



LETTER OF DEMAND

Your Ref: \_\_\_\_\_

Our Ref: SLG 6357KTo: Ms Amy Capren

Dear Sirs,

ACCIDENT INVOLVING SLG 6357K & SHC 75787 ON 14/12/2020

We are claiming on behalf of our client Low Han Siong

owner of vehicle number SLG 6357K involved in accident on 14/12/2020

with vehicle SHC 75787 along/at Depot RD near 108A

Description of claims:

Cost of Repairs \$ 24,454.65 (incl 7% GST)

Loss of Use/Rental \$ 12 X 14 Days = \$ 1680 (incl 7% GST)

Search Fee \$ 7.45 (incl 7% GST)

Miscellaneous Fee \$ - (incl 7% GST)

TOTAL \$ 26142.10 (incl 7% GST)

We are claiming in full and final settlement of \$ 26142.10  
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 19/12/2020

# Volkswagen Centre Singapore



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SL6 6352K and SHC75785 on 14.12.2020  
along DEPOR RD  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, LOW HAN SIONG  
Name of Policy Holder & IC / Passport number  
of \_\_\_\_\_ owner of Vehicle Registration

Number SL6 6352K 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 14 of the month 12 Year 2020.

Signed & Delivered By:

x [Signature]

Policy Holder

Witness By:

[Signature]

**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**

Internal

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20005136MFSH  
ACCIDENT DATE : 14/12/2020  
ACCIDENT LOCATION : DEPOT RD NEAR 108A  
INSURED : CITYCAB PTE LTD  
INSURED DRIVER : TOH CHENG LEONG  
INSURED VEHICLE : SHC 7578T  
INVOLVED PARTY : SLG 6352R  
SETTLEMENT SUM : \$25,960.10

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

Type text here

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 : **LOW HAN SIONG**

Signature and Date :

  
02/00/2021

WITNESS :

**Meiy Wong**  
Insurance Advisor  
Tel: 6305 7299 Ext: 216  
Mobile: 8121 4681  
Fax: 6474 3643  
Email: [meiy.wong@vow.com.sg](mailto:meiy.wong@vow.com.sg)

Signature and Date :

  
02/06/2021

## VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial Vehicles

## Tax invoice

Page 1/3

Document no. 12033100666  
Document date 12-01-2021  
Customer no. 5211041856  
Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020035266/ 1  
Job order date 21-12-2020  
Service Advisor CHARMAINE KONG

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

Customer Details:  
Mr  
LOW  
HAN SIONG  
7 VERDE PLACE  
Singapore 688617

License plate	Model code	First registration	VIN	Model	Mileage
SLG6352R	5G13HZ	07-10-2016	VWVZZZAUZH057969	Golf 1.4 CLBM 92 TSI D7F	52,906

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
	To Align LED Headlight	1	pcs.	100.00	#1	100.00	107.00
	R&R RIM & BALANCE	2	pcs.	50.00	#1	100.00	107.00
	Wheel Alignment	1	pcs.	360.00	#1	360.00	385.20
5G0807217BPGRU	Cover For Bumper Primed	1	pcs.	1,158.63	#1	1,158.63	1,239.73
5G0998399 GRU	1 Set Sensor Brackets Pri	1	pcs.	21.89	#1	21.89	23.42
5G0919493	Sensor Bracket	1	pcs.	14.21	#1	14.21	15.20
5G0919493A	Sensor Bracket	2	pcs.	14.21	#1	28.42	30.41
5G0919494	Sensor Bracket	1	pcs.	14.21	#1	14.21	15.20
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
5G0807723D	Support Part	1	pcs.	54.69	#1	54.69	58.52
	BUMPER INNER BRACKET LH						
5G0807049A	Guide Piece	1	pcs.	20.91	#1	20.91	22.37
	BUMPER SIDE BRACKET LH						
5G0853211E 9B9	Cover Part For Bumper Sat	1	pcs.	27.86	#1	27.86	29.81
	LHS FOG LAMP GRILLE						
7P6853910A	Clamp	2	pcs.	2.80	#1	5.60	5.99
	CLIP						
5G2941753	Headlamps For Curve Light	1	pcs.	2,091.76	#1	2,091.76	2,238.18
	LH						
4G0907697F	Power Module For Day Driv	1	pcs.	392.42	#1	392.42	419.89
3C0973737	Flat Contact Housing With	1	pcs.	18.43	#1	18.43	19.72
	H/LAMP WIRE HOUSING						
5G0955453AE	Wash Water Reservoir	1	pcs.	135.38	#1	135.38	144.86
	SCK A/O 21/12/2020						
7M0919382	Seal Ring	1	pcs.	9.86	#1	9.86	10.55
7M0919376	Water Level Switch	1	pcs.	27.69	#1	27.69	29.63
3Q0955455	Sealing Cap	1	pcs.	12.65	#1	12.65	13.54
443955465	Gasket	1	pcs.	1.95	#1	1.95	2.09
431955465A	Gasket	1	pcs.	4.70	#1	4.70	5.03
G 052184A2	Windshield Cleaner Concen	1	pcs.	15.71	#1	15.71	16.81
1J0955875P	Coupling Piece	1	pcs.	17.66	#1	17.66	18.90
1J0955875R	Coupling Piece	1	pcs.	17.66	#1	17.66	18.90
5G0821105A	Fender	1	pcs.	615.49	#1	615.49	658.57
	FENDER LH						
5G0821135B	Cross Support	1	pcs.	31.68	#1	31.68	33.90
	FENDER BRACKET LH						
N 90817302	Rivetted Cap Nut	4	pcs.	2.23	#1	8.92	9.54
5G0805969P	Wheelhouse Liner	1	pcs.	181.47	#1	181.47	194.17
	LHS FENDER LINER ( UPPER )						
5G0821111C	Sound Absorber For Fender	1	pcs.	47.36	#1	47.36	50.68
	LHS FENDER ELEMENT A/O 21/12/2020						



## VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
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GST No.: M200985052



SKODA

Commercial  
Vehicles

## Tax invoice

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Customer GST-ID 195000106C  
Dealer 30001  
Job order number 2020035266/ 1  
Job order date 21-12-2020  
Service Advisor CHARMAINE KONG

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

Customer Details:  
Mr  
LOW  
HAN SIONG  
7 VERDE PLACE  
Singapore 688617

License plate	Model code	First registration	VIN	Model	Mileage
SLG6352R	5G13HZ	07-10-2016	VWVWZZZAUZH057969	Golf 1.4 CLBM 92 TSI D7F	52,906

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G4809835	Sectional Part-Pillar A/B SCK A/O 21/12/2020	1	pcs.	1,010.92	#1	1,010.92	1,081.68
N 90817302	Rivetted Cap Nut	2	pcs.	2.23	#1	4.46	4.77
N 10009110	Bolt Hex, Hd.	2	pcs.	2.19	#1	4.38	4.69
D 506KD1A4	2k-Füllschaum OS CD 21/12/2020	1	pcs.	144.94	#1	144.94	155.09
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	61.67	#1	61.67	65.99
D 007500A2	Zinc Spray OS A/O 21/12/2020	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive	1	pcs.	406.76	#1	406.76	435.23
5G4831055AS	Door LHS FRT DOOR	1	pcs.	2,004.50	#1	2,004.50	2,144.82
7L6868243	Clip DOOR BOARD CLIP	6	pcs.	1.49	#1	8.94	9.57
D 378500A2	Sound Absorber Laminated DOOR INSULATOR	1	pcs.	41.40	#1	41.40	44.30
5G4837651B	Door Seal	1	pcs.	103.28	#1	103.28	110.51
533867910A	Felt Strip	1	pcs.	19.82	#1	19.82	21.21
N 90365913	Oval Hexagon Socket Head	1	pcs.	2.76	#1	2.76	2.95
5G0601025AFZ49	Alloy Wheel Galvano Grey SCK A/O 21/12/2020	2	pcs.	1,337.14	#1	2,674.28	2,861.48
311601361	Rubber Valve	2	pcs.	3.29	#1	6.58	7.04
CINTURATO 225/40R18	Pirelli CintuP7 225/40R18	1	pcs.	476.00	#1	476.00	509.32
5G0955965	Pressure Cylinder With Je NOZZLE CYLINDER LH A/O 21/12/2020	1	pcs.	129.30	#1	129.30	138.35
000979992A	1 Set Of Shrink Fit Sleev	1	pcs.	64.39	#1	64.39	68.90
	Towing assistance - AWP	1	pcs.	195.00	#1	195.00	208.65
	LABOUR	4	pcs.	840.00	#1	3,360.00	3,595.20
	SPRAY PAINT	6	pcs.	800.00	#1	4,800.00	5,136.00
	TRANSFER DOOR MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	R&R FRT LUGGAGE TRIM	0.5	pcs.	840.00	#1	420.00	449.40
	DIRECT SETTLEMENT DOA: 14/12/2020 TP VEHICLE NO: SHC7578T SURVEY BY: RASUL LKK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	1,320.00	21,534.81	7%	1,599.84	22,854.81	24,454.65
Total	1,320.00	21,534.81		1,599.84	22,854.81	24,454.65

# VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road  
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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](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. 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](https://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

**Mr LOW HAN SIONG**  
BLK 105A DEPOT ROAD  
#09-603  
Singapore 101105  
Tel: 93884980

## Tax Invoice

**Inv No. :** RKL20120217

**Date :** 28 Dec 2020

**Ref :** B16147

**Currency :** SGD

**Terms :** 30 Days

**RA No. :** RKL20120112

**Veh No. :** SMD6191S

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 24/12/2020 to 06/01/2021 VOLKSWAGEN GOLF : SMD6191S DRIVEN BY : LOW HAN SIONG YOUR REF : VW-ALEX-SLG6352R	13.00	DAY	120.00	1,560.00

### Remarks:

VW-ALEX-SLG6352R

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

Includes GST 7.0% : S\$ 102.06  
**Total : S\$ 1,560.00**  
Paid : S\$ 1,560.00  
Outstanding : S\$ 0.00



Website: [www.mova.com.sg](http://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

**Mr LOW HAN SIONG**  
BLK 105A DEPOT ROAD  
#09-603  
Singapore 101105  
Tel: 93884980

## Tax Invoice

**Inv No. :** RKL121010104

**Date :** 08 Jan 2021

**Ref :** B16147

**Currency :** SGD

**Terms :** 30 Days

**RA No. :** RKLR20120112

**Veh No. :** SMD6191S

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 06/01/2021 to 07/01/2021 VOLKSWAGEN GOLF : SMD6191S DRIVEN BY : LOW HAN SIONG YOUR REF : VW-ALEX-SLG6352R	1.00	DAY	120.00	120.00

### Remarks:

VW-ALEX-SLG6352R

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

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





# 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 16147

RECEIVED 07 JAN 2021

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

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	GoF	Vehicle No: SMD61915	Singapore	Malaysia	Signature
Date/Time Out:	24/12/20	10:00	S\$ 2500.00	S\$ 2500.00	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 <u>1/8</u> F		Per Accident	Per Accident	
Date/ Time In:	07/01/21 1635		Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 <u>1/8</u> F		Months @\$	Per Month	
Change Over 1:	Date:	Initial:	Weeks @\$	Per Week	
Change Over 2:	Date:	Initial:	13 Days @\$ 112.15	Per Day	\$1457.95
KM Out: 29751	KM In: 30118		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Low Hun Strong		Rental Charges		
Address:	Blk 105A Depot Road #09-603		CDW @\$	per day / week / month	
	SC 101105		PAI @\$	per day / week / month	\$112.15 x 7% = \$120.00
			Petrol Top Up - Extension 1 day		
Identity Card No:	S8040082 I		Misc Charges		\$102.05
Date of Birth:	18/12/1980		GST		
Driving License:	S8040082 I		Total \$1560.00		
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Tel:	(HP) 93884988 (O)		Pre-Payment		
Nationality:	SG		Downpayment and Deposit N/A		
Effective Date:			Amount Refunded/ Due		
			Signature of Refund		
Additional Hirer			Remarks: Pearllyn		
Name:	Leong Suet Fern		VW - AUX - SLG 6352R		
Address:			Invoice No:	Ref. No:	
			Checked Out By:	Checked In By:	Checked By:
Identity Card No:	S8020676C		Sales-In Charge: melle		
Date of Birth:	05 July 1980		Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Driving License:	S8020676C				
Country of Issue:	SG				
Tel:	(HP) (O)				
Nationality:	SG				
Effective Date:	19 Jan 2005				

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 : 14 Dec 2020 / 18:35:16

Receipt Date/Time : 14 Dec 2020 / 18:35:16

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-201214-003983

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 - SHC7578T				
As at 14 Dec 2020/09:15:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHC7578T			
	Enquiry Fee	7.00	0.49	7.49
	20201214183338257504			
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
Paid By				
	430092XXXXXX9738	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.

## Asher Sng (LKKAUTO)

---

**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Thursday, 27 May 2021 2:49 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

**Follow Up Flag:** Follow up  
**Flag Status:** Completed


Dear Asher,

You have our mandate to settle as follow:

Cost of Repair : \$24,454.65  
Loss of Rental : \$ 1,498.00 (\$107 x 14days, with GST)  
LTA fee : \$ 7.45  
Total : \$25,960.10

Thank you.

Eric Woo  
Motor Claim Department

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

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Tuesday, 25 May 2021 4:06 pm  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [MANDATE REQUEST] RE: [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Hi Eric,

We refer to the enclosed email.

