



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

Dated this 05/09/2022

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 Diffuser 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 (for online service appointments) and volkswagen.com.sg and 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

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.

> 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 |
| 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.



Automotive Pte Ltd

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

Tax Invoice

Inv No. : RKLI22080235

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 | | |
| Additional Hirer | | | Amount Refunded/ Due | | |
| Name: | | | Signature of Refund | | |
| Address: | | | Remarks: Pearlyn | | |
| | | | vw - Alex - SFZ 8388X | | |
| Identity Card No: | | | Invoice No: | | |
| Date of Birth: | | | Ref. No: | | |
| Driving License: | | | Checked Out By: | | |
| Country of Issue: | | | Checked In By: | | |
| Tel: | (HP) | (O) | Checked By: | | |
| Nationality: | | | Sales-In Charge: | | |
| Effective Date: | | | Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/> | | |

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.



LETTER OF AUTHORITY

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

BY THE LETTER OF AUTHORITY, I/we, Aristo Mangkuliano
of Singapore 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 _____ of the month

Year _____

Signed & Delivered By:

Aristo Mangkuliano
Policy holder

Witness By:



SKODA

DISCHARGE VOUCHER

I / We APRILIO MANGKUCIANO (Passport No. Sxxx443A) the

owner of vehicle number STZ 8588X hereby accept from

_____ (Insurance Company) the sum of

_____ (total repair cost) in full and final settlement for the cost of repairs

arising from the loss damage of property as a result of the accident involving

STZ 8588X & PC 3446Y along Trsfz Light Junction @ BT
on 18/08/2022 Batuok Araf Ave 3

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to

VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on _____ (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name : APRILIO MANGKUCIANO

NRIC No. : Sxxx443A

Date :