

# 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: 9BB1595J  
Our Ref: SPS 866M  
To: ACG

Dear Sirs,

ACCIDENT INVOLVING SPS 866M & 9BB1595J ON 26/12/2021

We are claiming on behalf of our client Chen Ching Chen owner of

vehicle number SPS 866M involved in accident on 26/12/2021

with vehicle 9BB1595J along/at Upper Serangoon Rd near City Green.

Description of claims:

Cost of Repairs \$ 29,207.73 (Incl 7% GST)

Loss of Use/Rental \$ 120.00 X 15 Days = \$ BKW \$ 1,926.00 (Incl 7% GST)

After Market Camera  
Medical Fee \$ 360 (Incl 7% GST)

Search Fee \$ 2 (Incl 7% GST)

TOTAL \$ 31,495.73

We are claiming in full and final settlement of \$ 24509.73 payable to Volkswagen Centre Singapore.

**\$ 1,926.00 - BKW Rent A Car 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 11/01/2022 of

**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, CHEN CHING ZHEN (the third party claimant") of  
40 Kovan Rise - (address), owner of SKS 866M  
(vehicle no.) hereby authorize Volkswagen Group Singapore Pte Ltd ("the workshop")  
to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for  
my vehicle no SKS 866M that was damaged pursuant to the accident which occurred on  
26.12.2020 (date) along Upp. Serangoon Rd towards City (location)  
involving vehicle no/s G5B 1595J ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit  
and the workshop is further authorized to receive payment further to settlement of my claim with  
payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without  
prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other  
vehicle/s is concerned.

**06 FEB 2021**

Dated this \_\_\_\_\_ (day) of \_\_\_\_\_ (month) 20\_\_\_\_ (year)

α [Signature]  
Signed by "the third party claimant"  
(with chop if applicable)

[Stamp: VOLKSWAGEN GROUP SINGAPORE]  
Signed by "the workshop"  
(with chop)

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\$29,207.73 (Repair Cost), S\$1,926.00 (Loss of Use/Rental), S\$362.00 (Disbursement) for vehicle no. SKS 866M that was damaged pursuant to the accident which occurred on 26/12/2020 (date) along UPPER SERANGOON RD TWDS CITY AREA (location) involving vehicle no/s GBB 1595J. This is pursuant to the inspection conducted on 29/12/2020 (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner CHEN CHING ZHEN (the third party claimant”) of vehicle no. SKS 866M 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 SKS 866M (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 22 (day) of 12 (month) 2021 (year)



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



SKODA

Commercial Vehicles

## Tax invoice

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

Customer Details:  
Ms.  
CHEN  
CHING ZHEN  
40 KOVAN RISE  
#08-22  
Singapore 544728

Document no. 12033103000  
Document date 05-02-2021  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2021000543/ 1  
Job order date 05-01-2021  
Service Advisor TIOW CHUAN CHEE

License plate	Model code	First registration	VIN	Model	Mileage
SKS866M	7N24MY	28-11-2016	WVWZZZ7NZHV211822	SHARAN HLBMT 162 TSD6F	31,238

