

## Asher Sng (LKKAUTO)

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**From:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Sent:** Friday, 26 October 2018 3:18 PM  
**To:** Asher Sng (LKKAUTO); Admin A  
**Cc:** Catherine Thia; Alfred Toh; Hsiao Tong (LKKAUTO)  
**Subject:** RE: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGH5132U (OI: SNM18D3125C02/2) and GBB2996D (TP : LKK REF - CC6/CTI18011543/Uea3) on 21/06/2018

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

LKK REF - CC6/CTI18011543/Uea3  
CTI REF - SNM18D03125C02/2 (SGH5132U)

Dear Asher

We refer to your email pertaining to the above matter.

Please proceed to resolve the property damage claim at \$3.853.00.

We await your payment advice to enable Catherine to act accordingly.

Best Regards

**Alfred Toh**  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: +65 6389 6183  
FAX: +65 6224 7478/6224 7175  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)  
[www.sg.cntaiping.com](http://www.sg.cntaiping.com)



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**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]  
**Sent:** Friday, October 26, 2018 2:39 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Cc:** Sharon Han <sharon.han@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>  
**Subject:** RE: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGH5132U (OI: SNM18D3125C02/2) and GBB2996D (TP : LKK REF - CC6/CTI18011543/Uea3) on 21/06/2018

Hi Sir,

We refer to the email dated 18.10.18.

Third party chasing for offer / settlement.

Please kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 18 October 2018 3:20 PM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
**Cc:** Sharon Han <sharon.han@sg.cntaiping.com>; 'Alfred Toh' <alfred.toh@sg.cntaiping.com>; 'Chee So Chow' <sochow.chee@sg.cntaiping.com>  
**Subject:** [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGH5132U (OI : CTI - SNM18D3125C02) and GBB2996D (TP : LKK REF - CC6/CTI18011543/Uea3) on 21/06/2018

Your ref: SNM18D3125C02  
LKK REF: CC6/CTI18011543/Uea3

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured make a illegal U-turn and hit third party vehicle. We are of the opinion that liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **VFIX AUTO SERVICE PTE LTD**" at **\$3,853.00 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 10,904.37	\$ 3,531.00
2. Loss of Use (4days x \$120)	\$ 480.00	\$ 320.00 (4days x \$80)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,386.37	\$ 3,853.00

Enclosed here with all the relevant documents for your perusal.

**For your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**From:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 28 June 2018 12:25 PM

**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Cc:** Sharon Han <[sharon.han@sg.cntaiping.com](mailto:sharon.han@sg.cntaiping.com)>; Angie Foo <[angie.foo@sg.cntaiping.com](mailto:angie.foo@sg.cntaiping.com)>; Lucas Lee <[lucas.lee@sg.cntaiping.com](mailto:lucas.lee@sg.cntaiping.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SGH5132U (OI : CTI - SNM18D3125C02) and GBB2996D (TP : LKK REF - CC6/CTI18011543/Uea3) on 21/06/2018

**WITHOUT PREJUDICE**

**Your ref: SNM18D3125C02**

**LKK REF: CC6/CTI18011543/Uea3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: GBB 2996D

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

We have not authorized repairs.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Lucas Lee [<mailto:lucas.lee@sg.cntaiping.com>]

**Sent:** Tuesday, 26 June, 2018 5:12 PM

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

**Subject:** RE: Direct Settlement - Accident Involving SGH5132U (OI : CTI - SNM18D3125C02) and GBB2996D (TP : LKK REF - CC6/CTI18011543/ea3) on 21/06/2018

Dear Sirs,

Kindly refer to the above attachment.

Case Handler: Sharon Han

**Lucas Lee**

Claims Department (Motor)

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

3 Anson Road #16-00 Springleaf Tower Singapore 079909

Direct (65) 6389 6181

Fax (65) 6222 7175/6224 7478

Email: [lucas.lee@sg.cntaiping.com](mailto:lucas.lee@sg.cntaiping.com)

Website: [www.sg.cntaiping.com](http://www.sg.cntaiping.com)



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

**Sent:** Monday, 25 June, 2018 7:23 PM

**To:** Claims Dept of CTI

**Cc:** Sharon Han; Angie Foo; Asher Sng (LKKAuto); Joy Irene (LKKAuto); Hsiao Tong (LKKAuto); Admin A

**Subject:** Direct Settlement - Accident Involving SGH5132U (OI : CTI - TBA) and GBB2996D (TP : LKK REF - CC6/CTI18011543/ea3) on 21/06/2018

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Vfix Auto Service Pte Ltd - Kaki Bukit.

