



## LETTER OF DEMAND

Your Ref: CC3/A1420013068/653Our Ref: SNIP 8A17PTo: ATG

Dear Sirs,

ACCIDENT INVOLVING SNIP 8A17P & SKZ 4432Z ON 25/11/2021We are claiming on behalf of our client Chan Yeok FAIowner of vehicle number SNIP 8A17P involved in accident on 25/11/2021with vehicle SKZ 4432Z along/at BYE towards Tuas

Description of claims:

Cost of Repairs \$ 7272.19 (incl 7% GST)Loss of Use/Rental \$ 80 X 7 Days = \$ 560 (incl 7% GST)Search Fee \$ 2 (incl 7% GST)Miscellaneous Fee \$ - (incl 7% GST)TOTAL \$ 7834.19 (incl 7% GST)We are claiming in full and final settlement of \$ 7834.19  
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 16/12/2021

# Volkswagen Centre Singapore



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SMP8917P and SKF4432Z on 25/11/20  
along AYE Tuas Turn.  
Own vehicle's number Other vehicle's number Date of accident  
Biz Reg. No. 53103069E  
M29098505-2  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Chen Yeok Fai  
of SXXXX672C owner of Vehicle Registration  
Name of Policy Holder & IC / Passport number

Number SMP8917P hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**  
Own vehicle's number  
(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 \_\_\_\_\_ of the month  
25/11/2020 Year \_\_\_\_\_

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

\_\_\_\_\_

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

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, **Volkswagen Group Singapore Pte Ltd** ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$7,272.19** (Repair Cost), **S\$420.00** (Loss of Use), **S\$2.00** (Disbursement) for vehicle no. **SMP 8917P** that was damaged pursuant to the accident which occurred on **25/11/2020** (date) along **AYE JUST EXITED MCE (TWDS JURONG)** (location) involving vehicle no/s **SKF 4432Z**. This is pursuant to the inspection conducted on **02/12/2020** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **CHAN YEOK FAI** (the third party claimant") of vehicle no. **SMP 8917P** 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 AIG Asia Pacific 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 costs of repairs and/or rental and/or loss of use pursuant to the damage to **SMP 8917P** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim 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.

Dated this 11 (day) of 06 (month) 2021 (year)



MTH

Signed by appointed surveyor



Signed by "the workshop" (with chop)

## VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 1/2

Document no. 12033024926  
Document date 21-12-2020  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2020033073/ 1  
Job order date 03-12-2020  
Service Advisor PEARLYN CHEONG

Company  
AIG ASIA PACIFIC INSURANCE P/L  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120

Customer Details:  
Mr  
CHAN  
YEOK FAI  
808 BEDOK RESERVOIR ROAD  
#10-06  
SINGAPORE 479240

License plate	Model code	First registration	VIN	Model	Mileage
SMP8917P	AD13PYC1	21-10-2019	WVGZZZ5NZJW974523	Tiguan Comfortline EQP 1.4 TSI 110kW DSG	17,775

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
5NA807421 GRU	Cover For Bumper Primed	1	pcs.	1,151.75	#1	1,151.75	1,232.37
	OS CD 4/12/2020						
5NA807521 9B9	Spoiler Satin Black	1	pcs.	260.05	#1	260.05	278.25
	SCK A/O 4/12/2020						
5NA807863	Attachment Strip	1	pcs.	57.67	#1	57.67	61.71
	SCK A/O 4/12/2020						
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
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
5NA945095D	Led Tail Light	1	pcs.	547.79	#1	547.79	586.14
	A/O 16/12/2020						
5NA945096D	Led Tail Light	1	pcs.	547.79	#1	547.79	586.14
	A/O 16/12/2020						
8K0973702G	Flat Contact Housing With	1	pcs.	5.65	#1	5.65	6.05
	A/O 16/12/2020						
	LABOUR	2	pcs.	840.00	#1	1,680.00	1,797.60
	SPRAY PAINTING	2	pcs.	800.00	#1	1,600.00	1,712.00
	AIG DIRECT SETTLEMENT						
	DOA: 25.11.2020						
	TP VEH: SKF4432Z						
	TAUFIKH LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	6,036.44	7%	475.75	6,796.44	7,272.19
Total	760.00	6,036.44		475.75	6,796.44	7,272.19

Customer



Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

# VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial  
Vehicles

## Tax invoice

Page	2/2
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Document date	21-12-2020
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	30001
Job order number	2020033073/ 1
Job order date	03-12-2020
Service Advisor	PEARLYN CHEONG

Company  
AIG ASIA PACIFIC INSURANCE P/L  
78 Shenton Way  
#07-16 AIG Building  
Singapore 079120

Customer Details:  
Mr  
CHAN  
YEOK FAI  
808 BEDOK RESERVOIR ROAD  
#10-06  
SINGAPORE 479240

License plate	Model code	First registration	VIN	Model	Mileage
SMP8917P	AD13PYC1	21-10-2019	WVGZZZ5NZJW974523	Tiguan Comfortline EQP 1.4 TSI 110kW DSG	17,775

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://www.skoda.com.sg) (for additional services, products and promotions).-----

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 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.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

## Third Party Insurer Enquiry

Our Ref No: GR-20-147139  
Date of Request: 25/11/2020

Your Ref No: Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 25/11/2020  
Enquiry By Charmaine Kong Mei Kwan  
TP Vehicle No. SKF4432Z  
Accident Date 25/11/2020

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKF4432Z	AIG Asia Pacific Insurance Pte. Ltd.	22/09/2020-21/09/2021	65-6419-3000

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-20-147139

Date of Request: 25/11/2020

Your Ref No:

Online Purchase

Volkswagen Centre Singapore  
247 Alexandra Road  
Singapore 159934

Dear Sir/Madam,

Enquiry Date 25/11/2020

Enquiry By Charmaine Kong Mei Kwan

TP Vehicle No. SKF4432Z

Accident Date 25/11/2020

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

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For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque





Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

**Our Ref: CC3/AIG20013068/T1bs3**

17 March 2021

**JIMMY GOH KOCK KENG  
BLK 1 CHAI CHEE ROAD  
#03-206  
SINGAPORE (461001)**

Dear Sir/Madam,

**ACCIDENT INVOLVING SKF 4432Z AND SMP 8917P ON 25/11/2020.**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Jasper Chua  
DID: 6841 2928  
FAX: 6741 4108  
Email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)



## View Received Message

This mail is associated with :

**\*SMP8917P (3535385971SG)**  
**[SKF4432Z]**

TP  
CHAN YEOK FAI  
Nov 25 2020 8:00AM  
[JIMMY GOH KOCK KENG]  
Volkswagen Centre Singapore

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**From** AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS), sent on **09/06/2021 11:59 AM**.

**To** LKK\_HQ

**Subject** Alert - Adj Mandate Approved (S\$7694.19) - SMP8917P - Claim Handler: Ler, Bernard-JQ

Approved:7694.19:Subject to all docs in place.

### DOCUMENTS SUMMARY

There are no documents.