



LETTER OF DEMAND

Your Ref: \_\_\_\_\_

Our Ref: SF2 8388X

To: ALLIANZ

Dear Sirs,

ACCIDENT INVOLVING SF2 8388X & PC 3446Y ON 18/08/2022

We are claiming on behalf of our client ARISTO MANGKULONO

owner of vehicle number SF2 8388X involved in accident on 18/08/2022

with vehicle PC 3446Y along/at TRAFFIC LIGHT JUNCTION @ BT  
BATOK EAST AVE 3

Description of claims:

Cost of Repairs	\$ <u>4004.70</u>	(incl 7% GST)
Loss of Use/Rental	\$ <u>120</u> X <u>3</u> Days = \$ <u>360</u>	(incl 7% GST)
Search Fee	\$ <u>7.45</u>	(incl 7% GST)
Miscellaneous Fee	\$ <u>—</u>	(incl 7% GST)
TOTAL	\$ <u>4372.15</u>	(incl 7% GST)

We are claiming in full and final settlement of \$ 4372.15  
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](mailto:meiy.wong@vw.com.sg)

Dated this 05/09/2022



## LETTER OF AUTHORITY

ACCIDENT INVOLVING SF28388X and PC 3746Y on 18/08/2022  
along Traffic light junction @ BT Barlet and Pua  
Own vehicle's number Other vehicle's number Date of accident  
Accident location

BY THE LETTER OF AUTHORITY, I/we, ARISTO MANGKULIANO  
of SIN 443A Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SF28388X 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 A300361374 QMS 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 19 of the month

Aug Year 2022

Signed & Delivered By:

Policy holder

Witness By:

## VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 1/2

Company  
ALLIANZ GLOBAL  
CORPORATE & SPECIALTY SE  
SINGAPORE  
12 MARINA VIEW  
#14-01 ASIA SQUARE TOWER 2  
Singapore 018961

Customer Details:  
Mr  
ARISTO  
MANGKULIONO  
620 BUKIT BATOK CENTRAL  
#30-524  
Singapore 650620

Document no. 12033216187  
Document date 30-08-2022  
Customer no. 5211042669  
Customer GST-ID T11FC0131K  
Dealer 30001  
Job order number 2022024433/ 1  
Job order date 22-08-2022  
Service Advisor YEN MEI WONG

License plate	Model code	First registration	VIN	Model	Mileage
SFZ8388X	5G13HZ	24-10-2017	WVWZZZAUZH127782	Golf 1.4 CLBM 92 TSI D7F	68,587

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
9801B005	B&P DIAGNOSIS AND PROGRAMMING				#1	480.00	513.60
5G6807417APGRU	Cover For Bumper Primed	1	pcs.	1,382.73	10.00% #1	1,244.46	1,331.57
5G6807568D 9B9	Rear Diffusor Satin Black	1	pcs.	349.21	10.00% #1	314.29	336.29
5G0919491	Sensor Bracket	2	pcs.	16.08	10.00% #1	28.94	30.97
5G0919491A	Sensor Bracket	1	pcs.	16.08	10.00% #1	14.47	15.48
5G0919492A	Sensor Bracket	1	pcs.	16.08	10.00% #1	14.47	15.48
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	85.94	10.00% #1	77.35	82.76
D 822150A1	Bonding Agent For Plastic	1	pcs.	68.85	10.00% #1	61.97	66.31
WHT005263	Rivet	4	pcs.	1.32	10.00% #1	4.75	5.08
5G0998492 GRU	1 Set Sensor Brackets Pri	1	pcs.	24.46	10.00% #1	22.01	23.55
	LABOUR	1	pcs.	720.00	#1	720.00	770.40
	SPRAY PAINT	1	pcs.	680.00	#1	680.00	727.60
	NAMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	MSIG MOTORMAX PLUS VS ALLIANZ 3RD PARTY VEHICLE PC3446Y D.O.A: 18-08-2022 SURVEY BY: MR RASUL , LKK						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	480.00	3,262.71	198.08	7%	261.99	198.08	3,742.71	4,004.70
Total	480.00	3,262.71	198.08		261.99	198.08	3,742.71	4,004.70

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.