Third party rejected our offer and counter proposed GST for the rental.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto: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.*

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Sent:** Tuesday, 25 May 2021 10:59 AM  
**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: [MANDATE REQUEST] RE: [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Dear Asher,

You have our mandate to settle as follow:

Cost of Repair : \$24,454.65  
Loss of Rental : \$1300 - \$1400  
LTA fee : \$7.45  
To offer : \$25,762.10 - \$25,862.10

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
A Member of **MS&AD Insurance Group**

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Tuesday, 4 May 2021 10:51 am  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [MANDATE REQUEST] RE: [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Your ref : **D20005136MFSH**  
Our ref : CC4/FCI20014050/R1ea3q2

Dear Sirs,

**ACCIDENT INVOLVING SHC 7578T (OI) AND SLG 6352R (TP) ON 14/12/2020**

We refer to the above matter.

The accident occurred when our insured changed lane and hit 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 **\$ 25,960.10 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 33,996.84	\$ 24,454.65
2. Loss of Rental (14days x \$120)	\$ 1,680.00	\$ 1,498.00 (14days x \$100)
3. LTA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 35,684.29</b>	<b><u>\$ 25,960.10</u></b>

Surveyor recommended 13days 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](mailto: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:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Thursday, 18 March 2021 3:08 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Dear Asher,

We are agreeable with Express Settlement.



Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:  
[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
A Member of **MS&AD** Insurance Group

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Thursday, March 18, 2021 11:56 AM  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [PROPOSED LIABILITY] RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Hi Eric,

We refer to the above matter.

Liability: 100%

Remark: B:15 OID CHANGED LANE HIT TP

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](mailto: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.*

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 21 December 2020 3:40 PM  
**To:** [ERICWOO@MSFIRSTCAPITAL.COM.SG](mailto:ERICWOO@MSFIRSTCAPITAL.COM.SG)  
**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Dear Eric,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

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

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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)

---

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

**Sent:** Thursday, 17 December, 2020 4:44 PM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A \*\*\* LKK REF: CC4/FCI20014050/R1ea3

Dear Eric,

Thank you for your email.

**Hi Asher,**

**Kindly assist.**

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

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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.***

---

**From:** Eric Woo [<mailto:EricWoo@msfirstcapital.com.sg>]  
**Sent:** Thursday, 17 December 2020 3:27 PM  
**To:** Admin A  
**Cc:** Jasper Chua (LKK Auto); Mei Kwan (LKKAuto)  
**Subject:** FW: Our Ref: D20005136MFSH REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A  
**Importance:** High

Dear Sirs,

Please acknowledge our survey assignment.

Also, please call workshop to inform them of the liability.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
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**From:** Kong Charmaine (VGS - SG/Singapore) [<mailto:charmaine.kong@vw.com.sg>]  
**Sent:** Wednesday, December 16, 2020 2:15 PM  
**To:** CWS Motor Claims  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Wong Meiy (VGS - SG/Singapore); Chee Steven (VGS - SG/Singapore); Ong Germaine (VGS - SG/Singapore); Oh Aik Seong (VGS - SG/Singapore)  
**Subject:** RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352R & SHC7578T on 14/12/2020 along DEPOT road Near 108A

[External Email Warning: Do not click on any attachment or links/URL in this email unless sender is reliable]

Dear Claims,

Understand that your insured had already reported. Please revert on liability.

Thanks.

Best regards,

Charmaine Kong  
Insurance Service Advisor

## Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7176  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)  
<http://www.vw.com.sg>

**VOLKSWAGEN**  
GROUP SINGAPORE



Das **Welt**Auto.



Internal

**From:** Ong Germaine (VGS - SG/Singapore) <[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)>  
**Sent:** Tuesday, 15 December 2020 3:36 PM  
**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Kong Charmaine (VGS - SG/Singapore) <[charmaine.kong@vw.com.sg](mailto:charmaine.kong@vw.com.sg)>; Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>; Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Subject:** REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SLG6352K & SHC7578T on 14/12/2020 along DEPOT road Near 108A

Dear

Pls see attached GIA report and estimate

Please arrange survey at 17 Tuas ave 9

Vehicle at workshop

Best Regards,

Germaine Ong  
Body & Paint Supervisor  
Volkswagen Group Singapore Pte Ltd  
17 Tuas ave 9  
Singapore 639197

Hp: +6592361588  
[Germaine.ong@vw.com.sg](mailto:Germaine.ong@vw.com.sg)  
<http://www.vw.com.sg>



Internal

Internal

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