

**LETTER OF DEMAND**Your Ref: CC3 / AIG 21008581 / 043Our Ref: SMT n9amTo: AIG

Dear Sirs,

ACCIDENT INVOLVING SMT n9am SMT 8688C ON 15/08/2011We are claiming on behalf of our client Aaron Chay Yuenowner of vehicle number SMT n9am involved in accident on 15/08/2011with vehicle SMT 8688C along/at 265 Bukit Timah Road East Ave 3, Singapore 650285

Description of claims:

Cost of Repairs \$ 15,742.76 (incl 7% GST)Loss of Use/Rental \$ 120 x 14 Days = \$ 1680 (incl 7% GST)Search Fee \$ 2 (incl 7% GST)waiting
Miscellaneous Fee \$ 150 (incl 7% GST)TOTAL \$ 17,574.76 (incl 7% GST)We are claiming in full and final settlement of \$ 17,574.76
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 24/11/2011

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, Aaron Zhang Yiren (the third party claimant) of BK 208A Clementi Ave 6 #29-119 Singapore 12108 (address), owner of SM7219AM (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 SM7219AM that was damaged pursuant to the accident which occurred on 15/08/2021 (date) along 285 Bukit Batok West Ave 3, Singapore 050285 (location) involving vehicle no/s SMF 8688C ("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 18 (day) of 08 (month) 2021 (year)

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



Signed by "the workshop"
(with chop)

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\$15,742.76** (Repair Cost), **S\$1,498.00** (Loss of Use/Rental), **S\$ 98.00** (Disbursement) for vehicle no. **SMT 2199M** that was damaged pursuant to the accident which occurred on **15/08/2021** (date) along **285 BUKIT BATOK EAST AVE 3** (location) involving vehicle no/s **SMF 8688C**. This is pursuant to the inspection conducted on **18/08/2021** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **AARON ZHANG YIREN** (“the third party claimant”) of vehicle no. **SMT 2199M** 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 **SMT 2199M** (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)

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

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
AARON
ZHANG YIREN
90 CORPORATION ROAD
#16-22
SINGAPORE 649824

Document no. 12033119900
Document date 30-09-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021031982/ 1
Job order date 24-08-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMT2199M	5T13NZC1	31-03-2020	WVGZZZ1TZLW011859	Touran Comfortline EQP 1.4 TSI 110kW DSG	18,122

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
9801B004	B&P CHECK SHORT CIRCUIT / HARNESS REPAIR				#1	280.00	299.60
9801B005	B&P DIAGNOSIS AND PROGRAMMING				#1	480.00	513.60
5TA833055AL	Door	1	pcs.	2,436.42	#1	2,436.42	2,606.97
	LHS REAR DOOR						
5TA839701E 5AP	Door Seal Outer Black	1	pcs.	219.54	#1	219.54	234.91
D 378500A2	Sound Absorber Laminated	1	pcs.	43.65	#1	43.65	46.71
	DOOR INSULATOR						
8X0831403B	Door Hinge Half Lower Par	1	pcs.	45.17	#1	45.17	48.33
	DOOR HINGE UPPER (LOWER) A/O						
	25/8/2021						
N 91203801	Bolt With Polygon Socket	2	pcs.	5.17	#1	10.34	11.06
N 91205602	Hex Bolt With Internal To	4	pcs.	3.59	#1	14.36	15.37
WHT005504	Fill. Hd. Screw	2	pcs.	2.76	#1	5.52	5.91
5TA809843	Sectional Part Side Panel	1	pcs.	1,774.72	#1	1,774.72	1,898.95
	LHR FENDER OS A/O 25/8/2021						
D 506KD1A4	2k-Füllschaum	1	pcs.	154.20	#1	154.20	164.99
D 476KD1M2	Sealant Can Be Sprayed	1	pcs.	64.23	#1	64.23	68.73
D 007500A2	Zinc Spray	1	pcs.	68.87	#1	68.87	73.69
D 180003M2	2k-Body Adhesive	1	pcs.	444.39	#1	444.39	475.50
5TA845041ACNVB	Side Window Not Pre-Treat	1	pcs.	333.64	#1	333.64	356.99
	LHR FENDER GLASS OS CD 25/8/2021						
D 169300M2	1k Window Adhesive	1	pcs.	51.16	#1	51.16	54.74
D 00940104	All Purpose Cleaner	1	pcs.	97.37	#1	97.37	104.19
D 00920002	Primer	1	pcs.	28.44	#1	28.44	30.43
D 181802M1	Activator For Precoated W	1	pcs.	26.15	#1	26.15	27.98
D 00950025	Applicator	2	pcs.	10.44	#1	20.88	22.34
5TA821713D	Stone Protection Foil	1	pcs.	33.81	#1	33.81	36.18
	LHR FENDER FOIL						
	LABOUR	5	pcs.	840.00	#1	4,200.00	4,494.00
	SPRAY PAINT	2	pcs.	800.00	#1	1,600.00	1,712.00
	TRANSFER DOOR MECHANISM	1	pcs.	840.00	#1	840.00	898.80
	R&R LHR FENDER GLASS	1	pcs.	840.00	#1	840.00	898.80
	R&R REAR LUGGAGE TRIM	0.5	pcs.	840.00	#1	420.00	449.40
	LHR FENDER GLASS SOLAR FILM	1	pcs.	180.00	#1	180.00	192.60
	AXA ARF VS AIG						
	3RD PARTY VEHICLE SMF8688C						
	D.O.A :15-08-2021						
	SURVEY BY: LKK STEVE						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	13,952.86	7%	1,029.90	14,712.86	15,742.76
Total	760.00	13,952.86		1,029.90	14,712.86	15,742.76

