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**From:** Cynthia Chan [mailto:cynthia.chan@gia.org.sg]

**Sent:** Friday, March 23, 2018 5:58 PM

**To:** Mekavathanan Sarangapani <mekavathanan@iii.com.sg>; Cheong Chin Leong <chinleong.cheong@cyclecarriage.com.sg>

**Cc:** Gabriel Wee <Gabriel@iii.com.sg>; Accident Report (BNP) <accidentreport@cyclecarriage.com.sg>; Amanda Ang Ying Chun <amanda.ang@cyclecarriage.com.sg>; ARC Bola <ARCBola@gia.org.sg>

**Subject:** DELIBERATION : M2017/00031 - Accident involving SGW6668E & SHA7971B on 13.11.2015 | C&C ref. Wip 55592 | III ref. MCT15110476/001/PD/ZS

Dear All

The Panel of Adjudicators has deliberated and decided that ruling shall be in favour of RP, III.

Based on the video evidences, vehicle on minor road should give way to vehicle on major road.

BOLA Scenario 31A applies with liability apportionment of 100/0 (IP/RP).

Adjudicators are of the view that case should not have been escalated as it is a clear-cut case with contrary evidence available.

The below BOLA Fee is chargeable for the month of March to the respective parties will be deducted by Merimen via GIRO.

Cycle & Carriage Industries Pte Ltd – S\$500.00

III – S\$0.00

Thank you.

Best Regards,

**Cynthia Chan**

Executive, Technical



[cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg) | [www.gia.org.sg](http://www.gia.org.sg)

**DID:** +65 6202 9895 | **Tel:** +65 6221 8788

**General Insurance Association of Singapore (GIA)**

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

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**From:** Cynthia Chan

**Sent:** Wednesday, September 6, 2017 9:39 AM

**To:** III - Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>; Cheong Chin Leong <[chinleong.cheong@cyclecarriage.com.sg](mailto:chinleong.cheong@cyclecarriage.com.sg)>

**Cc:** Gabriel Wee <[Gabriel@iii.com.sg](mailto:Gabriel@iii.com.sg)>; ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>

**Subject:** RE: [M2017/00031] - Accident involving SGW6668E & SHA7971B on 13.11.2015 | C&C ref. Wip 55592 | III ref. MCT15110476/001/PD/ZS

Dear All

We have received the complete document submission for case M2017/00031. This escalation will be in queue for adjudication.

Thank you.

Best Regards,  
Cynthia Chan



General Insurance Association of Singapore  
180 Cecil Street #15-01  
Bangkok Bank Building  
Singapore 069546  
Tel: 6221 8788 ext 202  
Fax: 6227 2051  
Email Address: [cynthia.chan@gia.org.sg](mailto:cynthia.chan@gia.org.sg)  
Website: [www.gia.org.sg](http://www.gia.org.sg)  
UEN S66SS0020G

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**From:** Cynthia Chan  
**Sent:** Tuesday, September 5, 2017 11:32 AM  
**To:** III - Mekavathanan Sarangapani <[mekavathanan@iii.com.sg](mailto:mekavathanan@iii.com.sg)>  
**Cc:** Gabriel Wee <[Gabriel@iii.com.sg](mailto:Gabriel@iii.com.sg)>; Cheong Chin Leong <[chinleong.cheong@cyclecarriage.com.sg](mailto:chinleong.cheong@cyclecarriage.com.sg)>; ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>  
**Subject:** [M2017/00031] - Accident involving SGW6668E & SHA7971B on 13.11.2015 | C&C ref. Wip 55592 | III ref. MCT15110476/001/PD/ZS

Dear Meka

We refer to below escalation initiated by C&C Industries Pte Ltd.

We would like to highlight to all who wish to escalate such disputes that they must be prepared to agree that the Panel of Adjudicators will deliberate and make a decision based on the BOLA Chart effective 1st May 2012.

