



247 Alexandra Road S(159934)

**LETTER OF DEMAND**

Your Ref: SLM4548A

Our Ref: SMR 9298A

To: India

Dear Sirs,

ACCIDENT INVOLVING SMR 9298A & SLM 4548A ON 6/3/2023

We are claiming on behalf of our client Tea man kee

owner of vehicle number SMR 9298A involved in accident on 6/3/2023

with vehicle SLM 4548A along/at Bukit Batok GSS.

Description of claims:

Cost of Repairs \$ 10,845.05 (incl 8% GST)

Loss of Use/Rental \$ 60 X 7 Days = \$ 420 (incl 8% GST)

Search Fee \$ \_\_\_\_\_ (incl 8% GST)

Miscellaneous Fee \$ \_\_\_\_\_ (incl 8% GST)

TOTAL \$ 11,265.05 (incl 8% GST)

We are claiming in full and final settlement of \$ 11,265.05 (incl 8% GST) 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](mailto:shushi.tang@vw.com.sg).**

Dated this 9/5/2023 af



### LETTER OF AUTHORITY

ACCIDENT INVOLVING SMR9298A and SLM4548A on 6/3/2023  
Own vehicle's number Other vehicle's number Date of accident  
along Bukit Batok S7.22  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Tee Mei Kee  
Name of Policy Holder & IC / Passport number  
of 9179 owner of Vehicle Registration

Number SMR9298A 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 4<sup>th</sup> of the month

April Year 2023

Signed & Delivered By:

[Signature]  
Policy Holder

Witness By:

[Signature]

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

**India Ref:** MFL2023D0002911  
**Claimant Ref :** SMR9298A

We/I, VOLKSWAGEN GROUP SINGAPORE PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 10,845.05 (repair cost), S\$ 420.00 (loss of use/rental), S\$ - (search fee), vehicle no. SMR9298A that was damaged pursuant to the accident which occurred on 06/03/2023 (date) at BUKIT BATOK ST 22 (location) involving vehicle no. SLM4548A (insured vehicle). This is pursuant to the inspection conducted on 10/03/2023 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner TEE MEI KEE ("the third party claimant") of vehicle no. SMR9298A to make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify India International Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to cost of repairs and/or rental and/or loss of use pursuant to the damage to SMR9298A (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

We/I authorize you to pay the total amount of S\$ 11,265.05 to VOLKSWAGEN GROUP SINGAPORE PTE LTD

Dated this 27 day of JULY, 2023

**CLAIMANT:**

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by "the workshop" (with chop)

Tang Shu Shi

247 Alexandra Road Singapore 159934

SINGAPOREAN

INSURANCE ADVISOR

**WITNESS:**

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

## VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page 1/2

Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
TEE  
MEI KEE  
113 TECK WHYE LANE  
#09-650  
SINGAPORE 680113

Document no. 12033306218  
Document date 06-04-2023  
Customer no. 5211000972  
Customer GST-ID 198703792K  
Dealer 30001  
Job order number 2023007406/ 1  
Job order date 15-03-2023  
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMR9298A	BQ13HZC0	31-01-2020	WVWZZZAUZLW004666	Golf Comfortline 1.4 I TSI 92kW DSG	32,408

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				5.00% #6	266.00	287.28
9801B005	B&P DIAGNOSIS AND PROGRAMMING				5.00% #6	456.00	492.48
9801B003	B&P WHEEL ALIGNMENT				5.00% #6	342.00	369.36
9801B001	R&R RIM & BALANCE				5.00% #6	47.50	51.30
5G0821106B	Fender	1	pcs.	679.82	10.00% #6	611.84	660.79
	RHS FENDER						
N 90817302	Rivetted Cap Nut	4	pcs.	2.81	10.00% #6	10.12	10.93
5G0857538E GRU	Mirror Cap Primed (SCK) AO 17/3/2023	1	pcs.	188.52	10.00% #6	169.67	183.24
5G4831056AS	Door	1	pcs.	1,987.16	10.00% #6	1,788.44	1,931.52
	RHS FRT DOOR (SCK) AO 17/3/2023						
5G4837652B	Door Seal	1	pcs.	132.02	10.00% #6	118.82	128.33
	(SCK) AO 17/3/2023						
D 378500A2	Alu-Lamin. Insulation DOOR INSULATION	1	pcs.	43.66	10.00% #6	39.29	42.43
N 91203801	Bolt With Polygon Socket	2	pcs.	5.71	10.00% #6	10.28	11.10
WHT005504	Fill. Hd. Screw	2	pcs.	3.12	10.00% #6	5.62	6.07
5G0601025AKFZZ	Alloy Wheel Aluminium Shi (SCK) AO 17/3/2023	1	pcs.	2,579.76	10.00% #6	2,321.78	2,507.52
311601361	Rubber Valve	1	pcs.	3.99	10.00% #6	3.59	3.88
5G0821112C	Sound Absorber For Fender	1	pcs.	53.34	10.00% #6	48.01	51.85
	RHS FENDER CLOSING ELEMENT						
533867910A	Felt Strip	1	pcs.	24.17	10.00% #6	21.75	23.49
	LABOUR	2	pcs.	840.00	5.00% #6	1,596.00	1,723.68
	Spray Painting	2	pcs.	800.00	5.00% #6	1,520.00	1,641.60
	Spray Painting Wing Cover	1	pcs.	280.00	5.00% #6	266.00	287.28
	TFR DOOR MECH	1	pcs.	420.00	5.00% #6	399.00	430.92
	INDIA INSURANCE DIRECT DOA: 6/3/2023 TP VEH: SLM4548A SURVEY BY: RASUL (LKK)						