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page 2/2

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

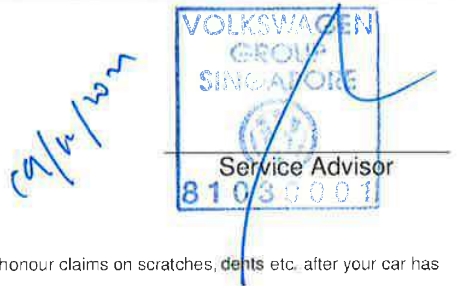
Customer Details:
Mr
AARON
ZHANG YIREN
90 CORPORATION ROAD
#16-22
SINGAPORE 649824

Document no. 12033119900
Document date 30-09-2021
Customer no. 5211043795
Customer GST-ID 201009404M
Dealer 30001
Job order number 2021031982/ 1
Job order date 24-08-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SMT2199M	5T13NZC1	31-03-2020	WVGZZZ1TZLW011859	Touran Comfortline EQP 1.4 TSI 110kW DSG	18,122

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
----------	--------	----------	-------	-----	------------------------	------------------------

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.

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

This is an authorised document. No signature is required.



Website: www.mova.com.sg
Co. Reg. No.: 198904033G
GST Reg. No.: M2-0088864-2

Main Office: Mova Building, No. 22, Jalan Kilang, Singapore 159419
Tel: (65) 6476 3333 Fax: (65) 6271 5891

Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
Tel: (65) 6262 3377 Fax: (65) 6264 3151

Workshop Dept: Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722
Tel: (65) 6272 3892 Fax: (65) 6270 8314
24 Hours Breakdown Service: (65) 9799 8888

Mr AARON ZHANG YIREN
BLK 208A CLEMENTI AVE 6
#29-119
Singapore 121208
Tel: 91706089

Tax Invoice

Inv No. : RKL121090101
Date : 06 Sep 2021
Ref : B16411
Currency : SGD
Terms : COD
RA No. : RKLR21090005
Veh No. : SMU8583S
Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 02/09/2021 to 14/09/2021 SKODA SUPERB: SMU8583S DRIVEN BY : AARON ZHANG YIREN YOUR REF : VW-ALEX-SMT2199M	12.00	DAY	112.15	1,345.80

Remarks:

VW-ALEX-SMT2199M

This is a computer generated document. No signature is required.
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /
Account No.: 524-067097-001

Subtotal : S\$ 1,345.80
GST 7.0% : S\$ 94.21
Total : S\$ 1,440.01
Paid : S\$ 1,440.01
Outstanding : S\$ 0.00



Website: www.mova.com.sg
Co. Reg. No.: 198904033G
GST Reg. No.: M2-0088864-2

Main Office: Mova Building, No. 22, Jalan Kilang, Singapore 159419

Tel: (65) 6476 3333 Fax: (65) 6271 5891

Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792

Tel: (65) 6262 3377 Fax: (65) 6264 3151

Workshop Dept: Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722

Tel: (65) 6272 3892 Fax: (65) 6270 8314

24 Hours Breakdown Service: (65) 9799 8888

Mr AARON ZHANG YIREN

BLK 208A CLEMENTI AVE 6

#29-119

Singapore 121208

Tel: 91706089

Tax Invoice

Inv No. : RKL121090157

Date : 16 Sep 2021

Ref : B16411

Currency : SGD

Terms : COD

RA No. : RKL21090005

Veh No. : SMU8583S

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 14/09/2021 to 16/09/2021 SKODA SUPERB: SMU8583S DRIVEN BY : AARON ZHANG YIREN YOUR REF : VW-ALEX-SMT2199M	2.00	DAY	112.15	224.30

Remarks:

VW-ALEX-SMT2199M

This is a computer generated document. No signature is required.
Cheque should be crossed and made payable to Mova Automotive Pte Ltd.
Bank Transfer - OCBC Bank Account Name: Mova Automotive Pte Ltd. /
Account No.: 524-067097-001

Subtotal :	S\$ 224.30
GST 7.0% :	S\$ 15.70
Total :	S\$ 240.00
Paid :	S\$ 240.00
Outstanding :	S\$ 0.00



AUTOMOTIVE PTE LTD

Website: www.mova.com.sg
Co. Reg. No.: 198904033G

Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419
Bukit Merah Branch:
Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
Tel: (65) 6476 3333 Fax: (65) 6270 8314
24 Hours Breakdown Service: (65) 9799 8888
Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
Tel: (65) 6604 7877

