



247 Alexandra Road S(159934)

**Group Singapore Pte Ltd.** 

### **LETTER OF DEMAND**

Your Ref:	415 2022 22006232
Our Ref:	SN8 8378
To:	LIANZ
Dear Sirs,	
ACCIDENT INVO	LVING SNB 337 B & SCR 8256 PON 18/8/2022
We are claiming	on behalf of our client CHEN XINYI, GWENDBLYN
owner of vehicle	number $5000000000000000000000000000000000000$
with vehicle	CR 82564 along/at SLE TOWARDS BKE, NEAR BKE EXIT.
Description of cla	aims:
Cost of Repairs	\$
Loss of Use/Ren	tal $\frac{120.00}{\text{ N}}$ X 3 Days = $\frac{360.00}{\text{ (incl 7% GST)}}$
Search Fee	\$ (incl 7% GST)
Miscellaneous F	ee \$(SO OO (CERAMIC COATING ) (incl 7% GST)
TOTAL	\$ (incl 7% GST)
We are claiming	in full and final settlement of \$payable to Volkswagen

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 <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>.





## **LETTER OF AUTHORITY**

ACCIDENT INVOLVING SAB 8378 and SER 8256p on 1818 2022
ACCIDENT INVOLVING SNB 837B and SLR 8256p on 1818 2022  along SLE 70WARDS BKE Own vehicle's number BKE EXT Other vehicle's number Date of accident
Accident location
of
of Name of Policy Holder & IC / Passport number owner of Vehicle Registration
Number SVB 8378 hereby irrevocable appoint Volkswagen Group Singapore Pte Ltd
(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at <b>247 Alexandra Road, Singapore 159934</b> , 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:
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
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 <b>Volkswagen Group Singapore Pte Ltd</b> and give a valid receipt and discharge therefore.
For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
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:
Witness By:
amis
Chris Anthonidas Insurance Advisor Tel: 6305 7299 Ext: 218 Mobile: 8511 2203

Internal

1.

2.

3.

4.

### **VOLKSWAGEN CENTRE SINGAPORE**

247 Alexandra Road Singapore 159934

Biz, Reg. No.: 199101494Z GST No.: M200985052



1/2





### Tax invoice

Company

ALLIÁNZ INSURANCE SINGAPORE PL 79 ROBINSON ROAD #09-01 SINGAPORE 068897 Customer Details:

CHEN

XINYI GWENDOLYN BLK 1 ZEHNDER ROAD

#01-02

SINGAPORE 117686

Page

Document no. Document date

Customer no. Customer GST-ID

Customer GST-ID T11FC0131K Dealer 30001

Job order number Job order date Service Advisor

number 20 date 25

30001 2022024832/ 1 25-08-2022

12033217668

20-09-2022

5211042669

Dass Anthonidas Christopher

License plate SNB837B Model code AD14N6R0 First registration 29-07-2021

VIIV

WVGZZZ5NZLW393877

Model

Tiguan R-Line 1.4 ITSI 110kW N6 DSG

Mileage 16,517

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax	code	Total amount excl. GST	Total amount incl. GST
9801B005 5NA807421 GRU	B&P DIAGNOSIS AND PROGRAMMING Cover For Bumper Primed	1	pcs.	1,586,27	10.00%	#1 #1	480.00 1,427.64	513.60 1,527.57
01111001121	REAR BUMPER (UPPER)		p00.	1,000.27	10.0070		1,127,04	1,027.07
5NA807521C GRU	Spoiler Primed BUMPER LOWER SPOILER (SCK) AO 26/8/2022	1	pcs.	436.50	10.00%	#1	392,85	420.35
3Q0919133 9B9	Seal Ring Satin Black	4	pcs.	4.72	10.00%	#1	16,99	18.18
5NA919491	Sensor Bracket	1	pcs.	14.19	10.00%	#1	12.77	13.66
5NA919491A	Sensor Bracket	1	pcs.	14.19	10.00%	#1	12.77	13.66
5NA919492A	Sensor Bracket	1	pcs.	14.19	10.00%	#1	12.77	13.66
5NA919492	Sensor Bracket	1	pcs.	14.19	10.00%	#1	12.77	13.66
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
5NA853835 2ZZ	Decorative Moulding Brigh BUMPER CHROME (CTR)	1	pcs.	233.76	10.00%	#1	210.38	225.11
5NA807568C 041	Rear Diffusor Black SCK AO 26/8/2022	1	pcs.	559.44	10.00%	#1	503.50	538.75
5NA807863	Attachment Strip REAR BUMPER BRACKET ( CTR ) (SCK) CD 15/9/2022	1	pcs.	70.74	10.00%	#1	63.67	68 13
	LABOUR	2	pcs.	720.00		#1	1,440.00	1,540.80
	Spray Painting ALLIANZ DIRECT DOA:18/8/2022 TP VEH NO: SLR8256P SURVEY BY:MR RASUL	3	pcs.	680.00		#1	2,040.00	2,182.80

