



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: SHA 4542B

Our Ref: SMA 3800D

To: AXA

Dear Sirs,

ACCIDENT INVOLVING SMA 3800D & SHA 4542B ON 24/11/2022

We are claiming on behalf of our client Kong Chun Weng, Nicholas

owner of vehicle number SMA 3800D involved in accident on 24/11/2022

with vehicle SHA 4542B along/at ECP twds city.

Description of claims:

Cost of Repairs \$ 8,866.71 (incl 7% GST)

Loss of Use/Rental \$ 40 X 4 Days = \$ 388.80 (incl 7% GST)

Search Fee \$ 7.45 (incl 7% GST)

Miscellaneous Fee \$ _____ (incl 7% GST)

TOTAL \$ 9,262.46 (incl 7% GST)

We are claiming in full and final settlement of \$ 9,262.46 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 shushi.tang@vw.com.sg.

11 JAN 2023

Dated this 11 JAN 2023

Internal



LETTER OF AUTHORITY

ACCIDENT INVOLVING SMA 3800D and SHA4542B on 24/11/2022
Own vehicle's number Other vehicle's number Date of accident
along BCP twds city
Accident location

BY THE LETTER OF AUTHORITY, I/we, Kong Chun Weng, Nicholas
Name of Policy Holder & IC / Passport number
of S XXXX 554B owner of Vehicle Registration

Number SMA 3800D hereby irrevocable appoint **Volkswagen Group Singapore Pte Ltd**
Own vehicle's number

(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 _____ 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 11 of the month

1 Year 23.

Signed & Delivered By:

[Signature]
Policy Holder

Witness By:

[Signature]



HSBC Life (Singapore) Pte. Ltd.
10 Marina Boulevard,
Marina Bay Financial Centre Tower 2 #48-01,
Singapore 018983
☎ +65 6880 4888
☐ www.hsbclife.com.sg
cc.gi@mail.life.hsbc.com.sg

HSBC Life Third Party Direct Settlement

Vehicle No:	SHA 4542B (Insd veh)	Model:
	SMA 3800D (TP veh)	VOLKSWAGEN GOLF 1.4 TSI HL
Date of Accident/ Time:	24/11/2022	

Repair Estimate	: \$	11,127.00	
Final Repair Cost w/GST	: \$	8,866.21	✓
Loss of Use	: \$		days at \$ per day
Rental (if any)	: \$	388.80	✓ 4 days at \$ 90 per day
LTA / GIA Search Fee	: \$	7.45	✓
Others:	: \$		
Final Settlement Sum	: \$	9,262.46	✓
Payee Name: VOLKSWAGEN GROUP SINGAPORE PTE LTD			
Is Third Party Workshop GIA Registered? [X] YES [] NO (Kindly indicate below)			
A) For Non GIA Registered	Agreed Liability: _____ (%)		
Workshop:			
B) For GIA Registered Workshop:	BOLA Applicable: Yes/No BOLA Scenario No: ____		
BOLA Liability: _____ (%)	Assessed Liability (*): 100 (%)		
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.			
Remarks:			


Note:



1. Please expressly reserve your client's rights if so required in this settlement document.
2. This settlement is on a without prejudice basis and should not construed as an admission of liability on HSBC Life and their client/tortfeasor in any manner whatsoever.
3. HSBC Life reserves their rights under the policy terms & conditions as well as their rights in law.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (HSBC Life and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident

Signature of workshop representative / Workshop stamp
Name of Representative: Tan Suli
Date: 16/12/2023

Signature of HSBC Life's surveyor & stamp /representative
Name of HSBC Life's surveyor /Representative:
Date: 17/02/2023

Signature of Witness / Workshop stamp (if applicable)
Name of Witness: 
Date: 16/12/2023


VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

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Company
AXA Insurance Pte Ltd
ROBINSON ROAD
P.O. BOX 1094
Singapore 902144

Customer Details:
Mr
KONG
CHUN WENG, NICHOLAS
(JIANG CHUNYING)
1 ONTARIO AVENUE
#01-09
SINGAPORE 576189

Document no. 12033300285
Document date 06-01-2023
Customer no. 5211000859
Customer GST-ID 196900406D
Dealer 30001
Job order number 2022036845/ 1
Job order date 19-12-2022
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMA3800D	BQ14HZH0	30-10-2020	WVWZZZAUZLW007856	Golf Highline 1.4 I TSI 92kW DSG	26,563

