



LETTER OF DEMAND

Your Ref: CC3/ATG21000855/P1pa3Our Ref: SMU 911017To: ATG

Dear Sirs,

ACCIDENT INVOLVING SMU 911017 & SLG 8117 ON 15/01/2021We are claiming on behalf of our client Sim Chong Yeeowner of vehicle number SMU 911017 involved in accident on 15/01/2021with vehicle SLG 8117 along/at KPE Tunnel entrance Cinnamon Bay

Description of claims:

Cost of Repairs	\$ <u>30,699.17</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>107</u> x <u>15</u> Days = \$ <u>1605</u>	(incl 7% GST)
Search Fee	\$ <u>2</u>	(incl 7% GST)
Medical Fees	<u>1178.20</u>	(incl 7% GST)
Miscellaneous Fee		
TOTAL	\$ <u>33484.37</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 33484.37
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 26/01/2021


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

I, sim chong Yee (the third party claimant") of Blk 615A adgefield pte ltd #13-331 s'pore 82145 (address), owner of SMU 9119 T (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 SMU 9119 T that was damaged pursuant to the accident which occurred on 05/01/2021 (date) along KPE Tunnel entrance (towards AYE) (location) involving vehicle no/s SG88114 ("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 18 (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\$30,699.17 (Repair Cost), S\$1,605.00 (Loss of Use/Rental), S\$1,180.20 (Disbursement) for vehicle no. SMU 9119T that was damaged pursuant to the accident which occurred on 15/01/2021 (date) along KPE TUNNEL ENTRANCE (TOWARDS AYE) (location) involving vehicle no/s SLG 811Y. This is pursuant to the inspection conducted on 18/01/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SIM CHONG YEE (the third party claimant") of vehicle no. SMU 9119T 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 SMU 9119T (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 16 (day) of 01 (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



Tax invoice

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Document no. 12033103343
Document date 09-02-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021002634/ 1
Job order date 18-01-2021
Service Advisor YEN MEI WONG

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

Customer Details:
Mr
Sim
Chong Yee
Blk 615A Edgefield Plains
#13-331
SINGAPORE 821615

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

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
	Leaked Check, Vacuum & Regas	1	pcs.	420.00	#1	420.00	449.40
	A/C GAS	1	pcs.	60.00	#1	60.00	64.20
	To Align LED Headlight	1	pcs.	100.00	#1	100.00	107.00
5TA823031E	Hood	1	pcs.	2,081.57	5.00% #1	1,977.49	2,115.91
	FRT BONNET						
5TA823301D	Flap Hinge	1	pcs.	228.71	5.00% #1	217.27	232.48
	LH						
5TA823315A	Hinge Cover	1	pcs.	8.67	5.00% #1	8.24	8.82
	LH SCK A/O 20/1/2021						
5TA823302D	Flap Hinge	1	pcs.	228.71	5.00% #1	217.27	232.48
	RH						
5TA823316A	Hinge Cover	1	pcs.	8.67	5.00% #1	8.24	8.82
	RH A/O 20/1/21021						
5TA823823E	Activator For Pedestrian	2	pcs.	171.98	5.00% #1	326.76	349.63
	A/O 20/1/2021						
8V0823397	Clip	4	pcs.	1.59	5.00% #1	6.04	6.46
8V0823739	Gasket	4	pcs.	1.34	5.00% #1	5.09	5.45
	A/O 20/1/2021						
WHT000425	Hexagon Socket Oval Head	2	pcs.	2.50	5.00% #1	4.75	5.08
5TA807217 GRU	Cover For Bumper Primed	1	pcs.	1,369.89	5.00% #1	1,301.40	1,392.50
	FRT BUMPER						
5TA807723	Support Part	1	pcs.	47.18	5.00% #1	44.82	47.96
	BUMPER INNER BRACKET LH						
5TA807109K	Impact Beam	1	pcs.	676.88	5.00% #1	643.04	688.05
	FRT REINFORCEMENT						
N 91234201	Rivetted Cap Nut	4	pcs.	3.02	5.00% #1	11.48	12.28
5TA807248	Foam Insert	1	pcs.	58.48	5.00% #1	55.56	59.45
	A/O 20/1/2021						
5TA853651L LDB	Radiator Grille With Sati	1	pcs.	427.48	5.00% #1	406.11	434.54
3G0853601A JZA	Vw Sign Black/Bright Chro	1	pcs.	190.85	5.00% #1	181.31	194.00
5TA853677K 9B9	Cooling Air Grill Satin B	1	pcs.	190.53	5.00% #1	181.00	193.67
	BUMPER CTR LOWER GRILLE A/O						
	20/1/2021						
5TA853666C 9B9	Cover Part For Bumper Sat	1	pcs.	77.59	5.00% #1	73.71	78.87
	FOG LAMP GRILLE RH OS CD 21/1/2021						
3C0973737	Flat Contact Housing With	2	pcs.	19.35	5.00% #1	36.77	39.34
	H/LAMP WIRE HOUSING						
5TA805588C	Lock Carrier With Mountin	1	pcs.	1,201.04	5.00% #1	1,140.99	1,220.86
5TA805705A	Guide	1	pcs.	62.56	5.00% #1	59.43	63.59
	BUMPER CTR BRACKET OS CD 19/1/2021						
	Arr-28012021						
5TA805567	Support For Lock Carrier	1	pcs.	61.50	5.00% #1	58.43	62.52

