



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: SNJ 39334
Our Ref: SKP 88955
To: Allianz

Dear Sirs,

ACCIDENT INVOLVING SKP 88955 & SNJ 39334 ON 14/4/2023

We are claiming on behalf of our client Sathyan S/o Damarajan

owner of vehicle number SKP 88955 involved in accident on 14/4/2023

with vehicle SNJ 39334 along/at Amk Ave 5 side Buangkok Green.

Description of claims:

Cost of Repairs	\$ <u>13,589.61</u>	(incl 8% GST)
Loss of Use/Rental	\$ <u>108</u> x <u>7</u> Days = \$ <u>756</u>	(incl 8% GST)
Search Fee	\$ <u>26.75</u>	(incl 8% GST)
Miscellaneous Fee	\$ _____	(incl 8% GST)
TOTAL	\$ <u>14,372.36</u>	(incl 8% GST)

We are claiming in full and final settlement of \$ 14,372.36 (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.

Dated this _____

08 JUN 2023



LETTER OF AUTHORITY

ACCIDENT INVOLVING 8CP88955 and SNJ39330 on 14/4/2023
along Amk Ave 5 twd Buangkok Green
Own vehicle's number Other vehicle's number Date of accident Accident location

BY THE LETTER OF AUTHORITY, I/we, Sathyan S/o Damarajan
of SXXXX4257 Name of Policy Holder & IC / Passport number owner of Vehicle Registration

Number 8CP88955 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 5133153826 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 14 of the month 04 Year 2023.

Signed & Delivered By:

Policy Holder

Witness By:



Internal

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Page 1/2

Document no. 12033308599
Document date 18-05-2023
Customer no. 5211052769
Customer GST-ID 201903913C
Dealer 30001
Job order number 2023011705/ 1
Job order date 03-05-2023
Service Advisor SHU SHI TANG

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

Customer Details:
Mr
Sathyan
S/O Darmarajan
328 YISHUN RING ROAD
#07-1358
SINGAPORE 760328

License plate	Model code	First registration	VIN	Model	Mileage
SKP8895S	5G13GZ	20-10-2014	VWVZZZAUZFW067652	Golf 1.4 CLBMT 90 TSI D7F	136,265

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
5G6827025AA	Rear Trunk Lid	1	pcs.	2,655.75	10.00% #6	2,390.18	2,581.39
D 169300M2	1k Window Adhesive	2	pcs.	50.73	10.00% #6	91.31	98.61
D 00940104	All Purpose Cleaner	1	pcs.	84.67	10.00% #6	76.20	82.30
D 00920002	Primer	1	pcs.	24.91	10.00% #6	22.42	24.21
D 181802M1	Activator	1	pcs.	21.62	10.00% #6	19.46	21.02
D 00950025	Applicator	2	pcs.	9.19	10.00% #6	16.54	17.86
5G0853687 2ZZ	Inscription Bright Chrome	1	pcs.	90.84	10.00% #6	81.76	88.30
	NAME PLATE - GOLF (SCK) CD 3/5/2023						
5G0853675APCW B	Inscription Pure White/Po	1	pcs.	103.81	10.00% #6	93.43	100.90
	NAME PLATE - BLUEMOTION						
5G0853675A JZQ	Inscription Chrome Shine/	1	pcs.	105.28	10.00% #6	94.75	102.33
	NAME PLATE - TSI						
5G0945087B	Additional Brake Light Wi	1	pcs.	187.90	10.00% #6	169.11	182.64
	3RD BRAKELIGHT						
5G6807417APGRU	Cover For Bumper Primed	1	pcs.	1,441.29	10.00% #6	1,297.16	1,400.93
5G6807568D 9B9	Rear Diffuser Satin Black	1	pcs.	365.54	10.00% #6	328.99	355.31
	(SCK) CD 3/5/2023						
WHT005263	Rivet	4	pcs.	1.32	10.00% #6	4.75	5.13
5G0807305D	Bumper	1	pcs.	814.61	10.00% #6	733.15	791.80
	REINFORCEMENT (SCK) CD 11/5/2023						
5G6807863C	Attachment Strip	1	pcs.	85.41	10.00% #6	76.87	83.02
	BUMPER CTR BRACKET (SCK) CD						
	11/5/2023						
5G6807394	Guide Piece	1	pcs.	50.55	10.00% #6	45.50	49.14
	RHR BUMPER BRACKET (SIDE) (SCK)						
	CD 11/5/2023						
8K0973702	Flat Contact Housing With	1	pcs.	12.65	10.00% #6	11.39	12.30
	NUMBER PLATE LIGHT WIRE HOUSING						
	LABOUR	3	pcs.	720.00	#6	2,160.00	2,332.80
	SPRAY PAINT	3	pcs.	680.00	#6	2,040.00	2,203.20
	R&R REAR W/SCREEN	1	pcs.	720.00	#6	720.00	777.60
	TRANSFER BOOT LID MECHANISM	0.5	pcs.	720.00	#6	360.00	388.80
	R&R REAR LUGGAGE TRIM	0.5	pcs.	720.00	#6	360.00	388.80
	REAR WATER LEAK TEST	1	pcs.	150.00	#6	150.00	162.00
	REAR NUMBER PLATE	1	pcs.	80.00	#6	80.00	86.40
	REVERSE SENSOR	1	pcs.	400.00	#6	400.00	432.00
	DESCRIPTION: INCOME AUTH WS VS						
	ALLIANZ						
	DOA: 14/4/2023						
	TP VEH: SNJ3933U						
	SURVEY BY: RASUL (LKK)						