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
7N0807217J GRU	Cover For Bumper Primed	1	pcs.	1,620.73	5.00% #1	1,539.69	1,647.47
	FRT BUMPER						
7N0807109D	Bumper Bracket	1	pcs.	764.09	5.00% #1	725.89	776.70
	FRT REINFORCEMENT						
7N0807205 GRU	Cap Primed	1	pcs.	56.24	5.00% #1	53.43	57.17
	FRT TOWING COVER						
7N0807192	Guide Piece	1	pcs.	142.12	5.00% #1	135.01	144.46
	FRT BUMPER CTR BRACKET						
7N0807183A	Guide Piece	1	pcs.	32.35	5.00% #1	30.73	32.88
	FRT BUMPER SIDE BRACKET LH						
7N0807184A	Guide Piece	1	pcs.	32.35	5.00% #1	30.73	32.88
	FRT BUMPER SIDE BRACKET RH						
7N0853677 9B9	Grill Satin Black	1	pcs.	180.49	5.00% #1	171.47	183.47
	FRT BUMPER LOWER GRILLE						
7N0853101 2ZZ	Decorative Moulding Brigh	1	pcs.	209.71	5.00% #1	199.22	213.17
	FRT LOWER GRILLE CHROM						
7N0853666B 9B9	Cooling Air Grill Satin B	1	pcs.	173.48	5.00% #1	164.81	176.35
	RHS FOG LAMP GRILLE A/O 6/1/2021						
7N0853651F 9B9	Radiator Grille Satin Bla	1	pcs.	644.08	5.00% #1	611.88	654.71
	FRT RADIATOR GRILLE						
7N0853600A FOD	Vw Sign Black High Gloss/	1	pcs.	112.51	5.00% #1	106.88	114.36
7N0845051D NVB	Rear Window Glass Not Pre	1	pcs.	853.67	5.00% #1	810.99	867.76
	REAR W/SCREENN SCK A/O 6/1/2021						
D 169300M2	1k Window Adhesive	2	pcs.	49.51	5.00% #1	94.07	100.65
D 00940104	All Purpose Cleaner	1	pcs.	89.22	5.00% #1	84.76	90.69
D 00920002	Primer	1	pcs.	25.74	5.00% #1	24.45	26.16
D 181802M1	Activator For Precoated W	1	pcs.	23.77	5.00% #1	22.58	24.16
D 00950025	Applicator	2	pcs.	9.39	5.00% #1	17.84	19.09
7N0827025H	Rear Trunk Lid	1	pcs.	2,680.27	5.00% #1	2,546.26	2,724.50
	OS CD 6/1/2021 Arr-11012021						
7N0827705F	Decklid Weatherstrip	1	pcs.	317.89	5.00% #1	302.00	323.14
	SCK A/O 6/1/2021						
8D0853419D	Packing Adhesive	1	pcs.	27.82	5.00% #1	26.43	28.28
	REAR NUMBER PLATE PACKING						
WHT007341	Riveted Cap Nut	4	pcs.	2.23	5.00% #1	8.47	9.06
7N0827851H IIT	Drive Unit	2	pcs.	555.49	5.00% #1	1,055.43	1,129.31
	REAR BOOT LID ABSORBER SCK A/O 6/1/2021						
7P6853630D FOD	Vw Sign Black High Gloss/	1	pcs.	113.71	5.00% #1	108.02	115.58
7N0853687 739	Inscription Chrome	1	pcs.	85.53	5.00% #1	81.25	86.94
	NAME PLATE - SHARAN						
7N0853675F 2ZZ	Inscription Bright Chrome	1	pcs.	70.04	5.00% #1	66.54	71.20
	NAME PLATE - 380 TSI SCK A/O 6/1/2021						

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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
7N0945307A	Led Tail Light With Back- TAILLIGHT INNER LH	1	pcs.	568.85	5.00% #1	540.41	578.24
7N0945308A	Led Tail Light With Rear TAILLIGHT INNER RH	1	pcs.	568.85	5.00% #1	540.41	578.24
7N0945208	Led Tail Light TAILLIGHT OUTER RH	1	pcs.	623.03	5.00% #1	591.88	633.31
8V0805673	Grommet OS CD 6/1/2021	4	pcs.	1.27	5.00% #1	4.83	5.17
7N0867601C 82V	Trim Panel For Hatch Gate REAR BOOT LID TRIM COVER SCK A/O 6/1/2021	1	pcs.	634.68	5.00% #1	602.95	645.16
7N0867707 82V	Rear Window Frame Titaniu REAR BOOT LID TRIM ( UPPER ) OS CD 6/1/2021 Arr-13012021	1	pcs.	73.66	5.00% #1	69.98	74.88
7N0971863B	Grommet OS CD 6/1/2021 Arr-13012021	2	pcs.	18.79	5.00% #1	35.70	38.20
7N0807417E GRU	Cover For Bumper Primed REAR BUMPER SCK A/O 6/1/2021	1	pcs.	1,250.67	5.00% #1	1,188.14	1,271.31
7N0807521C 9B9	Spoiler Satin Black SCK A/O 6/1/2021	1	pcs.	257.35	5.00% #1	244.48	261.59
7N0807305A	Bumper Bracket REAR REINFORCEMENT SCK A/O 6/1/2021	1	pcs.	755.41	5.00% #1	717.64	767.87
7N0807251A	Foam Insert REAR BUMPER FOAM SCK A/O 6/1/2021	1	pcs.	129.26	5.00% #1	122.80	131.40
N 10621301	Expanding Nut	6	pcs.	1.75	5.00% #1	9.98	10.68
7N0807863	Attachment Strip REAR BUMPER CTR BRACKET SCK A/O 6/1/2021	1	pcs.	181.89	5.00% #1	172.80	184.90
7N0813309	Rear Apron REAR END PANEL OUTER SCK A/O 6/1/2021	1	pcs.	240.16	5.00% #1	228.15	244.12
D 007500A2	Zinc Spray OS A/O 6/1/2021	1	pcs.	62.88	5.00% #1	59.74	63.92
D 180003M2	2k-Body Adhesive OS A/O 6/1/2021	1	pcs.	406.76	5.00% #1	386.42	413.47
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	61.67	5.00% #1	58.59	62.69
7N0863459C 82V	Cover For Lock Carrier Ti END PANEL TRIM COVER SCK A/O 6/1/2021	1	pcs.	210.62	5.00% #1	200.09	214.10
7N0807651	Cross Member FRT MEMBER SCK A/O 6/1/20251	1	pcs.	207.74	5.00% #1	197.35	211.16
7N0805567B	Support For Lock Carrier	1	pcs.	117.91	5.00% #1	112.01	119.85
7N0825711	Heat Shield For Exhaust M SCK A/O 6/1/2021	1	pcs.	229.57	5.00% #1	218.09	233.36