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
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Tax invoice

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Service Advisor YEN MEI WONG

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

Customer Details:
Mr
Sim
Chong Yee
Blk 615A Edgefield Plains
#13-331
SINGAPORE 821615

License plate SMU9119T	Model code 5T13NZ	First registration 15-09-2017	VIN WVGZZZ1TZW056773	Model TOURAN 1,4 CLBMT 110TSI D7F	Mileage 53,282
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5TA806929	Cross Support	1	pcs.	33.22	5.00% #1	31.56	33.77
G 052300A2	H/LAMP TOP PANEL LH						
	Oil For Refrigerant Compr	0.2	pcs.	183.51	5.00% #1	34.87	37.31
	A/C OIL						
5Q0121251HQ	Additional Radiator	1	pcs.	642.21	5.00% #1	610.10	652.81
	RADIATOR OUTER						
G 12E050A2	COOLANT	2	pcs.	20.88	5.00% #1	39.67	42.45
5Q0129254B	Air Duct	1	pcs.	56.95	5.00% #1	54.10	57.89
	AIR INTAKE CTR HOUSING						
5TA827025P	Rear Trunk Lid	1	pcs.	2,207.90	5.00% #1	2,097.51	2,244.34
D 169300M2	1k Window Adhesive	2	pcs.	51.11	5.00% #1	97.11	103.91
D 00940104	All Purpose Cleaner	1	pcs.	94.03	5.00% #1	89.33	95.58
	A/O 20/1/02021						
D 00920002	Primer	1	pcs.	27.39	5.00% #1	26.02	27.84
D 181802M1	Activator For Precoated W	1	pcs.	25.14	5.00% #1	23.88	25.55
D 00950025	Applicator	2	pcs.	10.12	5.00% #1	19.23	20.58
5TA827939 041	Spoiler Satin Black	1	pcs.	260.54	5.00% #1	247.51	264.84
	RR W/SCREEN SIDE TRIM LH						
5TA827940 041	Spoiler Satin Black	1	pcs.	272.52	5.00% #1	258.89	277.01
	RR W/SCREEN SIDE TRIM RH						
8D0853419D	Packing Adhesive	1	pcs.	29.20	5.00% #1	27.74	29.68
	REAR NUMBER PLATE PACKING						
WHT007341	Rivetted Cap Nut	4	pcs.	2.28	5.00% #1	8.66	9.27
5TA827505D	Hood Latch	1	pcs.	158.42	5.00% #1	150.50	161.04
	LID LOCK						
5TA827520 9B9	Cover Lock Satin Black	1	pcs.	19.79	5.00% #1	18.80	20.12
5TA827705A	Gasket	1	pcs.	317.42	5.00% #1	301.55	322.66
	BOOT WETHERSTRIP A/O 20/1/2021						
3CN945087	Additional Brake Light Wi	1	pcs.	221.63	5.00% #1	210.55	225.29
	3RD BRAKELIGHT						
5NA943021	Led Licence Place Light	1	pcs.	100.67	5.00% #1	95.64	102.33
5TA867601C 82V	Trim Panel For Hatch Gate	1	pcs.	291.69	5.00% #1	277.11	296.51
	BOOT LID TRIM COVER A/O 20/1/2021						
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,321.12	5.00% #1	1,255.06	1,342.91
	REAR BUMPER						
5TA807568A 9B9	Spoiler Satin Black	1	pcs.	323.75	5.00% #1	307.56	329.09
WHT005263	Rivet	4	pcs.	1.14	5.00% #1	4.33	4.63
5TA807305	Bumper	1	pcs.	544.33	5.00% #1	517.11	553.31
	REAR REINFORCEMENT						
5TA807863	Attachment Strip	1	pcs.	63.48	5.00% #1	60.31	64.53
	BUMPER CTR BRACKET A/O 22/1/2021						
N 91017602	Weld Stud	4	pcs.	0.96	5.00% #1	3.65	3.91
5TA867508B 82V	Bracket Titanium Black	1	pcs.	383.57	5.00% #1	364.39	389.90
5TA883608 82V	Trim For Seat Release Tit	1	pcs.	48.60	5.00% #1	46.17	49.40
5TA810972	Wheelhouse Protector	1	pcs.	234.95	5.00% #1	223.20	238.82
	RHS FENDER LINER						
000071913A CH9	Exhaust Pipe Tips	1	pcs.	183.87	5.00% #1	174.68	186.91

