

LETTER OF DEMAND

Your Ref: CC2/AG21 003 003 /ps3  
 Our Ref: SMX/436P  
 To: ATG

Dear Sirs,

ACCIDENT INVOLVING SMX/436P & SMX/9004A ON 04/03/2011

We are claiming on behalf of our client Wang Yisheng

owner of vehicle number SMX/1436P involved in accident on 04/03/2011

with vehicle SMX/9004A along/at 154A Multistorey, Capricorn LVL 2B Park of

Description of claims:

Cost of Repairs	\$ <u>2375.40</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>120.00</u> x <u>3</u> Days = \$ <u>816.00</u>	(incl 7% GST) <u>\$385.20</u>
Search Fee	\$ <u>2</u>	(incl 7% GST)
Miscellaneous Fee	\$ <u>-</u>	(incl 7% GST)
<b>TOTAL</b>	\$ <u>2762.60</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 2377.40  
 payable to Volkswagen Group Singapore Pte Ltd.

\$385.20 payable to BRW 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

14/04/2011

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

I, Wang Yisheng (the third party claimant") of Apk B1/C 155 Jalan Tekong #16-65 Singapore 680155 (address), owner of SMX1436P (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 SMX1436P that was damaged pursuant to the accident which occurred on 04/03/2021 (date) along 154A Multifunctional Centre Lvl 2B parking lot (location) involving vehicle no/s SMF9004A ("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 08 (day) of March (month) 2021 (year)

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

VOLKSWAGEN GROUP SINGAPORE  
81030001  
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\$2,375.40** (Repair Cost), **S\$385.20** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SMX 1436P** that was damaged pursuant to the accident which occurred on **04/03/2021** (date) along **JLN TECK WHYE 154A MSCP LVL 2N PARKING LOT** (location) involving vehicle no/s **SME 9004A**. This is pursuant to the inspection conducted on **10/03/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **WANG YISHENG** (the third party claimant") of vehicle no. **SMX 1436P** 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 **SMX 1436P** (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 14 (day) of 05 (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

Page 1/2

Document no. 12033106845  
Document date 25-03-2021  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2021010859/ 1  
Job order date 17-03-2021  
Service Advisor TIOW CHUAN CHEE

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

Customer Details:  
Mr  
WANG  
YISHENG  
BLK 155 JALAN TECK WHYE  
#16-65  
SINGAPORE 680155

License plate SMX1436P	Model code CB23HZB0	First registration 28-12-2020	VIN WVWZZZ3CZLE144146	Model Passat Business 2.0 I TSI 140kW DSG	Mileage 4,552
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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
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	FRT BUMPER COATING	1	pcs.	100.00	#1	100.00	107.00
	AIG DIRECT SETTLEMENT						
	DOA : 04/03/2021						
	TP VEH : SME9004A						
	SURVEY BY :RASUL						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	480.00	1,740.00	7%	155.40	2,220.00	2,375.40
Total	480.00	1,740.00		155.40	2,220.00	2,375.40



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](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)

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12033106845
Document date	25-03-2021
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	30001
Job order number	2021010859/ 1
Job order date	17-03-2021
Service Advisor	TIOW CHUAN CHEE

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

Customer Details:  
Mr  
WANG  
YISHENG  
BLK 155 JALAN TECK WHYE  
#16-65  
SINGAPORE 680155

License plate	Model code	First registration	VIN	Model	Mileage
SMX1436P	CB23HZB0	28-12-2020	WVWZZZ3CZLE144146	Passat Business 2.0 I TSI 140kW DSG	4,552

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.
29/3/2021	P 3715

	VHA NO.	DUE DATE	VEH NO.
	P 3715	29/3/2021	SJN 7767 H
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 24 MARCH 2021 TO 27 MARCH 2021 (INCLUDED ONE SATURDAY) YOUR REF : SMX1436P & SME9004A (VOLKSWAGEN)	3	120.00	360.00
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	\$360.00	
	GST @ 7%	\$25.20	
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>\$385.20</b>	



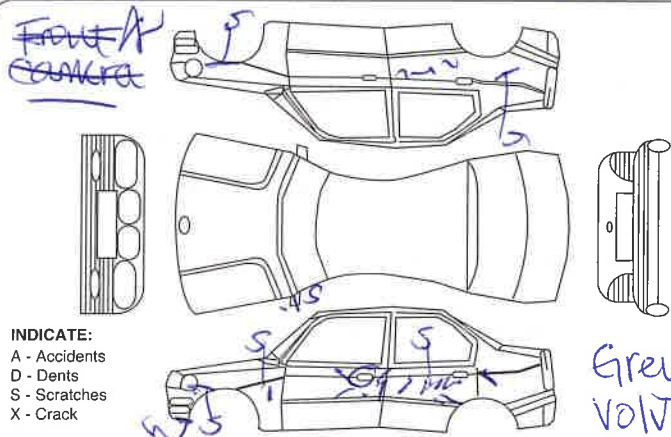
## VEHICLE HIRING AGREEMENT

### HIRER'S PARTICULARS

Name (as in I/C) WANG YISHENG  
 NRIC/Passport No: S78820496 Date of Birth: 15 Dec 1978  
 Address: BLK 155 JALAN TECK WAYE Age: #16-65  
S(080155)  
 Name & Address of Employer \_\_\_\_\_  
 Occupation \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed Date: 02 Nov 2020  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_  
 Tel(O) \_\_\_\_\_ (R) \_\_\_\_\_ HP 82822819