Enclosed herewith a copy of TP's GIA report for your perusal.

Please be informed that the estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

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

Kindly take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

***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) | fax: 67414108

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

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## Asher Sng (LKKAuto)

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**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 18 October 2018 3:20 PM  
**To:** claimsdept@sg.cntaiping.com  
**Cc:** Sharon Han; 'Alfred Toh'; 'Chee So Chow'  
**Subject:** [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGH5132U (OI : CTI - SNM18D3125C02) and GBB2996D (TP : LKK REF - CC6/CTI18011543/Uea3) on 21/06/2018  
**Attachments:** TP LOD.pdf; LKK Inspection.pdf; LKK Adjustment.pdf; LKK Survey Photo.pdf; LKK Resurvey Photo.pdf; LKK Resurvey Photo 1.pdf

Your ref: SNM18D3125C02  
LKK REF: CC6/CTI18011543/Uea3

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured make a illegal U-turn and hit third party vehicle. We are of the opinion that liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **VFIX AUTO SERVICE PTE LTD**" at **\$3,853.00 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 10,904.37	\$ 3,531.00
2. Loss of Use (4days x \$120)	\$ 480.00	\$ 320.00 (4days x \$80)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,386.37	\$ 3,853.00

Enclosed here with all the relevant documents for your perusal.

**For your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 28 June 2018 12:25 PM  
**To:** claimsdept@sg.cntaiping.com



30 AUGUST 2018

Our Ref. No. : VFIX-TP20180492

**MOTOR CLAIMS DEPT**  
**CHINA TAIPING INS (S'PORE) PTE LTD**  
3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

**Vfix Auto Service Pte Ltd**  
60 Kaki Bukit Ave 6 Ark@KB  
Singapore 417892  
Email: contact@vfixauto.com.sg  
Tel: 64552957 Fax: 64452368  
UEN/GST Reg No. : 201602964H

**WITHOUT PREJUDICE**

Dear Sir / Madam

**PROPERTY CLAIM ONLY**

**ACCIDENT INVOLVING GBB2996D AND SGH5132U ON 21 JUN 2018  
ALONG SERANGOON NORTH AVE 1**

We refer to the above-mentioned accident.

We are writing on behalf of **M/S ALTIVO PTE LTD** the registered owner of motor vehicle number **GBB2996D** which was involved in the above accident.

We are instructed that the above accident was caused by the negligence and management of your insured's vehicle number **SGH5132U**. As a result of the above accident, our client's vehicle was damaged and our client's has been put to loss and expense, particulars of which are as follows :-

1	Cost of Repair	:S\$	3,531.00
2	Loss of Use ( 4 days X \$ 120.00 )	:S\$	480.00
3	GIA Fees	:S\$	2.00
<b>TOTAL AMOUNTS</b>		<b>:S\$</b>	<b>4,013.00</b>

We enclosed a list of the supporting documents :-

- (a) Original Final Repair Bill
- (b) GIA Tax Invoice
- (c) GIA / Police Report lodged by Our Client
- (d) Letter of Authority

Kindly acknowledge receipt of the above said documents and your favourable reply is greatly appreciated.

**Any settlement reached is strictly without prejudice to and shall not affect any other claims arising from this accident. Settlement is solely for the items claimed only.**

Yours Faithfully,  
VFIX AUTO SERVICE PTE LTD

Ken Tan

**Asher Sng (LKKAUTO)**

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Thursday, 5 July 2018 3:17 PM  
**To:** KOOGEE2002@GMAIL.COM  
**Subject:** ACCIDENT INVOLVING SGH 5132U AND GBB 2996D ON 21/06/2018

**Our Ref: CC6/CTH18011543/Uea3**

05 JULY 2018

**GU JIE**

Dear Sir/Madam,

**ACCIDENT INVOLVING SGH 5132U AND GBB 2996D ON 21/06/2018**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

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



To: CHINA TAIPING INS (S'PORE)PTE LTD  
3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Dear Sir / Madam,

Claimant:

ACCIDENT INVOLVING GBB2996D AND SGH5132U ON 21/06/2018 AT  
SERANGOON NORTH AVE 1

I/We, ALTIVO PTE LTD, am/are the registered owner of  
motor car no. GBB2996D

Please be informed that I have assigned all compensation monies due to me/us in the above  
accident to VFIX AUTO SERVICE PTE LTD.