VOLKSWAGEN CENTRE SINGAPORE

247 Alexandra Road
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SKODA

Commercial Vehicles

Tax invoice

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Company
AIG ASIA PACIFIC INSURANCE P/L
78 Shenton Way
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Customer Details:
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Job order number 2021002634/ 1
Job order date 18-01-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5TA853665C 9B9	Cover Part For Bumper Sat LHS FOG LAMP GRILLE	1	pcs.	77.59	5.00% #1	73.71	78.87
5TA823359C	Gas-Filled Strut BONNET ABSORBER OS CD 26/1/2021	1	pcs.	128.12	5.00% #1	121.71	130.23
5TA853630A DPJ	Vw Sign Black/Bright Chro	1	pcs.	105.72	5.00% #1	100.43	107.46
5TA853687 2ZZ	Inscription Bright Chrome REAR EMBLEM - TOURAN	1	pcs.	72.44	5.00% #1	68.82	73.64
7N0853675J 2ZZ	Inscription Bright Chrome REAR EMBLEM - 280 TSI	1	pcs.	78.05	5.00% #1	74.15	79.34
	LABOUR FRT	4	pcs.	840.00	#1	3,360.00	3,595.20
	SPRAY PAINT	2	pcs.	800.00	#1	1,600.00	1,712.00
	LABOUR REAR	3	pcs.	840.00	#1	2,520.00	2,696.40
	SPRAY PAINT REAR	3	pcs.	800.00	#1	2,400.00	2,568.00
	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
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50
	REVERSE SENSOR	1	pcs.	400.00	#1	400.00	428.00
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	DIRECT SETTLEMENT DOA: 17/01/2021 TP VEHICLE NO: SLG811Y SURVEY BY: RASUL REPAIR LIMIT \$29K						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	1,340.00	27,350.81	793.71	7%	2,008.36	793.71	28,690.81	30,699.17
Total	1,340.00	27,350.81	793.71		2,008.36	793.71	28,690.81	30,699.17

Customer



810 Service Advisor

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

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

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Document no.	12033103343
Document date	09-02-2021
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	30001
Job order number	2021002634/ 1
Job order date	18-01-2021
Service Advisor	YEN MEI WONG

Company	Customer Details:
AIG ASIA PACIFIC INSURANCE P/L	Mr
78 Shenton Way	Sim
#07-16 AIG Building	Chong Yee
Singapore 079120	Blk 615A Edgefield Plains
	#13-331
	SINGAPORE 821615

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

-----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.

