



247 Alexandra Road S(159934)

**LETTER OF DEMAND**

Your Ref:

CC3/AIS2200971/Epa3

Our Ref:

SMF44910

To:

ALLIANZ

Dear Sirs,

ACCIDENT INVOLVING

SMF44910 & SMG203E ON 29/09/2022

We are claiming on behalf of our client

TEO LIAN MING, KELVIN

owner of vehicle number

SMF44910

involved in accident on

29/09/2022

with vehicle

SMG203E

along/at

TANJUNG LAYONG ROAD

Description of claims:

Cost of Repairs

\$ 8811.17 (incl 7% GST)

Loss of Use/Rental

\$ 80 X 4 Days = \$ 320 (incl 7% GST)

Search Fee

\$ 7.45 (incl 7% GST)

Miscellaneous Fee

\$ - (incl 7% GST)

TOTAL

\$ 9138.62 (incl 7% GST)

We are claiming in full and final settlement of \$

9138.62

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

02/11/2022



### LETTER OF AUTHORITY

ACCIDENT INVOLVING SMF 4491D and SMG 703E on 29/09/2022  
along Yan Jung Katory Road  
Own vehicle's number Other vehicle's number Date of accident Accident location

BY THE LETTER OF AUTHORITY, I/we, Teo Tian Ming, CELITH  
of Sxxxx932A Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number SMF 4491D 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 MT/06971163 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 05 of the month

10 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

Document no. 12033220346  
Document date 27-10-2022  
Customer no. 5211052769  
Customer GST-ID 201903913C  
Dealer 30001  
Job order number 2022029362/ 1  
Job order date 06-10-2022  
Service Advisor YEN MEI WONG

Company  
ALLIANZ  
INSURANCE SINGAPORE PTE. LTD.  
79 ROBINSON ROAD  
#09-01  
SINGAPORE 068897

Customer Details:  
Mr  
TEO  
KIAN MING, KELVIN  
22 BAYSHORE ROAD  
#15-03  
Singapore 469970

License plate	Model code	First registration	VIN	Model	Mileage
SMF4491D	AD14PY	12-11-2018	WVGZZZ5NZJW964010	Tiguan 1.4actHLBMTFR 110TSID6F	52,440

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
9801B001	TO ALIGN LED HEADLIGHT				#1	100.00	107.00
5NA807217J GRU	Cover For Bumper Primed	1	pcs.	1,621.35	10.00%	1,459.22	1,561.37
5NA807287 9B9	License Plate Bracket Sat (SCK) AO 7/10/2022	1	pcs.	100.84	10.00%	90.76	97.11
6N0809966A	Expanding Nut	4	pcs.	2.42	10.00%	8.71	9.32
5NA853101 ZZZ	Decorative Moulding Chrom BUMPER CTR LOWER GRILLE CHROM (SCK) AO 7/10/2022	1	pcs.	164.62	10.00%	148.16	158.53
5NA807532 YE4	Underrun Bar Granite Grey (SCK) CD 19/10/2022	1	pcs.	383.48	10.00%	345.13	369.29
5NA853651G ZLL	Radiator Grille Complete	1	pcs.	565.22	10.00%	508.70	544.31
5NA853671B 9B9	Cooling Air Grill Satin B BUMPER CTR LOWER GRILLE (SCK) CD 19/10/2022	1	pcs.	215.37	10.00%	193.83	207.40
5NA805705G	Guide BUMPER CTR BRACKET (SCK) CD 19/10/2022	1	pcs.	73.18	10.00%	65.86	70.47
5NC941113E	Led Headlight LHS H/LAMP (SCK) CD 19/10/2022	1	pcs.	2,408.46	10.00%	2,167.61	2,319.34
5NA919399 GRU	Sensor Bracket Primed	1	pcs.	17.67	10.00%	15.90	17.01
5NA919400 GRU	Sensor Bracket Primed	1	pcs.	17.67	10.00%	15.90	17.01
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	85.94	10.00%	77.35	82.76
D 822150A1	Bonding Agent For Plastic	1	pcs.	68.85	10.00%	61.97	66.31
5Q0010008D	Sticker 'Ac' *Refrigeran	1	pcs.	18.87	10.00%	16.98	18.17
701010043A	Sticker 'Oil Comply With	1	pcs.	26.52	10.00%	23.87	25.54
701010002AA	Sticker *Overfilled Engin (SCK) CD 19/10/2022	1	pcs.	16.43	10.00%	14.79	15.83
	LABOUR	1	pcs.	720.00	#1	720.00	770.40
	SPRAY PAINT	2	pcs.	680.00	#1	1,360.00	1,455.20
	FRT NUMBER PLATE	1	pcs.	80.00	#1	80.00	85.60
	DIRECT ASIA ONLY AUTH WS VS ALLIANZ 3RD PARTY VEHICLE SMG2023E D.O.A: 29-09-2022 SURVEY BY: STEVE,LKK						

