

**LETTER OF DEMAND**Your Ref: CC4/LPC 21008941/es3Our Ref: SF 2113HTo: Longpac Insurance

Dear Sirs,

ACCIDENT INVOLVING SF 2113H & GBD181AD ON 23/08/2021We are claiming on behalf of our client Stanley Soh Tee Chuanowner of vehicle number SF 2113H involved in accident on 23/08/2021with vehicle GBD181AD along/at PIE Woods CTE / SUE Exit

Description of claims:

Cost of Repairs \$ 17,522.89 (incl 7% GST)Loss of Use/Rental \$ 120 X 10 Days = \$ 1200 (incl 7% GST)Search Fee \$ 2 (incl 7% GST)Medical FeeMiscellaneous Fee \$ 237.40 (incl 7% GST)TOTAL \$ 18962.29 (incl 7% GST)We are claiming in full and final settlement of \$ 18962.29
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 23/09/2021



SKODA

LETTER OF AUTHORITY

ACCIDENT INVOLVING SCF 213H and NRD181AD on 23/8/2021
Own vehicle's number Other vehicle's number Date of accident
 along PIE tuks CTE/SLE EXIT
Accident location

BY THE LETTER OF AUTHORITY, I/we, Stanley Soh Lee Chuan
Name of Policy Holder & IC / Passport number
 of SXXXX1A0D owner of Vehicle Registration

Number SCF 213H hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number VPA/P2411061 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this _____ of the month

23/08/2021 Year _____

Signed & Delivered By:


 Policy Holder

Witness By:



SKODA

LETTER OF AUTHORITY

ACCIDENT INVOLVING STF 2113H and GBD 1814D on 23/08/2011
along PITE 7WDS CTR / SIA GUY
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Linda Foo Sui Yim
of IX XXX723 A Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number STF 2113H hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**
Own vehicle's number

(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in *my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or **alternatively** under Insurance Policy number WA/PM411061 taken up by *me/us and pay the **compulsory excess** in respect of the cost repairs suffered by *me/us arising from the Accident (loss and damage)/.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **Volkswagen Group Singapore Pte Ltd** and give a valid receipt and discharge therefore
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf by the Attorney, its agents or any person authorized by VGS in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

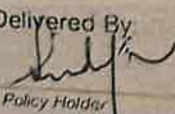
*I/We hereby further declare that the **letter of authority hereby conferred shall remain irrevocable.**

*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this _____ of the month

Type text here

Signed & Delivered By


Policy Holder

Witness By

Internal



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VC05/024879
DATE : 19 OCT 2021

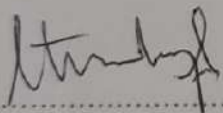
DISCHARGE VOUCHER

I/We, **STANLEY SOH TEE CHUAN** confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of **GBD 1819D** the sum of Singapore Dollar **EIGHTEEN THOUSAND EIGHT HUNDRED THIRTY TWO AND CENTS TWENTY NINE ONLY (\$18,832.29)** in full and final satisfaction, liquidation and discharge of all injury/property losses competent to me/us upon the said M/s LONPAC INSURANCE BHD in respect of all injury/property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving **SKF 2113H** and **GBD 1819D** on **23/08/2021** along **PIE TWDS CTE/SLE EXIT**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ JK FOOD SUPPLY PTE LTD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **VOLKSWAGEN GROUP SINGAPORE PTE LTD**.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

 8/11/21
Signature of vehicle owner/Date

STANLEY SOH TEE CHUAN
Name of vehicle owner /Date 8/11/21

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax Invoice

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Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Mr
STANLEY
SOH TEE CHUAN
47 BEDOK RIA CRESCENT
SINGAPORE 489863

Document no. 12033119161
Document date 20-09-2021
Customer no. 5211043801
Customer GST-ID
Dealer 30001
Job order number 2021032924/ 1
Job order date 31-08-2021
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SKF2113H	BV54HZR0	26-10-2020	VWVZZZAUZLP524157	Golf Variant R-Line 1.4 I TSI 92kW DSG	10