RENTAL AGREEMENT

RA NO.: B 16411

RECEIVED 17 SEP 2021

RENTAL DETAILS		INSURANCE EXCESS AMOUNT	
Vehicle Make/Model:	Skoda Karoq	Vehicle No:	SMU85835
Date/Time Out:	02/09/21	Singapore	Malaysia
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F	\$S 2500.00	\$S 3500.00
Date/Time In:	16/9/21	Per Accident	Per Accident
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F	Charges	
Change Over 1:	Date: Initial:	Months @\$	Per Month
Change Over 2:	Date: Initial:	Weeks @\$	Per Week
KM Out:	KM In:	12 Days @\$ 112.15	Per Day \$1345.80
HIRER DETAILS		Sub-Total	
Named Hirer		Less Discount	%
Name:	Mr Aaron Zhang Yiren	Rental Charges	
Address:	Blk 208 A Clementi Ave 6	CDW @\$	per day / week / month
	# 29-119	PAI @\$	per day / week / month
	SC121208	Petrol Top Up	Extended 2 day
Identity Card No:	886181964	Misc Charges	
Date of Birth:	22-08-1981	GST	\$94.20
Driving License:	886181964	Total	\$1440.00
Country of Issue:	SG	VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS
Tel:	(HP) 9470 6089 (O)	Pre-Payment	
Nationality:	SG	Downpayment and Deposit	NA
Effective Date:	31 Mar 2005	Amount Refunded/ Due	
Additional Hirer		Signature of Refund	
Name:		Remarks:	Pearlyn
Address:		Invoice No:	Ref. No:
Identity Card No:		Checked Out By:	Checked In By:
Date of Birth:		Checked By:	
Driving License:		Sales-In Charge:	Michell
Country of Issue:		Past 3 years accidents	YES <input type="checkbox"/> NO <input type="checkbox"/>
Tel:	(HP) (O)		
Nationality:			
Effective Date:			

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

Hirer's Signatory / Company Stamp (if corporate hirer)

Authorised Manager Signature

Date & Time

IMPORTANT

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SMF8688C

Date of Accident

15/08/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance **03/01/2021 - 02/01/2022**

Requested By **Meiy Wong (Volkswagen Grou...**

Requested Date **16/08/2021 09:23**

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**



WePolish SG

87868155

https://www.carousell.sg/we_polish/

wepolishsg@gmail.com

INVOICE

INV9170

DATE

Dec 9, 2020

DUE

On Receipt

BALANCE DUE

SGD S\$0.00

BILL TO

Mr Aaron (Touran VW)

90 Coporation Road #16-22

☎ 91706089

DESCRIPTION	RATE	QTY	AMOUNT
Diamond Ceramic Coating Package December Promotion	S\$290.00	1	S\$290.00
TOTAL			S\$290.00
PAID			-S\$290.00
			Dec 9, 2020
BALANCE DUE			SGD S\$0.00



WePolish SG

87868155

https://www.carousell.sg/we_polish/

wepolishsg@gmail.com

INVOICE

INV9172

DATE

Sep 23, 2021

DUE

On Receipt

BALANCE DUE

SGD S\$0.00

BILL TO

Mr Aaron (Touran VW)

90 Coporation Road #16-22

91706089

DESCRIPTION	RATE	QTY	AMOUNT
Titanium Ceramic Coating Partial (Left Rear Door)(Left Rear Fender)(Left Rear Bumper)	S\$50.00	3	S\$150.00

TOTAL S\$150.00

PAID -S\$150.00

Sep 23, 2021

**BALANCE
DUE**

SGD S\$0.00

A handwritten signature in black ink, appearing to be "S. A.", is written over a horizontal line.

DATE SIGNED

Sep 23, 2021

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Tuesday, 17 August 2021 6:20 PM
To: jia_xing88@hotmail.com
Subject: <STANDARD NOTIFICATION LETTER> OUR REF:CC3/AIG21008581/ga3 *** ACCIDENT INVOLVING SMF 8688C & SMT 2199M ON 15/08/2021 ***

Importance: High

Our Ref: CC3/AIG21008581/ga3

17 AUGUST 2021

TEO LI-QIN, PEARLIE MRS PEARLIE LING

Dear Sir/Madam,

ACCIDENT INVOLVING SMF 8688C & SMT 2199M ON 15/08/2021

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 **SMT 2199M**.

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."

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

Print Received Message

This mail is associated with :

***SMT2199M (7075577289SG)**
[SMF8688C]

TP

AARON ZHANG YIREN

Aug 15 2021 12:00PM

[TEO LI-QIN,PEARLIE MRS PEARLIE LING]
Volkswagen Group Singapore Pte Ltd

From **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS)**, sent on **15/03/2022 14:19 PM**.
To LKK_HQ
Subject **Alert - Adj Mandate Approved (\$\$17338.76) - SMT2199M - Claim Handler: Ler, Bernard-JQ**

Approved:17338.76:Subject to all docs in place.