



LETTER OF DEMAND

Your Ref: CE3/AG77004663/ra3
 Our Ref: SLN 90612
 To: AG

Dear Sirs,

ACCIDENT INVOLVING SLN 90612 & SMRT 343K ON 24/13/2021

We are claiming on behalf of our client Seah Brothers General

owner of vehicle number SLN 90612 involved in accident on 24/13/2021

with vehicle SMRT 343K along/at SLN 702 Payoh outside St Andrew's Village

Description of claims:

Cost of Repairs	\$	<u>2879.55</u>	(incl 7% GST)
Loss of Use/Rental	\$	<u>120</u> X <u>3</u> Days = \$ <u>360</u>	(incl 7% GST)
Search Fee	\$	<u>2</u>	(incl 7% GST)
Miscellaneous Fee	\$	<u>-</u>	(incl 7% GST)
TOTAL	\$	<u>3241.55</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 3241.55
 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 03/15/2021

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\$2,879.55 (Repair Cost), S\$300.00 (Loss of Use/Rental), S\$2.00 (Disbursement) for vehicle no. SLN 9061Z that was damaged pursuant to the accident which occurred on 29/03/2021 (date) along JALAN TOA PAYOH OUTSIDE ST ANDREW VILLAGE (location) involving vehicle no/s SMR 7343R. This is pursuant to the inspection conducted on 07/04/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SEAH ADRIAN GERARD ("the third party claimant") of vehicle no. SLN 9061Z 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 SLN 9061Z (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 04 (day) of 05 (month) 2021 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)


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

I, Seah Adrian Gerard. (the third party claimant") of _____ (address), owner of _____ (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 SLN90612 that was damaged pursuant to the accident which occurred on 29/3/2021 (date) along Toa Payoh Outside St Andrew Village (location) involving vehicle no/s SMR7343R ("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 30 (day) of 03 (month) 2021 (year)



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



Signed by "the workshop"
(with chop)

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page 1/2

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

Customer Details:
Mr
SEAH
ADRIAN GERARD
2 BISHAN STREET 25
#08-05
Singapore 573973

Document no. 12033108729
Document date 22-04-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021013475/ 1
Job order date 07-04-2021
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SLN9061Z	7N24MYH2	30-10-2020	WVWZZZ7NZLV015658	Sharan Highline 2.0 TSI 162kW DSG Toulon	7,179

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
7N0807521C 9B9	Spoiler Satin Black	1	pcs.	286.09	#1	286.09	306.12
N 90959101	Speed Nut	4	pcs.	1.27	#1	5.08	5.44
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	Spray Painting	1	pcs.	800.00	#1	800.00	856.00
	AIG DIRECT SETTLEMENT						
	DOA: 29/03/2021						
	TP VEH: SMR7343R						
	SURVEY BY: STEVE (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	1,931.17	7%	188.38	2,691.17	2,879.55
Total	760.00	1,931.17		188.38	2,691.17	2,879.55

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 (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.

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page	2/2
Document no.	12033108729
Document date	22-04-2021
Customer no.	5211043795
Customer GST-ID	201009404M
Dealer	30001
Job order number	2021013475/ 1
Job order date	07-04-2021
Service Advisor	SHU SHI TANG

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

Customer Details:
Mr
SEAH
ADRIAN GERARD
2 BISHAN STREET 25
#08-05
Singapore 573973

License plate	Model code	First registration	VIN	Model	Mileage
SLN9061Z	7N24MYH2	30-10-2020	WVWZZZ7NZLV015658	Sharan Highline 2.0 TSI 162kW DSG Toulon	7,179

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

This is an authorised document. No signature is required.


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SMR7343R

Date of Accident

29/03/2021 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **20/01/2021 - 19/01/2022**Requested By **Tang Shu Shi (Volkswagen Gro...**Requested Date **30/03/2021 13:42****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)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 1 April 2021 5:17 PM
To: 'lils.limls@gmail.com'
Cc: Admin A
Subject: ACCIDENT INVOLVING SMR 7343R & SLN 9061Z ALONG/AT JALAN TOA PAYOH BEFORE UPPER SERANGOON ROAD EXIT ON 29/03/2021

Our Ref: CC3/AIG21004063/ra3

LIM LIAN SOON – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMR 7343R & SLN 9061Z ALONG/AT JALAN TOA PAYOH BEFORE UPPER SERANGOON ROAD EXIT ON 29/03/2021

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 SLN 9061Z against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's 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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: 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	30 Mar 2021 16:23	Clm Dtl Modified	Claimant's Name: -> SEAH ADRIAN GERARD.	[A] HOW MEI KWAN
2	30 Mar 2021 16:23	Clm Veh Model Changed	(202763) VOLKSWAGEN SHARAN 2.0 TSI (A).	[A] HOW MEI KWAN
3	30 Mar 2021 16:23	Clm Created	Reg No: SLN9061Z. Acct Date: 2021/03/29. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. L td. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd ()	[A] HOW MEI KWAN
4	30 Mar 2021 16:23	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	30 Mar 2021 16:23	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/04/09	[A] HOW MEI KWAN
6	30 Mar 2021 16:23	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	30 Mar 2021 16:23	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[I] Merimen Administrator
8	30 Mar 2021 16:24	Label Added	(23):Express.	[A] HOW MEI KWAN
9	30 Mar 2021 16:24	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
10	31 Mar 2021 12:54	Clm Registration Modified	Acct Time:13:00:00->13:15:00. Pol No:2070007382->2070007382-01.	[I] AIG OneClaim Integration User
11	07 Apr 2021 15:51	Adj Adjuster Assigned	MOHD RASUL -> CHEN TSUE YEE	[A] HOW MEI KWAN
12	27 Apr 2021 13:10	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
13	27 Apr 2021 13:10	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	27 Apr 2021 13:10	Clm Dtl Modified	JPJ Reg. Date: -> 2020/10/30.	[A] JOANNE LEE KHANG MIN
15	27 Apr 2021 13:10	Clm Details Notified		[A] JOANNE LEE KHANG MIN
16	03 May 2021 15:08	Adj Mandate Request	Cur.Req:3241.55:Lia:100%(OI REAR-ENDED TP)*Quantum: (a)CORw/GST: \$2,879.55+(b)LOU(3days x \$120):\$360 +(c)LTA/GIA search fee: \$2 =Total: \$3,241.55*Vehicle Model:VOLKSWAGEN SHARON*	[A] Jaslin Kok Chin Yi
17	04 May 2021 08:48	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/04/09. Mandate Remarks: try LOU at \$100 to \$110 per day.	[I] Loh, Chee-Heng
18	04 May 2021 08:48	Adj Mandate Set	Approved:3241.55:try LOU at \$100 to \$110 per day.	[I] Loh, Chee-Heng

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
2681684	30 Mar 2021 16:30:10	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLN9061Z	SMR7343R	11.00
2689522	27 Apr 2021 13:10:45	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLN9061Z	SMR7343R	11.00