

**LETTER OF DEMAND**Your Ref: CC4/III21010210/ga3Our Ref: SMB 7740ATo: Znata

Dear Sirs,

ACCIDENT INVOLVING SMB 7740A & G8D 8719m ON 01/10/2021We are claiming on behalf of our client Gehejere Chan shu wun Mrs Genevieve Chanowner of vehicle number SMB 7740A involved in accident on 01/10/2021with vehicle G8D 8719m along/at the OK Building (Salem Jurong (Kechi))
Leang Tze can put.

Description of claims:

Cost of Repairs \$ 5311.92 (incl 7% GST)Loss of Use/Rental \$ 120 X 3 Days = \$ 360 (incl 7% GST)Search Fee \$ 7.45 (incl 7% GST)Miscellaneous Fee \$ - (incl 7% GST)TOTAL \$ 5679.37 (incl 7% GST)We are claiming in full and final settlement of \$ 5679.37
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 05/11/2021

Volkswagen Centre Singapore



LETTER OF AUTHORITY

Biz Reg. No. 53103069E
GST No. M20098505-2

ACCIDENT INVOLVING SNB 7740A and ABD8719M on 1/10/21
Own vehicle's number Other vehicle's number Date of accident
along Jk Building Jalan Puyuh Kuching
Accident location

BY THE LETTER OF AUTHORITY, I/we, Genevieve Chin Swee Wan **MRS GENEVIEVE ZHANG**
Name of Policy Holder & IC / Passport number
of SXX XV 908G owner of Vehicle Registration

Number SNB 7740A 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 _____ 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 29 of the month
OCTOBER Year 2021.

Signed & Delivered By:

[Signature]
Policy Holder

Witness By:

Alan Zhang [Signature]

Internal



INDIA
INTERNATIONAL
INSURANCE
SINGAPORE
Serving the region since 1987

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

INDIA INTERNATIONAL INSURANCE PTE LTD
Co. Reg. No. 198703792k | GST Reg. No. M2-0078806-X
611 Cecil Street | #04 | #05 | #06-02 | IOB Building | Singapore 049711
Phone (65) 63476100 Email insure@iii.com.sg
(65) 62244174 Website www.iii.com.sg

EXPRESS SETTLEMENT

DISCHARGE VOUCHER

III-Direct Settlement (PODS)

India Ref: MCV2021D0004477

Claimant Ref: SNB7740A

We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of Surveyor) with respect to the amount claimed for S\$ 5,311.92 (repair cost), S\$ 321.00 (loss of use/rental), S\$ 7.45 (search fee), vehicle no. SNB7740A that was damaged pursuant to the accident which occurred on 01/10/2021 (date) at THE JK BUILDING (JALAN JURONG KECHIL) (location) involving vehicle no. GBD8719M (insured vehicle). This is pursuant to the inspection conducted on 05/10/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner GENEVIEVE CHIN SHU WUN MRS GENEVIEVE ZHANG ("the third party claimant") of vehicle no. SNB7740A to 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SNB7740A (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 5,640.37 to VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this 12 day of 12 20 21

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 3643

Email: meiy.wong@vw.com.sg

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



Signed by appointed Surveyor

LKK AUTO CONSULTANTS PTE LTD

199607198R

51 UBI AVE 1 #02-25

PAYA UBI INDUSTRIAL PARK S(408933)

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

Page 1/2
Document no. 12033121922
Document date 28-10-2021
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2021038357/ 1
Job order date 07-10-2021
Service Advisor YEN MEI WONG

Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Ms.
GENEVIEVE
CHIN SHU WUN
MRS GENEVIEVE ZHANG
954 DUNEARN ROAD #08-13
SINGAPORE 589483

License plate	Model code	First registration	VIN	Model	Mileage
SNB7740A	5T14NZR0	14-09-2021	WVGZZZ1TZW027147	Touran R-Line 1.4 TSI 110kW no.SR	1,029

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	28.00% #1	1,754.22	1,877.02
	LHS REAR DOOR						
5TA839701E 5AP	Door Seal Outer Black	1	pcs.	219.54	28.00% #1	158.07	169.13
D 378500A2	Sound Absorber Laminated	1	pcs.	43.65	28.00% #1	31.43	33.63
	DOOR INSULATOR						
N 91203801	Bolt With Polygon Socket	2	pcs.	5.17	28.00% #1	7.44	7.96
5TA839475G VNH	Window Slot Seal With Bla	1	pcs.	152.40	28.00% #1	109.73	117.41
	LHR DOOR GLASS OUTER MLDG (CHROM) OS 8/10/2021						
5TA839901A 041	Trim For Door Window Fram	1	pcs.	110.48	28.00% #1	79.55	85.12
	LHR DOOR TRIM (BLACK) A/O 8/10/2021						
WHT005504	Fill. Hd. Screw	2	pcs.	2.76	28.00% #1	3.97	4.25
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINT	1	pcs.	800.00	#1	800.00	856.00
	TRANSFER DOOR MECHANISM	0.5	pcs.	840.00	#1	420.00	449.40
	AXA ARF VS INDIA						
	3RD PARTY VEHICLE GBD8719M						
	D.O.A: 01-10-2021						
	SURVEY BY:LKK STEVE						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	760.00	4,204.41	833.94	7%	347.51	833.94	4,964.41	5,311.92
Total	760.00	4,204.41	833.94		347.51	833.94	4,964.41	5,311.92

Customer

28/10/2021
VW GROUP SINGAPORE
81030001
Service Advisor

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



Tax invoice

Company
INDIA INTERNATIONAL INSURANCE
64 CECIL STREET
#04-05 IOB BUILDING
Singapore 049711

Customer Details:
Ms.
GENEVIEVE
CHIN SHU WUN
MRS GENEVIEVE ZHANG
954 DUNEARN ROAD #08-13
SINGAPORE 589483

Page	2/2
Document no.	12033121922
Document date	28-10-2021
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	30001
Job order number	2021038357/ 1
Job order date	07-10-2021
Service Advisor	YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SNB7740A	5T14NZR0	14-09-2021	WVGZZZ1TZMW027147	Touran R-Line 1.4 TSI 110kW no.SR	1,029

-----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

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.



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 ZHANG ALAN LON

954 DUNEARN ROAD

#08-13

Singapore 589483

Tel: 87785474

Tax Invoice

Inv No. : RKL121100208

Date : 28 Oct 2021

Ref : B16456

Currency : SGD

Terms : COD

RA No. : RKL21100077

Veh No. : SMU8583S

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 26/10/2021 to 29/10/2021 SKODA KAROQ : SMU8583S DRIVEN BY : ZHANG ALAN LON YOUR REF : VW-ALEX-SNB7740A	3.00	DAY	112.15	336.45

Type text here

Remarks:

VW-ALEX-SNB7740A

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\$ 336.45
GST 7.0% : S\$ 23.55
Total : S\$ 360.00
Paid : S\$ 360.00
Outstanding : S\$ 0.00



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 16456

RECEIVED 01 NOV 2021

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

RENTAL DETAILS		INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	Skoda Karoq	Vehicle No:	Singapore	Malaysia
Date/Time Out:	26/10/21 08.30			
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F	SS 2500.00	SS 3500.00	Signature
Date/Time In:	26/10/21	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:	14774	3 Days @\$ 112.15	Per Day	\$336.45
KM In:		Hours @\$	Per Hour	
HIRER DETAILS		Sub-Total		
Named Hirer		Less Discount	%	
Name:	Zhang Alan Lon	Rental Charges		
Address:	954 Dunearn Road	CDW @\$	per day / week / month	
	# 08-13	PAI @\$	per day / week / month	
	SC589483	Petrol Top-Up		
Identity Card No:	G1665104X	Misc Charges		
Date of Birth:		GST		\$23.55
Driving License:	G1665104X	Total		\$360.00
Country of Issue:	34	VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Tel:	(HP) 877854704	Pre-Payment		
Nationality:	Australian	Downpayment and Deposit		NT
Effective Date:	18 July 2018	Amount Refunded/ Due		
Additional Hirer		Signature of Refund		
Name:		Remarks:	Pearlyn	
Address:			VW - Alex - SNBTT40A	
Identity Card No:		Invoice No:	Ref. No:	
Date of Birth:		Checked Out By:	Checked In By:	Checked By:
Driving License:		Sales-In Charge:		
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.

> Back to OneMotoring



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 01 Oct 2021 / 16:21:47

Receipt Date/Time : 01 Oct 2021 / 16:21:47

Tax Invoice/Receipt

Receipt No. : ITNET-00000-211001-003017

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - GBD8719M As at 01 Oct 2021/12:45:00 Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - GBD8719M Enquiry Fee 20211001162054691864	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	414746XXXXXX8274	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Print Received Message

This mail is associated with :

***SNB7740A (MCV2021D0004477)**
[GBD8719M]

TP

GENEVIEVE CHIN SHU WUN MRS GENEVIEVE ZHANG

Oct 1 2021 12:00PM

[-]

Volkswagen Group Singapore Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 15/12/2021 16:30 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (\$5640.37) - SNB7740A - Claim Handler: Sherini Pillai

Approved:5640.37:Please upload after repair photos as well