



LETTER OF DEMAND

Your Ref: CC3/MG 21 006585/R23
Our Ref: SLE 4128X
To: AIQ

Dear Sirs,

ACCIDENT INVOLVING SLE 4128X & SKL 8109A ON 08/06/2021

We are claiming on behalf of our client HE YANPING

owner of vehicle number SLE 4128X involved in accident on 08/06/2021

with vehicle SKL 8109A along/at Link 2 of playground Road

Description of claims:

| | | |
|--------------------|--|---------------|
| Cost of Repairs | \$ <u>2354.00</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) |
| TOTAL | \$ <u>2596.00</u> | (incl 7% GST) |

We are claiming in full and final settlement of \$ 2596.00
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 07/07/2021

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

I, HE YAN PING (the third party claimant") of _____ (address), owner of SLE 4128X (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 SLE4128X that was damaged pursuant to the accident which occurred on 2/6/2021 (date) along LHK2 @ PLAYFAIR RD. (location) involving vehicle no/s SKL 8109A ("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 09 (day) of 06 (month) 2021 (year)

x 

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 SS2,354.00 (Repair Cost), SS180.00 (Loss of Use/Rental), SS 2.00 (Disbursement) for vehicle no. SLE 4128X that was damaged pursuant to the accident which occurred on 08/06/2021 (date) along 76 PLAYFAIR RD LHK 2 BUILDING ENTRANCE CARPARK (location) involving vehicle no/s SKL 8109A. This is pursuant to the inspection conducted on 11/06/2021 (date) at “the workshop”

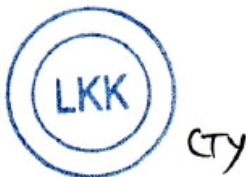
We/I confirm that we/I are/am authorized by the owner HE YANPING (“the third party claimant”) of vehicle no. SLE 4128X make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of 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 SLE 4128X (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 16 (day) of 08 (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



Tax invoice

Page 1/2
Document no. 12033112795
Document date 25-06-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021022321/ 1
Job order date 16-06-2021
Service Advisor SHU SHI TANG

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

Customer Details:
Ms.
HE
YANPING
2 LEEDON ROAD
#09-06
Singapore 267829

| | | | | | |
|---------------------------|----------------------|----------------------------------|--------------------------|---------------------------------|-------------------|
| License plate SLE4128X | Model code 1632G7 | First registration 30-06-2016 | VIN WVWZZZ16ZGM035022 | Model JETTA TSI TREND 90 D7F | Mileage 66,581 |
|---------------------------|----------------------|----------------------------------|--------------------------|---------------------------------|-------------------|

| 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 NUMBER PLATE | 1 | pcs. | 80.00 | #1 | 80.00 | 85.60 |
| | AIG DIRECT SETTLEMENT DOA: 08/06/2021 TP VEH: SKL8109A SURVEY BY: STEVE | | | | | | |

| Tax Code | Labour | Material | GST % | GST | Total amount excl. GST | Total amount incl. GST |
|--------------|---------------|-----------------|-------|---------------|---------------------------|---------------------------|
| #1 | 480.00 | 1,720.00 | 7% | 154.00 | 2,200.00 | 2,354.00 |
| Total | 480.00 | 1,720.00 | | 154.00 | 2,200.00 | 2,354.00 |

25/06/2021

 Service Advisor

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 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

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

| | |
|------------------|---------------|
| Page | 2/2 |
| Document no. | 12033112795 |
| Document date | 25-06-2021 |
| Customer no. | 5211043795 |
| Customer GST-ID | 201009404M |
| Dealer | 30001 |
| Job order number | 2021022321/ 1 |
| Job order date | 16-06-2021 |
| Service Advisor | SHU SHI TANG |

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

Customer Details:
Ms.
HE
YANPING
2 LEEDON ROAD
#09-06
Singapore 267829

| | | | | | |
|---------------|------------|--------------------|-------------------|------------------------|---------|
| License plate | Model code | First registration | VIN | Model | Mileage |
| SLE4128X | 1632G7 | 30-06-2016 | WVWZZZ16ZGM035022 | JETTA TSI TREND 90 D7F | 66,581 |

This is an authorised document. No signature is required.


