

**SERVE YOU MOTOR PTE LTD**  
**BLOCK 5033 ANG MO KIO INDUSTRIAL PARK 2**  
**#01-265 SINGAPORE 569536**  
**TEL. NO: 64815652 FAX: 64831654**  
**E-MAIL: elainesyms@gmail.com**

Your ref no.: PA 9216 R

Our ref no: PC 1122 U

Date: 09/10/2024

M/s: LKK Auto Consultants Pte Ltd

Ins: China Taiping Insurance (Singapore) Pte Ltd

Dear Sir/ Madam,

**ACCIDENT INVOLVING VEHICLE NO: PC 1122 U AND PA 9216 R AT/TOWARDS/ALONG BOON LAY WAY**  
**HEAVY VEHICLE CARPARK ON 03/10/2024**

We have been authorized by the registered owner of the above vehicle **PC 1122 U** (the owner) which was involved in the above mentioned accident.

We understand that the vehicle **PA 9216 R** was insured by you at the time of the said accident.

We have been informed by the owner that the accident was caused by the negligence of your insured's driver. As a result of the accident, the owner's vehicle was damaged and has been put to loss as follows:

(a)	Cost of repairs/ "As Agreed, Part-by-Part" (Invoice no: 7377)	S\$5,715.44
(b)	Excess claim (Section II)	-
(c)	Loss of Use (6 Days X \$250.00 per day )	S\$1,500.00
(d)	Third Party Insurance Search	\$2.18
(d)	Surveyor fee (LKK Auto Consultants)	-
(e)	Miscellaneous expenses	-
<b>TOTAL</b>		<b>S\$7,217.62</b>

We enclose here with copies of the relevant supporting documents in support of the owner's vehicle damage claim as follows:

(1) Certificate of Insurance/Log Card		(4) Police/SAS Reports/ Results	
(2) Surveyor's reports		(5) Repair bill/Letter of Authority	X
(3) Rental Invoices		(6) GIA/LTA search invoices	X

\*Place X to mark

Kindly let us hear from you within the **next 14 days** from the date hereof, failing which the owner shall proceed to hand over the matter to his solicitors to recover his losses. In this event, you shall be liable for the unnecessary legal costs incurred.

Yours faithfully,



**Elaine Chia**  
**SERVE YOU MOTOR PTE LTD**

## LETTER OF AUTHORITY

To Whom it may concern

ACCIDENT INVOLVING VEHICLES NO: PC1122U and PA9216R  
ON 03/10/24 AT/ALONG Boon Lay Way Heavy Vehicle  
Carpark

I, We Chan Bus Chartered NRIC No: 53199246 B  
of \_\_\_\_\_

the owner of vehicle bearing registration number: PC1122U

I hereby agreed my workshop MESSRS **SERVE YOU MOTOR PTE LTD** as my authorized representative to write, negotiate and settle my vehicle damage claims on my behalf against the parties involved in the said accident.

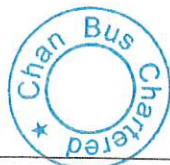
**I confirmed I have been informed and explained of the followings:**

- 1) Either you (the owner) or you wish us to appoint a surveyor to inspect your vehicle prior to repair or alternatively, we will let the third party insurance to appoint their in-house surveyor to inspect your vehicle.
- 2) We will proceed with the repair based on the recommendation from the surveyor to carry out the repair.
- 3) You will then authorise us to assist you in making a claim against the third-party insurance on your behalf.
- 4) However, in the event if there is a difference in the liability, you will be personally responsible for the shortfall.  
**(EG: If liability is 80% to 20% in our favour, you (the owner) must pay the differences of 20% in the cost of repair.)**
- 5) in the event of there is a settlement, you are obliged to sign a discharge voucher issued by the third-party insurance
- 6) you are also authorising us to accept the settlement sum from the insurer on your behalf
- 7) Upon receiving the settlement sum, we will then pay you the loss of use which is entitled to you (if any).

I, We also HEREBY AGREE VOLUNTARILY AND UNEQUIVOCALLY to the agreed settlement sum being issued in favour of, MESSRS **SERVE YOU MOTOR PTE LTD** and the said payment would be forwarded to them as full and final settlement of my claim.



X



Name: Chan Bus Chartered

Owner of Vehicle No: PC1122U

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : Claim No : : SNM24D205615/PA9216R/C02/TANCHC  
Claimant : CHAN BUS CHARTERED  
Amount : **S\$6,467.62**  
SINGAPORE DOLLARS SIX THOUSAND FOUR HUNDRED SIXTY-SEVEN AND  
CENTS SIXTY TWO ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : PC1122U  
Insured Vehicle No. : PA9216R

Date of Loss : 03/10/2024  
Place of Accident : BOON LAY WAY HEAVY VEHICLE CARPARK

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : JAMES COACH SERVICE  
Driver Name : PANG KIAM FAH

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del> /	S\$	5,715.44
(3) Loss of Use/ <del>Rental</del> / <del>Earning</del>	S\$	750.00
(4) <del>GIA/Police Reports/</del> <del>Investigation Results</del> /Search Fees	S\$	2.18
(5) Medical Reports/Expenses	S\$	
(6) <del>Survey Fees/P.T. Fees</del> /Towing	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		<b>S\$ 6,467.62</b>