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#1	860.00	7,374.74	579.41	7%	576.43	579.41	8,234.74	8,811.17
Total	860.00	7,374.74	579.41		576.43	579.41	8,234.74	8,811.17

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 2/2

Document no.	12033220346
Document date	27-10-2022
Customer no.	5211052769
Customer GST-ID	201903913C
Dealer	30001
Job order number	2022029362/ 1
Job order date	06-10-2022
Service Advisor	YEN MEI WONG

Company  
ALLIANZ  
INSURANCE SINGAPORE PTE. LTD.  
79 ROBINSON ROAD  
#09-01  
SINGAPORE 068897

Customer Details:  
Mr  
TEO  
KIAN MING, KELVIN  
22 BAYSHORE ROAD  
#15-03  
Singapore 469970

License plate	Model code	First registration	VIN	Model	Mileage
SMF4491D	AD14PY	12-11-2018	WVGZZZ5NZJW964010	Tiguan 1.4actHLBMTFR 110TSID6F	52,440

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).-----

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](https://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 : 29 Sep 2022 / 17:26:12

Receipt Date/Time : 29 Sep 2022 / 17:26:12

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-220929-003324

Previous Receipt No. :

**S/N Item Description/**

**Business Transaction Reference**

**No.**

**Amount**

**Before**

**GST (\$\$)**

**GST**

**Amount**

**(\$\$)**

**Amount**

**After GST**

**(\$\$)**

Result of Insurance Enquiry - SMG2023E

As at 29 Sep 2022/16:10:00

Insurance Co: ALLIANZ INSURANCE SINGAPORE PTE. LTD.

1 Insurance Enquiry - SMG2023E

Enquiry Fee

20220929172526847321

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.

## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 2 December 2022 10:23 AM  
**To:** Wong MeiY (VGS - SG/Singapore)  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore); Tang Shushi (VGS - SG/Singapore); Anthonidas Christopher (VGS - SG/Singapore); Oh Huiwen (VGS - SG/Singapore)  
**Subject:** RE: OFFER ACCEPTANCE FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK REF: CC3/AIS22009711/Epa3

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

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$9,058.62(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 **29 SEPT 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)

---

**From:** Wong MeiY (VGS - SG/Singapore) <meiy.wong@vw.com.sg>  
**Sent:** Thursday, 1 December 2022 2:11 PM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>  
**Subject:** OFFER ACCEPTANCE FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK REF: CC3/AIS22009711/Epa3

Dear Hsiao Tong,

Offer accepted, and kindly process payment ,Thank you.

