

### LETTER OF DEMIAND

Your Ref:CC3 /h	1971 UB 4101 / RA3	
Our Ref: SMF	26514	
	46	
Dear Sirs,		
ACCIDENT INVOLVING	alf of our client torea Auto Cantrol Pte Cia	
We are claiming on beha	alf of our client Foreg Aufo Cantrol Pte Can	
owner of vehicle numbe	er_SMF76517_ involved in accident on_170/20	
	soul along/at FITTER Lane To sound for CPIE	2)
Description of claims:		
Cost of Repairs	\$(incl 7% GST) \$ 128.40 x 7 Days = \$ & \( \mathref{k} \mathref{k} \mathref{\text{B}} \)	
Loss of Use/Rental	\$ 128.40 X 7 Days = \$ \$ \$ \$ \( \text{(incl 7% GST)} \)	
Search Fee	\$ (incl 7% GST)	
Miscellaneous Fee	\$(incl 7% GST)	
TOTAL	\$(incl 7% GST)	
	ord final settlement of \$	

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 <a href="mailto:meiy.wong@vw.com.sg">meiy.wong@vw.com.sg</a>.

Dated this \_\_\_\_\_

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

# **AUTHORIZATION TO ACT**

## (AIG Asia Pacific - Express Third Party Claim)

I,	torea 10	hopo ca	trol Ple	Citte	third	party	claimar	nt")	of
16	shelfurd	Road	#05-01	sipere	78638	(address), o	owner of _	SMFZ	16514
(veh	icle no.) hereb	y authorize	Volkswager	Group S	ingapore	Pte Ltd		worksho	
to ac	t for me with	respect to n	ny claim for r	epair cost	s and/or re	ntal and/or lo	oss of use (	"claim"	) for
my (5	vehicle no $\frac{S}{103}$	late) along	That was d	amaged p	oursuant to	the accident AO/4M /	nt which of	occurred	on ion)
invo	lving vehicle n	ols SLC/	oole the ac	ccident").					,

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 \_\_\_16 \_\_\_ (day) of \_\_\_\_03 \_\_ (month) 20\_\_21(year)

Signed by "the third party claimant"

(with chop if applicable)

Signed by "the workshop"

(with chop)

VOLKSWAGEN GROUP

for damages relating to the damage to my claim 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 confirm that we/I are/am authorized by the owner **KOREA AUTO CONTROL PTE LTD** (the third party claimant") of vehicle no. **SMF 2651Y** 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 <u>SMF 2651Y</u> (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.

#### **VOLKSWAGEN CENTRE SINGAPORE**

247 Alexandra Road Singapore 159934

Biz, Reg. No.: 199101494Z GST No.: M200985052







#### Tax invoice

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

Customer Details: Company KOREA AUTO CONTROL PTE, LTD. 3 SHENTON WAY #16-08 SHENTON HOUSE Singapore 068805

Page 1/2 Document no. 12033107594 Document date 06-04-2021 Customer no. 5211043795 Customer GST-ID 201009404M Dealer 30001 Job order number 2021011450/1 Job order date 22-03-2021 Service Advisor TIOW CHUAN CHEE

First registration License plate Model code VIN Mileage Model SMF2651Y 7N24MY 31-10-2018 WVWZZZ7NZKV000358 Sharan Highline 2,0 ITSI 162kW DSG 38,670

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
7N0807417E GRU	Cover For Bumper Primed REAR BUMPER	1	pcs,	1,378.97	#1	1,378.97	1,475.50
7N0807521C 9B9	Spoiler Satin Black	1	pcs.	286.09	#1	286.09	306.12
7N0807441 GRU	Cap Primed TOWING COVER SCK A/O 22/3/2021	1	pcs.	72.32	#1	72.32	77.38
7P6853630D FOD	Vw Sign Black High Gloss/	1	pcs.	126.61	#1	126.61	135.47
7N0853687 739	Inscription Chrome SHARAN	1	pcs.	86,79	#1	86.79	92.87
	LABOUR	2	pcs.	840.00	#1	1,680.00	1,797.60
	Spray Painting AIG DIRECT SETTLEMENT DOA: 15/03/2021 TP VEH: SLC1009L SURVEY BY: RASUL LKK	2	pcs.	800.00	#1	1,600.00	1,712.00