### DRIVER'S PARTICULARS

Name (as in I/C) YANG LIU  
 NRIC/Passport No: S8285162C Date of Birth: 03 May 1982  
 Address: Same as above Age: \_\_\_\_\_  
 S( ) \_\_\_\_\_  
 Occupation \_\_\_\_\_ Driving Exp: \_\_\_\_\_ Yrs \_\_\_\_\_  
 Driving Licence No: \_\_\_\_\_ Passed / Expiry Date: 24 Apr 2019  
 D/L Type: Local/Int'l/Others: \_\_\_\_\_ Contact No: 90046718



Hirer's Own Vehicle No: SMX 1436 P Replace Veh No: \_\_\_\_\_  
 Loan Vehicle No: SJN 7767 H VR No: \_\_\_\_\_  
 Make & Model: V-56 Auto/Manual Group: \_\_\_\_\_  
 CHARGES : \$ cts  
 Daily 3 day @ \$ 120 Per day 360 00  
 Weekly/Monthly week @ \$ Per week/Monthly \_\_\_\_\_  
 Others \_\_\_\_\_  
 CDW/PAI @ \$ Per day/Monthly \_\_\_\_\_  
 Delivery/Collection Svc \_\_\_\_\_  
 GST \_\_\_\_\_  
 OR No: 3 Bar (A) SUB-TOTAL \_\_\_\_\_  
 Petrol Level & Surcharge OUT IN E 1/4 1/2 3/4 F  
 First \_\_\_\_\_ km FREE per day GST 29 20  
 Excess mileage is chargeable at \_\_\_\_\_ cents per km TOTAL CHARGES 385 20

Security Deposit : \$ \_\_\_\_\_ Bank: OCBC  
 CASH/NETS/VISA/MC/AMEX/CHQ No: 4349 2200 0184 7017  
 Expiry Date: 04/23 Card ID No: 173  
 Name as in Card: WANG YISHENG

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-warehouse 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
<u>23/3/21</u>	<u>0930</u>	<u>23931</u>	<u>NJK</u>	<u>IC+DL+CC Details</u>

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
<u>27/3/21</u>	<u>1240</u>	<u>24113</u>	<u>Hock</u>	

Hirer's/Driver Signature

Hirer's/Driver Signature


## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SME9004A

Date of Accident

04/03/2021 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG**Period of Insurance ..... **22/10/2020 - 21/10/2021**Requested By ..... **Steven Chee (Volkswagen Gro...**Requested Date ..... **05/03/2021 13:39****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**



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 12 March 2021 8:10 AM  
**To:** angsoonloong@gmail.com  
**Subject:** ACCIDENT INVOLVING SME 9004A(AIG) AND SMK 1436P AT/ALONG 152 JLN TECK WHYE, BLOCK 152 ON 04/03/2021

12 March 2021

**Mr Ang Soon Loong (Hong Shunloong)**

*[By Email Only]*

Dear Sir/Madam,

**You Ref: SME9004A**

**Our Ref: CC3/AIG21003003/ps3**

**ACCIDENT INVOLVING SME 9004A(AIG) AND SMK 1436P AT/ALONG 152 JLN TECK WHYE, BLOCK 152 ON 04/03/2021**

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 SMK1436P against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle had collided onto third party parked vehicle. 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 07 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](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	08 Mar 2021 00:03	<b>Clim Dtl Modified</b>	Claimant's Name: -> WANG YISHENG.	[A] Lee Su Li
2	08 Mar 2021 00:03	<b>Clim Veh Model Changed</b>	(205015) VOLKSWAGEN PASSAT 2.0 TFSI (A).	[A] Lee Su Li
3	08 Mar 2021 00:03	<b>Clim Created</b>	Reg No: SMX1436P. Acct Date: 2021/03/04. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Volkswagen Group Singapore Pte Ltd ()	[A] Lee Su Li
4	08 Mar 2021 00:03	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	08 Mar 2021 00:03	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/03/17	[A] Lee Su Li
6	08 Mar 2021 00:03	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	08 Mar 2021 00:03	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	08 Mar 2021 00:04	<b>Label Added</b>	(23):Express.	[A] Lee Su Li
9	08 Mar 2021 00:04	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
10	16 Mar 2021 11:20	<b>Adj Adjuster Assigned</b>	ACCUSER4 -> MOHD RASUL	[A] Lee Su Li
11	20 Apr 2021 17:16	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
12	20 Apr 2021 17:16	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	20 Apr 2021 17:16	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2020/12/28.	[A] JOANNE LEE KHANG MIN
14	20 Apr 2021 17:16	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
15	23 Apr 2021 11:01	<b>Adj Mandate Request</b>	Cur.Req:2762.60:Liability: 100%(B23) *Quantum: (a)CORw/GST: \$2,375.40 + (b)LORw/GST(3days x \$1 20.00): \$385.20 + (c)LTA/GIA search fee: \$2.00= Total: \$2,762.60 *3 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
16	12 May 2021 15:52	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/03/17	[I] Lee, Ming-Yao
17	12 May 2021 15:52	<b>Adj Mandate Set</b>	Approved:2762.60.	[I] Lee, Ming-Yao

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
2675416	08 Mar 2021 10:31:43	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMX1436P	SME9004A	11.00
2687757	20 Apr 2021 17:16:55	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMX1436P	SME9004A	11.00