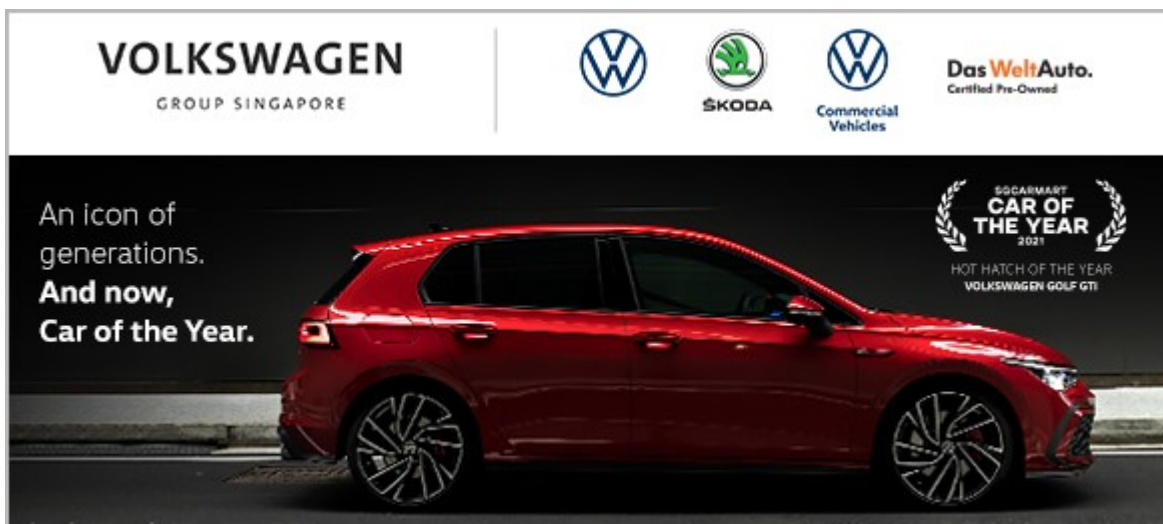
<b>COMPANY NAME</b>	:	<b>VOLKSWAGEN GROUP SINGAPORE PTE LTD</b>
<b>BANK NAME</b>	:	<b>DEUTSCHE BANK AG, SINGAPORE BRANCH</b>
<b>BANK ADDRESS</b>	:	<b>ONE RAFFLES QUAY #16-00 SOUTH TOWER</b>
		<b>SINGAPORE 048583</b>
<b>BANK CODE</b>	:	<b>7463</b>
<b>BRANCH CODE</b>	:	<b>001</b>
<b>ACCOUNT NO.</b>	:	<b>2528214-002 (SGD)</b>
<b>SWIFT CODE</b>	:	<b>DEUTSGSG</b>

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/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal

**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Thursday, 1 December 2022 12:55 pm  
**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 Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh



Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>

**Subject:** [EXT] RE: OFFER + DV REQUEST FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK REF: CC3/AIS22009711/Epa3

WITHOUT PREJUDICE

Dear Sirs,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 8,811.17
2. Loss of Use (4days x \$60.00)	\$ 240.00
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 9,058.62</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)

---

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

**Sent:** Tuesday, 29 November 2022 3:15 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 Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>

**Subject:** RE: OFFER + DV REQUEST FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK REF: CC3/AIS22009711/Epa3

Dear Hsiao Tong,

Any update on offer status ,Thank you.

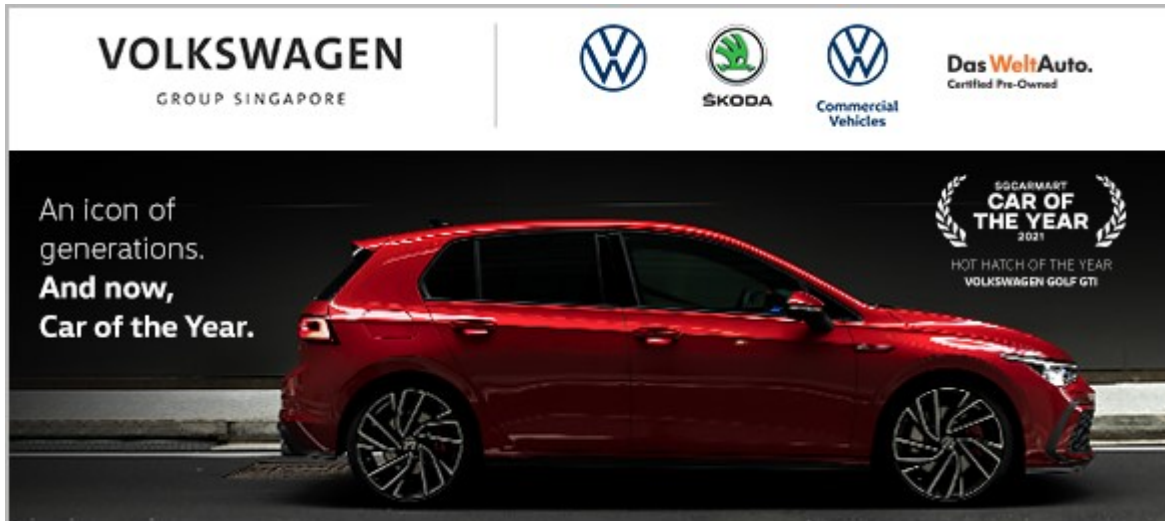
Thanks and Best Regards,



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:** Wong Meiy (VGS - SG/Singapore)  
**Sent:** Friday, 18 November 2022 3:14 pm  
**To:** 'chewht@lkkauto.com' <[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 Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>  
**Subject:** RE: OFFER + DV REQUEST FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\*  
LKK REF: CC3/AIS22009711/Epa3

Dear Hsiao Tong,

Any update on offer status ,Thank you.