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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
7N0971104F	Harness For Ultrasonic Se REAR PARKING SENSOR WIRE HARNESS OS CD 6/1/2021 ETA CW03	1	pcs.	115.87	5.00% #1	110.08	117.79
8E0919279	Warning Buzzer Speaker	1	pcs.	57.84	5.00% #1	54.95	58.80
7N0919475F	Control Unit For Park Ste OS CD 20/1/2021	1	pcs.	442.78	5.00% #1	420.64	450.08
	LABOUR FRT	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINT FRT	1	pcs.	800.00	#1	800.00	856.00
	LABOUR REAR	4	pcs.	840.00	#1	3,360.00	3,595.20
	SPRAY PAINT REAR	3	pcs.	800.00	#1	2,400.00	2,568.00
	TRANSFER BOOT LID MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	CLEAN UP GLASS CHIPS	0.5	pcs.	840.00	#1	420.00	449.40
	R&R REAR W/SCREEN	1	pcs.	840.00	#1	840.00	898.80
	R&R REAR LUGGAGE TRIM	0.5	pcs.	840.00	#1	420.00	449.40
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REAR W/SCREEN SOLAR FILM	1	pcs.	400.00	#1	400.00	428.00
	R&R REAR SEAT	0.5	pcs.	840.00	#1	420.00	449.40
	AIG DIRECT SETTLEMENT DOA : 26/12/2020 TP VEH : GBB1595J SURVEY BY : RASUL LIMIT REPAIR - \$28K						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	760.00	26,536.94	837.18	7%	1,910.79	837.18	27,296.94	29,207.73
Total	760.00	26,536.94	837.18		1,910.79	837.18	27,296.94	29,207.73

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

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-----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. 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.

# TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO.
AIG ASIA PACIFIC INSURANCE PTE. LTD. 78 SHENTON WAY #07-16 SINGAPORE 079120 ATTN: CLAIMS DEPARTMENT C/O: LKK AUTO CONSULTANT PTE LTD

DATE	INVOICE NO.
22/1/2021	P 3590

	VHA NO.	DUE DATE	VEH NO.
	P 3590	22/1/2021	SGW 5239 S
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 05 JANUARY 2021 TO 20 JANUARY 2021 (INCLUDED TWO SATURDAY & TWO SUNDAY) YOUR REF: SKS866M & GBB1595J (VOLKSWAGEN)	15	120.00	1,800.00
Account Name: BKW RENT A CAR PTE LTD Account No: 118-312-9991 Bank: UNITED OVERSEAS BANK LTD (UOB) Branch: UOB Shaw Centre Branch Bank Address: 1 Scotts Road #03-04 Shaw Centre Singapore 228208 Bank Code: 7375 Branch Code: 018 Swift Code: UOVBSGSG	Subtotal	\$1,800.00	
	GST @ 7%	\$126.00	
All cheques must be made payable to BKW RENT A CAR PTE LTD. *Please indicate the invoice number and vehicle number in the reference.	<b>TOTAL</b>	<b>\$1,926.00</b>	

**BKW Rent-A-Car Pte Ltd**

120 Lower Delta Road #02-15 Cendex Centre (S) 169208 Tel: 6738 7777 Fax: 6738 6666

ACRA No: 200106276D GST Reg. No: 20-0106276-D Website: www.bkw.sg

A subsidiary of **BKW Automobile Pte Ltd**



## VEHICLE HIRING AGREEMENT

### HIRER'S PARTICULARS

Name (as in I/C) **CHEN CHING ZHEN**  
 NRIC/Passport No: **S811297SD** Date of Birth: **07/05/1971**  
 Address: **40 KOVAN RESE # 08-22** Age: **48**  
 S( **544728** )  
 Name & Address of Employer \_\_\_\_\_  
 Occupation \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed Date: **11/05/2001**  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_  
 Tel(O) \_\_\_\_\_ (R) \_\_\_\_\_ HP **94357576**

### DRIVER'S PARTICULARS

Name (as in I/C) \_\_\_\_\_  
 NRIC/Passport No: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Address: \_\_\_\_\_ Age: \_\_\_\_\_  
 S( \_\_\_\_\_ )  
 Occupation \_\_\_\_\_ Driving Exp: \_\_\_\_\_ Yrs  
 Driving Licence No: \_\_\_\_\_ Passed / Expiry Date: \_\_\_\_\_  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_ Contact No: \_\_\_\_\_

Hirer's Own Vehicle No: <b>SKJ 866M</b>		Replace Veh No: _____	
Loan Vehicle No: <b>56W 523Y5</b>		VR No: _____	
Make & Model: <b>T. Pirella</b>		Auto/Manual Group: <b>Auto</b>	
CHARGES : \$ cts			
Daily <b>15</b> day @ \$ <b>120</b>	Per day	<b>1,800</b>	<b>60</b>
Weekly/Monthly _____ week @ \$ _____	Per week/Monthly		
Others _____			
CDW/PAI @ \$ _____	Per day/Monthly		
Delivery/Collection Svc _____			
GST _____			
OR No: _____		(A) SUB-TOTAL	
Petrol Level & Surcharge	OUT	E	1/4
	IN		
First _____ km FREE per day	GST <b>7%</b>	<b>12600</b>	
Excess mileage is chargeable at _____ cents per km	TOTAL CHARGES	<b>1,92600</b>	

Security Deposit : \$ _____	Bank: <b>Citi</b>
CASH/NETS/VISA/MC/AMEX/CHQ No: <b>5425 5000 0267 6323</b>	
Expiry Date: <b>11/23</b>	Card ID No: <b>790</b>
Name as in Card: <b>CHEN CHING ZHEN</b>	

NON WAIVER EXCESS (Subject to GST): \$ **3000**

### ACCESSORIES CHECK

- ☐ Data Cards ☐ Camera Systems ☐ Hub Cap ☐ Radio / CD Cartridge  
☐ Jack ☐ Tyre Opener ☐ Petrol Cap ☐ Spare Tyre

Hirer's Signature : \_\_\_\_\_ Additional Driver's Signature : \_\_\_\_\_

SINGAPORE Use Only

I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment. I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have been given BKW Rent A Car Pte Ltd in connection with this agreement is true.

### IMPORTANT

- The Hirer and the authorized driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be Borne by the Hirer/the Authorised Driver.
- All vehicles are supplied with petrol and should returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the hirer should he fail to return the vehicle at the appropriate petrol level.
- No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charged as a full day rental.
- Use of the vehicle for illegal purpose (For instance: in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
- Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.
- The hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
- The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident. The owner reserve the right not to replace a replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or permit smoking and transport of pets in the vehicle are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair between \$200 - \$400.
- The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$50.00 per trip.
- In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to borne all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
- The hirer/Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the hirer/driver.
- All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
- I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
<b>5/1/2021</b>	<b>1715</b>	<b>223678</b>	<b>Max</b>	