Please also take note that by submission of the dispute for adjudication under the DRM, both parties have agreed:

- i. To waive any right to pursue / further pursue against any other Claimant or party / parties involved in the accident;
- ii. That the Decision under the BOLA DRM is final and binding on all the Claimants;
- iii. To abide by the Decision; and
- iv. Not to appeal the Decision in court or bring a fresh action following the Decision issued at the BOLA DRM, whether in court or in any other dispute resolution forum, including mediation and arbitration, except as directly necessary to enforce such Decision.

Kindly fill up your Counter Party portion on pg 2 of the attached Letter of Consent. Please submit your position together with supporting documents and video evidence (if applicable) **by 11 September 2017, Monday**.

*PS: video footage from C&C will be sent via a separate link.*

Thank you.

Best Regards,  
Cynthia Chan

General Insurance Association of Singapore  
180 Cecil Street #15-01  
Bangkok Bank Building  
Singapore 069546  
Tel: 6221 8788  
Fax: 6227 2051  
Website: [www.gia.org.sg](http://www.gia.org.sg)  
UEN S66SS0020G

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**From:** Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]  
**Sent:** Monday, 4 September, 2017 9:53 AM  
**To:** Cheong Chin Leong  
**Cc:** ARC Bola; III - Mekavathanan Sarangapani  
**Subject:** RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Cheong

We refer to you email below.

We would like to *remind ARC that it is in breach of the Code of Practise to engage the service of solicitor to initiate third party property damage claims against a fellow member insurer.*

We would like to advise both parties to resolve the dispute amicably. In the event that both parties have difference in opinion, kindly seek consent from Counter Party (III) to have this dispute escalated for ruling under the DRM.

Attached is the Letter of Consent for your attention.

Pg 1 – Please take note of the Terms and Conditions for submitting a dispute for resolution. Please fill up details with authorised signature and company stamp.

- Insurance Company refers to your client's Insurer.
- Policy Number refers to your client's policy number.

Pg 2 – Please fill the Date of Accident and details on 1) Initiating Party (IP) portion only, indicate the Counter Party Insurer to identify who the Counter Party for the case will be and Counter Party's insured vehicle number.

- Insured's version of case – the circumstance of the accident happening.
- Insurer's position
- BOLA Scenario – please indicate the BOLA scenario applicable / NA (for no BOLA scenario applicable) / 50-50 (for amicable settlement due to conflicting version of the case)
- Liability Apportionment (IP/RP) – Based on the BOLA Scenario : 0/100 (Counter Party is 100% liable), 50/50 (both parties equally liable/offering amicable settlement)

Pg 3 & 4 – Fee Schedule for your attention. Fees will be deducted by Merimen via GIRO at the end of month after the case had been adjudicated or withdrawn.

To escalate the case for adjudication, please submit:

- The completed Letter of Consent
- Correspondence showing Counter Party is agreeable to the escalation.
- Supporting documents such as accident report, sketch plan, photographic evidence (in colour - for adjudication presentation purpose) and video footage (if applicable).

Please advise your claim reference number during your submission.

Thank you.

Best Regards,  
Cynthia Chan

General Insurance Association of Singapore  
180 Cecil Street #15-01  
Bangkok Bank Building  
Singapore 069546  
Tel: 6221 8788  
Fax: 6227 2051  
Website: [www.gia.org.sg](http://www.gia.org.sg)  
UEN S66SS0020G

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

From: Cheong Chin Leong [<mailto:chinleong.cheong@cyclecarriage.com.sg>]  
Sent: Thursday, August 31, 2017 2:46 PM  
To: ARC Bola <[ARCBola@gia.org.sg](mailto:ARCBola@gia.org.sg)>  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Sir / Mdm

Please be informed that we are going to hand over this case to the legal dept proceedings, this was due to India International Insurance persistent not to settle our customer's direct settlement claim. As this Circumstance we understand that this case liability should be in our favour, and (III) merely offer 50 / 50% to settle our claim , we disagreed they offer. However we also refer to Motor Accident Guide showing the scenario is 80%/20%. The liability is in our favour, meanwhile we had consult our legal dept it was the same results . As such, we decide to let this case take over from the legal dept to handle.

Kindly refer to the attached copy.

Thanks & Regards  
CL.Cheong  
HP91865111

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

From: Mekavathanan Sarangapani [<mailto:mekavathanan@iii.com.sg>]  
Sent: Monday, 21 August, 2017 4:40 PM

To: Cheong Chin Leong; Gabriel Wee  
Cc: Manivel Priyadarshini; Yik Chan Hoe; Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Suggest you write to GIA 1st with your request .

Meka

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

From: Cheong Chin Leong [mailto:chinleong.cheong@cyclecarriage.com.sg]  
Sent: Monday, 21 August, 2017 4:34 PM  
To: Mekavathanan Sarangapani; Gabriel Wee  
Cc: Manivel Priyadarshini; Yik Chan Hoe; Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Meka

We regret that despite reasonable effort having been made to settle our client's claim. This is the only way to settle. We will cc to GIA for them to take note of this case. Thanks

Regards  
CL.Cheong

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

From: Mekavathanan Sarangapani [mailto:mekavathanan@iii.com.sg]  
Sent: Monday, 21 August, 2017 4:28 PM  
To: Cheong Chin Leong; Gabriel Wee  
Cc: Manivel Priyadarshini; Yik Chan Hoe; Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Cheong,

You may want to refer to the ARC agreement that C & C has signed . Pursuant to the agreement all disputes must be handled within the Motor Claim frame work. A breach will result in your ARC status being terminated .

Please call me if you require clarification.

Best Regards

Meka

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

From: Cheong Chin Leong [mailto:chinleong.cheong@cyclecarriage.com.sg]  
Sent: Monday, 21 August, 2017 4:21 PM  
To: Gabriel Wee  
Cc: Mekavathanan Sarangapani; Manivel Priyadarshini; Yik Chan Hoe; Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Gabriel

In this circumstances we shall let it to lawyer to handle instead of GIA. Thanks Regards CL.Cheong

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

From: Gabriel Wee [mailto:Gabriel@iii.com.sg]  
Sent: Thursday, 17 August, 2017 2:57 PM  
To: Cheong Chin Leong  
Cc: Mekavathanan Sarangapani; Manivel Priyadarshini  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Chin Leong,

We refer to the matter above.

We maintain your stand on 50% liability according to BOLA.

Please escalate to GIA if you are not agreeable.

Best Regards,  
Gabriel Wee  
Motor Claims Dept.  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel : 63476100, Ext-248, Fax : 62244174  
e-mail: Gabriel@iii.com.sg

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From: Cheong Chin Leong [chinleong.cheong@cyclecarriage.com.sg]  
Sent: Wednesday, 16 August 2017 9:03 AM  
To: Mekavathanan Sarangapani  
Cc: Amanda Ang Ying Chun  
Subject: FW: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Meka

We would appreciate if you could reply us on your acceptance. Thanks Regards CL.Cheong

From: Cheong Chin Leong  
Sent: Tuesday, 25 July, 2017 11:46 AM  
To: 'mekavathanan@iii.com.sg'  
Subject: FW: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Meka

Good Morning.

We had review the accident scenario video and Motor Accident Guide showing the scenario is 80%/20%. Liability should be in our favour, according to MCF Bola direct settlement guide is 50/50 or 100% . Based on this situation we are no reason to accept the liability of 50%/50% to settle of this case.

We hope you may re-consideration of our claim for 100% to settle this matter in amicably. Thanks

Best regards,  
CL.Cheong  
Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop  
Hp:91865111 | DID: 67714345 | Fax: 68721272  
Website: <http://www.mercedes-benz.com.sg><<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||bead847fcc82413f229308d4c50513f6|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=upmlc2At1KTnTEv/2ZGq+MhRLsc5QPWDTb9Xfc4Y2+Q=&reserved=0>>

[cid:image001.jpg@01D30533.F9B11780]

From: Andrew Lim [mailto:Andrew@iii.com.sg]  
Sent: Friday, 7 July, 2017 2:53 PM  
To: Cheong Chin Leong  
Cc: Gabriel Wee; Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

WITHOUT PREJUDICE

Dear Sirs,

According to GIA-merimen, you an Approved Reporting Centre (ARC) for many insurers.

Please refer to the sample of the ARC Agreement that you have signed with the insurers before.

According to Clause 5.2 (d), "as an Approved Reporting Centre, the Nominee ARC shall:

(d) not under any circumstances refer, sub-contract, transfer, shift and/or assign or reassign any repair tasks and/or claims to any workshop and/or any other entity to allow the workshop and/or entity to initiate third party claims, regardless of whether such third party claims are filed through a law firm or otherwise, and"

'Insurance Company and/or GIA reserve the right to cancel, reject and/or revoke the appointment...' if there is a breach of the agreement.

Moreover, an ARC's contract obligation is stated in Clause 6.2 where the Insurance Company will be compensated for any legal costs as a result of the breach.

Kindly refrain from appointing solicitors.

Thank you.

Best Regards,  
ANDREW LIM  
Motor Claims Dept.  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel : 63476100, Extension - 227

e-mail: andrew@iii.com.sg<mailto:andrew@iii.com.sg>

From: Cheong Chin Leong [mailto:chinleong.cheong@cyclecarriage.com.sg]

Sent: Friday, 7 July, 2017 1:42 PM

To: Gabriel Wee <Gabriel@iii.com.sg<mailto:Gabriel@iii.com.sg>>

Cc: Amanda Ang Ying Chun <amanda.ang@cyclecarriage.com.sg<mailto:amanda.ang@cyclecarriage.com.sg>>

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Gabriel

We regret that despite reasonable effort having been made to settle our client's claim. We hereby give you (7) days' notice that if we do not receive your response, we would deem that you are not interested to settle this matter amicably and we shall to proceed legal proceedings without any further reference to you.

Thanks for your prompt action and attention.

Regards

CL.Cheong

From: Cheong Chin Leong

Sent: Thursday, 29 June, 2017 4:34 PM

To: 'Gabriel@iii.com.sg'

Cc: Amanda Ang Ying Chun (amanda.ang@cyclecarriage.com.sg<mailto:amanda.ang@cyclecarriage.com.sg>)

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Gabriel

With reference to the latest email pertaining to your side lawyer to update, till date we are still waiting no knew from your end to settle .Thanks

Best regards,

CL.Cheong

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop

Tel: 67778388 | DID: 67714345 | Fax: 68721272

Website: [http://www.mercedes-](http://www.mercedes-benz.com.sg)

[benz.com.sg](http://www.mercedes-benz.com.sg)<[https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-](https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||bead847fcc82413f229308d4c50513f6|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=upmlc2At1KTnTEv/2ZGq+MhRLsc5QPWDTb9XfC4Y2+Q=&reserved=0)

[benz.com.sg/&data=01|01||bead847fcc82413f229308d4c50513f6|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=upmlc2At1KTnTEv/2ZGq+MhRLsc5QPWDTb9XfC4Y2+Q=&reserved=0](http://www.mercedes-benz.com.sg/&data=01|01||bead847fcc82413f229308d4c50513f6|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=upmlc2At1KTnTEv/2ZGq+MhRLsc5QPWDTb9XfC4Y2+Q=&reserved=0)

From: Gabriel Wee [mailto:Gabriel@iii.com.sg]

Sent: Tuesday, 20 June, 2017 3:21 PM

To: Amanda Ang Ying Chun; Zuhaidah Samsuri

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Amanda,



We are still waiting for updates from our clients lawyer.

Best Regards,  
Gabriel Wee  
Motor Claims Dept.  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel : 63476100,Ext-248, Fax : 62244174  
e-mail: Gabriel@iii.com.sg<mailto:Gabriel@iii.com.sg>

From: Amanda Ang Ying Chun [mailto:amanda.ang@cyclecarriage.com.sg]  
Sent: Friday, 9 June, 2017 11:27 AM  
To: Zuhaidah Samsuri  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Aida,

Any updates?

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: www.mercedes-benz.com.sg<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqgApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>

From: Zuhaidah Samsuri [mailto:aida@iii.com.sg]  
Sent: Monday, 20 March, 2017 12:03 PM  
To: Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

No update yet at this juncture from our client's lawyer.

Best Regards  
Aida Samsuri  
Motor Claims Dept  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: aida@iii.com.sg<mailto:aida@iii.com.sg>  
Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:amanda.ang@cyclecarriage.com.sg]  
Sent: Wednesday, 15 March, 2017 3:23 PM  
To: Zuhaidah Samsuri  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Aida,

Kindly update status.

Thank you.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqgApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

From: Zuhaidah Samsuri [mailto:aida@iii.com.sg]  
Sent: Wednesday, 22 February, 2017 10:24 AM  
To: Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Amanda,

Checking with our client's repairer and will update you.

Best Regards  
Aida Samsuri  
Motor Claims Dept  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: [aida@iii.com.sg](mailto:aida@iii.com.sg)<<mailto:aida@iii.com.sg>>  
Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:amanda.ang@cyclecarriage.com.sg]  
Sent: Thursday, 16 February, 2017 6:35 PM  
To: Zuhaidah Samsuri  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Aida,

Any updates from your side?

Hope to hear from you soon.

Thank you.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

From: Zuhaidah Samsuri [mailto:[aida@iii.com.sg](mailto:aida@iii.com.sg)]  
Sent: Tuesday, 22 November, 2016 3:58 PM  
To: Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Amanda,

Reply from our insured:-

We have escalate the matter to GIA. But the T/party did not responded to GIA on due date and we have forward the case to our solicitor to handle.

Best Regards  
Aida Samsuri  
Motor Claims Dept  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: [aida@iii.com.sg](mailto:aida@iii.com.sg)<<mailto:aida@iii.com.sg>>  
Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:[amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)]  
Sent: Wednesday, 9 November, 2016 3:38 PM  
To: Zuhaidah Samsuri  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Aida,

Any update on the above mention?

Thanks.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

From: Zuhaidah Samsuri [mailto:[aida@iii.com.sg](mailto:aida@iii.com.sg)]  
Sent: Wednesday, 21 September, 2016 3:33 PM  
To: Amanda Ang Ying Chun  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Amanda,

GIA deliberation will not be so soon.

Will revert once we have the update.

Thank you.

Best Regards  
Aida Samsuri  
Motor Claims Dept  
India International Insurance Pte Ltd  
64 Cecil Street #04/#05 IOB Building  
Singapore 049711  
Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: [aida@iii.com.sg](mailto:aida@iii.com.sg)<<mailto:aida@iii.com.sg>>  
Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:[amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)]  
Sent: Tuesday, 20 September, 2016 6:24 PM  
To: Zuhaidah Samsuri  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)  
Importance: High

Hi Aida,

Please revert back asap.

Thank you.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

From: Amanda Ang Ying Chun  
Sent: Wednesday, 17 August, 2016 5:56 PM  
To: 'Zuhaidah Samsuri'  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Aida,

Appreciate if you could update us with the latest outcome.

Thank you.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

From: Amanda Ang Ying Chun  
Sent: Monday, 25 July, 2016 1:48 PM  
To: 'Zuhaidah Samsuri'  
Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Aida,

Noted with many thanks.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)<<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>>

benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0  
&sdata=RSB4Cygy6xmfaqgApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>

From: Zuhaidah Samsuri [mailto:aida@iii.com.sg]

Sent: Monday, 25 July, 2016 11:54 AM

To: Amanda Ang Ying Chun

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Amanda,

Our insured driver is counter claiming against your client's insurer and they had escalated the matter to GIA for adjudication.

We will await the GIA's verdict on this matter to resolve your client's claim.

In the meantime, kindly hold hands.

Thank you.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: aida@iii.com.sg<mailto:aida@iii.com.sg>

Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:amanda.ang@cyclecarriage.com.sg]

Sent: Monday, 25 July, 2016 11:37 AM

To: Zuhaidah Samsuri

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Aida,

We refer to your email dated 18 July 2016.

Our client wants to settle the case at 100%.

Hope to hear from you soon.