Claimant Name : Chan Bus Chartered

NRIC No : 53199246B

Signature : \_\_\_\_\_



Date : 06/12/2024



**SERVE YOU MOTOR PTE LTD**

BLOCK 5033 ANG MO KIO INDUSTRIAL PARK 2

#01-265, SINGAPORE 569536

TEL. NO: 64810555 / FAX NO. 64831654

E-MAIL: elainesyms@gmail.com

Ins: China Taiping Insurance (Singapore) Pte Ltd

Owner: Chan Bus Chartered

Registration no. : PC 1122 U / TOYOTA HIACE SUPER GL DARK PRIME 2.8 AUTO

Accident Date : 03/10/2024

Date : 8-Oct-24

Invoice No. : 7377

S/N	Qty	Particulars	Amount
<u>LIST ITEMS</u>			
1	1	Rear tailgate	2,145.60
7	1	Rear taillamp RH	488.60
8	1	Rear bumper	670.12
11	1 set	Rear bumper clip	56.00
2	1	Rear windscreen glass	1,598.26
			4,958.58
		Less 25%	1,239.65
			<u>3,718.94</u>
<u>SPECIAL NETT ITEMS</u>			
3	1	Rear windscreen glass sealant	40.00
4	1	"70km/h" sticker	8.50
6	1 set	Rear camera	350.00
8	1	Emergency Door sticker	80.00
9	1	Rear tailgate "Toyota" Hiace" logo	158.00
			<u>636.50</u>
<u>LABOUR &amp; MISC CHARGES</u>			
1		To dismantle / renew the accident damaged portion. To panel beating, reshape, straighten, orientate and align repair / replacement parts.	500.00
2		To remove and refit camera to facilitate the repair.	60.00
3		To remove and refit rear windscreen to facilitate the repair.	120.00
4		To remove and refit rear cover compartment, third light for facilitate repair.	80.00
5		Supply spray paint material and necessary items on rear accident portion.	600.00
		<b>TOTAL</b>	<u>1,360.00</u>
		<b>Total Parts and Labour Cost of Repair</b>	<b>\$5,715.44</b>




INSURER ENQUIRY

Find insurer

Vehicle reg. no.

PA9216R

Date of Accident

03/10/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... China Taiping Insurance (Sing...

Period of Insurance ..... 02/05/2024 - 01/05/2025

Requested By ..... Ng Zhen Qi Lara (AVALON LAW ...

Requested Date ..... 03/10/2024 17:41

Payment details

Request Amount: **S\$2**

GST Amount: **S\$0.18**

Total Amount Due (GST Inclusive): **S\$2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CD/CTI24100167/Kpa3

15 OCT 2024

**JAMES COACH SERVICE**  
543 JURONG WEST STREET 42  
#11-71  
SINGAPORE 640543

Dear Sir/Madam,

**ACCIDENT INVOLVING PA9216R (CHINA TAIPING) AND PC1122U AT/  
ALONG BOON LAY WAY HEAVEY VEHICLE PARK (BUSINESS PARK DR)  
ON 03/10/2024**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from PC1122U 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. 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.

Should you however wish to further discuss the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Chew Hsiao Tong (Ms)  
Case Handler  
DID: 6742 3197  
EMAIL: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

c.c. *China Taiping Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)*

## Hsiao Tong (LKKAuto)

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**From:** Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>  
**Sent:** Wednesday, 27 November 2024 4:43 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: [SEEK MANDATE] CTI REF: SNM24D205615/PA9216R/C02/TANCHC - LKK REF: CD/CTI24100167/Kpa3, PC1122U | DOA: 03.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

Hi Hsiao Tong,

Please proceed as proposed.

Thank you.

Regards,

*Jacqueline Tan*

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Monday, 25 November 2024 11:31 am  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Jacqueline Tan (CTPIS) <jacqueline.tan@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] CTI REF: SNM24D205615/PA9216R/C02/TANCHC - LKK REF: CD/CTI24100167/Kpa3, PC1122U | DOA: 03.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

Your ref: **SNM24D205615/PA9216R/C02/TANCHC**

LKK ref : CD/CTI24100167/Kpa3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING PA9216R(CHINA TAIPING) AND PC1122U(TP) ON 03/10/2024**

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he reverse and hit third party parked vehicle.

We seek your approval to offer repairer **"SERVE YOU MOTOR PTE LTD"** at **\$6,917.62(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 10,824.92	\$ 5,715.44
2. Loss of USE (6days x \$250.00)	\$ 1,500.00	\$ 1,200.00 (6days X \$200.00)
3. LTA/ GIA Search Fee	\$ 2.18	\$ 2.18
<b>Total</b>	<b>\$ 12,327.10</b>	<b><u>\$ 6,917.62</u></b>

Surveyor recommended 5days for repair + 1PRS = 6DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 21/11/2024 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

**Best Regards,**

**Hsiao Tong, Chew** | Team Lead

Third Party Direct Settlement

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Monday, 14 October 2024 12:02 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CTI REF: SNM24D205615/PA9216R/C02/TANCHC - LKK REF: CD/CTI24100167/Kpa3, PC1122U | DOA: 03.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

Hi Mei Kwan,

Enclosed please find OI's SAS report for your action.

**\*\* Note: Password for the attachment would be sent to you with separate email.**

Regards,



*Jacqueline Tan*

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Wednesday, 9 October 2024 11:28 am

**To:** Jacqueline Tan (CTPIS) <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** CTI REF: SNM24D205615/PA9216R/C02/TANCHC - LKK REF: CD/CTI24100167/Kpa3, PC1122U | DOA: 03.10.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear [Jacqueline](#),

Please refer to the above subject.

Kindly **assist LKK Auto on D.S.** soonest possible.

Please contact our claims department **Jacqueline Tan | DID: 6389 6185** the officer in charge or **6389 6116** should you require our assistance or clarification.

**\*Kindly quote our claim reference number when replying.**

Thank you.

**Belinder Ng**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 8 October 2024 6:29 pm

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving PA9216R (OI : CTI - TBA) and PC1122U (TP : LKK REF - CD/CTI24100167/Kpa3) on 03.10.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle PC 1122U at M/s Serve You Motor Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is 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](mailto:MeiKwan@lkkauto.com)

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)