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				#6	280.00	302.40
9801B005	B&P DIAGNOSIS AND PROGRAMMING				#6	480.00	518.40
9801B003	B&P WHEEL ALIGNMENT				#6	360.00	388.80
9801B003	R&R RIM & BALANCE				#6	50.00	54.00
5G0601025CPFZZ	Alloy Wheel Black Turned	1	pcs.	2,932.25	#6	2,932.25	3,166.83
311601361	Rubber Valve	1	pcs.	3.85	#6	3.85	4.16
5G6807417BQGRU	Cover For Bumper Primed	1	pcs.	1,190.76	#6	1,190.76	1,286.02
5G0919491D	Sensor Bracket	1	pcs.	14.29	#6	14.29	15.43
5G0919491E	Sensor Bracket	1	pcs.	14.29	#6	14.29	15.43
5G0919492D	Sensor Bracket	1	pcs.	14.93	#6	14.93	16.12
5G0919491D	Sensor Bracket	1	pcs.	14.29	#6	14.29	15.43
D 180KU2A1	2k-Plastic Adhesive	1	pcs.	85.94	#6	85.94	92.82
D 822150A1	Bonding Agent For Plastic	1	pcs.	68.85	#6	68.85	74.36
	LABOUR	2	pcs.	700.00	#6	1,400.00	1,512.00
	Spray Painting	2	pcs.	650.00	#6	1,300.00	1,404.00
	AXA DIRECT SETTLEMENT DOA: 24/11/2022 TP VEH: SHA4542B SURVEY BY: RASUL (LKK)						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#6	1,170.00	7,039.45	8%	656.76	8,209.45	8,866.21
Total	1,170.00	7,039.45		656.76	8,209.45	8,866.21

Customer

11 JAN 2023



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.

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

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Company
AXA Insurance Pte Ltd
ROBINSON ROAD
P.O. BOX 1094
Singapore 902144

Customer Details:
Mr
KONG
CHUN WENG. NICHOLAS
(JIANG CHUNYING)
1 ONTARIO AVENUE
#01-09
SINGAPORE 576189

Document no. 12033300285
Document date 06-01-2023
Customer no. 5211000859
Customer GST-ID 196900406D
Dealer 30001
Job order number 2022036845/ 1
Job order date 19-12-2022
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMA3800D	BQ14HZH0	30-10-2020	WVWZZZAUZLW007856	Golf Highline 1.4 I TSI 92kW DSG	26,563

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

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd; Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account: 2528214002, Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website www.volkswagen.com.sg

This is an authorised document. No signature is required.

All invoices are denominated in SGD, unless otherwise stated.



Website: www.mova.com.sg
Co. Reg. No.: 198904033G
GST Reg. No.: M2-0088864-2

Main Office: Mova Building, No. 22, Jalan Kilang, Singapore 159419

Tel: (65) 6476 3333 Fax: (65) 6271 5891

Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792

Tel: (65) 6262 3377 Fax: (65) 6264 3151

Workshop Dept: Blk 1008, Bukit Merah Lane 3, #01-04/06/08, Singapore 159722

Tel: (65) 6272 3892 Fax: (65) 6270 8314

24 Hours Breakdown Service: (65) 9799 8888

VOLKSWAGEN GROUP SINGAPORE PTE LTD

247 ALEXANDRA ROAD

Singapore 159934

Tel: 6305 7299 / 93867833

Tax Invoice

Inv No. : RKLI23010166

Date : 10 Jan 2023

Ref : B16905

Currency : SGD

Terms : COD

RA No. : RKLR23010002

Veh No. : SMM1180J

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Amt
1	RENTAL CHARGE 03/01/2023 to 07/01/2023 VOLKSWAGEN GOLF 1.4 TSI CL : SMM1180J DRIVEN BY : KONG CHUN WENG NICHOLAS YOUR REF : VW-ALEX(AXA DIRECT)-SMA3800D	4.00	DAY	90.00	360.00

Remarks:

VW-ALEX(AXA DIRECT)-SMA3800D
KONG CHUN WENG NICHOLAS

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\$ 360.00
GST 8.0% : S\$ 28.80
Total : S\$ 388.80

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	C701P	Vehicle No: 1130	Singapore	Malaysia	Signature
Date/Time Out:	31/1/23		S\$ 2500.00	S\$	40
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:	7/1/23		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:	4 Days @\$ 90	Per Day	\$ 360.00
KM Out:	KM In:		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer	Volkswagen Group (S) PL		Less Discount	%	
Name:	Kong chun wing Nicholas		Rental Charges		
Address:			CDW @\$	per day / week / month	
			PAI @\$	per day / week / month	
			Petrol Top-Up		
			Misc Charges		
Identity Card No:	S8538554B		GST		\$ 28.80
Date of Birth:	19/12/1985		Total		\$ 388.80
Driving License:	S8538554B		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	
Country of Issue:	84		Pre-Payment		
Tel:	(HP) 96392829	(O)	Downpayment and Deposit		
Nationality:	SL		Amount Refunded/ Due		
Effective Date:	25/10/2004		Signature of Refund		
Additional Hirer			Remarks:	Peru KM	
Name:			VW - ALX - SMA 38000		
Address:			Invoice No:	CAXA Direct Ref. No:	
			Checked Out By:	Checked In By:	Checked By:
Identity Card No:					
Date of Birth:					
Driving License:			Sales-In Charge: Michelle		
Country of Issue:			Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
Tel:	(HP)	(O)			
Nationality:					
Effective Date:					

