

**LETTER OF DEMAND**Your Ref: CC4/1121011323 /ea3Our Ref: SGR 6881GTo: India

Dear Sirs,

ACCIDENT INVOLVING SGR 6881G & SUM 4656X ON 03/11/2011We are claiming on behalf of our client Goh See Sian Helen (Wu Shixian Arnold)owner of vehicle number SGR 6881G involved in accident on 03/11/2011with vehicle SUM 4656X along/at Braddell Road Cantone Ramp onto Flyover at BSHR Road - Braddell Road Interchange

Description of claims:

Cost of Repairs \$ 6394.93 (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 \$ 6762.38 (incl 7% GST)We are claiming in full and final settlement of \$ 6762.38
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 07/11/2011

Volkswagen Centre Singapore



LETTER OF AUTHORITY

ACCIDENT INVOLVING SGR 6881G and SLM 4656X on 03/11/2021
along Braddell Road Intersection at Bishan Road - Braddell Rd
Own vehicle's number SGR 6881G Other vehicle's number SLM 4656X Date of accident 03/11/2021
Accident location

BY THE LETTER OF AUTHORITY, I/we, Goh Ser Suan Arden (Wu Shixian Arden)
of XXXX 673 J Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SGR 6881G Own vehicle's number hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**
(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 SP2 000575215 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 09 of the month

11 Year 2021

Signed & Delivered By:

Witness By:

EXPRESS SETTLEMENT

DISCHARGE VOUCHER 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 Ref: MPC2021D0004822

Claimant Ref: SGR 6881G

VOLKSWAGEN GROUP SINGAPORE PTE LTD

We/I, _____ ("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\$ 6,394.93 (repair cost), S\$ 360.00 (loss of use/rental), S\$ 7.45 (search fee), vehicle no. SGR 6881G that was damaged pursuant to the accident which occurred on 03/11/2021 (date) at BRADDELL ROAD (location) involving vehicle no. SLM 4656X (insured vehicle). This is pursuant to the inspection conducted on 09/11/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner GOH SER SIAN ARDEN ("the third party claimant") of vehicle no. SGR 6881G 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 SGR 6881G (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\$ 6,762.38 to VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this 22 day of Nov 2021

CLAIMANT:

Signature: _____

Name: _____

NRIC: _____

Address: _____

Nationality: _____

Occupation: _____



Meiy Wong
Insurance Advisor
Tel: 6305 7299 Ext: 216
Mobile: 8121 4681
Fax: 6474 5643
Email: meiy.wong@vw.com.sg

WITNESS:

Signature: _____

Name: _____

NRIC: _____

Address: _____

Nationality: _____

Occupation: _____



Mrb

Signed by appointed Surveyor

LKK AUTO CONSULTANTS PTE LTD

199607198R

51 UBI AVE 1 #01-25 PAYA LEBAR IND'L PAF

SINGAPORE 408933

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial Vehicles

Tax invoice

Page 1/2

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

Customer Details:
Mr
GOH
SER SIAN ARDEN
(WU SHIXIAN ARDEN)
3A ONTARIO AVENUE
#02-05
SINGAPORE 576192

Document no. 12033123461
Document date 19-11-2021
Customer no. 5211000972
Customer GST-ID 198703792K
Dealer 30001
Job order number 2021043041/ 1
Job order date 13-11-2021
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SGR6881G	3G24JZC0	27-09-2019	WVWZZZ3CZKE125075	Passat Comfortline 1.8 TSI 132kW DSG	41,525

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
3G5807417 GRU	Cover Primed	1	pcs.	1,725.58	#1	1,725.58	1,846.37
	REAR BUMPER						
3G0807521B GRU	Spoiler Primed	1	pcs.	296.35	#1	296.35	317.09
N 90346302	Pop-Rivet	10	pcs.	1.23	#1	12.30	13.16
3G0998491	1 Set Sensor Brackets	1	pcs.	46.02	#1	46.02	49.24
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	81.39	#1	81.39	87.09
D 822150A1	Bonding Agent For Plastic	1	pcs.	65.42	#1	65.42	70.00
3G0853841 ZZZ	Decorative Moulding Brigh	1	pcs.	173.63	#1	173.63	185.78
	BUMPER LOWER CHROM LH						
3G0853835 ZZZ	Decorative Moulding Brigh	1	pcs.	226.18	#1	226.18	242.01
	BUMPER LOWER CHROM (CTR)						
3G0945103A	Reflector	1	pcs.	69.70	#1	69.70	74.58
	LHS REFLECTOR INNER						
	LABOUR	1	pcs.	840.00	#1	840.00	898.80
	SPRAY PAINT	2	pcs.	800.00	#1	1,600.00	1,712.00
	REAR NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	INDIA DIRECT SETTLEMENT						
	DOA3.11.2021						
	TP SLM4656X						
	SURVEYOR LKK RASUL						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#1	760.00	5,216.57	7%	418.36	5,976.57	6,394.93
Total	760.00	5,216.57		418.36	5,976.57	6,394.93