Payment in respect of any purchased services, packages inclusive of Prepaid Service Repair Package, or promotional items are strictly non-refundable.

-----VISIT OUR WEBSITE: [aftersales.vw.com.sg](https://aftersales.vw.com.sg) (for online service appointments) and [volkswagen.com.sg](https://volkswagen.com.sg) and [www.skoda.com.sg](https://www.skoda.com.sg) (for additional services, products and promotions).-----

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12033216187
Document date	30-08-2022
Customer no.	5211042669
Customer GST-ID	T11FC0131K
Dealer	30001
Job order number	2022024433/ 1
Job order date	22-08-2022
Service Advisor	YEN MEI WONG

Company  
ALLIANZ GLOBAL  
CORPORATE & SPECIALTY SE  
SINGAPORE  
12 MARINA VIEW  
#14-01 ASIA SQUARE TOWER 2  
Singapore 018961

Customer Details:  
Mr  
ARISTO  
MANGKULIONO  
620 BUKIT BATOK CENTRAL  
#30-524  
Singapore 650620

License plate	Model code	First registration	VIN	Model	Mileage
SFZ8388X	5G13HZ	24-10-2017	WVWZZZAUZHW127782	Golf 1.4 CLBM 92 TSI D7F	68,587

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](http://www.volkswagen.com.sg)

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.



Automotive Pte Ltd

Website: [www.mova.com.sg](http://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

## Tax Invoice

**Inv No. :** RKL122080235

**Date :** 29 Aug 2022

**Ref :** B16791

**Currency :** SGD

**Terms :** COD

**RA No. :** RKLR22080094

**Veh No. :** SMG7839K

**Sales :** Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGES (29/08/2022 TO 01/09/2022) VOLKSWAGEN GOLF 1.4 TSI CL : SMG7839K DRIVEN BY : ARISTO MANGKULIONO YOUR REF : VW-ALEX-SFZ8388X	3.00	DAY	112.15	336.45

### Remarks:

VW-ALEX-SFZ8388X  
ARISTO MANGKULIONO

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



**MOVA**

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 16791

RECEIVED 31 AUG 2022

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	GOLF	Vehicle No:	7839	Singapore	Malaysia
Date/Time Out:	29/08/22			S\$ 2500.00	S\$ 3500.00
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:	11/9/22			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
KM Out:	76375	KM In:		Hours @\$	Per Hour
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount %		
Name:	Aristo mangkuliono		Rental Charges		
Address:	Blk 620 Bukit Batok Central		CDW @\$ per day / week / month		
	#30-524		PAI @\$ per day / week / month		
	S650620		Petrol Top-Up		
Identity Card No:	S7580443A		Misc Charges		
Date of Birth:	26-09-1975		GST		
Driving License:	S7580443A		Total		
Country of Issue:	SG		VISA / MASTER CARD / AMEX		
Tel:	(HP) 97317487	(O)	CASH / COMPANY BILLING / OTHERS		
Nationality:	PR		Pre-Payment		
Effective Date:	11 Jan 2023		Downpayment and Deposit		
			Amount Refunded/ Due		
			Signature of Refund		
Additional Hirer			Remarks:		
Name:			Pearlyn		
Address:			VW - ALX - SFZ 8388X		
			Invoice No:		
			Ref. No:		
Identity Card No:			Checked Out By:		
Date of Birth:			Checked In By:		
Driving License:			Checked By:		
Country of Issue:			Sales-In Charge:		
Tel:	(HP)	(O)	Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
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 &amp; 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 : 18 Aug 2022 / 12:16:23

Receipt Date/Time : 18 Aug 2022 / 12:16:23

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-220818-001599

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 - PC3446Y				
As at 18 Aug 2022/09:45:00				
Insurance Co: ALLIANZ INSURANCE SINGAPORE PTE. LTD.				
1	Insurance Enquiry - PC3446Y Enquiry Fee 20220818121556580152	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		7.00	0.49	7.49
<b>Rounding Difference</b>				0.04
<b>Total Amount Payable</b>				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.