Hirer's/Driver Signature

Return Of Vehicle: The Hirer Driver Is Required To Sign In The Column "Signature Of Hirer Driver Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"

Date In	Time In	Mileage	Check By	Remarks
<b>20/1/21</b>	<b>1625</b>	<b>223911</b>	<b>Max</b>	

Hirer's/Driver Signature



AIG Asia Pacific Insurance Pte Ltd  
Reg. No. 20100404M

To: BKW Rent A Car Pte Ltd  
120 Lower Delta Road  
#02-15 Cendex Centre  
Singapore 169208  
Tel No: 9789 8888 / 9617 0707 / 9678 7777  
Fax No: 6271 1661  
Attn: Mr. Johnny / Mr. Edwin

AUTHORIZATION OF RENTAL (AIG Express Third Party Claim)

Hirer's Name : CHEN CHING ZHEN  
Hirer's Contact No : +65-97932886  
Vehicles No : SKS866M  
Vehicle Make & Model : VOLKSWAGEN SHARAN 2.0 TSI 7N24MY – 1984cc  
Type Of Vehicle Required : - AS ABOVE -  
Total Numbers Of Days Required : 11 days \*\*\* + 2 days - total 13 days \*\*\* LKK AUTO CONSULTANTS P/L 20.01.2021  
(\*Extension will be allowed only upon approval from authorized personnel from AIG)  
AIG Insured Veh No : GBB 1595J  
Date Of Accident : 26/12/2020  
Workshop Service Advisor : Charmaine Kong  
Service Advisor Contact No : +65 6305 7176

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The above is authorized by:

Name : HOW MEI KWAN  
Name of Company : LKK AUTO CONSULTANT PTE LTD  
Signature : HMK  
Date : 05.01.2021

## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

GBB1595J

Date of Accident

26/12/2020 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG**Period of Insurance ..... **18/08/2020 - 17/08/2021**Requested By ..... **Steven Chee (Volkswagen Gro...**Requested Date ..... **28/12/2020 09:45**

## Payment details

Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2**

## General Insurance Association

Records Management Centre

GST Registration No: **M400017735**



南发汽车装饰品  
NAM HUAT CAR AUDIO PTE LTD

21 TOH GUAN ROAD EAST  
#01-14 TOH GUAN CENTRE SINGAPORE 408609  
TEL: 6566 2080, 6316 3373 FAX: 6316 3760  
Email: namhuatauto@hotmail.com  
Website: www.namhuat.sg

WE ACCEPT



OCBC, CITIBANK 0% Installment plan

NAME / ADDRESS

Specialise in Car Audio, Car Camera, Remote Alarm, Auto Accessories & Car Air-Com

Registration No.: 199004964Z

CASH

**NAM HUAT AUDIO**

176 SIN MING DRIVE #02-22  
SIN MING AUTOCARE S(675721)  
TEL: 6454 2262

DATE

06/02/2021

INVOICE NO.

45564

TERM

days

TELEPHONE NO.

VEHICLE NUMBER

SKS866M

ITEM	DESCRIPTION	QTY	UNIT PRICE	AMOUNT
1	IROAD X5 2CH VIDEO RECORDER 32GB	1 PCS	360.00	360.00
	SubTotal :			360.00
	Add 0% GST			0.00
	Total			360.00
	Singapore Dollars Three Hundred Sixty Only			
	Remark 2 : SHARAN			
TOTAL				360.00
REMARKS / SPECIAL INSTRUCTIONS				DEPOSIT 0.00
				BALANCE 360.00

GOODS SOLD ARE NOT RETURNABLE

FOR NAM HUAT CAR AUDIO PTE LTD

SIGNATURE & COMPANY STAMP

AUTHORISED SIGNATURE

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 30 December 2020 2:04 PM  
**To:** wilson94@gmail.com  
**Subject:** ACCIDENT INVOLVING GBB 1595J(AIG) / SKS 866M / OTHERS AT/ALONG UPPER SERANGOON ROAD ON 26/12/2020