Thanks and Best Regards,

Meiy  
Insurance Service Advisor  
Aftersales

Volkswagen Group Singapore Pte Ltd  
247 Alexandra Road  
Singapore 159934

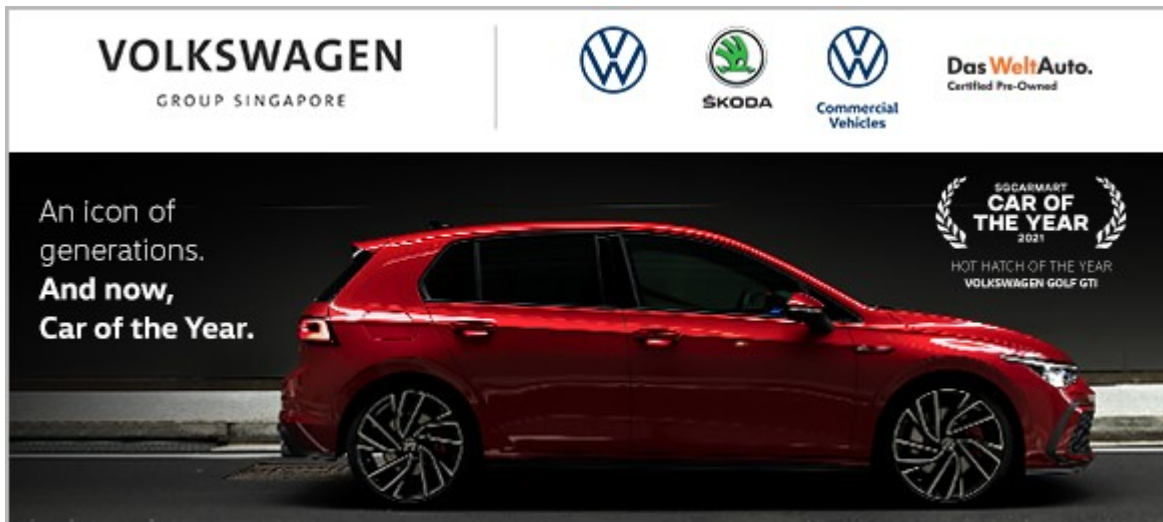
Direct line: +65 6305 7216

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:** Wong Meiy (VGS - SG/Singapore)

**Sent:** Saturday, 12 November 2022 10:12 am

**To:** [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 Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>

**Subject:** OFFER + DV REQUEST FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK  
REF: CC3/AIS22009711/Epa3

Good Morning Hsiao Tong,

Could I have an offer or DV for this claims.

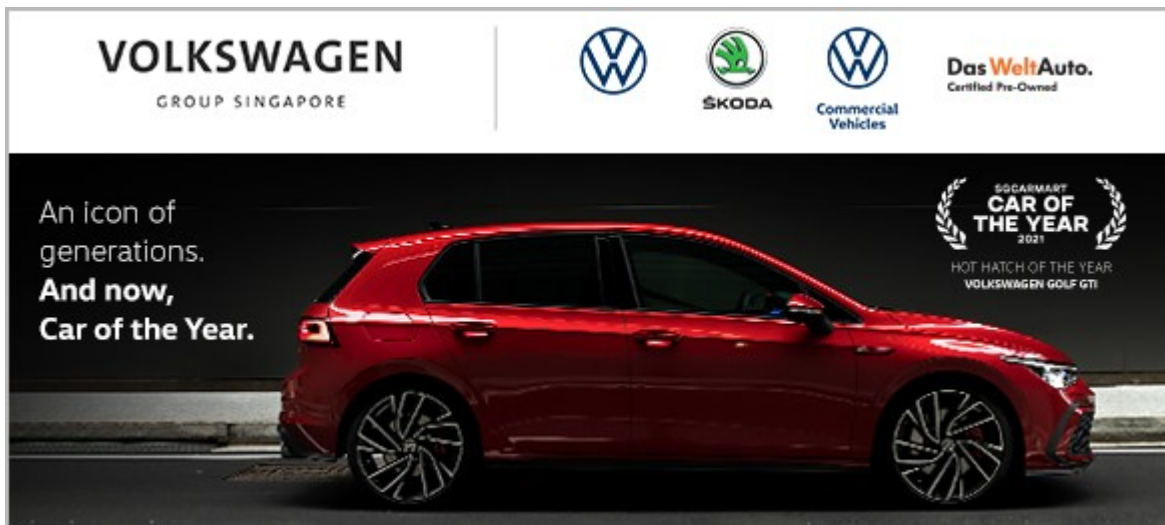
Appreciated your kind action on this matter, Thank You.