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	480.00	6,285.43	311,71	7%	473.58	311,71	6,765.43	7,239.01
Total	480.00	6,285.43	311.71	PORT OF	473.58	311.71	6,765.43	7,239.01



Customer

### **VOLKSWAGEN CENTRE SINGAPORE**

247 Alexandra Road Singapore 159934

Biz. Reg. No.: 199101494Z GST No.: M200985052







### Tax invoice

Company

ALLIANZ INSURANCE SINGAPORE PL 79 ROBINSON ROAD #09-01 SINGAPORE 068897 Customer Details:

Ms. CHEN

XINYI GWENDOLYN BLK 1 ZEHNDER ROAD

#01-02

SINGAPORE 117686

Page

Document no.
Document date
Customer no.

20-09-2022 5211042669 T11FC0131K

12033217668

2/2

Dealer 30001

Job order number Job order date Service Advisor

Customer GST-ID

2022024832/ 1 25-08-2022 Dass Anthonidas

Christopher

License plate SNB837B Model code AD14N6R0

ode First registration

29-07-2021 V

VIN

WVGZZZ5NZLW393877

Model

Tiguan R-Line 1.4 ITSI 110kW N6 DSG

Mileage

16,517

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),-----

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. 521XXXXXXXX), 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

Mr CHEN XINYI

Singapore 117686

Tel: 98571853

#01-02

**BLK 1 ZEHNDER ROAD** 

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.: RKL122090181 Date: 14 Sep 2022 Ref: B16807

Currency : SGD
Terms : COD

RA No.: RKLR22090047 Veh No.: SMD6191S Sales: Michelle Lee

14/09/2022 to 17/09/2022

VOLKSWAGEN GOLF 1.4 TSI CL: SMD6191S

DRIVEN BY : CHEN XINYI

YOUR REF: VW-ALEX-SNB837B

### Remarks:

VW-ALEX-SNB837B CHEN XINYI

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

S\$ 336.45

GST 7.0%:
S\$ 23.55

Total:
S\$ 360.00

Outstanding:
S\$ 360.00



Website: www.mova.com.sg

Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419

Bukit Merah Branch:

Bik 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

Tal: (65) 6604 7877

### RENTAL AGREEMENT

Date & Time

RA NO.: B 16807

Co. Reg. No.: 198	RENTAL DETAILS	INSURANCE EXCESS AMO	DUNT
table Make Mardel	aol P Vehicle D	6/8/5 Singapore Malaysia	Signature
ehicle Make/Model:		017/4	
Petrol Level Out:	[4   09   22 E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F)	S\$ 3500.60 S\$ 3500.60	State
	1119 W	Per Accident Per Accident  Charges	
Date/ Time In:			
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	Harry
Change Over 2	Date: Initial:	3 Days @\$ 112.15 Per Day Hours @\$ Per Hour	\$ 336.45
KM Out: 601	KM In:		
	HIRER DETAILS	Sub-Total	
Named Hirer		Less Discount %	
Name:	Chen Xin Yi	Rental Charges	
Address:	BIK 1 Zehnder Roa		
	40-10#	PAI @\$ per day / week / month Petrol Top-Up	
	SCHIERES	Misc Charges	
dentity Card No:	S9017728A	GST	413.22
Date of Birth:	24/05/1990	Total	\$360 00
Driving License:	59017728A	VISA / MASTER CARD / AMEX CASH / COMPANY BILLING / OTHERS	26
Country of Issue:	SU	Pre-Payment	
Tel:	(HP) 42571953 (O)	Downpayment and Deposit	NA
Nationality:	Su	Amount Refunded/ Due	
Effective Date:	25 June 2008	Signature of Refund	
Additional Hirer		Remarks: Peculyn	
Name:	Lim Hung Wui	w-ALX- SNB	27712
Address:		W-114x - 3100	0 2 1 12,
		Invoice No:	Ref. No:
		Checked Out By: Checked In By:	Checked By:
Identity Card No:	\$14 1913)		
Date of Birth:	311111000		
Driving License:	514191323	Sales-In Charge:	Michelle
Country of Issue:	80	Past 3 years accidents YES NO	
Tel:	(HP) (O)		
Nationality:	Sa		
Effective Date:	I I a a		
Eliculive Date.	8 11 04 1995	of this Vehicle Rental Agreement, I also agreed that if there is any o	