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	5,230.78	7%	419.35	5,990,78	6,410.13
Total	760.00	5,230.78		419.35	5,990.78	6,410.13





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

#### **VOLKSWAGEN CENTRE SINGAPORE**

247 Alexandra Road Singapore 159934 Biz. Reg. No.: 19910149

Biz. Reg. No.: 199101494Z GST No.: M200985052



2/2





#### Tax invoice

Company AIG ASIA PACIFIC INSURANCE P/L 78 Shenton Way #07-16 AIG Building Singapore 079120 Customer Details: Company KOREA AUTO CONTROL PTE. LTD. 3 SHENTON WAY #16-08 SHENTON HOUSE Singapore 068805 Document no.
Document date
Customer no.
Customer GST-ID
Dealer
Job order number
Job order date

Service Advisor

Page

12033107594 06-04-2021 5211043795 201009404M 30001 2021011450/ 1 22-03-2021 TIOW CHUAN CHEE

License plate SMF2651Y Model code 7N24MY

First registration 31-10-2018

VIN WVWZZZ7NZKV000358 Model Sharan Highline 2.0 I TSI 162kW DSG Mileage 38,670

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. 521XXXXXXX), 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.



# **TAX INVOICE**

GST REG. NO.: 200106276D

DATE	INVOICE NO.						
8/4/2021	P 3668						

#### 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

	VHA NO.	DUE DATE	VEH NO.	
	P 3668	8/4/2021	SKA 5817 S	
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT	
RENTAL FROM 31 MARCH 2021 TO 07 APRIL 2021 (INCLUDED ONE PUBLIC HOLIDAY, ONE SATURDAY AND ONE SUNDAY) YOUR REF: SMF2651Y & SLC1009L (VOLKSWAGEN)		120.00	840.00	
Account Name: BKW RENT A CAR PTE LTD Account No: 118-312-9991 Bank: UNITED OVERSEAS BANK LTD (UOB)	Subtotal	\$840.00 \$58.80 \$898.80		
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	GST @ 7%			
All cheques must be made payable to BKW RENT A CAR PTE LTD. *Please indicate the invoice number and vehicle number in the reference.	TOTAL			

A subsidiary of **BKW Automobile Pte Ltd** 





120 Lower Delta Road #02-15 Cendex Centre Singapore 169208 Tel: 6738 7777 Fax: 6738 6666 ACRA No: 20-0106276-D GST Reg. No: 20-0106276-D