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



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Internal

**From:** Wong Meiy (VGS - SG/Singapore)  
**Sent:** Thursday, 3 November 2022 4:06 pm  
**To:** [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 Shushi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>; Anthonidas Christopher (VGS - SG/Singapore) <[christopher.anthonidas@vw.com.sg](mailto:christopher.anthonidas@vw.com.sg)>; Oh Huiwen (VGS - SG/Singapore) <[huiwen.oh@vw.com.sg](mailto:huiwen.oh@vw.com.sg)>  
**Subject:** LOD FOR VEHICLE INVOLVING ACCIDENT SMF4491D & SMG2023E ON 29-09-2022 \*\*\* LKK REF: CC3/AIS22009711/Epa3

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



Commercial  
Vehicles

**Das WeltAuto.**  
Certified Pre-Owned

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



SGCARMART  
**CAR OF  
THE YEAR**  
2021  
HOT HATCH OF THE YEAR  
VOLKSWAGEN GOLF GTI

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Internal

## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 6 October 2022 10:29 AM  
**To:** Andrew Ching  
**Subject:** Claim Notification - ACCIDENT INVOLVING SMG2023E(ALLIANZ) AND SMF4491D ALONG EXIT CALTEX PETROL STATION INTO TANJONG KATONG ROAD ON 29/09/2022

**COSMO AUTOMOBILES RENTAL PTE LTD**  
**Driver: MALKAN BIN ABDOLLAH**

[Email only]

Dear Sirs,

**OUR REF : CC3/AIS22009711/Epa3**

**YOUR REF : SMG2023E**

**ACCIDENT INVOLVING SMG2023E(ALLIANZ) AND SMF4491D ALONG EXIT CALTEX PETROL STATION INTO TANJONG KATONG ROAD ON 29/09/2022**

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 SMF4491D 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.

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 as at 6742 3197 or [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

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	03 Oct 2022 17:57	<b>Clim Dtl Modified</b>	Claimant's Name: -> TEO KIAN MING KELVIN.	[A] NA MENG YAN
2	03 Oct 2022 17:57	<b>Clim Veh Model Changed</b>	(204180) VOLKSWAGEN TIGUAN 1.4 TSI (A).	[A] NA MENG YAN
3	03 Oct 2022 17:57	<b>Clim Created</b>	Reg No: SMF4491D. Acct Date: 2022/09/29. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: Volkswagen Group Singapore Pte Ltd ()	[A] NA MENG YAN
4	03 Oct 2022 17:57	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] NA MENG YAN
5	03 Oct 2022 17:57	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/10/12	[A] NA MENG YAN
6	03 Oct 2022 17:57	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] NA MENG YAN
7	03 Oct 2022 17:57	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] NA MENG YAN
8	04 Oct 2022 11:12	<b>Clim Dtl Modified</b>	Claimant's ID: -> SXXXX932A.	[A] HOW MEI KWAN
9	04 Oct 2022 11:12	<b>Clim Veh Model Changed</b>	(204180) -> (205952) VOLKSWAGEN TIGUAN 1.4 HIGHLINE 280 TSI (A).	[A] HOW MEI KWAN
10	18 Nov 2022 13:46	<b>Adj Mandate Request</b>	Cur.Req:9058.62:Liability: 100%. OID turned out from minor road and collided with TP who was on main road. We seek your mandate at \$9,058.62(ALL-IN). Kindly let us have your approval/instruction.	[A] CHEW HSIAO TONG
11	18 Nov 2022 17:43	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/10/12	[I] Faiz Rosli
12	18 Nov 2022 17:43	<b>Adj Mandate Set</b>	Approved:9058.62.	[I] Faiz Rosli

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
2851195	03 Oct 2022 17:57:25	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SMF4491D		xx.xx