



247 Alexandra Road Singapore 159934
Fax: 64743643 Tel: 63057299

Biz Reg. No. 53103069E
GST No. M20098505-2

LETTER OF DEMAND

Your Ref: D21000040MFBH
Our Ref: SMM40339
To: Mr Tan Cupian

Dear Sirs,

ACCIDENT INVOLVING SMM40339 & SH442AD ON 21/11/2011

We are claiming on behalf of our client WEE HUNG JING owner of

vehicle number SMM40339 involved in accident on 21/11/2011

with vehicle SH442AD along/at CTE TUNDS PIE CUIT

Description of claims:

Cost of Repairs \$ 4081.89 (Incl 7% GST)

Loss of Use/Rental \$ 80 X 3 Days = \$ 240

Medical Fee \$ - (Incl 7% GST)

Search Fee \$ 7.45 (Incl 7% GST)

TOTAL \$ 4329.34

We are claiming in full and final settlement of \$ 4329.34 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 10/02/2012 of

Volkswagen Centre Singapore



LETTER OF AUTHORITY

ACCIDENT INVOLVING SMM 40336 and SHA4247D on 27/12/2020
along CTE to J's PLE exit Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Wee Hing Sing
of SXXXX072B Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number SMM40336 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 A 29112951AN 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 05 of the month

JAN Year 21

Signed & Delivered By:

Policy Holder

Witness By:

DISCHARGE RECEIPT

CLAIM REFERENCE : D21000040MFSH
ACCIDENT DATE : 27/12/2020
ACCIDENT LOCATION : CTE TWDS PIE EXIT
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : TAN SEE TONG
INSURED VEHICLE : SHA 4247D
INVOLVED PARTY : SMM 4033G
SETTLEMENT SUM : \$4,239.34

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

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 : **WEE HUNG JING**

Signature and Date :

WITNESS :

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

Signature and Date :

 8/3/21
 08/03/21

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page 1/2

Document no. 12033102040
Document date 27-01-2021
Customer no. 5211041856
Customer GST-ID 195000106C
Dealer 30001
Job order number 2021002861/ 1
Job order date 19-01-2021
Service Advisor TIOW CHUAN CHEE

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

Customer Details:
Mr
WEE
HUNG JING
(HUANG HONGJING)
236A SERANGOON AVENUE 2
#11-149
SINGAPORE 551236

License plate SMM4033G	Model code BQ14HZH0	First registration 27-06-2019	VIN WVWZZZAUZKW022383	Model Golf Highline 1.4 TSI 92kW DSG	Mileage 18,256
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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
5G6807417BQGRU	Cover For Bumper Primed REAR BUMPER	1	pcs.	1,165.55	#1	1,165.55	1,247.14
5G6807863C	Attachment Strip RR CTR BRACKET	1	pcs.	64.97	#1	64.97	69.52
5G0919491D	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
5G0919491E	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
5G0919492D	Sensor Bracket	1	pcs.	12.60	#1	12.60	13.48
5G0919491D	Sensor Bracket	1	pcs.	12.13	#1	12.13	12.98
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
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	MS FIRST CAPITAL DIRECT SETTLEMENT DOA : 27/12/2020 TP VEH : SHA4247D SURVEY BY : TAUFIK						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	3,054.85	7%	267.04	3,814.85	4,081.89
Total	760.00	3,054.85		267.04	3,814.85	4,081.89

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).-----

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page	2/2
Document no.	12033102040
Document date	27-01-2021
Customer no.	5211041858
Customer GST-ID	195000106C
Dealer	30001
Job order number	2021002861/ 1
Job order date	19-01-2021
Service Advisor	TIOW CHUAN CHEE

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

Customer Details:
Mr
WEE
HUNG JING
(HUANG HONGJING)
236A SERANGOON AVENUE 2
#11-149
SINGAPORE 551236

License plate	Model code	First registration	VIN	Model	Mileage
SMM4033G	BQ14HZH0	27-06-2019	WVWZZZAUZKW022383	Golf Highline 1.4 I TSI 92kW DSG	18,256

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.



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 28 Dec 2020 / 16:04:44

Receipt Date/Time : 28 Dec 2020 / 16:04:44

Tax Invoice/Receipt

Receipt No. : ITNET-00000-201228-003579

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - SHA4247D				
As at 27 Dec 2020/14:50:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHA4247D			
	Enquiry Fee	7.00	0.49	7.49
	20201228160250017082			
	Sub-Total	7.00	0.49	7.49
	Total Before Rounding	7.00	0.49	7.49
	Rounding Difference			0.04
	Total Amount Payable			7.45
Paid By				
	411911XXXXXX8908	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: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>
Sent: Wednesday, 24 February 2021 11:16 AM
To: Asher Sng (LKKAUTO)
Cc: Admin A
Subject: RE: [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Follow Up Flag: Follow up
Flag Status: Completed


Dear Asher,

Pls offer as per below :

COR - \$4,081.89
LOU - \$100 to \$180 (\$50 to \$60 x 2 to 3 days)
LTA - \$7.45
TOTAL - \$4,189.34 to \$4,269.34

Thank you.

Chris Lim
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: ChrisLim@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of  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: Wednesday, 24 February 2021 10:28 am
To: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Your ref : **D21000040MFSH**
Our ref : CC4/FCI20014766/T1ea3q2

Dear Sirs,

ACCIDENT INVOLVING SHA 4247D (OI) AND SMM 4033G (TP) ON 27/12/2020

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 \$ 4,269.34 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 8,748.15	\$ 4,081.89
2. Loss of Use (3days x \$80)	\$ 240.00	\$ 180.00 (3days x \$60)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 8,995.60	<u>\$ 4,269.34</u>

Surveyor recommended 3days 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: Asher Sng (LKKAuto)

Sent: Thursday, 11 February 2021 12:21 PM

To: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Hi Chris,

Thank you for the email.

We will prepare our report and seek for your approval in due course.

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: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>

Sent: Wednesday, 10 February 2021 4:35 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: FW: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Dear Asher,

We have received the LOD from TP and have acknowledged it.

Thank you.

Chris Lim

Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877

| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: ChrisLim@msfirstcapital.com.sg | Company Regn. No. 195000106C

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

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From: Lim Gan Koon (Chris)

Sent: Tuesday, 19 January 2021 11:28 am

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: FW: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Dear Asher,

Liability is clear. Pls proceed with ES.

Chris Lim
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: ChrisLim@msfirstcapital.com.sg | Company Regn. No. 195000106C
A Member of MS&AD Insurance Group

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 15 January 2021 1:49 pm
To: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D21000040MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA4247D AND SMM4033G ON 27.12.2020 *** LKK REF: CC4/FCI20014766/T1ea3

Dear Chris,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 30 December, 2020 4:18 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: CHRISLIM@MSFIRSTCAPITAL.COM.SG; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D21000040MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 05/01/2020.

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)

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

** 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: Wednesday, 30 December 2020 12:15 PM

To: ASSIGNMENTS@LKKAUTO.COM

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

Subject: PRI: SURVEY ASSESSMENT - D21000040MFSH/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

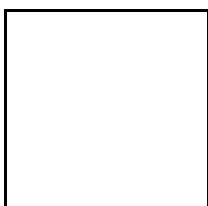
Motor Claims Department

MS First Capital Insurance Limited

Tel : 6507 3848

Fax : 6507 3849

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