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Page 2/2

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

Customer Details:
Mr
Sathyian
S/O Darmarajan
328 YISHUN RING ROAD
#07-1358
SINGAPORE 760328

Document no. 12033308599
Document date 18-05-2023
Customer no. 5211052769
Customer GST-ID 201903913C
Dealer 30001
Job order number 2023011705/ 1
Job order date 03-05-2023
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SKP8895S	5G13GZ	20-10-2014	WVWZZZAUZFW067652	Golf 1.4 CLBMT 90 TSI D7F	136,265

Tax Code	Labour	Material	Material Discount	GST %	GST	Total Discount	Total amount excl. GST	Total amount incl. GST
#6	760.00	11,822.97	616.98	8%	1,006.64	616.98	12,582.97	13,589.61
Total	760.00	11,822.97	616.98		1,006.64	616.98	12,582.97	13,589.61

Customer

08 JUN 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.

-----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.

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial Vehicles

Tax invoice

Mr
Sathyan
S/O Darmarajan
328 YISHUN RING ROAD
#07-1358
SINGAPORE 760328

PAID
15 MAY 2023
BY: _____

Page 1/2
Document no. 12033308476
Document date 17-05-2023
Customer no. 5211058642
Customer GST-ID
Dealer 30001
Job order number 2023011705/ 3
Job order date 03-05-2023
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SKP8895S	5G13GZ	20-10-2014	WVWZZZAUZFW067652	Golf 1.4 CLBMT 90 TSI D7F	136,265

Position no.	Description	Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
	PROVIDE CAR RENTAL SERVICE RENTAL CHARGES FROM: 10/05/2023 - 17/05/2023 VW CC - SND5828J	7	pcs.	100.00	#6	700.00	756.00

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#6		700.00	8%	56.00	700.00	756.00
Total		700.00		56.00	700.00	756.00

Customer

Service Advisor

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. 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.

VOLKSWAGEN CENTRE SINGAPORE

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



SKODA

Commercial
Vehicles

Tax invoice

Mr
Sathyian
S/O Darmarajan
328 YISHUN RING ROAD
#07-1358
SINGAPORE 760328

Page 2/2
Document no. 12033308476
Document date 17-05-2023
Customer no. 5211058642
Customer GST-ID
Dealer 30001
Job order number 2023011705/ 3
Job order date 03-05-2023
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SKP8895S	5G13GZ	20-10-2014	WVWZZZAUZFW067652	Golf 1.4 CLBMT 90 TSI D7F	136,265

All invoices are denominated in SGD, unless otherwise stated.



