



LETTER OF DEMAND

Your Ref: CC3/AIG21000699/A1pa3

Our Ref: SMB 5749T

To: AIG

Dear Sirs,

ACCIDENT INVOLVING SMB 5749T & SGL 655B ON 13/01/2021

We are claiming on behalf of our client Chua Wee Kuan

owner of vehicle number SMB 5749T involved in accident on 13/01/2021

with vehicle SGL 655B along/at Airbus 7400 Toa Payoh

Description of claims:

Cost of Repairs \$ 35,911.53 (incl 7% GST)

Loss of Use/Rental \$ 120 X 35 Days = \$ 4200 (incl 7% GST)

Search Fee \$ - (incl 7% GST)

Miscellaneous Fee \$ - (incl 7% GST)

TOTAL \$ 40,111.53 (incl 7% GST)

We are claiming in full and final settlement of \$ 40,111.53
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.

Dated this 21/5/2021

AUTHORIZATION TO ACT

(AIG Asia Pacific - Express Third Party Claim)

I, Chua Wee Euan (the third party claimant") of B1K 6713 Jurong West St 65 #14-106 Singapore 649071 (address), owner of SM85749T (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 SM85749T that was damaged pursuant to the accident which occurred on 13/01/2021 (date) along PTE TURNS TOA PAYON (location) involving vehicle no/s SGL 67584 ("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.

Dated this 14 (day) of Jan (month) 20 21 (year)



Signed by "the third party claimant"
(with chop if applicable)



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\$35,911.53** (Repair Cost), **S\$3,500.00** (Loss of Use/Rental), **S\$ -** (Disbursement) for vehicle no. **SMS 5149T** that was damaged pursuant to the accident which occurred on **13/01/2021** (date) along **PIE TWDS TOA PAYOH** (location) involving vehicle no/s **SGL 6155B**. This is pursuant to the inspection conducted on **14/01/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **CHUA WEE KUAN** (the third party claimant") of vehicle no. **SMS 5149T** 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 **SMS 5149T** (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 19 (day) of 08 (month) 20 21 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

ŠKODA Centre Singapore

26 Leng Kee Rd
Singapore 159104
Biz. Reg. No.: 199101494Z
GST No.: M200985052



SKODA

Commercial
Vehicles

Tax invoice

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Document no. 12033104061
Document date 22-02-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021002068/ 1
Job order date 14-01-2021
Service Advisor TIOU CHUAN CHEE

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

Customer Details:
Mr
CHUA
WEE KUAN
BLK 671B JURONG WEST ST 65
#14-106
SINGAPORE 642671

License plate	Model code	First registration	VIN	Model	Mileage
SMS5149T	5E36UDR3	28-02-2020	TMBBU7NE9L0053813	Octavia RS 2.0 I TSI 180kW w/o WC MY20	22,198

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5E0807837B 9B9	Connecting BUMPER END TRIM LH SCK A/O 15/1/2021	1	pcs.	28.48	#1	28.48	30.47
5E0807838B 9B9	Connecting BUMPER END TRIM RH SCK A/O 15/1/2021	1	pcs.	28.48	#1	28.48	30.47
5E5807863	Retaining BUMPER CTR BRACKET LH	1	pcs.	65.74	#1	65.74	70.34
5E5807864	Retaining BUMPER CTR BRACKET RH A/O 20/1/2021	1	pcs.	65.74	#1	65.74	70.34
5E5807393	Guide Piec BUMPER SIDE BRACKET LH	1	pcs.	20.46	#1	20.46	21.89
5E5807394	Guide Piec BUMPER SIDE BRACKET RH A/O 20/1/2021	1	pcs.	20.46	#1	20.46	21.89
WHT003737	Unbekannt NUT	6	pcs.	0.19	#1	1.14	1.22
N 10621301	Expanding Nut	10	pcs.	1.80	#1	18.00	19.26
5E5919485C	Sensor Bra	1	pcs.	11.63	#1	11.63	12.44
5E5919486C	Sensor Bra	1	pcs.	11.63	#1	11.63	12.44
5E5919485B	Sensor Bra OS CD 15/1/2021	2	pcs.	11.63	#1	23.26	24.89
5Q0919275B GRU	Sensor Primed	2	pcs.	164.62	#1	329.24	352.29
5Q0919133 9B9	Seal Ring Satin Black	2	pcs.	1.28	#1	2.56	2.74
D 822150A1	Bonding Agent For Plastic	1	pcs.	62.81	#1	62.81	67.21
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	78.91	#1	78.91	84.43
5E5945712A	Taillight TAILLIGHT RH	1	pcs.	691.81	#1	691.81	740.24
5E0945106B	Reflector REFLECTOR RH OS CD 15/1/2021	1	pcs.	35.76	#1	35.76	38.26
5E0945104B	Reflector REFLECTOR CTR OS CD 15/1/2021	1	pcs.	54.64	#1	54.64	58.46
5E5813301B	Rear Panel END PANEL INNER OS CD 15/1/2021	1	pcs.	581.29	#1	581.29	621.98
5E5813309	End Plate END PANEL OUTER SCK A/O 15/1/2021	1	pcs.	120.67	#1	120.67	129.12
D 007500A2	Zinc Spray OS A/O 15/1/2021	1	pcs.	62.88	#1	62.88	67.28
D 180003M2	2k-Body Adhesive	1	pcs.	428.72	#1	428.72	458.73
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	64.15	#1	64.15	68.64
5E0810970E	Wheelhouse RHR FENDER LINER SCK A/O 15/1/2021	1	pcs.	120.88	#1	120.88	129.34
5Q0813116B	Floor Pan OS CD 19/1/2021 Arr-28012021	1	pcs.	522.30	#1	522.30	558.86

