are claiming on behalf of our client HIO WU CING ELENAowner of vehicle number SMV3258J involved in accident on 15/11/2020with vehicle SHC8493X along/at SMV WU KIO Ave 1 Junc 7 TO CTE

Description of claims:

Cost of Repairs \$ 5759.64 (incl 7% GST)Loss of Use/Rental \$ 120 X 3 Days = \$ 360 (incl 7% GST)Search Fee \$ 7.45 (incl 7% GST)Miscellaneous Fee \$ 180 (incl 7% GST)TOTAL \$ 6307.09 (incl 7% GST)We are claiming in full and final settlement of \$ 6307.09  
payable to Volkswagen Group Singapore Pte Ltd.

Kindly send us a written acknowledgement within 14 days from receipt of this document.  
Please note that finalization/settlement offer of this claim should be within 8 weeks from the  
date of this document. Please email all settlement offers to [meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg).

Dated this 15/12/2020

# Volkswagen Centre Singapore



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SMV 3158J and SHC 5993X on 15/11/2012  
along Ang mo (no) 2.6 I 2007 70 CT2  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Ho Wei Gng ELANA  
of SX XX 3657 Name of Policy Holder & IC / Passport number  
Number SMV 3158J 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 W8 / P24 0901 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 11 of the month

12 Year 2012

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

[Signature]

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III- Direct Settlement (PODS)

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

India Ref: MCT20110225  
Claimant Ref: SMV 3258J

We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 5,759.64 (repair cost), S\$ 360.00 (loss of use/rental), S\$ 187.45 (Disbursement), vehicle no. SMV 3258J that was damaged pursuant to the accident which occurred on 15/11/2020 (date) at ANG MO KIO AVE 1 BEFORE EXIT TO CTE (location) involving vehicle no. SHC 8993X (insured vehicle). This is pursuant to the inspection conducted on 23/11/2020 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner HO WEI LING ELENA ("the third party claimant") of vehicle no. SMV 3258J to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SMV 3258J (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 6,307.09 to VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dated this 27 day of 04 2020

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by "the workshop" (with chop)

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

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

## VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial  
Vehicles

## Tax invoice

Page 1/2

Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
HO  
WEI LING ELENA  
(HE HUILING)  
353 ANG MO KIO STREET 32  
#19-141  
SINGAPORE 560353

Document no. 12033023882  
Document date 09-12-2020  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 30001  
Job order number 2020032005/ 1  
Job order date 25-11-2020  
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SMV3258J	3G24JZC0	25-09-2020	VWVZZZ3CZKE139725	Passat Comfortline 1.8 I TSI 132kW DSG	1,589

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
3G5807417 GRU	Cover Primed	1	pcs.	1,544.88	#1	1,544.88	1,653.02
	REAR BUMPER						
3G0807521B GRU	Spoiler Primed	1	pcs.	259.44	#1	259.44	277.60
3G5807863	Attachment Strip	1	pcs.	58.90	#1	58.90	63.02
	BUMPER CTR BRACKET						
N 90346302	Pop-Rivet	10	pcs.	1.14	#1	11.40	12.20
3G0998491	1 Set Sensor Brackets	1	pcs.	43.74	#1	43.74	46.80
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
3G0853842 2ZZ	Decorative Moulding Brigh	1	pcs.	166.56	#1	166.56	178.22
	RHR BUMPER SIDE MLDG CHROM						
3G0853835 2ZZ	Decorative Moulding Brigh	1	pcs.	216.66	#1	216.66	231.83
	BUMPER CTR MLDG CHROM						
3G0945104A	Reflector	1	pcs.	65.92	#1	65.92	70.53
	RHS REFLECTOR INNER SCK CD						
	26/11/2020						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINT	1.5	pcs.	800.00	#1	1,200.00	1,284.00
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	INDIA INS DIRECT SETTLEMENT						
	DOA : 15/11/2020						
	TP VEH : SHC8993X						
	SURVEY BY : TAUFIKH						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	4,622.84	7%	376.80	5,382.84	5,759.64
Total	760.00	4,622.84		376.80	5,382.84	5,759.64

