



# LETTER OF DEMAND

Your Ref: CC3/ATG21003893/953Our Ref: SM5 7433JTo: ATG

Dear Sirs,

ACCIDENT INVOLVING SM5 7433J & SMQ 5332R ON 24/03/2021We are claiming on behalf of our client Jasmin Fawcowner of vehicle number SM5 7433J involved in accident on 24/03/2021with vehicle SMQ 5332R along/at 980 Upper Changi Road North Singapore SUTAR

Description of claims:

Cost of Repairs \$ 7303.09 (incl 7% GST)Loss of Use/Rental \$ 80 X 7 Days = \$ 560 (incl 7% GST)Search Fee \$ - (incl 7% GST)Miscellaneous Fee \$ - (incl 7% GST)TOTAL \$ 7863.09 (incl 7% GST)We are claiming in full and final settlement of \$ 7863.09  
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).

Dated this 23/04/2021

## AUTHORIZATION TO ACT


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

I, Jasraj Kaur (the third party claimant) of Apt 1116 176 Bukit Merah Crm #04-370 Singapore 151176 (address), owner of Sms 74337 (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 Sms 74337 that was damaged pursuant to the accident which occurred on 20/03/2021 (date) along 980 Upper Changi Road North, Singapore 507208 (location) involving vehicle no/s Sms 85332K ("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 20 (day) of 4 (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\$ 7,303.09 (Repair Cost), S\$ 350.00 (Loss of Use/Rental), S\$ - (Disbursement) for vehicle no. SMS 7433J that was damaged pursuant to the accident which occurred on 24/03/2021 (date) along 18 Jln Bena Open Space Carpark (location) involving vehicle no/s SMQ 5332R. This is pursuant to the inspection conducted on 26/03/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner JASMIN KAUR ("the third party claimant") of vehicle no. SMS 7433J 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 7433J (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 25 (day) of MAY (month) 20 21 (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. 12033108553  
Document date 20-04-2021  
Customer no. 5211043795  
Customer GST-ID 201009404M  
Dealer 30001  
Job order number 2021013736/ 1  
Job order date 09-04-2021  
Service Advisor TIOW CHUAN CHEE

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

Customer Details:  
Ms.  
JASMIN  
KAUR  
BLK 126 BUKIT MERAH VIEW  
#04-370  
SINGAPORE 151126

|                           |                        |                                  |                          |  |                   |
|---------------------------|------------------------|----------------------------------|--------------------------|--|-------------------|
| License plate<br>SMS7433J | Model code<br>BQ13HZC0 | First registration<br>12-03-2020 | VIN<br>WVWZZZAUZKW183831 | Model<br>Golf Comfortline 1.4 I TSI 92kW DSG | Mileage<br>13,731 |
|---------------------------|------------------------|----------------------------------|--------------------------|--|-------------------|

| Position no.   | Description                          | Quantity | Unit | Unit price<br>excl. GST | Tax code | Total amount<br>excl. GST | Total amount<br>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                    |
| 5G0807217FNGRU | Cover For Bumper Primed              | 1        | pcs. | 1,247.94                | #1       | 1,247.94                  | 1,335.30                  |
| 5G0919493L     | Sensor Bracket                       | 1        | pcs. | 12.86                   | #1       | 12.86                     | 13.76                     |
| 5G0919493J     | Sensor Bracket                       | 2        | pcs. | 12.39                   | #1       | 24.78                     | 26.51                     |
| 5G0919494G     | Sensor Bracket                       | 1        | pcs. | 12.86                   | #1       | 12.86                     | 13.76                     |
| 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                     |
| 5G0853651CCZLL | Radiator Grille Satin Bla            | 1        | pcs. | 448.77                  | #1       | 448.77                    | 480.18                    |
| 3G0853601B DPJ | Vw Sign Black/Bright Chro            | 1        | pcs. | 91.91                   | #1       | 91.91                     | 98.34                     |
| 5G0807109AL    | Impact Beam                          | 1        | pcs. | 635.13                  | #1       | 635.13                    | 679.59                    |
|                | REINFORCEMENT                        |          |      |                         |          |                           |                           |
| 5G0805705R     | Guide                                | 1        | pcs. | 41.56                   | #1       | 41.56                     | 44.47                     |
|                | BUMBER CENTER BRACKER                |          |      |                         |          |                           |                           |
| 5G0805567      | Support For Lock Carrier             | 1        | pcs. | 45.23                   | #1       | 45.23                     | 48.40                     |
|                | LABOUR                               | 2        | pcs. | 840.00                  | #1       | 1,680.00                  | 1,797.60                  |
|                | SPRAY PAINT                          | 2        | pcs. | 800.00                  | #1       | 1,600.00                  | 1,712.00                  |
|                | FRT NUMBER PLATE                     | 1        | pcs. | 80.00                   | #1       | 80.00                     | 85.60                     |
|                | AIG DIRECT SETTLEMENT                |          |      |                         |          |                           |                           |
|                | DOA : 24/03/2021                     |          |      |                         |          |                           |                           |
|                | TP VEH : SMQ5332R                    |          |      |                         |          |                           |                           |
|                | SURVEY BY RASUL                      |          |      |                         |          |                           |                           |