VOLKSWAGEN CENTRE SINGAPORE

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



BY:

Tax invoice

Mr
Sim
Chong Yee
Blk 615A Edgefield Plains
#13-331
SINGAPORE 821615

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Document no. 12033102839
Document date 04-02-2021
Customer no. 5211051293
Customer GST-ID
Dealer 30001
Job order number 2021005332/ 1
Job order date 04-02-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	PROVIDE CAR RENTAL SERVICES @ SMV3184M RENTAL CHARGE FROM: 20-01-2021 TO 04-02-2021 DIRECT CASE AGAINST VEHICLE SLG811Y	15	pcs.	100.00	#1	1,500.00	1,605.00

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1		1,500.00	7%	105.00	1,500.00	1,605.00
Total		1,500.00		105.00	1,500.00	1,605.00


Customer


Meiy Wong
Service Advisor

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).-----

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For warranty terms and conditions please visit our website www.volkswagen.com.sg

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VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Mr
Sim
Chong Yee
Blk 615A Edgefield Plains
#13-331
SINGAPORE 821615

Page	2/2
Document no.	12033102839
Document date	04-02-2021
Customer no.	5211051293
Customer GST-ID	
Dealer	30001
Job order number	2021005332/ 1
Job order date	04-02-2021
Service Advisor	YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMU9119T	5T13NZ	15-09-2017	WVGZZZ1TZW056773	TOURAN 1.4 CLBMT 110TSI D7F	53,282



Volkswagen Group Singapore Pte Ltd

REPLACEMENT CAR AGREEMENT

247 Alexandra Road, Singapore 159934

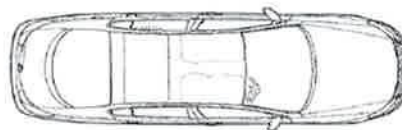
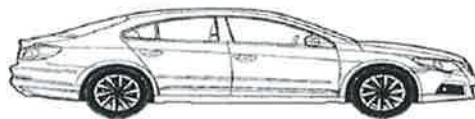
MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SMU 9119T
Model:	704ran
Name:	Sm Chong Yee
Address:	BK 65A Edgefield Place #13-331 Singapore 12165
Office Tel:	Residence Tel:
Occupation:	Hp: 91191194
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No:	SMU 3184M	
Model:	Golf	
Collection Out	Date & Time	Mileage Out
	15/01/2020 @ 12.15pm	3663
Return In	Date & Time	Mileage In
	04/02/2020 @ 7.45pm	5102
OUT	Full Tank	
EMPTY	FULL	EMPTY
		FULL
REPLACEMENT CAR CHARGES		
Days @ \$	Days	Total
100	15	\$1500

ADDITIONAL CHARGES	
PETROL TOP-UP CHARGES	
MISC	
TOTAL CHARGES (incl 7% GST)	\$1605.00
Remark:	



Kindly top up the petrol before you return us the replacement car: Otherwise, there will be charges added to your payment.

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

Terms and Conditions

The Rental Agreement is comprised of these terms and conditions and the rental form. The Rental Agreement is made between Volkswagen Group Singapore Private Limited (herein referred to as "the owner") and the person and/or company signing the Rental Form (herein referred to as "the hirer") whose particulars are recorded in the Rental Form. It is hereby agreed as follows:

1. VEHICLE DESCRIPTION AND TERM OF HIRE

The owner will let and the hirer will take the motor vehicle for the term of hire, details of which are described in the Rental Form (herein referred to as "the vehicle").