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
9801B001	CHANGE LANE ASSIST SYSTEM CALIBRATION				#1	840.00	898.80
5G9827025E	Rear Trunk Lid SCK AO 1/9/21	1	pcs.	2,378.58	#1	2,378.58	2,545.08
D 169300M2	1k Window Adhesive	2	pcs.	51.16	#1	102.32	109.48
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
5G9805945 041	Spoiler Black LHR W/SCREEN SIDE TRIM (BLACK) OS CD 1/9/21	1	pcs.	168.36	#1	168.36	180.15
5G9805946 041	Spoiler Black LHR W/SCREEN SIDE TRIM (BLACK) OS 1/9/21	1	pcs.	168.36	#1	168.36	180.15
5G0827505C 9B9	Hood Latch Satin Black BOOT LID LOCK	1	pcs.	229.65	#1	229.65	245.73
WHT007341	Rivetted Cap Nut	2	pcs.	2.50	#1	5.00	5.35
8D0853419D	Packing Adhesive NAME PLATE PACKING	1	pcs.	30.50	#1	30.50	32.64
5G9827705A 9B9	Gasket Satin Black BOOT WETHERSTRIP SCK AO 1/9/21	1	pcs.	384.10	#1	384.10	410.99
5G9853687 2ZZ	Inscription Bright Chrome NAME PLATE - GOLF SCK AO 1/9/21	1	pcs.	72.41	#1	72.41	77.48
5G9867605B 82V	Verkleid. REAR BOOT LID TRIM COVER SCK AO 1/9/21	1	pcs.	163.63	#1	163.63	175.08
5G9807417M GRU	Cover For Bumper Primed	1	pcs.	1,334.47	#1	1,334.47	1,427.88
5G9807568AB041	Rear Diffusor Black REAR BUMPER SPOILER	1	pcs.	342.89	#1	342.89	366.89
WHT005263	Rivet	4	pcs.	1.18	#1	4.72	5.05
5G9807305E	Bumper REINFORCEMENT	1	pcs.	650.77	#1	650.77	696.32
5G9807863A	Attachment Strip BUMPER CTR BRACKET	1	pcs.	63.77	#1	63.77	68.23
5G9919491B	Sensor Bracket	1	pcs.	13.77	#1	13.77	14.73
5G9919491C	Sensor Bracket	2	pcs.	13.77	#1	27.54	29.47
5G9919492B	Sensor Bracket	1	pcs.	13.77	#1	13.77	14.73
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	81.16	#1	81.16	86.84
D 822150A1	Bonding Agent For Plastic	1	pcs.	65.18	#1	65.18	69.74
5G9863459 82V	Cover For Lock Carrier Ti END PANEL TRIM COVER SCK AO 1/9/21	1	pcs.	115.84	#1	115.84	123.95

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial Vehicles

Tax invoice

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Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

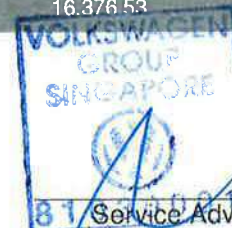
Customer Details:
Mr
STANLEY
SOH TEE CHUAN
47 BEDOK RIA CRESCENT
SINGAPORE 489863

Document no. 12033119161
Document date 20-09-2021
Customer no. 5211043801
Customer GST-ID
Dealer 30001
Job order number 2021032924/ 1
Job order date 31-08-2021
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SKF2113H	BV54HZR0	26-10-2020	WVWZZZAUZLP524157	Golf Variant R-Line 1.4 TSI 92kW DSG	10

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
5G9919397B GRU	Sensor Bracket Primed	1	pcs.	14.21	#1	14.21	15.20
5G9919398B GRU	Sensor Bracket Primed	1	pcs.	14.21	#1	14.21	15.20
5G9827469T FOD	Betätigung Mit Mikroschal	1	pcs.	1,748.48	#1	1,748.48	1,870.87
	OPER MECHAN A/O 10/9/2021						
	LABOUR	3	pcs.	840.00	#1	2,520.00	2,696.40
	SPRAY PAINT	3	pcs.	800.00	#1	2,400.00	2,568.00
	R&R REAR W/SCREEN	1	pcs.	840.00	#1	840.00	898.80
	TRANSFER BOOT LID MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	REAR WATER LEAK TEST	1	pcs.	150.00	#1	150.00	160.50
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	LONPAC DIRECT SETTLEMENT						
	DOA: 23/08/2021						
	TP VEH: GBD1819D						
	SURVEY BY: RASUL (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	1,600.00	14,776.53	7%	1,146.36	16,376.53	17,522.89
Total	1,600.00	14,776.53		1,146.36	16,376.53	17,522.89



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.