## Hsiao Tong (LKKAuto)

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**From:** Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Thursday, 8 September 2022 9:39 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Tang Shu Shi (VGS - SG/Singapore); Anthonidas Christopher Dass (VGS - SG/Singapore); Admin A  
**Subject:** RE: [EXT] RE: OFFER ACCEPTANCE FOR ACCIDENT VEHICLE INVOLVING SFZ8388X & PC3446Y ON 18-08-2022

Good Moring Hsiao Tong,

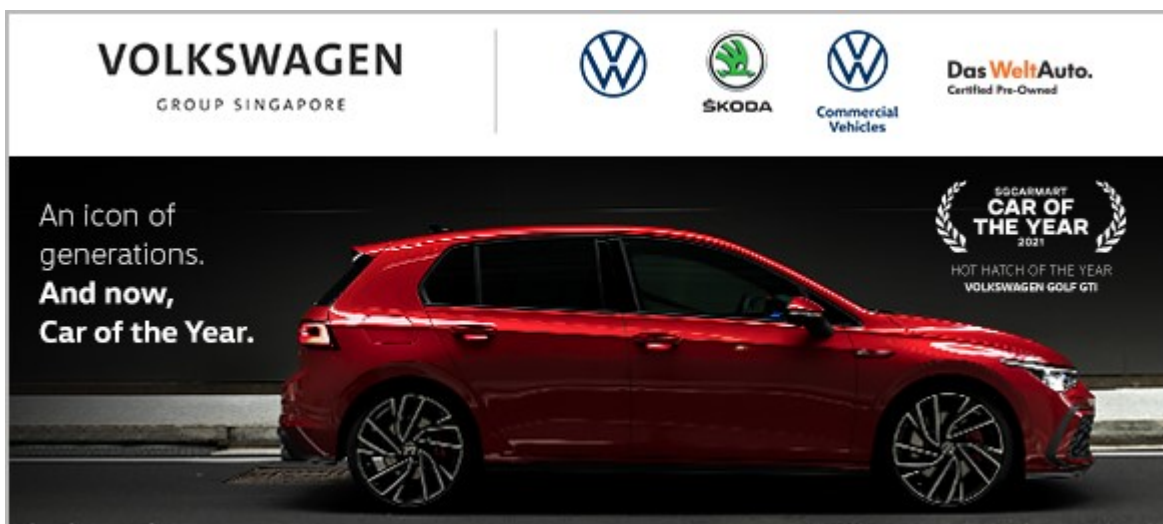
As spoken ,Allianz have Vw bank account number and LOD have emailed to your when LOD sent .  
Please proceed for payment progress ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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Internal

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Thursday, 8 September 2022 8:43 am



**To:** Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher Dass (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Admin A <admin-a@lkkauto.com>  
**Subject:** [EXT] RE: OFFER ACCEPTANCE FOR ACCIDENT VEHICLE INVOLVING SFZ8388X & PC3446Y ON 18-08-2022

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$4,333.15 (all in)** in full and final settlement of all claims your client has or may have against Allianz Insurance Singapore and/or their insured arising out of this incident.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization / Warrant to Act** and your **Bank details** for us to process payment.

