



247 Alexandra Road S(159934)

LETTER OF DEMAND

Your Ref: SNM 23D 203612 / SLX5577B / CO2

Our Ref: SMU 8816X

To: China Taiping

Dear Sirs,

ACCIDENT INVOLVING SMU 8816X & SLX5577B ON 19.5.2023

We are claiming on behalf of our client Cindy Loh Yoke Fun

owner of vehicle number SMU 8816X involved in accident on 19.5.2023

with vehicle SLX5577B along/at Bukit Timah Road.

Description of claims:

Cost of Repairs	\$ <u>4,1435.65</u> .	(incl 8% GST)
Loss of Use/Rental	\$ <u>120</u> x <u>3</u> Days = \$ <u>360</u>	(incl 8% GST)
Search Fee	\$ _____	(incl 8% GST)
Miscellaneous Fee	\$ _____	(incl 8% GST)
TOTAL	\$ <u>4,795.65</u>	(incl 8% GST)

We are claiming in full and final settlement of \$ 4,795.65 . (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.

21 JUL 2023

Dated this _____

VOLKSWAGEN CENTRE SINGAPORE

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



Tax invoice

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Company
CHINA TAIPING INSURANCE (S) PL
3 ANSON ROAD
#18-00 SPRINGLEAF TOWER
Singapore 079909

Customer Details:
Ms.
CINDY
LOH YOKE FUN
7 PINE GROVE
#11-04
SINGAPORE 597592

Document no. 12033310499
Document date 16-06-2023
Customer no. 5211001170
Customer GST-ID 200208384E
Dealer 30001
Job order number 2023014753/ 1
Job order date 01-06-2023
Service Advisor SHU SHI TANG

License plate	Model code	First registration	VIN	Model	Mileage
SMU8816X	5T13NZC1	01-09-2020	WVGZZZ1TZKW072374	Touran Comfortline EQP 1.4 TSI 110kW DSG	30,245

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
5TA807417 GRU	Cover For Bumper Primed	1	pcs.	1,307.91	#6	1,307.91	1,412.54
5TA807568A 9B9	Spoiler Satin Black (SCK) CD 1/6/2023	1	pcs.	399.17	#6	399.17	431.10
	LABOUR	1	pcs.	840.00	#6	840.00	907.20
	SPRAY PAINT	1	pcs.	800.00	#6	800.00	864.00
	CHINA TAIPING DIRECT DOA: 19/5/2023 TP VEH: SLX5577B SURVEY BY: TAUFIKH						

Tax Code	Labour	Material	GST %	GST	Total amount excl. GST	Total amount incl. GST
#6	760.00	3,347.08	8%	328.57	4,107.08	4,435.65
Total	760.00	3,347.08		328.57	4,107.08	4,435.65

Customer

21 JUL 2023



Service Advisor

81030001

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).-----

VOLKSWAGEN CENTRE SINGAPORE

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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.



Automotive Pte Ltd

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: Bik 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

Ms CINDY LOH YOKE FUN

7 PINE GROVE
#11-04
Singapore 597592
Tel: 96857957

Tax Invoice

Inv No. : RKL23060195

Date : 13 Jun 2023

Ref : B17041

Currency : SGD

Terms : COD

RA No. : RKL23060029

Veh No. : SMZ6104D

Sales : Michelle Lee

#	Description	Qty	UOM	Unit Price	Tax Amt	Tax Type	Taxable Amt
1	RENTAL CHARGE 13/06/2023 TO 16/06/2023) SKODA KAROQ 1.4 : SMZ6104D DRIVEN BY : CINDY LOH YOKE FUN YOUR REFERENCE : VW-ALEX-SMU8816X	3.00	DAY	111.11	26.67	GST (SR) (8%)	333.33

Remarks:

VW-ALEX-SMU8816X
CINDY LOH YOKE FUN

This is a computer generated document. No signature is required.
Please made payable to Mova Automotive Pte Ltd.
Car Rental Dept. :
Bank Transfer - OCBC Bank
Account No.: 524-067097-001