30 Dec 2020

**M/s EASTERN ASIA MARINE PRODUCTS PTE LTD**

*[By Email Only]*

Dear Sir/Madam,

**You Ref: GBB1595J**

**Our Ref: CC4/AIG20014612/pa3**

**ACCIDENT INVOLVING GBB 1595J(AIG) / SKS 866M / OTHERS AT/ALONG UPPER SERANGOON ROAD ON 26/12/2020**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SKS866M against your insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

**Kindly let us have the accident scene photographs taken by your goodself for our necessary action.**

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	28 Dec 2020 23:07	<b>Clim Dtl Modified</b>	Claimant's Name: -> CHEN CHING ZHEN.	[A] HOW MEI KWAN
2	28 Dec 2020 23:07	<b>Clim Veh Model Changed</b>	(206704) VOLKSWAGEN SHARAN 2.0 TSI 7N24MY (A).	[A] HOW MEI KWAN
3	28 Dec 2020 23:07	<b>Clim Created</b>	Reg No: SKS866M. Acct Date: 2020/12/26. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Volkswagen Centre Singapore (Tuas)	[A] HOW MEI KWAN
4	28 Dec 2020 23:07	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	28 Dec 2020 23:07	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/01/07	[A] HOW MEI KWAN
6	28 Dec 2020 23:07	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	28 Dec 2020 23:07	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Exp ress)	[I] Merimen Administrator
8	28 Dec 2020 23:07	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	28 Dec 2020 23:07	<b>Adj Adjuster Assigned</b>	[None] -> MOHD RASUL	[A] HOW MEI KWAN
10	05 Jan 2021 09:48	<b>Clim Registration Modified</b>	Acct Time:17:00:00->17:10:00. Pol No:1800143406->1800143406-02.	[I] AIG OneClaim Integration User
11	05 Jan 2021 10:14	<b>Clim Registration Modified</b>	Acct Time:17:10:00->17:00:00. Pol No:1800143406-02->1800143406.	[I] Low, Xianyu
12	10 Mar 2021 13:10	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
13	10 Mar 2021 13:10	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	10 Mar 2021 13:10	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2016/11/28.	[A] JOANNE LEE KHANG MIN
15	10 Mar 2021 13:10	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
16	12 Mar 2021 08:45	<b>Adj Mandate Request</b>	Cur.Req:31495.73:Liability: 100%(BOLA 28) *Quantum: (a)CORw/GST: \$29,207.73 + (b)LORw/GST(15 days x \$12.00): \$1,926.00 + (c)LTA/GIA search fee: \$2.00 +(d)Iroad Camera:\$360.00 = Total: \$31,495.73 *13 recommendation repair days + 2Sunday =15days *For	[A] CHEW HSIAO TONG
17	16 Mar 2021 14:47	<b>Video Downloaded</b>	Downloaded SKS866M vs GBB1595J_TP VIDEO(FRONT)	[I] Lee, Ming-Yao
18	16 Mar 2021 14:48	<b>Video Downloaded</b>	Downloaded SKS866M vs GBB1595J_TP VIDEO(REAR)	[I] Lee, Ming-Yao
19	14 Apr 2021 13:49	<b>Video Downloaded</b>	Downloaded SKS866M vs GBB1595J_TP VIDEO(FRONT)	[I] Loh, Chee-Heng
20	14 Apr 2021 13:49	<b>Video Downloaded</b>	Downloaded SKS866M vs GBB1595J_TP VIDEO(REAR)	[I] Loh, Chee-Heng
21	14 Apr 2021 13:54	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/01/07	[I] Loh, Chee-Heng
22	14 Apr 2021 13:54	<b>Adj Mandate Set</b>	Approved:31495.73.	[I] Loh, Chee-Heng

Date From    Date To    Audit Type  

### ACTIVITY

No record

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2657136	28 Dec 2020	TP Case	Motor	LKK Auto	AIG Asia	SKS866M	GBB1595J	11.00



	23:12:00	(Insurer)		Consultants Pte Ltd	Pacific Insurance Pte. Ltd. (Express)			
2659036	05 Jan 2021 11:58:05	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SKS866M	CHEW HSIAO TONG	xx.xx
2659037	05 Jan 2021 11:58:05	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SKS866M	CHEW HSIAO TONG	xx.xx
2676262	10 Mar 2021 13:10:40	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKS866M	GBB1595J	11.00