Volkswagen Group Singapore Pte Ltd

247 Alexandra Road, Singapore 159934

REPLACEMENT CAR AGREEMENT

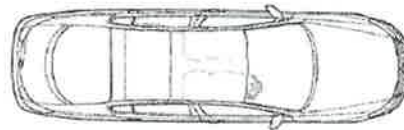
MAIN DRIVER PARTICULARS	
Owner's Vehicle No:	SKP88955
Model:	Golf
Name:	Sathyiah S/O Darmarajan
Address:	Blk 3284ishun Ring Road #04-1358 (S) 760328
Office Tel:	Residence Tel:
Occupation:	Hp: 92771667
P.P/I.C No:	S69144252 Nationality: Spore
Date of Birth:	6/5/1969 Place of Birth: Spore
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

ADDITIONAL DRIVER'S PARTICULAR	
Name:	
Address:	
Office Tel:	Residence Tel:
Occupation:	Hp:
P.P/I.C No:	Nationality:
Date of Birth:	Place of Birth:
Dr. Licence No:	

REPLACEMENT VEHICLE PARTICULAR		
Replacement Vehicle No: 5ND5828J		
Model: Polo		
Collection Out	Date & Time	Mileage Out
	10/5/2023 @ 11am	17649
Return In	Date & Time	Mileage In
	17/5/2023 @ 4:4	18214
OUT	1 bar.	
EMPTY	FULL	EMPTY
		FULL
REPLACEMENT CAR CHARGES		
Days @ \$	Per Day	Days Total
100	7	\$700

ADDITIONAL CHARGES	
PETROL TOP-UP CHARGES	
MISC	
TOTAL CHARGES (incl 7% GST)	\$770
Remark: Allianz Direct.	



Kindly top up the petrol before you return us the replacement car: Otherwise, there will be charges added to your payment.

In the event of vehicle breakdown, please call our Volkswagen 24hrs road assistance at 63338800

Terms and Conditions

The Rental Agreement is comprised of these terms and conditions and the rental form. The Rental Agreement is made between Volkswagen Group Singapore Private Limited (herein referred to as "the owner") and the person and/or company signing the Rental Form (herein referred to as "the hirer") whose particulars are recorded in the Rental Form. It is hereby agreed as follows:

1. VEHICLE DESCRIPTION AND TERM OF HIRE

The owner will let and the hirer will take the motor vehicle for the term of hire, details of which are described in the Rental Form (herein referred to as "the vehicle").

2. PERSONS WHO MAY DRIVE THE RENTAL VEHICLE

The vehicle may be driven during the term of hire only by the persons named on the Rental Form ("Driver particulars"), and only if they hold a current full valid Singapore driver's licence appropriate for the vehicle while they are using the vehicle and only after they hand in a photocopy of the driver licence.

3. PAYMENT

Full cash or credit card for the hire of the vehicle is to be made after returning the vehicle.

In addition, the hirer acknowledges that they shall be liable to pay to the owner any applicable additional charges payable at the end of the term. These include, but are not limited to:

- (a) charges for petrol or other fuel used (but not oil);
- (b) road user charges, Electronic Road Pricing (ERP);
- (c) charges for damage to or repair of the vehicle (subject to the other terms of the Rental Agreement); and any enforcement charges relating to such damage or repairs (including legal costs);
- (d) charges for cleaning the vehicle's interior if the vehicle is returned in an excessively dirty condition that requires extra cleaning or deodorizing. This includes, but is not limited to, spillage of fluids, food, vomit, other stains, and unpleasant odours including cigarette smoke;
- (e) traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with the use of the vehicle during the term of hire.

4. USE OF THE VEHICLE

The hirer shall not:

- (a) use or allow the vehicle to be used for the transport of passengers for hire or reward;
- (b) sublet or hire the vehicle to any other person;
- (c) operate the vehicle or allow it to be operated in any race, speed test, reliability trial, rally or contest, or operated on any race or rally circuit or in any event as a pace-maker or testing in preparation for any of them;
- (d) allow any person to smoke in the vehicle;

5. HIRER'S OBLIGATION

The hirer shall ensure:

- (a) all reasonable care is taken when driving and parking the vehicle;
- (b) to observe the traffic regulations in the use of the vehicle;
- (c) the vehicle is locked and secure at all times when it is not in use and the keys kept under the hirer's personal control at all times;
- (d) to observe the commandments of the art and to treat the vehicle with care, as well as to observe the operating instructions and the other instructions of the manufacturer.
- (e) There will be additional charges of \$50 per day for Malaysia Usage

6. INSURANCE

The owner warrants that the provided vehicle will come with a comprehensive insurance

- (a) with an Excess of S\$1,000 for authorized drivers age 23 years old and above with more than 2 years of driving experience;
- (b) with an Excess of ~~S\$2,500~~ for authorized drivers below 23 years old and/or less than 2 years driving experience.