Tax Code	Labour	Labour Discount	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#6	1,111.50	58.50	8,930.21	771.13	8%	803.34	829.63	10,041.71	10,845.05
Total	1,111.50	58.50	8,930.21	771.13		803.34	829.63	10,041.71	10,845.05

# VOLKSWAGEN CENTRE SINGAPORE

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



## Tax invoice

Page	2/2
Document no.	12033306218
Document date	06-04-2023
Customer no.	5211000972
Customer GST-ID	198703792K
Dealer	30001
Job order number	2023007406/ 1
Job order date	15-03-2023
Service Advisor	SHU SHI TANG

Company  
INDIA INTERNATIONAL INSURANCE  
64 CECIL STREET  
#04-05 IOB BUILDING  
Singapore 049711

Customer Details:  
Ms.  
TEE  
MEI KEE  
113 TECK WHYE LANE  
#09-650  
SINGAPORE 680113

License plate	Model code	First registration	VIN	Model	Mileage
SMR9298A	BQ13HZC0	31-01-2020	VWVZZZAUZLW004666	Golf Comfortline 1.4 I TSI 92kW DSG	32,408

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.

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	06 Mar 2023 18:02	Clm Dtl Modified	Insured Name: -> GRAB RENTALS PTE LTD. Insured ID: -> 201617200G. Claimant's Name: -> TEE MEI KEE. Claimant's ID: -> SXXXX917G.	[A] HOW MEI KWAN
2	06 Mar 2023 18:02	Clm Veh Model Changed	(207259) VOLKSWAGEN GOLF 1.4 TSI CL (A).	[A] HOW MEI KWAN
3	06 Mar 2023 18:02	Clm Created	Reg No: SMR9298A. Acct Date: 2023/03/06. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ). Workshop: Volkswagen Group Singapore Pte Ltd ( )	[A] HOW MEI KWAN
4	06 Mar 2023 18:02	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	06 Mar 2023 18:02	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/03/15	[A] HOW MEI KWAN
6	06 Mar 2023 18:02	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	06 Mar 2023 18:02	Assignment 1st Accessed		[A] NA MENG YAN
8	06 Mar 2023 18:05	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
9	06 Mar 2023 18:05	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	10 Mar 2023 15:18	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN
11	10 Mar 2023 15:54	Adj Mandate Request	Cur Req:0.00:PODS Liability: 100% Remark: BOLA 9 applicable. OI turning into main road. F or your approval pls.	[A] Ezlyna
12	11 Mar 2023 21:47	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/03/15. Mandate Remarks: Dear Sir, please proceed with direct settlement. Thank you	[I] Derrick Tan Ming Chye
13	11 Mar 2023 21:47	Adj Mandate Set	Approved:0.00:Dear Sir, please proceed with direct settlement. Thank you	[I] Derrick Tan Ming Chye
14	20 Jun 2023 09:15	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2023/03/15. Mandate Remarks: Dear Sir, please provide up dates urgently. Thank you	[I] Derrick Tan Ming Chye
15	20 Jun 2023 09:15	Adj Mandate Set	Approved:0.00:Dear Sir, please provide updates urgently. Thank you	[I] Derrick Tan Ming Chye
16	10 Jul 2023 13:55	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
17	10 Jul 2023 13:55	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
18	10 Jul 2023 13:55	Clm Dtl Modified	JPJ Reg. Date: -> 2020/01/31.	[A] JOANNE LEE KHANG MIN
19	10 Jul 2023 13:55	Clm Details Notified		[A] JOANNE LEE KHANG MIN
20	24 Jul 2023 16:16	Adj Mandate Request	Cur Req:11265.05:Liability: 100% *Quantum: \$11,265.05. Please refer to adjuster report for details. *For your approval please.	[A] Ezlyna
21	24 Jul 2023 16:25	Adj Mandate Set	Approved:11265.05.	[I] Derrick Tan Ming Chye

Date From

Date To

Audit Type

None

Go

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
2927328	07 Mar 2023 11:16:58	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SMR9298A	SLM4548A	11.00

2930093	11 Mar 2023 21:46:25	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SMR9298A	Derrick Tan Ming Chye	xx.xx
2994393	10 Jul 2023 13:55:48	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMR9298A	SLM4548A	11.00