I/We hereby authorized you to release all monies pertaining to the above mentioned accident  
to VFIX AUTO SERVICE PTE LTD and forward the settlement cheque to VFIX AUTO SERVICE PTE  
LTD whom I/we have authorized to collect the said compensation monies.

Thank you,



x

Signature of Claimant &  
Company Stamp if applicable

IC no.: 201309497K  
Date: 30/08/18

Signature of Witness

IC no.: S1527552I  
Date: 30/08/18

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN3115391701

Claim No : SNM18D03125/C01/2

Claimant : ALTIVO PTE LTD

Amount : S\$3,853.00

DOLLARS THREE THOUSAND EIGHT HUNDRED AND FIFTY THREE 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. : GBB 2996D

Insured Vehicle No. : SGH 5132U

Date of Loss : 21/06/2018

Place of Accident : SERANGOON NTH AVE 1

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 : GU JIE

Driver Name : GU JIE

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.

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(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	3,531.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	320.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/Towing Fee/Disbursement	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		S\$ 3,853.00

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Claimant Name : ALTIVO PTE LTD

NRIC No : 201309497K

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



Date : \_\_\_\_\_

23/11/2018

\*\*\* This Discharge Voucher applies only to the claimant's claim for his property damage and will not affect his personal injuries claim and/or uninsured losses claim on a later date.

Further, the settlement terms herein shall not be used as evidence to prejudice the claimant's personal injuries claim and/or other uninsured losses claim arising out of the subject matter in this action.



Vfix Auto Service Pte Ltd  
60 Kaki Bukit Ave 6 Ark@KB  
Singapore 417892  
Email: contact@vfixauto.com.sg  
Tel: 64552957 Fax: 64452368  
UEN/GST Reg No. : 201602964H

### FINAL REPAIR BILL

**CHINA TAIPING INS (S'PORE) PTE LTD**  
3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

DATE : 30/08/2018  
VEHICLE NO : GBB2996D  
MAKE/MODEL : OPEL COMBO  
ACC DATE : 21/06/2018  
CLAIM NO : VFIX-TP20180492  
POLICY NO :

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AMOUNT S\$

LUMP SUM REPAIR COST

Repair Amount	3,300.00
7% GST	231.00
Total	<u><u>3,531.00</u></u>

SINGAPORE DOLLARS : THREE THOUSAND FIVE  
HUNDRED & THIRTY ONE ONLY

VFIX AUTO SERVICE PTE LTD

Ken Tan





RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**Third Party Insurer Enquiry**

Our Ref No: GR-18-095768

Date of Request: 25/06/2018

Your Ref No:

Online Purchase

Vfix Auto Service Pte Ltd  
60 Kaki Bukit Ave 6  
ARK@KB  
Singapore 417892

TP495

GBB2996D

Dear Sir/Madam,

Enquiry Date 25/06/2018  
Enquiry By Kelvin Poh Leong Hock  
TP Vehicle No. SGH5132U  
Accident Date 21/06/2018

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGH5132U	China Taiping Insurance (Singapore) Pte. Ltd.	28/12/2017-27/12/2018	6389 6111

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

**TAX INVOICE**

Our Ref No: GR-18-095768

Date of Request: 25/06/2018

Your Ref No:

Online Purchase

Vfix Auto Service Pte Ltd  
60 Kaki Bukit Ave 6  
ARK@KB  
Singapore 417892

TP 492  
GRB 2996 D

Dear Sir/Madam,

Enquiry Date 25/06/2018  
Enquiry By Kelvin Poh Leong Hock  
TP Vehicle No. SGH5132U  
Accident Date 21/06/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You..

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque