

14.02.2025

OUR REF : TP 1124-8372

MS FIRST CAPITAL INSURANCE LIMITED

36 Robinson Road #16-01

City House

Singapore 068877

Attn: Motor Claims Department

Dear Sir,

ACCIDENT INVOLVING VEHICLE: SLP 5512 E & SHB 3019 Y ON 24.11.2024

We are the authorized repair workshop for the owner of motor vehicle no: **SLP 5512 E**, which was involved in the above captioned accident with your insured vehicle: **SHB 3019 Y**. The vehicle owner has requested and authorized us to assist him in presenting the claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

01)	Cost of Repair (incl gst)	\$	5,014.00
02)	Reimbursement - Loss of use (03 days x \$60/days)	\$	180.00
		\$	5,194.00

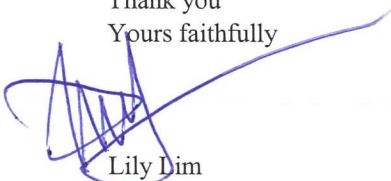
We enclosed herewith the following documents to support the claims:-

- a) Letter of Authorisation / GIA report(s) / Insurance Certificate, etc...
- b) Final Tax Invoice

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

Thank you
Yours faithfully



Lily Dim

Progressive Car Care Pte Ltd

Email: claims@procarcare.com.sg



PROGRESSIVE
CAR CARE PTE LTD

Progressive Car Care Pte Ltd

(Co. Reg. No. 201006949C)

Blk 3022A Ubi Road 1 #01-45/ 46 S408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg

Date : 25/11/24

Our Ref : TP 1124

I / We JIANG HONG XIA Nric No S7981181E

Residing at 781 UPPER CHANGI ROAD EAST #04-17 S L4860691 owner of

SLP5512E
Vehicle No _____ hereby authorize PROGRESSIVE CAR CARE PTE LTD at

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716 to resolve the above matter.

In respect of this authorization, I / We confirmed to accept whatsoever settled or agreed by them

and also agreed that all Payments include Loss of Use to make in favour of

PROGRESSIVE CAR CARE PTE LTD.

I / We am/are fully aware that all settlement made in respect of the accident occurred on

24/11/2024 Along / at PIE will be full and

Final discharge of the claims inclusive of damages, loss of use etc.

SIGNATURE OF OWNER

DISCHARGE RECEIPT

CLAIM REFERENCE : D24010368MFCT
ACCIDENT DATE : 24/11/2024
ACCIDENT LOCATION : (CHANGI) EUNOS FLYOVER
INSURED : CITYCAB PTE LTD
INSURED DRIVER : THIA BOON KHWA
INSURED VEHICLE : SHB3019Y
INVOLVED PARTY : SLP5512E
SETTLEMENT SUM : **\$5,194.00**

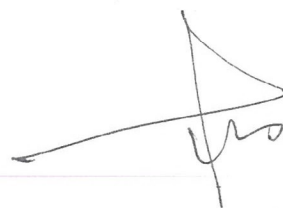
I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,
2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT: **JIANG HONGXIA**

Signature and Date :



13/3/25

WITNESS :

Signature and Date :



PROGRESSIVE CAR CARE PTE LTD
Blk 3022A Ubi Road 1 # 01-45/46
Singapore 408716
Tel: 6741 5336 Fax: 6741 7208
Email: claims@procarcare.com.sg

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

TEL: 6741 5336 FAX: 6741 7208

Email: claims@procarcare.com.sg

GST REG NO: 201006949C Company Reg No: 201006949C

MS FIRST CAPITAL INSURANCE LIMITED

6 Raffles Quay

#21-00

Singapore 048580

Tel: 62222311

Fax: 62223547

Attn: Motor Claim Department

Your Ref No: TP 1124-8372

Claim Type: Third Party

Accident Date: 24 November 2024

TP Veh Reg No: SHB3019Y

Claim No: EST1512074

No: PS1509170

Date: 14 Feb 2025

Policy No: P10924515R01

Veh Reg No: SLP5512E

Make/Model: MINI MINI COOPER S
COUNTRYMAN LED NAV

Chassis No: WMWYS920403E09521

Engine No: F239H476B48A20A

Reg. Date: 09 Jun 2017

Final Repair Bill: SLP5512E

Description	Unit Price	Quantity	List Price SGD	Amount SGD
Others				
1 LUMP SUM REPAIR	4,600.00	1 JOB	4,600.00	4,600.00

Total	4,600.00
Add GST @ 9%	414.00
Total Amount Payable SGD	5,014.00

SINGAPORE DOLLAR FIVE THOUSAND FOURTEEN ONLY

For Progressive Car Care Pte Ltd
PROGRESSIVE CAR CARE PTE LTD
Blk 3022A Ubi Road 1 # 01-45/46
Singapore 408716
Tel: 6741 5336 Fax: 6741 7208
Email: claims@procarcare.com.sg
AUTHORISED SIGNATURE

Hsiao Tong (LKKAuto)

From: Claims <claims@procarcare.com.sg>
Sent: Thursday, March 13, 2025 11:02 AM
To: Hsiao Tong (LKKAuto)
Cc: Claims
Subject: RE: REQUEST FOR LOD - Acc on 24.11.2024 invlg SLP5512E & SHB3019Y
Attachments: 13032025103451-0001.jpg

Dear Hsiao Tong

DV and bank details for you to process payment.