Subtotal : S\$ 333.33
Total Tax : S\$ 26.67
Total : S\$ 360.00
Paid : S\$ 360.00
Outstanding : S\$ 0.00



AUTOMOTIVE PTE LTD

Website: www.mova.com.sg
Co. Reg. No.: 198904033G

Automotive Pte Ltd

Main Office: No. 22 Jalan Kilang, Singapore 159419
Bukit Merah Branch:
Blk 122 Bukit Merah Lane 1 #01-50, Singapore 150122
Fan Yoong Branch: No. 15 Fan Yoong Road, Singapore 629792
Tel: (65) 6476 3333 Fax: (65) 6270 8314
24 Hours Breakdown Service: (65) 9799 8888
Bedok Branch: 219 Bedok Central #01-138, Singapore 460219
Tel: (65) 6604 7877

RENTAL AGREEMENT

RA NO. : B 17041

RENTAL DETAILS			INSURANCE EXCESS AMOUNT		
Vehicle Make/Model:	Karou	Vehicle No: 6104	Singapore	Malaysia	Signature
Date/Time Out:	13/06/23		S\$ 2500.00	S\$ /	[Signature]
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:	16/06/23		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:	3 Days @\$ 11.11	Per Day	\$333.34
KM Out: 25543	KM In:		Hours @\$	Per Hour	
HIRER DETAILS			Sub-Total		
Named Hirer			Less Discount	%	
Name:	Cindy Loh Yoke Fun		Rental Charges		
Address:	7 Pine Grove		CDW @\$	per day / week / month	
	# 11-04		PAI @\$	per day / week / month	
	SC597592		Petrol Top-Up		
Identity Card No:	S1806799D		Misc Charges		
Date of Birth:	04-01-1967		GST		\$26.66
Driving License:	S1806799D		Total		
Country of Issue:	SG		VISA / MASTER CARD / AMEX	CASH / COMPANY BILLING / OTHERS	\$360.00
Tel:	(HP) 96857957 (O)		Pre-Payment		
Nationality:	SG		Downpayment and Deposit		NA
Effective Date:	21 Jan 1998		Amount Refunded/ Due		
			Signature of Refund		
Additional Hirer			Remarks:	pecrlym	
Name:				per vw - Alex - SMU 8816X	
Address:			Invoice No:	Ref. No:	
Identity Card No:			Checked Out By:	Checked In By:	Checked By:
Date of Birth:					
Driving License:			Sales-In Charge:		
Country of Issue:			Michelle		
Tel:	(HP)	(O)	Past 3 years accidents YES <input type="checkbox"/> NO <input type="checkbox"/>		
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.

[Signature]

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

Authorised Manager Signature

-Date & Time

IMPORTANT

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



DISCHARGE VOUCHER

I / We Cindy Loh Yoke Fun (Passport No. 799D) the
owner of vehicle number SMU 8816X hereby accept from
China Taiping (Insurance Company) the sum of
_____ (total repair cost) in full and final settlement for the cost of repairs
arising from the loss damage of property as a result of the accident involving
SMU 8816X & QLX 5577B along Bukit Timah Road
on 19/5/2023.

Please pay to Volkswagen Group Singapore Pte Ltd who is authorized to receive
only on the total cost of repair on my/our behalf.

The lost of use (transport allowance / rental receipts) to be payable to
VOLKSWAGEN GROUP SINGAPORE PTE LTD.

Dated this on 16/6/2023 (DD/MM/YYYY)

(Signature of owner / Company stamp)

Name : CINDY LOH
NRIC No. : S1806799/D
Date : 16/6/23



LETTER OF AUTHORITY

ACCIDENT INVOLVING Smu8816x and 8LX 5577B on 19/5/2023
along Bukit Timah Road
Own vehicle's number Other vehicle's number Date of accident
Accident location

BY THE LETTER OF AUTHORITY, I/we, Cindy Loh Yoke Fun
of 799D
Name of Policy Holder & IC / Passport number
owner of Vehicle Registration

Number Smu8816x 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 16th of the month June Year 2023.

Signed & Delivered By:
[Signature]
Policy Holder

Witness By:
[Signature]