Customer



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



SKODA

Commercial
Vehicles

Tax invoice

Page	2/2
Document no.	12033123461
Document date	19-11-2021
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	30001
Job order number	2021043041/ 1
Job order date	13-11-2021
Service Advisor	YEN MEI WONG

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

Customer Details:
Mr
GOH
SER SIAN ARDEN
(WU SHIXIAN ARDEN)
3A ONTARIO AVENUE
#02-05
SINGAPORE 576192

License plate	Model code	First registration	VIN	Model	Mileage
SGR6881G	3G24JZC0	27-09-2019	WVWZZZ3CZKE125075	Passat Comfortline 1.8 I TSI 132kW DSG	41,525

-----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 GOH SER SIAN ARDEN

BLK 3A ONTARIO AVENUE

#02-06

Singapore 576192

Tel: 81988481

Tax Invoice

Inv No. : RKL121110158

Date : 18 Nov 2021

Ref : B16476

Currency : SGD

Terms : COD

RA No. : RKL21110055

Veh No. : SLH6037X

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES 17/11/2021 to 20/11/2021 VOLKSWAGEN PASSAT : SLH6037X DRIVEN BY : GOH SER SIAN ARDEN YOUR REF : VW-ALEX-GR6881G	3.00	DAY	112.15	336.45

Remarks:

VW-ALEX-GR6881G

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

RENTAL DETAILS			INSURANCE EXCESS AMOUNT			
Vehicle Make/Model:	Passat	Vehicle No:	SCH 6037X	Singapore	Malaysia	Signature
Date/Time Out:	17-11			S\$ 3500	S\$ 3500	
Petrol Level Out:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Per Accident	Per Accident	
Date/Time In:	20/11			Charges		
Petrol Level In:	E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F			Months @ \$	Per Month	
Change Over 1:	Date:	Initial:		Weeks @ \$	Per Week	
Change Over 2:	Date:	Initial:		3 Days @ \$ 112.15	Per Day	336.45
KM Out:	94967	KM In:		Hours @ \$	Per Hour	
HIRER DETAILS			Sub-Total			
Named Hirer			Less Discount		%	
Name:	Goh Ser Sian Arden		Rental Charges			
Address:	Blk 3A Ontario Avenue		CDW @ \$	per day / week / month		
	# 02-06		PAI @ \$	per day / week / month		
	SC 576192		Petrol Top-Up			
Identity Card No:	S74326733		Misc Charges			
Date of Birth:	10-10-1974		GST	7%	\$23.55	
Driving License:	S74326733		Total		360	
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS		
Tel:	(HP) 819884811 (O)		Pre-Payment			
Nationality:	SG		Downpayment and Deposit		NA	
Effective Date:	12/09/1995		Amount Refunded/ Due			
			Signature of Refund			
Additional Hirer			Remarks:			
Name:			Pecytlun			
Address:			SGR 6881G - VW			
			Invoice No:	Ref. No:		
Identity Card No:			Checked Out By:	Checked In By:	Checked By:	
Date of Birth:						
Driving License:			Sales-In Charge: Michelle			
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.



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

Print Date/Time : 05 Nov 2021 / 11:08:47

Receipt Date/Time : 05 Nov 2021 / 11:08:47

Tax Invoice/Receipt

Receipt No. : ITNET-00000-211105-001137

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 - SLM4656X As at 03 Nov 2021/18:20:00 Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - SLM4656X Enquiry Fee 20211105110703521036	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				
	552038XXXXXX1184		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 :

***SGR6881G (MPC2021D0004822)**
[SLM4656X]

TP

GOH SER SIAN ARDEN (WU SHIXIAN ARDEN)

Nov 3 2021 6:00PM

[-]

Volkswagen Group Singapore Pte Ltd

From India International Insurance Pte Ltd (HQ) (III_SG), sent on 22/02/2022 09:39 AM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$6762.38) - SGR6881G - Claim Handler: Gabriel Wee

Approved:6762.38.