Customer



8,1 Service Advisor

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



SKODA

Commercial  
Vehicles

## Tax invoice

Page	2/2
Document no.	12033023882
Document date	09-12-2020
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	30001
Job order number	2020032005/ 1
Job order date	25-11-2020
Service Advisor	TIOW CHUAN CHEE

Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
HO  
WEI LING ELENA  
(HE HUILING)  
353 ANG MO KIO STREET 32  
#19-141  
SINGAPORE 560353

License plate	Model code	First registration	VIN	Model	Mileage
SMV3258J	3G24JZC0	25-09-2020	WVWZZZ3CZKE139725	Passat Comfortline 1.8 I TSI 132kW DSG	1,589

-----VISIT OUR WEBSITE: [altersales.vw.com.sg](https://altersales.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. 521XXXXXXX), 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.

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 16 Nov 2020 / 17:35:33

Receipt Date/Time : 16 Nov 2020 / 17:35:33

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-201116-003147

Previous Receipt No. :

**S/N Item Description/  
Business Transaction Reference  
No.**

<b>Amount Before GST (S\$)</b>	<b>GST Amount (S\$)</b>	<b>Amount After GST (S\$)</b>
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Result of Insurance Enquiry - SHC8993X

As at 15 Nov 2020/15:00:00

Insurance Co: INDIA INT'L INS PTE LTD

1 Insurance Enquiry - SHC8993X  
Enquiry Fee  
20201116173359389381

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

430092XXXXXX9738	eNETS Credit Card	7.45
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Total		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.**



GROOMWERKZ PTE LT

MAKING THE WORLD A SHINIER PLACE .....

Website: [www.groomwerkz.com](http://www.groomwerkz.com) Email: [eng@eng.com](mailto:eng@eng.com)

HEADQUARTER (CENTRAL)  
1 ESPLANADE DRIVE, BASEMENT 2,  
THE ESPLANADE, SINGAPORE 038981  
TEL: 6227 7239

BRANC  
502, CI  
INSIDE  
SINGA  
TEL: 62

Name: \_\_\_\_\_

Email:

Address:

Vehicle Reg. No.

Mode of Payment: CASH / NETS / VISA



GROOMWERKZ PTE LTD

502 CHAI CHEE LANE

#B1-00 / B1-01

SINGAPORE 469025

SALE

DATE/TIME 11 Dec 20 20:12:34

TID: 41000528

STAN: 001793

MID: 168168350282

INVOICE#: 000876

BATCH#: 000132

VISA

EXPIRY

XXXXXXXXXXXX1642

XX/XX

APPR CODE:005159

HOST: DBS

RRN: 034612001793

## PAYWAVE

TC:22B0E475C272E8AE

AID: A000000000310

VISA CREDIT

TS1:0000

AMOUNT SGD

180.00

NO SIGNATURE REQUIRED

I AGREE TO PAY THE ABOVE TOTAL  
AMOUNT ACCORDING TO CARD ISSUER  
AGREEMENT

CUSTOMER COPY

[illegible]

ISSUED BY:

RECEIVED IN GOOD ORDER:

For cheque payment, please issue cheque payable to **Groomwerkz Pte Ltd.**

## View Received Message

This mail is associated with :

**\*SMV3258J (MCT20110225)**  
**[SHC8993X]**

TP

HO WEI LING ELENA

Nov 15 2020 3:00PM

[-]

Volkswagen Centre Singapore

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**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 27/04/2021 14:35 PM.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$6307.09) - SMV3258J - Claim Handler: Sundari Nagarajan

Approved:6307.09:Please request TP WS to raise Tax Invoice for Cost of repairs in III's name

### DOCUMENTS SUMMARY

There are no documents.