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SKL8109A

Date of Accident

08/06/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **23/09/2020 - 22/09/2021**Requested By **Tang Shu Shi (Volkswagen Gro...**Requested Date **10/06/2021 10:11****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: Tuesday, 15 June 2021 11:41 AM
To: OFFICE@PERITA.COM.SG
Cc: Admin A
Subject: ACCIDENT INVOLVING SKL 8109A & SLE 4128X ALONG/AT 76 PLAYFAIR RD LHK 2 BUILDING ENTRANCE CARPARK ON 08/06/2021

Our Ref: CC3/AIG21006585/Era3

TAY KOK POH – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SKL 8109A & SLE 4128X ALONG/AT 76 PLAYFAIR RD LHK 2 BUILDING ENTRANCE CARPARK ON 08/06/2021

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 SLE 4128X 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 your vehicle reversed and collided with Third Party's stationary vehicle. Moving / Reversing vehicles should exercise greater care. 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@lkauto.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 | 10 Jun 2021 13:06 | Clim Dtl Modified | Claimant's Name: -> HE YAN PING. | [A] HOW MEI KWAN |
| 2 | 10 Jun 2021 13:06 | Clim Veh Model Changed | (204885) VOLKSWAGEN JETTA GP 1.4 TSI 90 A/T (A). | [A] HOW MEI KWAN |
| 3 | 10 Jun 2021 13:06 | Clim Created | Reg No: SLE4128X. Acct Date: 2021/06/08. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: NTUC Income Insurance Co-operative Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd () | [A] HOW MEI KWAN |
| 4 | 10 Jun 2021 13:06 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] HOW MEI KWAN |
| 5 | 10 Jun 2021 13:06 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2021/06/21 | [A] HOW MEI KWAN |
| 6 | 10 Jun 2021 13:06 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] HOW MEI KWAN |
| 7 | 10 Jun 2021 13:06 | Clim Ins Co Changed | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express) | [A] Merimen Administrator |
| 8 | 10 Jun 2021 13:06 | Label Added | (20224):Field Survey. | [A] Merimen Administrator |
| 9 | 10 Jun 2021 13:07 | Label Added | (23):Express. | [A] HOW MEI KWAN |
| 10 | 10 Jun 2021 13:07 | Adj Adjuster Assigned | [None] -> MOHD RASUL | [A] HOW MEI KWAN |
| 11 | 10 Jun 2021 16:01 | Video Downloaded | Downloaded Video - Accident | [I] Loh, Chee-Heng |
| 12 | 11 Jun 2021 12:15 | Adj Adjuster Assigned | MOHD RASUL -> CHEN TSUE YEE | [A] HOW MEI KWAN |
| 13 | 18 Jun 2021 11:28 | Video Downloaded | Downloaded Video - Accident | [A] CHEW HSIAO TONG |
| 14 | 24 Jun 2021 11:09 | Video Downloaded | Downloaded Video - Accident | [I] Loh, Chee-Heng |
| 15 | 27 Jul 2021 23:47 | Adj Rpt Initiated | | [A] JOANNE LEE KHANG MIN |
| 16 | 27 Jul 2021 23:47 | Clim Dtl Modified | Claim Conclusion: -> 3. | [A] JOANNE LEE KHANG MIN |
| 17 | 27 Jul 2021 23:47 | Clim Dtl Modified | JPJ Reg. Date: -> 2016/06/30. | [A] JOANNE LEE KHANG MIN |
| 18 | 27 Jul 2021 23:47 | Clim Details Notified | | [A] JOANNE LEE KHANG MIN |
| 19 | 29 Jul 2021 18:47 | Adj Mandate Request | Cur.Req:2534.00:Lia:100%*Quantum:(a)CORw/GST:\$2,354+(b)LOU(3days x \$60):\$180=Total:\$2,534.00*Vehicle Model: VOLKSWAGEN JETTA 1.4 *Recommended 3 repair days. | [A] Jaslin Kok Chin Yi |
| 20 | 30 Jul 2021 13:44 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2021/06/21 | [I] Loh, Chee-Heng |
| 21 | 30 Jul 2021 13:44 | Adj Mandate Set | Approved:2534.00. | [I] Loh, Chee-Heng |
| 22 | 11 Aug 2021 11:33 | Adj Mandate Request | Cur.Req:2536.00:Lia:100%*Quantum:(a)CORw/GST:\$2,354+(b)LOU(3days x \$60):\$180+(c)GIA Search Fee:\$2 =Total : \$2,536.00*Vehicle Model: VOLKSWAGEN JETTA 1.4 *Recommended 3 repair days. | [A] Jaslin Kok Chin Yi |
| 23 | 11 Aug 2021 13:49 | Adj Mandate Set | Approved:2536.00. | [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 | Ref 1 | Ref 2 | Amount |
| | | | | | | | | |

| | | | | | (Branch) | | | |
|---------|-------------------------|--------------------------|-------|---|---|----------|-----------------|-------|
| 2700835 | 10 Jun 2021 14:15:27 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | AIG Asia Pacific Insurance Pte. Ltd. (Express) | SLE4128X | SKL8109A | 11.00 |
| 2700866 | 10 Jun 2021 14:59:58 | Video Upload | Motor | AIG Asia Pacific Insurance Pte. Ltd. | AIG Asia Pacific Insurance Pte. Ltd. (SG) | SLE4128X | HOW MEI KWAN | xx.xx |
| 2712241 | 27 Jul 2021 23:47:47 | OD/TP Case (Adjuster) | Motor | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ) | SLE4128X | SKL8109A | 11.00 |