IMPORTANT

Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle

Hirer's Signatory / Company Stamp (if corporate hirer)

2 All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.

3 In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.

4 The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown inclusive of CDW and PAL Late return of more than 4 hours will be considered. as a day rental. 5. All traffic infringements and summons (if any) are the responsibility of the Hirer

Authorised Manager Signature

### **INSURER ENQUIRY**

## Find insurer

Vehicle reg. no.

SLR8256P

**Date of Accident** 

18/08/2022



Reset

### % RESULT & RECEIPT

TP Insurer Enquiry
Insurance Allianz Insurance Singapore P
Period of Insurance01/09/2021 - 31/08/2022
Requested By Christopher Anthonidas (Volk
Requested Date19/08/2022 09:17

### **Payment details**

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13** 

Total Amount Due (GST Inclusive): **\$\$2** 

### **General Insurance Association**

Records Management Centre GST Registration No: M400017735



14 Aug 2021

Invoice No: IVS 13208

**ISSUED BY** 

Ceramic Works LLP

13 Kaki Bukit Road 4 #01-29 Bartley Biz Centre Singapore

Contact: +65 81893233

ISSUED TO

Dennis

Contact: +65 96551165

Car Plate Number: SNB837B Brand: VOLKSWAGEN

Model: TIGUAN

Location: Kaki Bukit

# Charges

Other Service

\$0.00

Please change description here

INTERIOR LEATHER COATING - INTERIOR LEATHER COATING WASH AND COATING

\$350.00

INFINITY WORKS - INFINITY Advance Package (4 layers CERAMIC DIAMOND 9H)-5 Years Warranty

\$868.00

All Packages comes with

- Decontaminating Foam wash
- Machine Polishing (Stages depend on paint defect, scratch marks and swirl marks) to remove all paint defects
- Application of \* KB Diamond 9H\* ceramic coat on rims and brake calipers
- Application of \* KB GlassShield \* on all exterior glasses and side mirrors
- Application of \* KB NU Interior \* (plastic Coating) on all exterior plastics & trims
- Basic interior cleaning
- Tyre Shine dressing
- Full interior disinfectant treatment

Discount Sub-Total \$121.80

Tax Total

\$1,096.20 \$0.00 \$1,096.20

Currency: SGD

Payment Mode: Credit Card



1 Oct 2022 Invoice No: IVS14771

ISSUED BY Ceramic Works LLP 13 Kaki Bukit Road 4 #01-29 Bartley Biz Centre Singapore 417807 Contact: +65 81893233

ISSUED TO Dennis

Contact: +65 96551165

Brand: VOLKSWAGEN

Model: TIGUAN

Car Plate Number: SNB837B

Location: Kaki Bukit

## Charges

Recoat 2 Panels

\$150.00

\$150.00 Sub-Total \$0.00 \$150.00 Tax Total

Currency: SGD

Payment Mode: Transfer

- rms and Conditions

  \*All payment due upon receipt of Invoice,

  \*No refund or transfer of packages purchased unless otherwise stated.

  \*Payment can be made via Paynow to UEN: T17LL0748C

  \*Cheque to be crossed and made payable to "Ceramic Works LLP".

  \*By providing your contact number with us, you hereby kindly consent Ceramic Works LLP to contact you via SMS and phone for any form of marketing or promotion events from us, not withstanding your number maybe listed on the Do Not Call Registry.

# Re: LOD - RE: [EXT] Your Ref : SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

### Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Fri 6/1/2023 3:35 PM

To: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>;Admin A <admin-a@lkkauto.com>

Cc: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>;Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>;Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>;Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

# 'WITHOUT PREJUDICE' SAVE AS TO COSTS

**Dear Sirs** 

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at \$\frac{\\$\\$7,712.01(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.