The owner declares that the vehicle is ready for use and in a safe condition.

7. LIABILITY

The hirer shall indemnify the owner fully and hold the owner harmless from and against any claims, losses and damages (including the insurance excess) during the rental term, as far as these are not borne by third parties or the insurance.

8. EVENT OF DAMAGE

If the vehicle is involved in an accident, is damaged, breaks down or requires repair or salvage, regardless of cause, the hirer shall notify the owner of the full circumstances by telephone immediately. The hirer shall not arrange or undertake any repairs or salvage without the owner's authority. For any road side assistance, please call the 24-hour hotline at +65 6333 8800.

Personal Data Consent Form

I hereby give my acknowledgement and consent that Volkswagen Group Singapore Pte Ltd ("Volkswagen Group Singapore") may collect, use, disclose and process my personal data and information which I provide in this form for the purpose of receiving

· Customer Experience Survey (CEM)

· Updates, news, marketing and promotional information or materials from Volkswagen Group Singapore;

· Information about Advisory and/or Insurance Services or any Services related to the purchased product or service requested.

I understand and agree that my personal data will be disclosed by Volkswagen Group Singapore to its associated individuals / companies or any authorized third parties in Singapore for any matters relating to the aforesaid Purposes.

I agree to receive by the means of phone call, Email or Text Message

· Information sent by Volkswagen Group Singapore about their products and services as well as on selected third parties' products and services, including updates on their latest promotion and their new products and services;

· Information sent by our business partners* on their products and services.

*Please note that information will be sent directly by our business partner, and we shall disclose the relevant contact information to them for that purpose.

Please visit our websites at www.volkswagen.com.sg or www.skoda.sg for further details on our data protection policy, including: how you may access and correct your personal data or withdraw consent to collection, use or disclose of your personal data.

I have read, fully understand and agreed with the terms and conditions herein.

Customer / Hirer's: 

Checked Out By: 

Checked In By: 

Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 18 Apr 2023 / 11:04:12

Receipt Date/Time : 18 Apr 2023 / 11:02:34

Tax Invoice/Receipt

Receipt No. : ITNET-00000-230418-001057

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHF185Z As at 15 Apr 2023/15:45:00 Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHF185Z			
	Enquiry Fee	24.77	1.98	26.75
	20230418110037591801			
	Sub-Total	24.77	1.98	26.75
Result of Insurance Enquiry - SNJ3933U As at 14 Apr 2023/09:29:00 Insurance Co: ALLIANZ INSURANCE SINGAPORE PTE. LTD.				
2	Insurance Enquiry - SNJ3933U			
	Enquiry Fee	24.77	1.98	26.75
	20230418110037889733			
	Sub-Total	24.77	1.98	26.75
	Total Before Rounding	49.54	3.96	53.50
	Rounding Difference			0.00
	Total Amount Payable			53.50
Paid By				
	552777XXXXXX3724	eNETS Credit Card		53.50
	Total			53.50
	Cash Change			0.00
	Tendered Amount			53.50
	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: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>
Sent: Monday, 12 June 2023 2:55 PM
To: Hsiao Tong (LKKAuto)
Cc: Anthonidas Christopher (VGS - SG/Singapore); Cheong Pearlyn (VGS - SG/Singapore); Mei Kwan (LKKAuto); Admin A; Oh Huiwen (VGS - SG/Singapore); Claims (AGCS)
Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK REF : CC3/AIS23004008/pa3

Hi,

Offer accepted, LOA attached in LOD, thank you.

Payment details.

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

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217
Mobile: +65 9386 7833
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: shushi.tang@vw.com.sg
<https://www.volkswagen.com.sg/>



View my
LinkedIn®
Company Profile

Internal

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

Sent: Monday, June 12, 2023 2:52 PM

To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Cc: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Claims (AGCS) <claims@allianz.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK REF : CC3/AIS23004008/pa3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$14,372.36(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.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization / Warrant to Act** and your **Bank details** for us to process payment.

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 **14/04/2023**.