Please note that your client's receipt of the settlement sum or settlement sums shall constitute a full discharge of liability and waiver of any past, present or future claims your client may have against Allianz Insurance Singapore and/or our insured as a result of the accident on **18 Aug 2022.**

Please note that the clearance of this cheque / settlement sum or receipt of the successful electronic payment or payments constitutes your client's acceptance of payment and full discharge of liability.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Wong MeiY (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Sent:** Wednesday, 7 September 2022 2:24 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
**Subject:** OFFER ACCEPTANCE FOR ACCIDENT VEHICLE INVOLVING SFZ8388X & PC3446Y ON 18-08-2022

Dear Hsiao Tong,

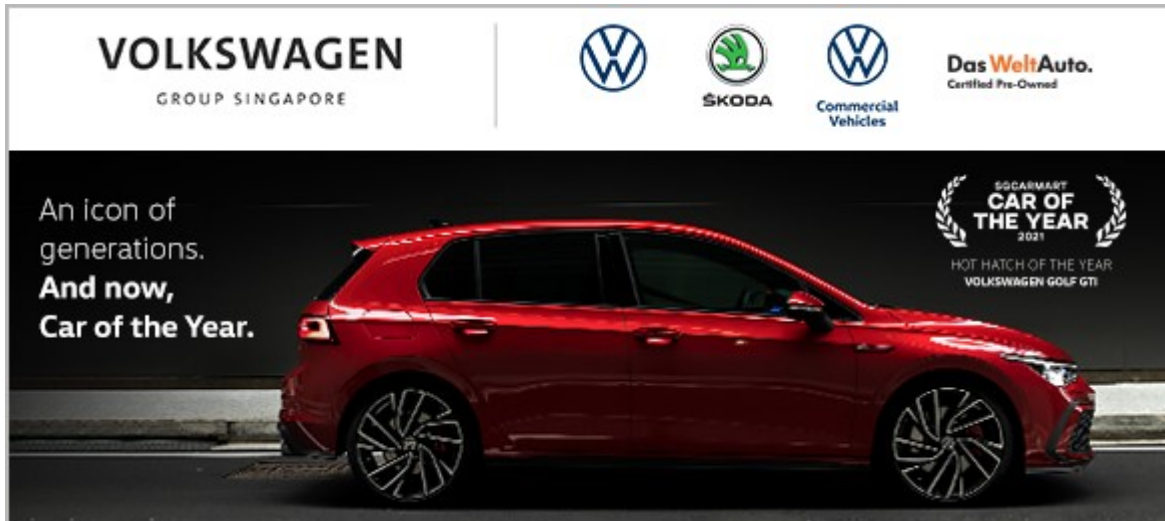
Offer accepted. Please forward us DV, Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216  
Main Line: +65 6305 7299  
Main Fax: +65 6474 3643  
[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)  
<https://www.volkswagen.com.sg/>



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Internal

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 7 September 2022 11:39 am  
**To:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>  
**Subject:** [EXT] RE: LOD FOR DIRECT SETTLEMENT VEHICLE INVOLVING SFZ8388X & PC3446Y ON 18-08-2022

**Without Prejudice**

Dear Sirs/mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,004.70
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2. Loss of Rental (3days x \$100.00)(w/GST)	\$ 321.00
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 4,333.15</b>

Please confirm acceptance.

“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.”

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Wong Meiy (VGS - SG/Singapore) <[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)>

**Sent:** Monday, 5 September 2022 3:25 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <[Pearlyn.cheong@vw.com.sg](mailto:Pearlyn.cheong@vw.com.sg)>; Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher Dass (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>

**Subject:** LOD FOR DIRECT SETTLEMENT VEHICLE INVOLVING SFZ8388X & PC3446Y ON 18-08-2022

Dear Hsiao Tong,

LOD as attached for your kind action ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

[meiy.wong@vw.com.sg](mailto:meiy.wong@vw.com.sg)

<https://www.volkswagen.com.sg/>

**VOLKSWAGEN**

GROUP SINGAPORE



SKODA

Commercial  
Vehicles

**Das WeltAuto.**  
Certified Pre-Owned

An icon of  
generations.  
**And now,  
Car of the Year.**



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Internal

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 6 September 2022 9:19 AM  
**To:** PAUL\_PANG@NEWGENTPT.COM  
**Subject:** Claim Notification - ACCIDENT INVOLVING PC3446Y(ALLIANZ) AND SFZ8388X ALONG JUNCTION OF BUKIT BATOK EAST AVENUE 3 AND BUKIT BATOK EAST AVENUE 6 ON 18/08/2022