Company Name	PROGRESSIVE CAR CARE PTE LTD BLK 3022A UBI RD 1
Address	#01-45 S(408716)
Remittance Attention To Email C Contact Number	ACCOUNTS@PROCARCARE.COM.SG

Bank Transfer Details

Beneficiary	PROGRESSIVE CAR CARE PTE LTD
Bank Name	OCBC
Bank Address	460 NORTH BRIDGE RD #01-00 S(188734)
Bank Code	7339
Branch Code	695
SWIFT Code	OCBCSGSG
Bank Account No.	695235432001
Currency	SGD 5,194.00

Regards,

Lily Lim

Claims Advisory

Progressive Car Care Pte Ltd

Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716

T: +65 6741 5336 | F: +65 6741 7208

E: claims@procarcare.com.sg

W: www.procarcare.com.sg



Hsiao Tong (LKKAuto)

From: Eunice Chin Mei Yee <EuniceChin@msfirstcapital.com.sg>
Sent: Friday, 7 March 2025 9:22 AM
To: Hsiao Tong (LKKAuto)
Cc: Serene Ler; Admin A
Subject: RE: [MANDATE] - D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

Dear Sir/Madam,

Mandate to offer: **\$5,194.00 (all-in).**

Thanks & regards,
Eunice Chin
Motor Claims

MS First Capital Insurance Ltd
16 Raffles Quay
#42-01 Hong Leong Building
Singapore 048581

DID: 6359 1802 | TEL: 6359 1800 extn 802 | FAX: 6223 0541
Website <http://www.msfirstcapital.com.sg>

A Member of **MS&AD** INSURANCE GROUP

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, February 27, 2025 9:55 AM
To: Serene Ler <Sereneler@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] YOUR REF: D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Your ref: **D24010368MFCT**
Our ref : CD/FCI24110559/Upa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING SHB3019Y(MS FCIL) / SLP5512E(TP) / OTHERS ON 24/11/2024

We refer to the above matter.

SKT630X -> SMV1502S -> SML2170L -> SHB3019Y(OI)-> SLP5512E(TP)

This is a 3 vehicles chain collision whereby our insured was the 2nd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"PROGRESSIVE CAR CARE PTE LTD"** at **\$5,194.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (WITH GST)	\$ 15,498.44	\$ 5,014.00 (\$4,600.00 + 9%GST)
2. Loss of USE (03days x \$60.00)	\$ 180.00	\$ 180.00 (03days x \$60.00)
Total	\$ 15,678.44	<u>\$ 5,194.00</u>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 26/02/2025 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

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

-----Original Message-----

From: Hsiao Tong (LKKAuto)

Sent: Friday, 24 January 2025 9:12 AM

To: Serene Ler <Sereneler@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT // LKK REF: CD/FCI24110559/Upa3q2(N)

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice

- Photographs of TP vehicle in its damaged condition

Thank you.

Wishing You a Prosperous & Joyful Chinese New Year 2025!

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933) -----Original Message-----

From: Rajes (LKK Auto) <rajes@lkkauto.com>

Sent: Wednesday, 27 November 2024 9:22 AM

To: Caroline Cabrera <Caroline@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>

Subject: RE: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT

Dear Caroline,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Rajes | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: Caroline Cabrera <Caroline@msfirstcapital.com.sg>

Sent: Tuesday, November 26, 2024 5:29 PM

To: assignments <assignments@lkkauto.com>

Cc: Serene Ler <Sereneler@msfirstcapital.com.sg>; Claims <claims@procarcare.com.sg>

Subject: NEW SURVEY ASSIGNMENT - OUR REF: D24010368MFCT

Dear Sir,

Please find the attached documents for survey assignment.

Thank you.

Regards,

Caroline Cabrera
Motor Claims Department

MS First Capital Insurance Ltd
16 Raffles Quay #42-01 Hong Leong Building | Singapore 048581
D: 6359 1800 | F: 6223 0541 | Reg. No. 195000106C Website <http://www.msfirstcapital.com.sg>

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-----Original Message-----

From: support@msfirstcapital.com.sg <support@msfirstcapital.com.sg>
Sent: Tuesday, November 26, 2024 5:10 PM
To: Caroline Cabrera <Caroline@msfirstcapital.com.sg>
Subject: MT00018595 is Approved

Insured Vehicle No : SHB3019Y
TP Vehicle No : SLP5512E
Claim No : D24010368MFCT
Workshop Name : PROGRESSIVE CAR CARE PTE LTD
Our Surveyor : LKK AUTO CONSULTANTS PTE LTD
Instructions : Direct Settlement - Est. COR \$15,498.45
Quantum to be agreed

Created By : CAROLINE
Verified By : SERENE
Approved By : SERENE

This is a computer generated mail. Do not reply to this mail.