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 | Case Handler
LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: -

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

From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Friday, 6 January 2023 9:09 am

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore)

<Pearlyn.cheong@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Wong Meiy (VGS -

SG/Singapore) <meiy.wong@vw.com.sg>

Subject: RE: LOD - RE: [EXT] Your Ref : SNB837B // DOA: 18/08/2022 - Third Party Claim against

SLR8256P(Allianz)

Dear Claims,

Offer accepted. Please forward us DV, if any, and kindly process payment, thank you

Best Regards,

**Christopher Dass** 

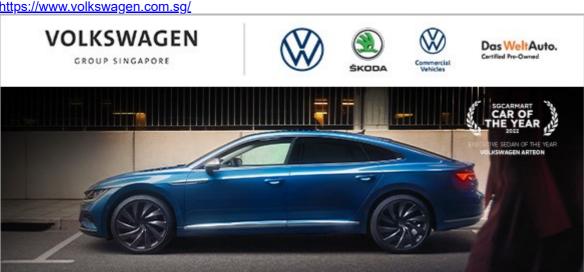
Insurance Advisor **Aftersales** 

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: christopher.anthonidas@vw.com.sq

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





### Internal

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, 5 January 2023 9:35 am

To: Anthonidas Christopher (VGS - SG/Singapore) < christopher.anthonidas@vw.com.sg>; Admin A < admina@lkkauto.com>

Cc: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Wong Meiy (VGS -SG/Singapore) < meiy.wong@vw.com.sg>

Subject: RE: LOD - RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

### Reminder

Without Prejudice

Dear Sirs,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 7,239.01
2. Loss of Rental (3days x \$100.00)(w/GST)	\$ 321.00
3. LTA/GIA Search Fee	\$ 2.00
4. Ceramic Coating	\$ 150.00
Total	\$ 7,712.01

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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> |

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 23 December 2022 9:16 AM

**To:** Anthonidas Christopher (VGS - SG/Singapore) < <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>; Admin A < <a href="mailto:admin-a@lkkauto.com">a@lkkauto.com</a>>

**Cc:** Tang Shushi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore) < <a href="mailto:searlyn.cheong@vw.com.sg">searlyn.cheong@vw.com.sg</a>; Oh Huiwen (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Oh Huiwen (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Wong Meiy (VGS - SG/Singapore) < <a href="

**Subject:** RE: LOD - RE: [EXT] Your Ref : SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Without Prejudice

Dear Sirs,

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Total	\$ 7	7,712.01

Please confirm acceptance.

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Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Anthonidas Christopher (VGS - SG/Singapore) < <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>>

Sent: Thursday, 22 December 2022 4:10 PM

To: Hsiao Tong (LKKAuto) < chewht@lkkauto.com >; Admin A < admin-a@lkkauto.com >

Cc: Tang Shushi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore)

<<u>Pearlyn.cheong@vw.com.sg</u>>; Oh Huiwen (VGS - SG/Singapore) <<u>huiwen.oh@vw.com.sg</u>>; Wong Meiy (VGS -

SG/Singapore) < meiy.wong@vw.com.sg>

Subject: RE: LOD - RE: [EXT] Your Ref : SNB837B // DOA: 18/08/2022 - Third Party Claim against

SLR8256P(Allianz)

Dear Claims,

Please advise payment status of this claims ,Thank you

Best Regards,

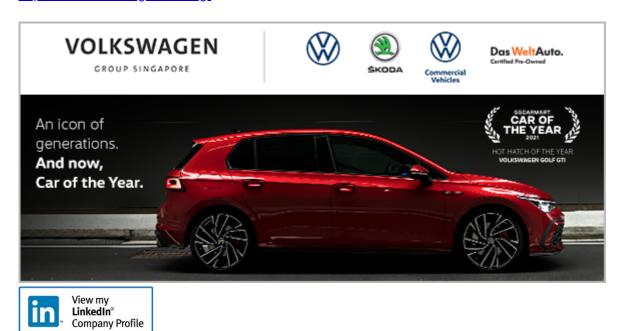
Christopher Dass Insurance Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>

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



### Internal

From: Anthonidas Christopher (VGS - SG/Singapore)

Sent: Tuesday, 6 December 2022 8:57 am

To: Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>; Admin A < <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>>

Cc: Tang Shushi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore)

<Pearlyn.cheong@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) < huiwen.oh@vw.com.sg>; Wong Meiy (VGS -

SG/Singapore) < meiy.wong@vw.com.sg>

Subject: RE: LOD - RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against

SLR8256P(Allianz)

Dear Chew,

Please find attachment, thank you

Best Regards,

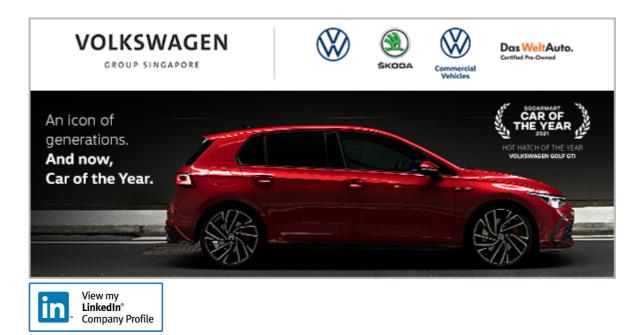
Christopher Dass Insurance Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: christopher.anthonidas@vw.com.sg

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



Internal

From: Hsiao Tong (LKKAuto) < chewht@lkkauto.com >

Sent: Monday, 5 December 2022 11:03 am

**To:** Anthonidas Christopher (VGS - SG/Singapore) < <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>; Admin A < <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>>

**Cc:** Tang Shushi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore) < <a href="mailto:pearlyn.cheong@vw.com.sg">pearlyn.cheong@vw.com.sg</a>; Oh Huiwen (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">huiwen.oh@vw.com.sg</a>; Wong Meiy (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Oh Huiwen (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Wong Meiy (VGS - SG/Singapore) < <a href="mailto:

**Subject:** RE: LOD - RE: [EXT] Your Ref : SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Without Prejudice

Dear Sirs,

We would like to request for a copy of Ceramic Coating Invoice prior to the accident.

Appreciate an early reply. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

**LKK Auto Consultants Pte Ltd** 

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Anthonidas Christopher (VGS - SG/Singapore) < <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>>

Sent: Saturday, 3 December 2022 11:40 AM

To: Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>; Admin A < <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>>

Cc: Tang Shushi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore)

<<u>Pearlyn.cheong@vw.com.sg</u>>; Oh Huiwen (VGS - SG/Singapore) <<u>huiwen.oh@vw.com.sg</u>>; Wong Meiy (VGS -

SG/Singapore) < meiy.wong@vw.com.sg>

Subject: RE: LOD - RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against

SLR8256P(Allianz)

Dear Claims,

Appreciate if you could update us the payment status

Thank You

Best Regards,

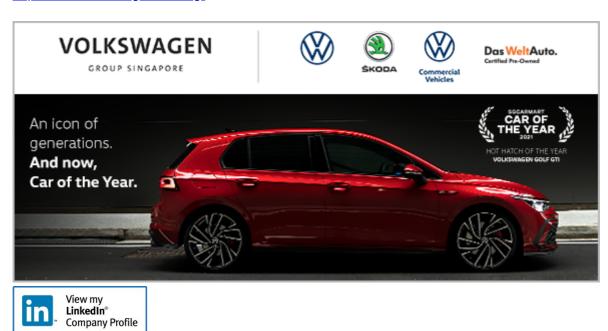
Christopher Dass Insurance Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: christopher.anthonidas@vw.com.sg

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



Internal

From: Anthonidas Christopher Dass (VGS - SG/Singapore)

Sent: Tuesday, 11 October 2022 3:42 pm

To: Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>; Admin A < <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) < shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore)

<<u>Pearlyn.cheong@vw.com.sg</u>>; Oh Hui Wen (VGS - SG/Singapore) <<u>huiwen.oh@vw.com.sg</u>>; Wong Meiy (VGS

- SG/Singapore) < meiy.wong@vw.com.sg>

Subject: LOD - RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Dear Claims.

LOD as attached for your kind action ,Thank you.