24 HOURS HELPLINE: 6223 1122

VHA No: **P** 3668 Workshop: Vw/1/

VEHICLE HIRIF	NG AGREEMENT		770	ткопор.		
HIRER'S PARTICULARS	Hirer's Own Vehicle No.SMF	2651)	Replac	ce Veh No	D:	
Name (as in I/C) CHGI EUNHA.	Loan Vehicle No: SK4581	7s.		VR No	o:	
NRIC/Passport No: 913326371 Date of Birth: 5 3 1975	Make & Model: SHarrow.	N.		Auto/Mar	nual Group:	
Address: 6 Shelford Road #050 Age: 46.	CHARG				\$	cts
Shelford Suites s()	Daily day @	9\$ [	20	Per day	840	01
Name & Address of Employer	Weekly/Monthly week @		Per week/I		070	100
L. DPy I		×Ψ	i ei weekii	vioritiny		+
Occupation Driving Exp:	Others			4 11 1		+
Driving Licence No: Passed Date: 13/3/2020	CDW/PAI @\$		Per day/l	Monthly		
D/L Type: Local/Int'l/Others:	Delivery/Collection Svc					
Tel(O)(R)HP 9730 3567			GST			
DRIVER'S PARTICULARS	OR No:		(A) SUB-	TOTAL		
Name (as in I/C)	Petrol Level OUT E 1/4	1/2	3/4	F		
NRIC/Passport No: Date of Birth:	& Surcharge IN					
Address:Age:	Firstkm FREE per day		GST		58	St
s( )	Excess mileage is chargeable	-				-
Occupation Driving Exp:Yrs	at cents per km		TOTAL CH	ARGES	898	8t
Driving Licence No:Passed / Expiry Date:	Security Deposit : \$		В	ank:		
D/L Type: Local/Int'l/Others: Contact No:	CASH/NETS/VISA/MC/AMEX/	CHQ No:	2779	59110	37087	TC.
	Expiry Date: 9/24 Card II			711	3700	20
	Name as in Card: Hol Bo					
	NON WAIVER EXCESS (Subject			cal		
	ACCESSORIES CHECK	u io as i	J. #	04/		
	☐ Data Cards ☐ Camera Sys	stems 🔲	Hub Cap	☐ Rac	lio / CD Cart	ridge
	☐ Jack ☐ Tyre Opene	r 🔲	Petrol Cap	Spa	ire Tyre	
	101	21				
	CA	3/4				
INDICATE: A - Accidents	/ ()					
N - Denis S - Scratches	Hiror'o Gignaturo :		Addi	tional Dri	vor's Oigna	ture .
X - Crack	SINGAPORE Use Only					
I have read and agree to the terms and condition on both sides of this agreeme payable under this agreement and for parking and traffic infringements may be	nt. If I have presented a charge/c	redit card	tor payme	ent. I agre	e that all ar	nount
made on the charge/credit card voucher. All information I have been giv	ven BKW Rent A Car Pte Ltd	in conn	ection wit	h this a	greement is	s true
IMPORTANT  1. The Hirer and the authorized driver must be over 23 years of age and under 65	legal costs on a full indemnity b suffered or incurred by you in re					
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	vehicle. Full excess amount hav The owner reserve the right not					
damages costs to be Borne by the Hirer/the Authorised Driver.  2. All vehicles are supplied with petrol and should returned with petrol level likewise.	occurred. Any damage to the ca 8. Smoke or permit smoking and tr	ansport of	pets in the	vehicle are	not allowed	
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.	offensive smell e.g. cigarette, du the cost of removing the offensive					II bear
3. 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	<ol><li>The Hirer agrees that a puncture locked keys inside of vehicle, by</li></ol>	y itself, doe	es not const	itute a bre	akdown and	that
where applicable, Any returns after our operation hours will be charged as a full day rental.	in the event the owner's 24-Hou such occurrence, the Hirer shall	bear the c	ost of such	response	at \$50.00 per	r trip
<ol> <li>Use of the vehicle for illegal purpose (For instance: in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.</li> </ol>	<ol> <li>In case of accident, the hirer share report must be made within 24 h</li> </ol>	nours, Failu	ure to compl	y, the hire	r will have to	borne
<ol> <li>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</li> </ol>	all liability from all parties claim. the event of an accident.					
penalty fee of \$200 in additional to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.	<ol> <li>The hirer/Driver also have the re in the car is sufficient and do not</li> </ol>	t drive whe	en the vehicl	e is stall a	nd does not l	level have
<ol><li>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</li></ol>	sufficient water. Any damage to 12. All customers' data will be kept s					

sufficient water. Any damage to the engine will be bear by the hirer/driver, 12. All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.

whatsoever reason in respect of or in connection with it's use or operation. The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-wavier excess and cost expense (including 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 0946 3 31 248853 34 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)"

Remarks

Date In Time In Mileage Check By 1930 ALEX

Hirer's/Driver Signature



### Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)

Sent: Wednesday, 17 March 2021 9:29 AM
To: VINCENTTAY18@GMAIL.COM

Cc: Admin A

Subject: ACCIDENT INVOLVING SLC 1009L & SMF 2651Y ALONG/AT DUNEARN ROAD ON

15/03/2021

Our Ref: CC3/AIG21003419/ra3

#### TAY CHOON KIAT VINCENT - BY EMAIL ONLY

[POLICY HOLDER]

Dear Sir/Madam,

### ACCIDENT INVOLVING SLC 1009L & SMF 2651Y ALONG/AT DUNEARN ROAD ON 15/03/2021

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 SMF 2651Y against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as it is head-to-rear collision. 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 and reduced by 30% (20% for commercial vehicles) 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.

c.c. AIG Asia Pacific Insurance Pte Ltd (Motor Claims Dept)

Thank you.