2. PERSONS WHO MAY DRIVE THE RENTAL VEHICLE

The vehicle may be driven during the term of hire only by the persons named on the Rental Form („Driver particulars") , and only if they hold a current full valid Singapore driver's licence appropriate for the vehicle while they are using the vehicle and only after they hand in a photocopy of the driver licence.

3. PAYMENT

Full cash or credit card for the hire of the vehicle is to be made after returning the vehicle.

In addition, the hirer acknowledges that they shall be liable to pay to the owner any applicable additional charges payable at the end of the term. These include, but are not limited to:

- (a) charges for petrol or other fuel used (but not oil);
- (b) road user charges, Electronic Road Pricing (ERP);
- (c) charges for damage to or repair of the vehicle (subject to the other terms of the Rental Agreement); and any enforcement charges relating to such damage or repairs (including legal costs);
- (d) charges for cleaning the vehicle's interior if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorizing. This includes, but is not limited to, spillage of fluids, food, vomit, other stains, and unpleasant odours including cigarette smoke;
- (e) traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with the use of the vehicle during the term of hire.

4. USE OF THE VEHICLE

The hirer shall not:

- (a) use or allow the vehicle to be used for the transport of passengers for hire or reward;
- (b) sublet or hire the vehicle to any other person;
- (c) operate the vehicle or allow it to be operated in any race, speed test, reliability trial, rally or contest, or operated on any race or rally circuit or in any event as a pace-maker or testing in preparation for any of them;
- (d) allow any person to smoke in the vehicle;

5. HIRER'S OBLIGATION

The hirer shall ensure:

- (a) all reasonable care is taken when driving and parking the vehicle;
- (b) to observe the traffic regulations in the use of the vehicle;
- (c) the vehicle is locked and secure at all times when it is not in use and the keys kept under the hirer's personal control at all times;
- (d) to observe the commandments of the art and to treat the vehicle with care, as well as to observe the operating instructions and the other instructions of the manufacturer.
- (e) There will be additional charges of \$50 per day for Malaysia Usage

6. INSURANCE

The owner warrants that the provided vehicle will come with a comprehensive insurance

- (a) with an Excess of S\$1,000 for authorized drivers age 23 years old and above with more than 2 years of driving experience;
- (b) with an Excess of S\$2,500 for authorized drivers below 23 years old and/or less than 2 years driving experience.

The owner declares that the vehicle is ready for use and in a safe condition.

7. LIABILITY

The hirer shall indemnify the owner fully and hold the owner harmless from and against any claims, losses and damages (including the insurance excess) during the rental term, as far as these are not borne by third parties or the insurance.

8. EVENT OF DAMAGE

If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of cause, the hirer shall notify the owner of the full circumstances by telephone immediately. The hirer shall not arrange or undertake any repairs or salvage without the owner's authority. For any road side assistance, please call the 24-hour hotline at +65 6333 8800.

Personal Data Consent Form

I hereby give my acknowledgement and consent that Volkswagen Group Singapore Pte Ltd ("Volkswagen Group Singapore") may collect, use, disclose and process my personal data and information which I provide in this form for the purpose of receiving

• Customer Experience Survey (CEM)

• Updates, news, marketing and promotional information or materials from Volkswagen Group Singapore;

• Information about Advisory and/or Insurance Services or any Services related to the purchased product or service requested.

I understand and agree that my personal data will be disclosed by Volkswagen Group Singapore to its associated individuals / companies or any authorized third parties in Singapore for any matters relating to the aforesaid Purposes.

I agree to receive by the means of phone call, Email or Text Message

• Information sent by Volkswagen Group Singapore about their products and services as well as on selected third parties' products and services, including updates on their latest promotion and their new products and services;

• Information sent by our business partners* on their products and services.

*Please note that information will be sent directly by our business partner, and we shall disclose the relevant contact information to them for that purpose.