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 |

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

S(408933)

From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Thursday, June 8, 2023 9:48 AM

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

Cc: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Claims (AGCS) <claims@allianz.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK
REF : CC3/AIS23004008/pa3

Dear LKK,

Please see attached LOD for your processing.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217

Mobile: +65 9386 7833

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: shushi.tang@vw.com.sg

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



View my
LinkedIn®
Company Profile

Internal

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

Sent: Thursday, April 20, 2023 4:44 PM

To: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Cc: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK
REF : CC3/AIS23004008/pa3

WITHOUT PREJUDICE

Dear Sirs,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

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)

From: Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Thursday, April 20, 2023 11:33 AM

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

Cc: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: RE: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK
REF : CC3/AIS23004008/pa3

Dear Hsiao Tong,

Vehicle had been survey, please let us know if can proceed with DS?

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217

Mobile: +65 9386 7833

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: shushi.tang@vw.com.sg

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

Internal

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Wednesday, April 19, 2023 3:59 PM

To: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

<Pearlyn.cheong@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore)

<christopher.anthonidas@vw.com.sg>; Admin A <admin-a@lkkauto.com>

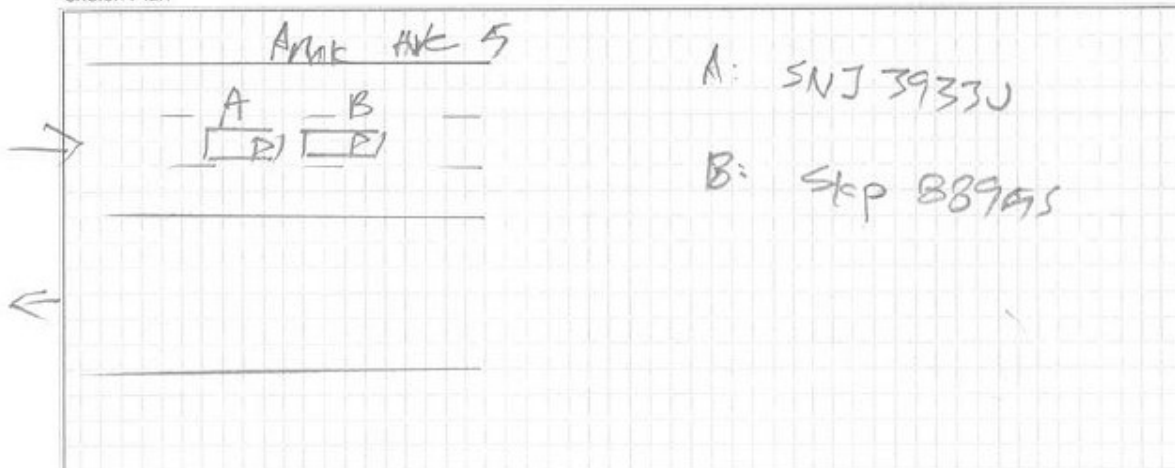
Subject: [EXT] RE: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023 *** LKK REF : CC3/AIS23004008/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Sketch Plan



Describe Circumstance of the Accident

I drove my car SNJ3933U along my road
 ave 5 moving straight. Suddenly vehicle
 brake in front and I immediate brake
 my car. However still roll forward
 and hit into the rear of his car
 Skp8895S.

Please note that for liability, claim negotiation and settlement, please contact **Hsiao Tong**.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Oh Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Sent: Tuesday, April 18, 2023 5:28 PM

To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Claims Banca (Allianz Insurance Singapore) <claims@allianz.com.sg>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

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

Subject: REQUEST DIRECT SETTLEMENT FOR SKP8895S & SNJ3933U - DOA ON 18/04/2023

Dear Claims,

Please revert on liability & survey arrangement for this claim. Thank you very much