Best Regards,

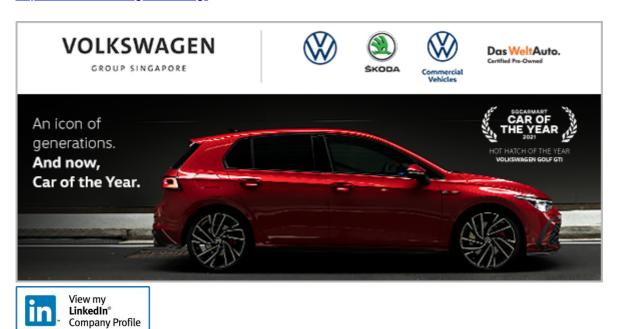
Christopher Dass Insurance Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>

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



Internal

From: Anthonidas Christopher Dass (VGS - SG/Singapore)

Sent: Friday, 7 October 2022 5:04 pm

To: Wong Meiy (VGS - SG/Singapore) < <a href="meiy.wong@vw.com.sg">meiy.wong@vw.com.sg</a>; Hsiao Tong (LKKAuto)

### <chewht@lkkauto.com>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) < <a href="mailto:shushi.tang@vw.com.sg">shushi.tang@vw.com.sg</a>; Cheong Pearlyn (VGS - SG/Singapore) < <a href="mailto:pearlyn.cheong@vw.com.sg">pearlyn.cheong@vw.com.sg</a>; Oh Hui Wen (VGS - SG/Singapore) < <a href="mailto:huiwen.oh@vw.com.sg">huiwen.oh@vw.com.sg</a>; Admin A <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>

Subject: RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Dear Hsiao,

We are still waiting for finalise confirmation from Rasul

Thank You

Best Regards,

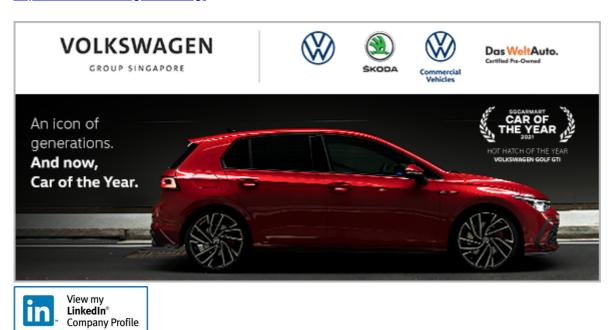
Christopher Dass Insurance Advisor Aftersales

Volkswagen Group Singapore Pte Ltd 247 Alexandra Road Singapore 159934

Direct line: +65 6305 7218 Mobile: +65 85112203 Main Line: +65 6305 7299 Main Fax: +65 6474 364

Email: <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>

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



Internal

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

Sent: Friday, 7 October 2022 1:31 pm

**To:** Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>; Anthonidas Christopher Dass (VGS - SG/Singapore)

<christopher.anthonidas@vw.com.sg>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) < shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore)

<<u>Pearlyn.cheong@vw.com.sg</u>>; Oh Hui Wen (VGS - SG/Singapore) <<u>huiwen.oh@vw.com.sg</u>>; Admin A <admin-a@lkkauto.com>

Subject: RE: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Dear Chris,

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

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



It's not e-mail, if you print it. Think Blue.

Internal

From: Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>

Sent: Friday, 7 October 2022 12:31 pm

To: Wong Meiy (VGS - SG/Singapore) < meiy.wong@vw.com.sg>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) < shushi.tang@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <<u>Pearlyn.cheong@vw.com.sg</u>>; Oh Hui Wen (VGS - SG/Singapore) <<u>huiwen.oh@vw.com.sg</u>>; Anthonidas

Christopher Dass (VGS - SG/Singapore) < <a href="mailto:christopher.anthonidas@vw.com.sg">christopher.anthonidas@vw.com.sg</a>; Admin A < <a href="mailto:admin-1">admin-1</a>

a@lkkauto.com>

Subject: [EXT] Your Ref: SNB837B // DOA: 18/08/2022 - Third Party Claim against SLR8256P(Allianz)

Without Prejudice

Dear Sirs,

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

"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 |

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

S(408933)

### **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

Sent: Monday, 5 September 2022 4:20 PM

To: DENLIMBH@SINGNET.COM

Subject: Claim Notification - ACCIDENT INVOLVING SLR8256P /SNB837B/ OTHERS ALONG

SLE TWDS BKE BEFORE BKE EXIT ON 18/08/2022

05 Sept 2022

LIM BOON HWEE [Email only]

Dear Sirs,

OUR REF : CC3/AIS22007984/Rpa3

YOUR REF : SLR8256P

ACCIDENT INVOLVING SLR8256P /SNB837B/ OTHERS ALONG SLE TWDS BKE BEFORE BKE EXIT 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 SNB837B against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