Please visit our websites at www.volkswagen.com.sg or www.skoda.sg for further details on our data protection policy, including: how you may access and correct your personal data or withdraw consent to collection, use or disclose of your personal data.

I have read, fully understand and agreed with the terms and conditions herein.

Customer / Hirer's: _____

Checked Out By: _____

Checked In By: _____


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SLG811Y

Date of Accident

15/01/2021 **Reset**% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **AIG**Period of Insurance **20/03/2019 - 19/03/2021**Requested By **Meiy Wong (Volkswagen Grou...**Requested Date **15/01/2021 11:19****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**



ACRA No/GST No 201501783N

☐ OneDoctors Family Clinic
Blk 710 Ang Mo Kio Ave 8 #01-2613
Singapore 560710 Tel: 6554 2918

☐ OneDoctors Family Clinic
83 Punggol Central #02-17 Waterway Point
Singapore 828761 Tel: 6385 8018

☐ OneDoctors Family Clinic
Blk 846 Yishun Ring Road #01-3611
Singapore 760846 Tel: 6257 0980

☐ OneDoctors Family Clinic
253 Holland Avenue #02-01
Singapore 278982 Tel: 6469 8938

☐ OneDoctors Medical Centre
23 Serangoon Central #01-54/55 nex
Singapore 556083 Tel: 6634 4918

www.onedocors.com.sg

TAX INVOICE

Invoice No. P008464
Invoice Date: 15/01/2021

Provider: Dr. Michael Lee Zhe Min

SIM CHONG YEE

Item Name

PROFESSIONAL FEES

ANAREX TAB

ALKETO PLASTER (Ketoprofen) 7's 1 PACK

Quantity

UOM

DISC

Ref ID :P160160

Total Price

1

EA

38.00

20

tab

6.00

1

pack

6.00

Sub Total : \$50.00

7% GST : \$3.50

Total : \$53.50

Amount Paid : \$53.50

O/S Balance : \$0.00

Receipt No.

Payment Date

Paid Amount

Payment Method

Remark

Company

RT-P010295

15/01/2021

53.50

MASTER

Remark: Diagnosis : Accident involving land transport vehicle

For Safety reason medication sold are non-refundable and non-exchangeable.

醫
家
庭
診
所

OneDoctors Family Clinic
83, Punggol Central
#02-17 Singapore 828761
Tel: 6385 8018

DOUGLAS ONG CLINIC FOR WOMEN
#02-24D, 1 Jalan Anak Bukit
Singapore 588996

GST Reg No : 20-0008354Z

Co Reg No:200008354Z

TAX INVOICE

TAN SUE YEE JOANNE
615A Edgefield Plains
#13-331
S(821615)

Invoice No. : 43521
Our Reference : 02631
Date : 15 Jan 2021
BETTY

Patient : TAN SUE YEE JOANNE (SA 8315004)

Attending Doctor : Dr Douglas Ong

DESCRIPTION	FEE (\$)
CONSULTATION	105.00
INJECTION	129.18
MEDICINE	113.40
RADIOLOGY	118.00
Sub-Total	465.58
Add GST 7.0%	32.59
Total Amount Payable	498.17
NETS Payment Received - Receipt No. 40401	498.17
Outstanding Balance	0.00

Prepaid goods and services not claimed within 60 days will not be eligible for refund

This is a computer generated invoice which does not require a signature
E. & O.E

DOUGLAS ONG CLINIC FOR WOMEN
#02-24D, 1 Jalan Anak Bukit
Singapore 588996

GST Reg No : 20-0008354Z

Co Reg No:200008354Z

TAX INVOICE

TAN SUE YEE JOANNE
615A Edgefield Plains
#13-331
S(821615)

Invoice No. : 43541
Our Reference : 02631
Date : 20 Jan 2021
BETTY

Patient : TAN SUE YEE JOANNE (SA 8315004) /

Attending Doctor : Dr Douglas Ong

DESCRIPTION	FEE (\$)
INJECTION	116.68
Sub-Total	116.68
Add GST 7.0%	8.17
Total Amount Payable	124.85
NETS Payment Received - Receipt No. 40421	124.85
Outstanding Balance	0.00