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Page	3/3
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Company
Lonpac Insurance BHD
101 Thomson Road
#18-01 United Square
Singapore 307591

Customer Details:
Mr
STANLEY
SOH TEE CHUAN
47 BEDOK RIA CRESCENT
SINGAPORE 489863

License plate	Model code	First registration	VIN	Model	Mileage
SKF2113H	BV54HZR0	26-10-2020	WVWZZZAUZLP524157	Golf Variant R-Line 1.4 I TSI 92kW DSG	10

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 STANLEY SOH TEE CHUAN

47 BEDOK RIA CRESCENT

Singapore 489863

Tel: 80109692

Tax Invoice

Inv No. : RKL21090116

Date : 09 Sep 2021

Ref : B16415

Currency : SGD

Terms : COD

RA No. : RKLR21090026

Veh No. : SMW6492Z

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 08/09/2021 to 18/09/2021 VOLKSWAGEN PASSAT : SMW6492Z DRIVEN BY : STANLEY SOH TEE CHUAN YOUR REF : W-ALEX-SKF2113H	10.00	DAY	112.15	1,121.50

Remarks:

VW-ALEX-SKF2113H

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\$ 1,121.50
GST 7.0% :	S\$ 78.51
Total :	S\$ 1,200.01
Paid :	S\$ 1,200.01
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 16415

RECEIVED 20 SEP 2021

RENTAL DETAILS		INSURANCE EXCESS AMOUNT	
Vehicle Make/Model:	Stoda Octavia	Vehicle No:	8728
Date/Time Out:	08/09/21 0930	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\$ 2500.00
Date/Time In:	17/9/21	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:	6492 Date: 9/9/21 Initial:	Months @ \$	Per Month
Change Over 2:	Date: Initial:	Weeks @ \$	Per Week
KM Out:	139172	10 Days @ \$ 112.15	Per Day
KM In:		Hours @ \$	Per Hour
HIRER DETAILS		Sub-Total	
Named Hirer		Less Discount	%
Name:	Soh Tee chuan Stanley	Rental Charges	
Address:	47 Bedok Ria Crescent	CDW @ \$	per day / week / month
	S 489863	PAI @ \$	per day / week / month
		Petrol Top-Up	
Identity Card No:	S 1350 190 D	Misc Charges	
Date of Birth:	17/11/59	GST	\$78.50
Driving License:	S 1350 190 D	Total	\$1200.00
Country of Issue:	SG	VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS
Tel:	(HP) 80109692 (O)	Pre-Payment	
Nationality:	SG	Downpayment and Deposit	N/A
Effective Date:	05 April 1982	Amount Refunded/ Due	
Additional Hirer		Signature of Refund	
Name:		Remarks:	Peacefully.
Address:		VW-Alex - SKF 2113H	
		Invoice No:	Ref. No:
Identity Card No:		Checked Out By:	Checked In By:
Date of Birth:		Checked By:	
Driving License:		Sales-In Charge:	Michelle
Country of Issue:		Past 3 years accidents YES ☐ NO ☐	
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.

GBD1819D

Date of Accident

23/08/2021 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **16/07/2021 - 15/07/2022**Requested By **Tang Shu Shi (Volkswagen Gro...**Requested Date **24/08/2021 14:16****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**



Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

TAX INVOICE

STANLEY SOH TEE CHUAN

Invoice No : CK/478889

Nric : S1350190D

Date : 30/08/2021

Attended By : DR CHONG TZE HORNG

Items :			Amount
KEFENTECH PLASTER	1	PACK	\$8.00
ADJUSTMENT	1		-\$0.06
KEFENTECH PLASTER	1	PACK	\$8.00
PRACTICE COST	1		\$2.00

Oasis Family Clinic
Blk 56 New Upper Changi Road
#01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

Paid : \$19.20 Nets

Sub Total : \$17.94

GST Amount : \$1.26

Grand Total : \$19.20

Amount paid : \$19.20

Amount outstanding : \$0.00

Oasis Family Clinic



Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

TAX INVOICE

LINDA KOO SAI YIN

Invoice No : CK/478888

Nric : S1590723A

Date : 30/08/2021

Attended By : DR CHONG TZE HORNG

Items :			Amount
KEFENTECH PLASTER	1	PACK	\$8.00
ADJUSTMENT	1		-\$0.06
KEFENTECH PLASTER	1	PACK	\$8.00
PRACTICE COST	1		\$2.00

Oasis Family Clinic

Blk 56 New Upper Changi Road
#01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