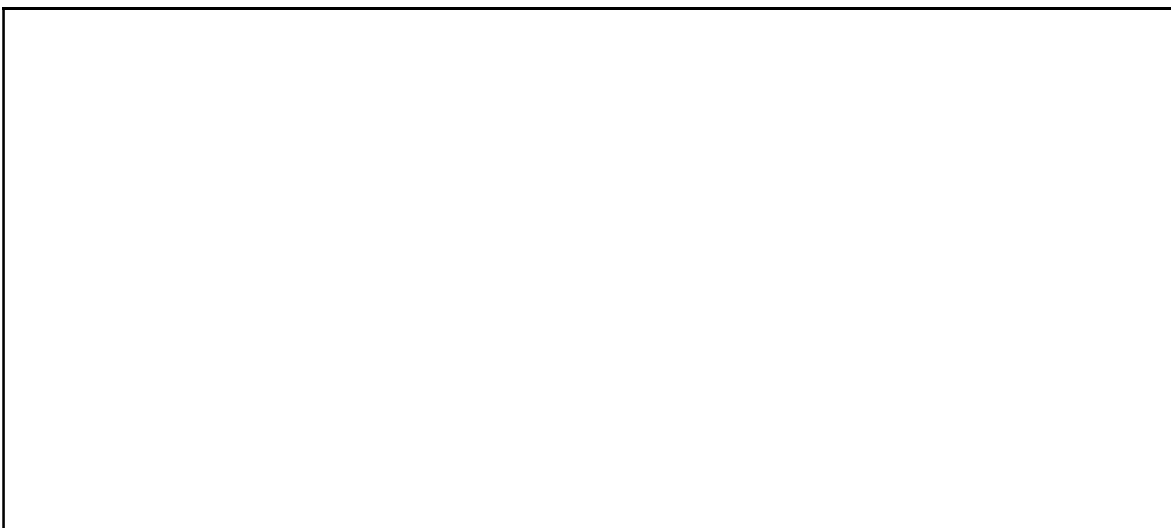
Password: SKP8895S4425Z

Best Regards,

Oh Hui Wen
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Mobile: +65 9115 1092
Main Line : +65 6305 7299
Main Fax: +65 6474 364
Email: huiwen.oh@vw.com.sg
<https://www.volkswagen.com.sg/>



View my
LinkedIn®
Company Profile

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 20 April 2023 4:43 PM
To: zhenxu_96@hotmail.com
Subject: CLAIM NOTIFICATION -ACCIDENT INVOLVING SNJ3933U(ALLIANZ) AND SKP8895S AT/ALONG ANG MO KIO AVE 5 ON 14/04/2023

LIAW CHIN XU [By Email Only]

Dear Sir/Madam,

You Ref: SNJ3933U

Our Ref: CC3/AIS23004008/Rpa3

ACCIDENT INVOLVING SNJ3933U(ALLIANZ) AND SKP8895S AT/ALONG ANG MO KIO AVE 5 ON 14/04/2023

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 claim from **SKP8895S** against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. Therefore, 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.

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 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 us at 6742 3197 or 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 |

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

S(408933)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	18 Apr 2023 19:26	Clim Dtl Modified	Claimant's Name: -> SATHYIAN S/O DARMARAJAN. Claimant's ID: -> S6914425Z.	[A] HOW MEI KWAN
2	18 Apr 2023 19:26	Clim Veh Model Changed	(203425) VOLKSWAGEN GOLF 1.4 TSI (A7) (5G13GZ) (A).	[A] HOW MEI KWAN
3	18 Apr 2023 19:26	Clim Created	Reg No: SKP8895S. Acct Date: 2023/04/14. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). TP Insurer: Income Insurance Limited (HQ). Workshop: Volkswagen Group Singapore Pte Ltd ()	[A] HOW MEI KWAN
4	18 Apr 2023 19:26	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	18 Apr 2023 19:26	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/04/27	[A] HOW MEI KWAN
6	18 Apr 2023 19:26	Adj Mandate Set	Approved:5000.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	18 Apr 2023 19:27	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
8	07 May 2023 15:16	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> MOHD RASUL	[A] HOW MEI KWAN
9	08 Jun 2023 12:22	Adj Mandate Request	Cur.Req:14372.36:Liability: 100%. Insured rear-ended third party. We seek your mandate at \$14,372.36(ALL-IN). TP-Mandate IA had been uploaded in Merimen.	[A] CHEW HSIAO TONG
10	08 Jun 2023 14:03	Clim Registration Modified	Excess: -> 600.00.	[I] Faiz Rosli
11	08 Jun 2023 14:03	Clim Registration Modified	Acct Time:09:00:00->10:00:00. Pol No:->SP2004218717.	[I] Faiz Rosli
12	08 Jun 2023 14:05	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/04/27	[I] Faiz Rosli
13	08 Jun 2023 14:05	Adj Mandate Set	Approved:14372.36.	[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
2950267	18 Apr 2023 19:26:08	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SKP8895S		xx.xx