Prepaid goods and services not claimed within 60 days will not be eligible for refund

This is a computer generated invoice which does not require a signature
E. & O.E

DOUGLAS ONG CLINIC FOR WOMEN

#02-24D, 1 Jalan Anak Bukit
Singapore 588996

GST Reg No : 20-0008354Z

Co Reg No:200008354Z

TAX INVOICE

TAN SUE YEE JOANNE

615A Edgefield Plains

#13-331

S(821615)

Invoice No. : 43578

Our Reference : 02631

Date : 27 Jan 2021

BETTY

Patient : TAN SUE YEE JOANNE (SA 8315004)

Attending Doctor : Dr Douglas Ong

DESCRIPTION	FEE (\$)
INJECTION	116.68
Sub-Total	116.68
Add GST 7.0%	8.17
Total Amount Payable	124.85
NETS Payment Received - Receipt No. 40458	124.85
Outstanding Balance	0.00

Prepaid goods and services not claimed within 60 days will not be eligible for refund

This is a computer generated invoice which does not require a signature
E. & O.E

DOUGLAS ONG CLINIC FOR WOMEN
#02-24D, 1 Jalan Anak Bukit
Singapore 588996

GST Reg No : 20-0008354Z

Co Reg No:200008354Z

TAX INVOICE

TAN SUE YEE JOANNE
615A Edgefield Plains
#13-331
S(821615)

Invoice No. : 43603
Our Reference : 02631
Date : 03 Feb 2021

BETTY

Patient : TAN SUE YEE JOANNE (SA 8315004)

Attending Doctor : Dr Douglas Ong

DESCRIPTION	FEE (\$)
CONSULTATION	105.00
INJECTION	129.18
RADIOLOGY	118.00
Sub-Total	352.18
Add GST 7.0%	24.65
Total Amount Payable	376.83
NETS Payment Received - Receipt No. 40479	376.83
Outstanding Balance	0.00

Prepaid goods and services not claimed within 60 days will not be eligible for refund

This is a computer generated invoice which does not require a signature
E. & O.E

14 June 2021

To Whom It May Concern

Dear Sir,

Ms Tan Sue Yee Joanne; SA 8315004

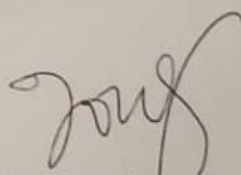
I would like to inform you that Ms Tan is under my care for her pregnancy. Her EDD is 06 September 2021.

She consulted me on 16 January 2021 when she was at 7 weeks gestation, following a road traffic accident. Ultrasound scan then revealed occult bleeding behind the placenta and she was supported with hormone tablets and injections until 12 weeks.

She had follow up ultrasound scans on 3 February 2021 and again on 3 March 2021 when she was 13 weeks gestation. Her medication was stopped thereafter following confirmation of fetal viability past the 1st trimester.

Thank you.

Sincerely,



Dr Douglas Ong
Obstetrician and Gynaecologist



Douglas Ong
Clinic For Women

FETAL MEDICINE,
3D ULTRASOUND,
URO-GYNAECOLOGY

王庆和妇产诊所
妇产科与泌尿专科

Mount Elizabeth Medical Centre

• Suite #03-06 / 07 Singapore 228510 Tel: (65) 6733 8880 / 6737 6855 Fax: (65) 6737 6169

Bukit Timah Plaza

• Suite #02- 24D 1 Jalan Anak Bukit Singapore 588996 Tel: (65) 6762 8066 Fax: (65) 6467 6603

ROB 2000008354Z

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 20 January 2021 12:26 PM
To: PAMELA.LAIWEI@GMAIL.COM
Subject: ACCIDENT INVOLVING SLG 811Y(AIG) / SMU 9119T/ OTHERS AT/ALONG KPE TUNNEL ENTRANCE TOWARDS MCE ON 15/01/2021