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SKODA

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78 Shenton Way
#07-16 AIG Building
Singapore 079120

Customer Details:
Mr
CHUA
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BLK 671B JURONG WEST ST 65
#14-106
SINGAPORE 642671

License plate	Model code	First registration	VIN	Model	Mileage
SMS5149T	5E36UDR3	28-02-2020	TMBBU7NE9L0053813	Octavia RS 2.0 I TSI 180kW w/o WC MY20	22,198

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5Q0803274B	Retainer SPARE WHEEL BOLT BRACKET S/O 20/1/2021	1	pcs.	44.66	#1	44.66	47.79
5G0803899	Bolt For Spare Wheel Moun A/O 20/1/2021	1	pcs.	19.75	#1	19.75	21.13
5Q0825712D	Heat Shield For Exhaust M OS CD 15/1/2021	1	pcs.	112.50	#1	112.50	120.38
5E0853677B 9B9	Cooling Ai FRT BUMPER CTR LOWER GRILLE	1	pcs.	92.93	#1	92.93	99.44
1K0253141L	Dual Clamp	1	pcs.	60.12	#1	60.12	64.33
4G0857563 9B9	Unbekannt CILP SCK A/O 20/1/2021	1	pcs.	4.91	#1	4.91	5.25
5E0807905B	FOIL LH	1	pcs.	52.35	#1	52.35	56.01
5E0807906B	FOIL RH	1	pcs.	52.35	#1	52.35	56.01
5E5863459 9B9	Cover For END PANEL TRIM COVER SCK A/O 20/1/02021	1	pcs.	133.58	#1	133.58	142.93
D 378500A2	Sound Absorber Laminated FLOOR PAN INSULATOR	2	pcs.	43.65	#1	87.30	93.41
N 91073004	Hexagon Flange Screw A/O 20/1/2021	4	pcs.	2.50	#1	10.00	10.70
1K0899185	Plug A/O 20/1/2021	8	pcs.	1.33	#1	10.64	11.38
N 10785401	Hexagon Flange Screw	4	pcs.	8.85	#1	35.40	37.88
N 91200301	Hexagon Flange Screw CD 4/2/2021	2	pcs.	3.50	#1	7.00	7.49
N 90648402	Bolt Hex. Hd.	8	pcs.	6.00	#1	48.00	51.36
WHT000228	Eccentric Screw	2	pcs.	16.03	#1	32.06	34.30
N 10106402	Shouldered Hex. Nut Self-	2	pcs.	3.11	#1	6.22	6.66
N 10640501	Bolthex.Hd.With Shoul.	2	pcs.	8.37	#1	16.74	17.91
N 90648402	Bolt Hex. Hd.	4	pcs.	6.00	#1	24.00	25.68
N 10628301	Bolt Hex. Hd. With Should	2	pcs.	8.85	#1	17.70	18.94
N 10106402	Shouldered Hex. Nut Self-	2	pcs.	3.11	#1	6.22	6.66
N 10776501	Hexagon Flange Screw	2	pcs.	5.39	#1	10.78	11.53
N 90183803	Hexagon Collar Nut Self-L	2	pcs.	3.02	#1	6.04	6.46
	Towing assistance - AWP	1	pcs.	195.00	#1	195.00	208.65
	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	9	pcs.	840.00	#1	7,560.00	8,089.20
	SPRAY PAINT REAR	6	pcs.	800.00	#1	4,800.00	5,136.00
	R&R REAR W/SCREEN	1	pcs.	840.00	#1	840.00	898.80
	TRANSFER BOOT LID MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	R&R REAR LUGGAGE TRIM	0.5	pcs.	840.00	#1	420.00	449.40
	R&R REAR SEAT	0.5	pcs.	840.00	#1	420.00	449.40
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50

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License plate SMS5149T	Model code 5E36UDR3	First registration 28-02-2020	VIN TMBBU7NE9L0053813	Model Octavia RS 2.0 TSI 180kW w/o WC MY20	Mileage 22,198
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	FRT 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 EXHAUST	0.5	pcs.	840.00	#1	420.00	449.40
	AIG DIRECT SETTLEMENT						
	DOA : 13/01/2021						
	TP VEH : SGL6155B						
	SURVEY BY : RASUL						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	4,540.00	29,022.18	7%	2,349.35	33,562.18	35,911.53
Total	4,540.00	29,022.18		2,349.35	33,562.18	35,911.53



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 (for online service appointments) and volkswagen.com.sg and 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

This is an authorised document. No signature is required.