Best Regards,

Jaslin Kok | Admin

#### LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: <u>JaslinKok@lkkauto.com</u> | fax: 6741 4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

7/14/2021 Merimen e-Claims

## **Claim Audit**

	AUDIT T		Damania	P
No.		Audit	Remarks	Ву
1	16 Mar 2021 12:26	Clm Dtl Modified	Claimant's Name: -> KOREA AUTO CONTROL PTE LTD.	[A] HOW ME
2	16 Mar 2021 12:26	Clm Veh Model Changed	(206704) VOLKSWAGEN SHARAN 2.0 TSI 7N24MY (A).	[A] HOW ME
3	16 Mar 2021 12:26	_	Reg No: SMF2651Y. Acct Date: 2021/03/15. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] HOW ME: KWAN
4	16 Mar 2021 12:26	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW ME: KWAN
5	16 Mar 2021 12:26	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/03/25	[A] HOW ME KWAN
6	16 Mar 2021 12:26	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW ME KWAN
7	16 Mar 2021 12:26	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	16 Mar 2021 12:26	Label Added	(23):Express.	[A] HOW MEI KWAN
9	16 Mar 2021 12:26	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	17 Mar 2021 09:12	Clm	Acct Time:08:00:00->08:30:00.	[I] AIG OneClaim Integration User
11	23 Mar 2021 09:43	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW ME
12	27 Apr 2021 11:44	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	27 Apr 2021 11:44	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	27 Apr 2021 11:44	Clm Dtl Modified	JPJ Reg. Date: -> 2018/10/31.	[A] JOANNE LEE KHANG MIN
15	27 Apr 2021 11:44	Clm Details Notified		[A] JOANNE LEE KHANG MIN
16	28 Apr 2021 17:13	Adj Mandate Request	Cur.Req:7250.13:Liability:100%*Quantum: (a)CORw/GST: $$6,410.13+$ (b)LOR(7days x $$120.00$ ): $$840.00 = Total: $7,250.13 *Vehicle Model: VOLKSWAGEN SHARON ***Recommended 4 repair days + 1 Sun + 2 PRS=7DAYS$	[A] Jaslin Kol Chin Yi
17	2021 11:02	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/03/25. Mandate Remarks: subject to all docs in place.	[I] Ler, Bernard-JQ
18	08 Jun 2021 11:02	Adj Mandate Set	Approved:7250.13:subject to all docs in place.	[I] Ler, Bernard-JQ
19	10 Jun 2021 00:34	Adj Mandate Request	$\label{local-cur-reg} $$ Cur.Req:7308.93:Lia:100\%*Quantum:(a)CORw/GST:$6,410.13+ (b)LORw/GST(7days x $120.00):$898.80=Total: $7,308.93*Vehicle Model:VOLKSWAGEN SHARON*Recommended 4 repair days + 1 Su n + 2 PRS=7 DAYS$	[A] Jaslin Kok Chin Yi
20	12 Jul 2021 10:44	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/03/25. Mandate Remarks: subject to all docs in place.	[I] Ler, Bernard-JQ
21	12 Jul 2021 10:44	Adj Mandate Set	Approved:7308.93:subject to all docs in place.	[I] Ler, Bernard-JQ

Date From Date To Audit Type None **∨** Go

A	C	۲I	۷I	T	Y

No record

Merimen Billi	Merimen Billing for this case - Transaction History										
Bill Ref No	Bill Date	Bill Type	Асс Туре	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount			
2677716	16 Mar 2021 12:30:03	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMF2651Y	SLC1009L	11.00			