Paid : \$19.20 Nets

Sub Total : \$17.94

GST Amount : \$1.26

Grand Total : \$19.20

Amount paid : \$19.20

Amount outstanding : \$0.00

Oasis Family Clinic



Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

TAX INVOICE

LINDA KOO SAI YIN

Invoice No : CK/478576

Nric : S1590723A

Date : 24/08/2021

Attended By : DR CHONG TZE HORNG

Items :			Amount
CONSULTATION	1		\$22.00
CAP CELEBREX 400MG	10	tab	\$36.00
ADJUSTMENT	1		-\$0.02
TAB FAMOTIDINE 40MG	10	tab	\$4.00
TAB MYONAL 50MG	10	tabs	\$12.00
KEFENTECH PLASTER	1	PACK	\$8.00
KEFENTECH PLASTER	1	PACK	\$8.00
GEL VOLTAREN (REMETHAN GEL) 20G	1	tube	\$6.00

Oasis Family Clinic

Blk 56 New Upper Changi Road
#01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

Paid : \$102.70 Nets

Sub Total : \$95.98

GST Amount : \$6.72

Grand Total : \$102.70

Amount paid : \$102.70

Amount outstanding : \$0.00

Oasis Family Clinic



Oasis Family Clinic 绿洲家庭诊所

Blk 56 New Upper Changi Road #01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

GST Reg No. 200719807C

TAX INVOICE

STANLEY SOH TEE CHUAN

Invoice No : CK/478575

Nric : S1350190D

Date : 24/08/2021

Attended By : DR CHONG TZE HORNG

Items :		Amount
CONSULTATION	1	\$22.00
ADJUSTMENT	1	\$0.00
CAP CELEBREX 400MG	10 tab	\$36.00
TAB FAMOTIDINE 40MG	10 tab	\$4.00
TAB MYONAL 50MG	10 tabs	\$12.00
KEFENTECH PLASTER	1 PACK	\$8.00
KEFENTECH PLASTER	1 PACK	\$8.00

Oasis Family Clinic

Blk 56 New Upper Changi Road
#01-1322 Singapore 461056
Tel: 6448 8055 Fax: 6448 8130

Paid :	\$96.30	Nets	Sub Total :	\$90.00
			GST Amount :	\$6.30
			Grand Total :	\$96.30
			Amount paid :	\$96.30
			Amount outstanding :	\$0.00

Oasis Family Clinic

Asher Sng (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 14 October 2021 1:06 PM
To: Asher Sng (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Follow Up Flag: Follow up
Flag Status: Flagged

Lonpac External - Confidential

Dear Asher,

Kindly proceed as proposed.

As the third party is also medical expenses, please insert the injury/property wording in the DV.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, 13 October 2021 12:37 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][MANDATE REQUEST] RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 06/09/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **VOLKSWAGEN GROUP SINGAPORE PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 30,591.19	\$ 17,522.89
2. Loss of Rental (10days x \$112.15)(w/GST)	\$ 1,200.00	\$ 1,070.00 (10days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Medical Fee	\$ 237.40	\$ 237.40
Total	\$ 32,030.59	\$ 18,832.29

**8 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval please.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

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.

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Monday, 6 September 2021 2:45 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Dear Sir / Mdm,

We refer to the above matter.

We have inspected third party vehicle SKF 2113H at M/s VOLKSWAGEN GROUP SINGAPORE PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

Kindly take note that the case handler in-charge is Asher.

To check availability of the case handler, you may contact the undersigned.

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, August 25, 2021 4:27 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Lonpac External - General
Our Ref: 21/21/21/VC05/024879

Dear Su Li,

Attached copy of insured's report for your attention.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Wednesday, 25 August 2021 4:13 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General] LKK REF : CC4/LPC21008941/es3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Asher.

To check availability of the case handler, you may contact the undersigned

**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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, August 25, 2021 10:19 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 25 August, 2021 9:54 AM

To: shushi.tang@vw.com.sg

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com

Subject: FW: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Ms Tang,

For liability clearance, please liaise with our appointed surveyors.

Aside to LKK – Attn : Nivitha/Summer,

FYA. If you are unable to print the estimate, please obtain a copy from the workshop

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.

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Lonpac External - General data is for internal / external use.

From: Tang Shu Shi (VGS - SG/Singapore) [<mailto:shushi.tang@vw.com.sg>]
Sent: Wednesday, 25 August 2021 9:18 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]request direct settlement for SKF2113H & GBD1819D on 23/08/2021

Dear Claims,

Please revert on liability & survey arrangement for this claim, thank you.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Wednesday, 25 August 2021 9:15 am
To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Subject: Scan Image

Internal