I fully understand and agreed to the terms and condition appended on both sides of this Vehicle Rental Agreement. I also agreed that if there is any outstanding amount payable after the conclusion of my rental not restricted to parking or traffic infringements during my period of hire, I will agreed that these outstanding payment be billed to my charge/ credit card voucher given above. All above information given by me are true in connection to this agreement.

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

Authorised Manager Signature

Date & Time

IMPORTANT

- Only authorized drivers with valid driving license of minimum 2 years may drive the rental vehicle.
- All rental vehicles are strictly for Singapore use only, and may not be driven outside Singapore without prior approval of MOVA Automobile.
- In any accident, the Hirer must report to MOVA Automobile immediately. The Hirer shall endeavor to assist in all manners possible.
- The Hirer shall be liable for all excess charges (if any) for late return at the hourly rate shown, inclusive of CDW and PAI. Late return of more than 4 hours will be considered as a day rental.
- All traffic infringements and summons (if any) are the responsibility of the Hirer.

> Back to OneMotoring



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

Print Date/Time : 24 Nov 2022 / 12:26:00

Receipt Date/Time : 24 Nov 2022 / 12:26:00

Tax Invoice/Receipt

Receipt No. : ITNET-00000-221124-001589

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SHA4542B

As at 24 Nov 2022/08:30:00

Insurance Co: AXA INSURANCE PTE LTD

1 Insurance Enquiry - SHA4542B

Enquiry Fee

20221124122515251821

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.



Paynow Authorisation Form

This form must be completed and returned to HSBC Life (Singapore) Pte. Ltd. Payment will be credited directly into the policyholder/claimant's designated bank account stated below. The Policyholder/claimant has to complete **all fields** of this form and return to:

HSBC Life (Singapore) Pte. Ltd.
Robinson Road P.O. Box 1094
Singapore 902144

Policyholder/Claimant's Details (To be completed by the Policyholder/Claimant)	
Name of Policyholder/Claimant :	VOLKSWAGEN GROUP SINGAPORE PTE LTD
Contact Person :	Kylie Ooi
Contact Number :	6305 7121
Email Address :	KYLIE.OOI@VW.COM.SG
(An auto-prompt email from the bank will be sent to this email address once the payment has been credited)	

Payee's Paynow Details (Please tick <u>only 1 option</u> & provide the Paynow Details)	
Payee's name as per bank account :	
<input type="checkbox"/> Mobile :	
<input type="checkbox"/> NRIC :	
<input checked="" type="checkbox"/> UEN :	199101494Z

I/We hereby authorise HSBC Life (Singapore) Pte. Ltd. to credit the payment due to me/us to the bank account linked to above Paynow account, and undertake to return to HSBC Life immediately upon demand any sum which shall not be so credited into such Paynow account. I/We agree that HSBC Life shall be fully absolved of any liability to pay me/us such insurance payout once such amounts are credited into the bank account linked to above Paynow account.

This authorisation shall continue in force until I/we have expressly revoked it by notice in writing delivered to you. In the event of a change of PayNow details, I/we shall inform you in writing 30 days in advance before the change.

In connection with my/our and/or the claimant's claims, I/We give consent for HSBC Life (Singapore) Pte. Ltd. ("HSBC Life") and its representatives or agents to collect, use, store, transfer and/or disclose the information (including that provided by sources other than myself) concerning me/us and/or the claimant, to or with all such persons (including any member of the HSBC Group or any third party service provider, and whether within or outside of Singapore and the Policyholder when claiming under a Group Policy) for the purpose of enabling HSBC Life and its representatives or agents to provide me/us and/or the claimant (where applicable) with services required of an insurance provider, including the evaluating, processing, administering and/or managing my/our and/or the claimant's claims or the Policyholder Group Policy(ies) with HSBC Life (as the case may be), and for the purposes set out in the Data Use Statement which can be found at www.hsbclife.com.sg. ("Purposes").



Authorised Signature & Company Stamp (as per bank records)



16/02/2023

Date (DD/MM/YYYY)