20 JAN 2021

Mr Lee Lai Wei *[By Email Only]*

Dear Sir/Madam,

You Ref: SLG811Y
Our Ref: CC3/AIG21000855/R1pa3
ACCIDENT INVOLVING SLG 811Y(AIG) / SMU 9119T/ OTHERS AT/ALONG KPE TUNNEL ENTRANCE TOWARDS MCE ON 15/01/2021

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 SMU 9119T against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 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	18 Jan 2021 19:36	Clim Dtl Modified	Claimant's Name: -> -.	[A] HOW MEI KWAN
2	18 Jan 2021 19:36	Clim Veh Model Changed	(204568) VOLKSWAGEN GOLF 1.4 GT TSI (A).	[A] HOW MEI KWAN
3	18 Jan 2021 19:36	Clim Created	Reg No: SMU9119T. Acct Date: 2021/01/15. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). Workshop: Volkswagen Group Singapore Pte Ltd (tuas) (HQ)	[A] HOW MEI KWAN
4	18 Jan 2021 19:36	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Jan 2021 19:36	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/27	[A] HOW MEI KWAN
6	18 Jan 2021 19:36	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Jan 2021 19:36	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	18 Jan 2021 19:36	Label Added	(23):Express.	[A] HOW MEI KWAN
9	18 Jan 2021 19:36	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
10	19 Jan 2021 10:13	Clim Dtl Modified	Claimant's Name: - -> SIM CHONG YEE.	[A] HOW MEI KWAN
11	19 Jan 2021 10:13	Clim Registration Modified	Init.Est.:8,000 - 9,000->50,000 - 75,000.	[A] HOW MEI KWAN
12	19 Jan 2021 10:13	Clim Veh Model Changed	(204568) -> (206391) VOLKSWAGEN TOURAN 1.4 1.4 TSI CL 5T13NZ (A).	[A] HOW MEI KWAN
13	20 Jan 2021 12:15	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
14	07 May 2021 10:40	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	07 May 2021 10:40	Clim Dtl Modified	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	07 May 2021 10:40	Clim Dtl Modified	JPJ Reg. Date: -> 2017/09/15.	[A] JOANNE LEE KHANG MIN
17	07 May 2021 10:40	Clim Details Notified		[A] JOANNE LEE KHANG MIN
18	07 May 2021 16:37	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
19	07 May 2021 16:37	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
20	10 May 2021 14:15	Adj Mandate Request	Cur Req:33484.37:Liability: 100%(BOLA 28) *Quantum: (a)CORw/GST: \$30,699.17 + (b)LORw/GST(15 days x \$100): \$1,605.00 +(c)Search fee:\$2.00 +(d)Medical Fee: \$1,178.20= Total: \$33,484.37 *15 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
21	13 Jul 2021 17:29	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/27. Mandate Remarks: please proceed with settlement @ 33,484.37 [COR-\$30,699.17 LOR-\$1605 MEDICAL-\$1178.20 LTA-\$2]** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha
22	13 Jul 2021 17:29	Adj Mandate Set	Approved:33484.37:please proceed with settlement @ 33,484.37 [COR-\$30,699.17 LOR-\$1605 MEDICAL-\$1178.20 LTA-\$2]** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha

Date From Date To Audit Type

ACTIVITY

[07/05/2021 17:12] CHEW HSIAO TONG:

*TP driver & passenger medical fee \$1,178.20. Check with TP wksp PIC Mei: She said that the passenger Tan Sue Yee is the wife of OID, she is pregnant woman. So she need to follow up visit Doctor after the accident. Mei confirm with TP owner no further medical claim.

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
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2662573	19 Jan 2021 11:03:08	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMU9119T	SLG811Y	11.00
2662778	19 Jan 2021 18:03:21	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMU9119T	Low, Xianyu	xx.xx
2692882	07 May 2021 10:40:11	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMU9119T	SLG811Y	11.00