



**LETTER OF DEMAND**

Your Ref: CC3 / ATGM 003614 / A3

Our Ref: SKR 56075

To: ATG

Dear Sirs,

ACCIDENT INVOLVING SKR 56075 & SMW 6368A ON 18/03/2021

We are claiming on behalf of our client ONG SHIMIN

owner of vehicle number SKR 56075 involved in accident on 18/03/2021

with vehicle SMW 6368A along/at SLIP ROAD, PIE onto TAY LOR 1

Description of claims:

Cost of Repairs	\$ <u>4230.19</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>80</u> X <u>3</u> Days = \$ <u>240</u>	(incl 7% GST)
Search Fee	\$ <u>2</u>	(incl 7% GST)
Miscellaneous Fee	\$ <u>-</u>	(incl 7% GST)
<b>TOTAL</b>	\$ <u>4472.19</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 4472.19  
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](mailto:meiy.wong@vw.com.sg).

17/04/2021

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

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

I, Ong Shimin (the third party claimant") of 700 Lor 1 Toa Payoh #16-04 Singapore 314373 (address), owner of SKR5607S (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 SKR5607S that was damaged pursuant to the accident which occurred on 18/3/2021 (date) along Slip Rd PIE onto TRM Lnr 1 (location) involving vehicle no/s SMW676PA ("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 10<sup>th</sup> (day) of April (month) 2021 (year)

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

17/04/2021  
  
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 CENTRE SINGAPORE ("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\$4,230.19 (Repair Cost), S\$180.00 (Loss of Use/~~Rental~~), S\$ 2.00 (Disbursement) for vehicle no. SKR 5607S that was damaged pursuant to the accident which occurred on 18/03/2021 (date) along SLIP ROAD PIE ONTO TPY LOR 1 (location) involving vehicle no/s SMW 6368A. This is pursuant to the inspection conducted on 23/03/2021 (date) at "the workshop"

We/I confirm that we/I are/am authorized by the owner ONG SHIMIN ("the third party claimant") of vehicle no. SKR 5607S 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 SKR 5607S (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 03 (day) of 03 (month) 20 21 (year)

  
LKK MPB

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. 12033107872  
Document date 09-04-2021  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2021012170/ 1  
Job order date 26-03-2021  
Service Advisor CHARMAINE KONG

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

Customer Details:  
Ms.  
ONG  
SHIMIN  
165 BISHAN STREET 13  
#07-280  
Singapore 570165

License plate SKR5607S	Model code 5G13GZ	First registration 13-02-2015	VIN WVWZZZAUZFW139050	Model Golf 1.4 CLBMT 90 TSI D7F	Mileage 29,098
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Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	Diagnostic and Programming	1	pcs.	480.00	#1	480.00	513.60
	Check Short Circuit / Harness Repair	1	pcs.	280.00	#1	280.00	299.60
5G6807417APGRU	Cover For Bumper Primed	1	pcs.	1,251.35	#1	1,251.35	1,338.94
5G0998492 GRU	1 Set Sensor Brackets Pri	1	pcs.	22.34	#1	22.34	23.90
5G0919491	Sensor Bracket	1	pcs.	14.51	#1	14.51	15.53
5G0919491A	Sensor Bracket	1	pcs.	14.51	#1	14.51	15.53
5G0919492A	Sensor Bracket	1	pcs.	14.51	#1	14.51	15.53
5G0919491	Sensor Bracket	1	pcs.	14.51	#1	14.51	15.53
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
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	AIG DIRECT SETTLEMENT						
	DOA: 18.3.2021						
	TP VEH: SMW6368A						
	RASUL SURVEY						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	3,193.45	7%	276.74	3,953.45	4,230.19
Total	760.00	3,193.45		276.74	3,953.45	4,230.19

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](https://altersales.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).-----

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12033107872
Document date	09-04-2021
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	30001
Job order number	2021012170/ 1
Job order date	26-03-2021
Service Advisor	CHARMAINE KONG

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

Customer Details:  
Ms.  
ONG  
SHIMIN  
165 BISHAN STREET 13  
#07-280  
Singapore 570165

License plate	Model code	First registration	VIN	Model	Mileage
SKR5607S	5G13GZ	13-02-2015	WVWZZZAUZFW139050	Golf 1.4 CLBMT 90 TSI D7F	29,098

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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.


INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SMW6368A

Date of Accident

18/03/2021 

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**

Period of Insurance ..... **30/11/2020 - 29/11/2021**

Requested By ..... **Charmaine Kong (Volkswagen ...**

Requested Date ..... **19/03/2021 16:23**

#### 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**

## Jaslin Kok (LKK Auto)

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**From:** Jaslin Kok (LKK Auto)  
**Sent:** Thursday, 25 March 2021 10:33 AM  
**To:** STEVENTEOCN@GMAIL.COM  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SMW 6368A & SKR 5607S ALONG/AT SLIP ROAD PIE TOWARDS TOA PAYOH LOR 1 ON 18/03/2021

Our Ref: CC3/AIG21003614/rs3

**TEO CHENG NAM – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SMW 6368A & SKR 5607S ALONG/AT SLIP ROAD PIE TOWARDS TOA PAYOH LOR 1 ON 18/03/2021**

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 SKR 5607S 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: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	19 Mar 2021 18:16	<b>Clim Dtl Modified</b>	Claimant's Name: -> ONG SHIMIN.	[A] Lee Su Li
2	19 Mar 2021 18:16	<b>Clim Veh Model Changed</b>	(203963) VOLKSWAGEN GOLF 1.4 A7 TSI (A).	[A] Lee Su Li
3	19 Mar 2021 18:16	<b>Clim Created</b>	Reg No: SKR5607S. Acct Date: 2021/03/18. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Volkswagen Centre Singapore (HQ)	[A] Lee Su Li
4	19 Mar 2021 18:16	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	19 Mar 2021 18:16	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/03/30	[A] Lee Su Li
6	19 Mar 2021 18:16	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	19 Mar 2021 18:16	<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	19 Mar 2021 18:16	<b>Label Added</b>	(23):Express.	[A] Lee Su Li
9	19 Mar 2021 18:16	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
10	26 Apr 2021 13:46	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
11	26 Apr 2021 13:46	<b>Clim Dtl Modified</b>	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	26 Apr 2021 13:46	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2015/02/13.	[A] JOANNE LEE KHANG MIN
13	26 Apr 2021 13:46	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
14	27 Apr 2021 09:32	<b>Adj Mandate Request</b>	Cur.Req:4412.19:Lia:100%(OI REAR-ENDED TP)*Quantum: (a)CORw/GST: \$4,230.19 + (b)LOU(3days x \$60.00): \$180 + (c)LTA/ GIA search fee: \$2 = Total: \$4,412.19 *Vehicle Model: VOLKSWAGEN GOLF 1.4 *Recommended 3 repair days.	[A] Jaslin Kok Chin Yi
15	03 May 2021 09:40	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/03/30	[I] Khoo, Kay-Eng
16	03 May 2021 09:40	<b>Adj Mandate Set</b>	Approved:4412.19.	[I] Khoo, Kay-Eng

Date From     Date To     Audit Type None 

### 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
2679302	22 Mar 2021 15:54:46	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SKR5607S	SMW6368A	11.00
2689142	26 Apr 2021 13:46:42	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKR5607S	SMW6368A	11.00