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 18 January 2021 10:25 AM
To: ROYSTONHAN@GMAIL.COM
Subject: ACCIDENT INVOLVING SGL 6155B(AIG) / SMS 5149T/ OTHERS AT/ALONG
PIE(STEVEN ROAD EXIT) ON 13/01/2021

18 Jan 2021

Mr Han YaoHong, Royston

[By Email Only]

Dear Sir/Madam,

You Ref: SGL6155B

Our Ref: CC3/AIG21000699/R1pa3

ACCIDENT INVOLVING SGL 6155B(AIG) / SMS 5149T/ OTHERS AT/ALONG PIE(STEVEN ROAD EXIT) ON 13/01/2021

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 SMS5149T 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.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: 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	14 Jan 2021 17:19	Clim Dtl Modified	Claimant's Name: -> CHUA WEE KUAN.	[A] HOW MEI KWAN
2	14 Jan 2021 17:19	Clim Veh Model Changed	(206689) SKODA OCTAVIA 2.0 RS TSI AIDISPLAY (A).	[A] HOW MEI KWAN
3	14 Jan 2021 17:19	Clim Created	Reg No: SMS5149T. Acct Date: 2021/01/13. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Skoda Centre Singapore (HQ)	[A] HOW MEI KWAN
4	14 Jan 2021 17:19	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	14 Jan 2021 17:19	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/25	[A] HOW MEI KWAN
6	14 Jan 2021 17:19	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	14 Jan 2021 17:19	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[I] Merimen Administrator
8	14 Jan 2021 17:20	Label Added	(23):Express.	[A] HOW MEI KWAN
9	14 Jan 2021 17:20	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
10	18 Jan 2021 11:08	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
11	24 May 2021 21:48	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	24 May 2021 21:48	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	24 May 2021 21:48	Clim Dtl Modified	JPJ Reg. Date: -> 2020/02/28.	[A] JOANNE LEE KHANG MIN
14	24 May 2021 21:48	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	09 Jun 2021 10:47	Adj Mandate Request	Cur Req:39411.53:Liability: 100%(B28-4 veh c.c, OID 3rd car) *Quantum: (a)CORw/GST: \$35,911.53 + (b)LOU(33days x \$100.00): \$3,500.00 = Total: \$39,411.53 *23recommendation repair days + 4Sat +4Sunday+3PH(CNY)+ 1PRS = 35days *For your approval pleas	[A] CHEW HSIAO TONG
16	16 Jun 2021 08:55	Video Downloaded	Downloaded Video - Accident	[I] MdNoor, Norsiah
17	16 Jun 2021 08:56	Video Downloaded	Downloaded SMS5149T vs SGL6155B_TP VIDEO(REAR)	[I] MdNoor, Norsiah
18	16 Jun 2021 08:57	Video Downloaded	Downloaded SMS5149T vs SGL6155B_TP VIDEO(FRONT)	[I] MdNoor, Norsiah
19	29 Jun 2021 09:38	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/25	[I] MdNoor, Norsiah
20	29 Jun 2021 09:38	Adj Mandate Set	Maintained.	[I] MdNoor, Norsiah
21	30 Jun 2021 13:29	Adj Mandate Request	Cur Req:39411.53:Hi, Kindly refer to my email dated 30/06/2021.	[A] CHEW HSIAO TONG
22	13 Aug 2021 16:46	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/01/25. Mandate Remarks: please proceed with settlement @ \$39,411.53 [COR - \$35,911.53 LOU-\$3,500] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha
23	13 Aug 2021 16:46	Adj Mandate Set	Approved:39411.53:please proceed with settlement @ \$39,411.53 [COR - \$35,911.53 LOU-\$3,500] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha

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	Ref 1	Ref 2	Amount
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					(Branch)			
2662025	15 Jan 2021 18:28:05	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMS5149T	SGL6155B	11.00
2662161	18 Jan 2021 10:33:22	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMS5149T	Low, Xianyu	xx.xx
2662187	18 Jan 2021 11:10:29	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMS5149T	CHEW HSIAO TONG	xx.xx
2662339	18 Jan 2021 15:50:11	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMS5149T	CHEW HSIAO TONG	xx.xx
2696760	24 May 2021 21:48:21	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMS5149T	SGL6155B	11.00