

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 / claim@serveyou.com.sg

Your ref no.: PC 7152 T

Our ref no: PC 7901 Z

Date: 06/11/2024

M/s: LKK Auto Consultants Pte Ltd
Ins: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Dear Sir/ Madam,

ACCIDENT INVOLVING VEHICLE NOS. PC 7152 T AND PC 7901 Z AT/ALONG TANJONG PAGAR ROAD ON 24/10/2024.

We have been authorized by the registered owner of the above vehicle **PC 7901 Z** (the owner) which was involved in the above-mentioned accident.

We understand that the vehicle **PC 7152 T** 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 (Invoice no: 7387)	S\$4,850.00
(b)	Excess claim (Section II)	-
(c)	Loss of Use (05 Days X \$200.00 per day)	S\$1,000.00
(d)	LTA search	\$27.25
(d)	Surveyor fee	-
(e)	Third Party Report Fee	-
TOTAL		S\$5,877.25

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: PC7901Z and PC7152T
ON 24/10/2024 AT/ALONG Tanjong Pagar Road

I, We RET Tours Pte Ltd NRIC No: 20117970Z
of _____

the owner of vehicle bearing registration number: PC7901Z

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.



Name: RET TOURS Pte Ltd

Owner of Vehicle No: PC7901Z

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMB1SNA00006472404 Claim No : SNM24D206045/PC7152T/C02/KHONGLH

Claimant : RET TOURS PTE LTD

Amount : **S\$5,627.25**
SINGAPORE DOLLARS FIVE THOUSAND SIX HUNDRED TWENTY-SEVEN AND
CENTS TWENTY-FIVE 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. : PC7901Z
Insured Vehicle No. : PC7152T

Date of Loss : 24/10/2024
Place of Accident : TANJONG PAGAR ROAD

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 : SINGAPORE COACH SERVICES PTE. LTD.
Driver Name : LI FEI

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/ Excess	S\$	4,850.00
(3) Loss of Use/ Rental/Earning	S\$	750.00
(4) GIA/ Police Reports/ Investigation Results/ Search Fees	S\$	27.25
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL	S\$	5,627.25
	=====	

Claimant Name : RET Tours Pte Ltd

NRIC No : 201117970Z

Signature :  

Date : 25/02/2025



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

Print Date/Time : 28 Oct 2024 / 10:32:49

Receipt Date/Time : 28 Oct 2024 / 10:31:45

Tax Invoice/Receipt

Receipt No. : ITNET-00000-241028-001128

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 - PC7152T As at 24 Oct 2024/18:15:00 Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - PC7152T			
	Enquiry Fee	25.00	2.25	27.25
	20241028102922108032			
	Sub-Total	25.00	2.25	27.25
	Total Before Rounding	25.00	2.25	27.25
	Rounding Difference			0.00
	Total Amount Payable			27.25
	Paid By			
	559221XXXXXX6876	eNETS Credit Card		27.25
	Total			27.25
	Cash Change			0.00
	Tendered Amount			27.25
	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.

Daphne Lee (LKK Auto)

From: Daphne Lee (LKK Auto)
Sent: Wednesday, 13 November 2024 8:51 AM
To: accounts@coachs.sg
Cc: Admin A
Subject: ACCIDENT INVOLVING PC 7152T (CHINA TAIPING) AND PC 7901Z AT/ALONG TANJONG PAGAR ROAD ON 24/10/2024

Our Ref: CD/CTI24100525/Kma3

M/S SINGAPORE COACH SERVICES PTE. LTD.

Dear PERSON IN CHARGE/ LI FEI,

ACCIDENT INVOLVING PC 7152T (CHINA TAIPING) AND PC 7901Z AT/ALONG TANJONG PAGAR ROAD ON 24/10/2024

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 **PC 7901Z** 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 on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Thank you.

Best Regards,

Daphne Lee (Ms) | Case Handler

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | Email: DaphneLee@lkkauto.com|

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

Daphne Lee (LKK Auto)

From: Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Sent: Sunday, 23 February 2025 1:18 AM
To: Daphne Lee (LKK Auto)
Cc: Admin A
Subject: RE: CTI REF: SNM24D206045/PC7152T/C02/KHONGLH - LKK REF: CD/CTI24100525/Kma3, PC7901Z (TP :) | DOA: 24/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Daphne,

Mandate as follows:

1. Cost of Repair \$ 4,850.00 (L/S)
2. Loss of Use \$ 500.00 - \$ 750.00 (5 days X \$100 - \$150)
3. LTA/GIA Search Fee \$ 27.25

Thank you

Regards,

Lynn Khong
Senior Executive
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

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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From: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Sent: Friday, 7 February 2025 11:51 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Lynn Khong (CTPIS) <lynn.khong@sg.cntaiping.com>
Subject: FW: CTI REF: SNM24D206045/PC7152T/C02/KHONGLH - LKK REF: CD/CTI24100525/Kma3, PC7901Z (TP :) | DOA: 24/10/2024 - TPP DIRECT SETTLEMENT

[Internal]

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[Internal]

Dear Lynn,

Refer to the email as below

We are pending mandate for your approval. TP repairer asking for settlement.

Thank you

Wishing You a Prosperous & Joyful Chinese New Year 2025!

Best Regards,

Daphne Lee (Ms) | Case Handler

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | Email: DaphneLee@lkkauto.com

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

From: Daphne Lee (LKK Auto)

Sent: Tuesday, 17 December 2024 12:12 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; 'Lynn Khong (CTPIS)' <lynn.khong@sg.cntaiping.com>

Subject: RE: CTI REF: SNM24D206045/PC7152T/C02/KHONGLH - LKK REF: CD/CTI24100525/Kma3, PC7901Z (TP :) |

DOA: 24/10/2024 - TPP DIRECT SETTLEMENT

Your ref: SNM24D206045/PC7152T/C02/KHONGLH

LKK ref : CD/CTI24100525/Kma3

Dear Lynn Kong,

ACCIDENT INVOLVING PC 7152T (CHINA TAIPING) AND PC 7901Z (TP) ON 24/10/2023

We refer to the above matter.

It is an accident under BOLA: NIL. OID encroach lane hit onto TP staying in lane before left turning. We are of the view that liability is on our driver's.

We seek your approval to offer repairer "SERVE YOU MOTOR PTE LTD" at \$5,777.25 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 8,738.45	\$ 4,850.00 (L/S)
2. Loss of Use (5 days x \$200.00)	\$ 1,000.00	\$ 900.00 (5 days X \$180.00)
3. LTA/GIA Search Fee	\$ 27.25	\$ 27.25
Total	\$ 9,765.70	\$ 5,777.25

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.