06 Sept 2022

**NEWGEN TRANSPORT SERVICES PTE LTD**  
Driver: LEOW KIM SENG

[Email only]

Dear Sirs,

**OUR REF : CC3/AIS22007982/Rpa3**

**YOUR REF : PC3446Y**

**ACCIDENT INVOLVING PC3446Y(ALLIANZ) AND SFZ8388X ALONG JUNCTION OF BUKIT BATOK EAST AVENUE 3 AND BUKIT BATOK EAST AVENUE 6 ON 18/08/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, Allianz Insurance Singapore Pte. Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from **SFZ8388X** against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. We shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy. We also wish to inform you that there is Section II excess of \$1,000.00(Before GST) for third party claim settlements.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to Allianz and acknowledged by Allianz.

Your full co-operation in the handling of the claim is required and kindly submit the following to [chewht@lkkauto.com](mailto:chewht@lkkauto.com) within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Copy of the letter of authorization to confirm that the driver is allowed to drive the vehicle.
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and



consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to [customerservice@allianz.com.sg](mailto:customerservice@allianz.com.sg) or deliver it by hand to Allianz Customer Care Centre.

This letter should **not** be regarded as a waiver by Allianz of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third-party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or [chewht@lkkauto.com](mailto:chewht@lkkauto.com). Please quote our claim reference when you contact us that we can assist you more effectively.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	22 Aug 2022 17:45	<b>Clim Dtl Modified</b>	Claimant's Name: -> ARISTO MANGKULIONO.	[A] CHEW HSIAO TONG
2	22 Aug 2022 17:45	<b>Clim Veh Model Changed</b>	(203516) VOLKSWAGEN GOLF GT TSI 1.4 (A).	[A] CHEW HSIAO TONG
3	22 Aug 2022 17:45	<b>Clim Created</b>	Reg No: SFZ8388X. Acct Date: 2022/08/18. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: Volkswagen Centre Singapore (HQ)	[A] CHEW HSIAO TONG
4	22 Aug 2022 17:45	<b>Clim Existing Check Notice</b>		[A] CHEW HSIAO TONG
5	22 Aug 2022 17:45	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] CHEW HSIAO TONG
6	22 Aug 2022 17:45	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/08/31	[A] CHEW HSIAO TONG
7	22 Aug 2022 17:45	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] CHEW HSIAO TONG
8	22 Aug 2022 17:46	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] CHEW HSIAO TONG
9	25 Aug 2022 11:42	<b>Adj Adjuster Assigned</b>	CHEN TSUE YEE -> MOHD RASUL	[A] HOW MEI KWAN
10	25 Aug 2022 11:45	<b>Clim Dtl Modified</b>	Claimant's ID: -> SXXXX443A.	[A] HOW MEI KWAN
11	25 Aug 2022 11:45	<b>Clim Veh Model Changed</b>	(203516) -> (207410) VOLKSWAGEN GOLF 1.4 A7 TSI 5G13GZ SR HID (A).	[A] HOW MEI KWAN
12	25 Aug 2022 11:46	<b>Clim Registration Modified</b>	Rep:200843->205984.	[A] HOW MEI KWAN
13	06 Sep 2022 09:27	<b>Adj Mandate Request</b>	Cur.Req:4333.15:Liability: 100% (BOLA 27)	[A] CHEW HSIAO TONG
14	06 Sep 2022 09:59	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/08/31	[I] Chan Kian Chuan
15	06 Sep 2022 09:59	<b>Adj Mandate Set</b>	Approved:4333.15.	[I] Chan Kian Chuan

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 (Branch)	Ref 1	Ref 2	Amount
2832814	22 Aug 2022 17:45:56	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SFZ8388X		xx.xx