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 <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> within 7 days from the date of this letter <a href="mailto:if not provided at our reporting centre">if not provided at our reporting centre</a>. 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 <a href="mailto:customerservice@allianz.com.sg">customerservice@allianz.com.sg</a> 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 as at 6742 3197 or <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>. 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 |

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

S(408933)

### **Claim Audit**

AUDIT TR	RAIL		
No. On	Audit	Remarks	Ву
25 Aug 1 2022 11:27	Clm Dtl Modified	Claimant's Name: -> CHEN XINYI, GWENDOLYN. Claimant's ID: -> SXXXX728A.	[A] HOW MEI KWAN
25 Aug 2 2022 11:27	Clm Veh Model Changed	(204180) VOLKSWAGEN TIGUAN 1.4 TSI (A).	[A] HOW MEI KWAN
25 Aug 3 2022 11:27	Clm Created	Reg No: SNB837B. Acct Date: 2022/08/18. Claim Type: TP. Insurer: Allianz Insurance Singapor e Pte. Ltd. (HQ). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: Volkswagen Group Singap ore Pte Ltd ()	[A] HOW MEI KWAN
25 Aug 4 2022 11:27	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
25 Aug 5 2022 11:27	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/05	[A] HOW MEI KWAN
25 Aug 6 2022 11:27	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
25 Aug 7 2022 11:27	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
27 Sep 8 2022 09:04	Adj Mandate Request	Cur.Req:0.00:Dear Sirs, SGZ8885R -> SGL1898Z -> SLR8256P(OI)-> SNB837B(TP). 4 vehicle s c.c. OI was 2nd car. Liability: $100\%$ (BOLA 28). We seek your mandate at \$7,726.46(if claim L OU) / \$8,102.46(if claim LOR). TP-Mandate IA had been uploaded	[A] CHEW HSIAO TONG
27 Sep 9 2022 09:04	Adj Mandate Request Cancelled		[A] CHEW HSIAO TONG
27 Sep 10 2022 09:04	Adj Mandate Request	Cur.Req:8102.46:Dear Sirs, SGZ8885R -> SGL1898Z -> SLR8256P(OI)-> SNB837B(TP). 4 vehicles c.c. OI was 2nd car. Liability: $100\%$ (BOLA 28). We seek your mandate at \$7,726.46(if claim LOU) / \$8,102.46(if claim LOR). TP-Mandate IA had been uploa	[A] CHEW HSIAO TONG
27 Sep 11 2022 09:48	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/05	[I] Chan Kian Chuan
27 Sep 12 2022 09:48	Adj Mandate Set	Approved:8102.46.	[I] Chan Kian Chuan
27 Sep 13 2022 09:50	Clm Registration Modified	Pol No:->SP2000514848-01.	[I] Chan Kian Chuan
01 Dec 14 2022 14:33	Adj Mandate Request	Cur.Req:7712.01:Re-seek mandate \$7,712.01 [COR W/GST:\$7,239.01 + LORW/GST: \$321.00 + SEARCH FEE:\$2.00 + CERAMIC COATING :\$150.00]	[A] CHEW HSIAO TONG
01 Dec 15 2022 15:08	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: $2022/09/05$ . Mandate Remarks: req for ceramic coating to sho w that it was done prior to the accident.	[I] Chan Kian Chuan
01 Dec 16 2022 15:08	Adj Mandate Set	Approved:0.00:req for ceramic coating to show that it was done prior to the accident.	[I] Chan Kian Chuan
11 Dec 17 2022 15:54	Adj Mandate Request	$\label{lem:cur.Req:7712.01:We} \ \text{have uploaded a copy of coating invoice prior accident. For your review and mandate. Thanks.}$	[A] CHEW HSIAO TONG
12 Dec 18 2022 11:55	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date: $2022/09/05$ . Mandate Remarks: req for ceramic coating to sho w that it was done prior to the accident.	[I] Chan Kian Chuan
12 Dec 19 2022 11:55	Adj Mandate Set	Approved:7712.01:req for ceramic coating to show that it was done prior to the accident.	[I] Chan Kian Chuan
Date Fro	om	■ Date To ■ ■ Audit Type None ➤	Go

### **ACTIVITY**

No record

<b>Merimen Billi</b>	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		
2834331	25 Aug 2022 11:27:02	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SNB837B		xx.xx		
2839894	06 Sep 2022 15:11:14	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SNB837B	CHEW HSIAO TONG	xx.xx		