Thank you.

Your Sincerely

Amanda Ang

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383

Website: [www.mercedes-](http://www.mercedes-benz.com.sg)

[benz.com.sg<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>](https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0)

From: Zuhaidah Samsuri [mailto:[aida@iii.com.sg](mailto:aida@iii.com.sg)]

Sent: Monday, 18 July, 2016 10:25 AM

To: Amanda Ang Ying Chun

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Hi Amanda,

Yes I have watched the video.

Your client is not accepting 50/50?

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711

Tel: 6347 6100 Ext 257 Fax: 6224 4174

Email: [aida@iii.com.sg](mailto:aida@iii.com.sg)<<mailto:aida@iii.com.sg>>

Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:[amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)]

Sent: Wednesday, 29 June, 2016 5:37 PM

To: Zuhaidah Samsuri

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

Dear Aida,

We refer to your email dated 28 Jun 2016.

Kindly advise if you have watched the video submitted for proposing of direct settlement?

Thank you.

Your Sincerely

Amanda Ang

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6777 8388 | DID: 6771 4304 | Fax: 6779 5383

Website: [www.mercedes-](http://www.mercedes-benz.com.sg)

[benz.com.sg<https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0>](https://apac01.safelinks.protection.outlook.com/?url=http://www.mercedes-benz.com.sg/&data=01|01||b4bf4cb3970441db2c8708d4b7ace034|8b768fcc12ca4f4c9fde19e8afb863c6|0&sdata=RSB4Cygy6xmfaqqApg7nok9QnNyhW50S1CC+6Yw+bTk=&reserved=0)

From: Zuhaidah Samsuri [mailto:aida@iii.com.sg]

Sent: Tuesday, 28 June, 2016 4:35 PM

To: Amanda Ang Ying Chun

Subject: RE: Accident involving SGW6668E & SHA7971B on 13/11/2015 (MCT15110476/001/PD/ZS)

WITHOUT PREJUDICE

Dear Amanda,

We refer to your email of 24 June 2016 and particularly your letter of 11 April 2016.

Without admission of liability, we are prepared to settle your client's property damage claim as follows:-

Cost of Repair (Incl. GST)

:

\$ 4,581.52

Loss of Rental (4 days X \$100) (Incl. GST)

:

\$ 428.00

\$ 5,009.52

At 50% contribution

:

\$ 2,504.76

Total

:

\$ 2,504.76

Please confirm acceptance.

Best Regards

Aida Samsuri

Motor Claims Dept

India International Insurance Pte Ltd

64 Cecil Street #04/#05 IOB Building

Singapore 049711



Tel: 6347 6100 Ext 257 Fax: 6224 4174  
Email: aida@iii.com.sg<mailto:aida@iii.com.sg>  
Co. Reg Number: 198703792K

From: Amanda Ang Ying Chun [mailto:amanda.ang@cyclecarriage.com.sg]  
Sent: Friday, 24 June, 2016 2:43 PM  
To: Zuhaidah Samsuri  
Cc: Mekavathanan Sarangapani  
Subject: FW: Accident involving SGW6668E & SHA7971B on 13/11/2015

Reminder/Urgent

Dear Aida,

We refer to the above mentioned.

Please be inform that until today we have not receive any updates from your side.

We would appreciate it if you could look into this claim and revert back to us ASAP.

Look forward to receiving your latest outcome.

Attached supporting documents for your reference.

Thank You.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
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From: Amanda Ang Ying Chun  
Sent: Tuesday, 7 June, 2016 3:19 PM  
To: 'Zuhaidah Samsuri'  
Cc: motorclaim@iii.com.sg<mailto:motorclaim@iii.com.sg>  
Subject: Accident involving SGW6668E & SHA7971B on 13/11/2015

Dear Aida,

We refer to the above mentioned.

Please be inform that until today we have not receive any updates from your side.

We would appreciate it if you could look into this claim and revert back to us ASAP.

Look forward to receiving your latest outcome.

Attached supporting documents for your reference.

Thank You.

Your Sincerely

Amanda Ang  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
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