| Tax Code | Labour | Material | GST % | GST    | Total amount<br>excl. GST | Total amount<br>incl. GST |
|----------|--------|----------|-------|--------|---------------------------|---------------------------|
| #1       | 760.00 | 6,065.32 | 7%    | 477.77 | 6,825.32                  | 7,303.09                  |
| Total    | 760.00 | 6,065.32 |       | 477.77 | 6,825.32                  | 7,303.09                  |

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.

# VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial  
Vehicles

## Tax invoice

|                  |                 |
|------------------|-----------------|
| Page             | 2/2             |
| Document no.     | 12033108553     |
| Document date    | 20-04-2021      |
| Customer no.     | 5211043795      |
| Customer GST-ID  | 201009404M      |
| Dealer           | 30001           |
| Job order number | 2021013736/ 1   |
| Job order date   | 09-04-2021      |
| Service Advisor  | TIOW CHUAN CHEE |

|                                |                          |
|--------------------------------|--------------------------|
| Company                        | Customer Details:        |
| AIG ASIA PACIFIC INSURANCE P/L | Ms.                      |
| 78 Shenton Way                 | JASMIN                   |
| #07-16 AIG Building            | KAUR                     |
| Singapore 079120               | BLK 126 BUKIT MERAH VIEW |
|                                | #04-370                  |
|                                | SINGAPORE 151126         |

|               |            |                    |                   |                                     |         |
|---------------|------------|--------------------|-------------------|-------------------------------------|---------|
| License plate | Model code | First registration | VIN               | Model                               | Mileage |
| SMS7433J      | BQ13HZC0   | 12-03-2020         | WVWZZZAUZKW183831 | Golf Comfortline 1.4 I TSI 92kW DSG | 13,731  |

-----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).-----

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)

This is an authorised document. No signature is required.

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Wednesday, 7 April 2021 9:29 AM  
**To:** vjjain38@gmail.com  
**Subject:** <STANDARD NOTIFICATION LETTER> OUR REF: CC3/AIG21003893/R1gs3 \*\*\*  
ACCIDENT INVOLVING SMQ 5332R & SMS 7433J ON 24/03/2021 \*\*\*

Our Ref: CC3/AIG21003893/R1gs3

07 APRIL 2021

**VIJAYA KUMAR JAIN**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SMQ 5332R & SMS 7433J ON 24/03/2021**

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from **SMS 7433J**.

Based on the accident report and accident scenario, liability is down against us. 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 10 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)

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

*Best Regards,*

*Cecilia Chong | Case Handler*

*LKK Auto Consultants Pte Ltd*

*Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108*

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



*Save the Earth. Print only when necessary.*

# Print Received Message

This mail is associated with :

**\*SMS7433J (4522294787SG)**

**[SMQ5332R]**

TP

JASMIN KAUR

Mar 24 2021 1:00PM

[VIJAYA KUMAR JAIN]

Volkswagen Group Singapore Pte Ltd

**From** **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS)**, sent on **20/05/2021 16:52**  
**PM.**  
**To** LKK\_HQ  
**Subject** **Alert - Adj Mandate Approved (S\$7723.09) - SMS7433J - Claim Handler: Goh, Jeremy-CX**

Approved:7723.09:mandate approved. subject to documents in order. settle at best.