

Jia Le (LKK Auto)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 25 November 2019 9:40 AM
To: Jia Le (LKK Auto); Admin A
Cc: Ben Tang; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAuto)
Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/Kda3) on 20/04/2019

LKK REF - CC6/CTI19007284/Kda3
CTPIS REF - SNM19D201783C02/8(bt)

Dear Jia Le

You may proceed accordingly.

p.s. *Jeffrey Tay no longer in service with CTPIS.*

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID : (65) 6389 6183
FAX: (65) 6224 7478

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平聯城 Taiping SG

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From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Monday, 25 November, 2019 9:23 AM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Tang Hock Lye <hocklye.tang@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Jeffrey Tay <Jeffrey.Tay@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/Kda3) on 20/04/2019

Dear Alfred,

We have offered Third Party at \$50/day for Loss of Use. However, they counter propose for \$60/day.

We re-seek your mandate approval as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$16,795.74	\$ 5,350.00
2. Loss of Use (10days x \$100.00)	\$ 1,000.00	\$ 600.00 (10days x \$60.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$17,797.74	<u>\$ 5,952.00</u>

Kindly let us have your approval/instruction.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Friday, 8 November 2019 4:35 PM

To: Jia Le (LKK Auto); Admin A

Cc: Tang Hock Lye; Alfred Toh; Jeffrey Tay; Hsiao Tong (LKKAuto)

Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/Kda3) on 20/04/2019

LKK REF - CC6/CTI19007284/Kda3

CTPIS REF - SNM19D201783C02/8(bt)

Dear Jia Le

We refer to your email pertaining to the above matter.

Please proceed to offer as follow:

Cost of repairs	\$5,350.00
Loss of Use (\$50.00 x 10 days) 1497cc	\$ 500.00
LTA/GIA Search fees	\$ 2.00
Total	\$5,852.00
	=====

We await your further advice to enable Ben to act accordingly.

Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID : (65) 6389 6183

FAX: (65) 6224 7478

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

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From: Claims Dept of CTI

Sent: Friday, 8 November, 2019 4:12 PM

To: Tang Hock Lye <hocklye.tang@sg.cntaiping.com>; Jeffrey Tay <Jeffrey.Tay@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Jia Le (LKK Auto) <Jiale@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/Kda3) on 20/04/2019

Dear Mdm,

Please note that officer in charge – Ben Tang.

Dear Ben,

Fya

Thank you

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

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

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

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From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Friday, November 08, 2019 3:18 PM

To: Elaine Cheong; Alfred Toh

Cc: Admin A; Claims Dept of CTI

Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/Kda3) on 20/04/2019

Your ref : **SNM19D201783C02**

Our ref : CC6/CTI19007284/Kda3

Dear Sirs/Madam,

ACCIDENT INVOLVING GBE 5328Y(OI) & SGJ 5478L(TP) ON 20/04/2019

We refer to the above matter.

Insured making a right turn and resulted accident. Liability is not in our driver'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 Third Party repairer "CITY AUTO PTE LTD" at **\$5,952.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$16,795.74	\$ 5,350.00
2. Loss of Use (10days x \$100.00)	\$ 1,000.00	\$ 600.00 (10days x \$60.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$17,797.74	<u>\$ 5,952.00</u>

**10 days recommendation for repair.

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]

Sent: Thursday, 29 August 2019 5:03 PM

To: Jia Le (LKK Auto)

Cc: Admin A; Claims Dept of CTI

Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - SNM19D201783C02) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/ea3) on 20/04/2019

Dear Jia Le,

As requested, attached our insured's GIA report for your perusal.

Thank you.

Regards,

Elaine Cheong

Executive (Motor Claims)

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower

Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6530

Fax: 6224 7478 / 6224 7175

Email: elaine.cheong@sg.cntaiping.com

Website: www.sg.cntaiping.com

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Tuesday, 27 August, 2019 4:12 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Elaine Cheong <elaine.cheong@sg.cntaiping.com>

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

Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - TBA) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/ea3) on 20/04/2019

Dear Elaine,

We refer to the above matter.

We attached a copy of Police Investigation Result from Third Party.

Kindly let us have a copy of insured's accident report for our necessary action.

Best Regards,

Carlhor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)
Sent: Friday, 21 June 2019 4:21 PM
To: claimsdept@sg.cntaiping.com
Cc: CS A Team; Admin A
Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - TBA) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/ea3) on 20/04/2019

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)
Sent: Friday, 3 May, 2019 11:18 AM
To: claimsdept@sg.cntaiping.com
Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - TBA) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/ea3) on 20/04/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SGJ 5478L.

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

From: Mei Kwan (LKKAuto)

Sent: Thursday, 25 April, 2019 11:38 AM

To: claimsdept@sg.cntaiping.com

Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE5328Y (OI : CTI - TBA) AND SGJ5478L (TP : LKK REF - CC6/CTI19007284/ea3) on 20/04/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We received a new assignment from M/s City Auto Pte Ltd - Sin Ming and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:
- TP GIA report

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

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

Meanwhile, kindly let us have a copy of insured's accident report 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 | fax: 67414108

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

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CITY AUTO PTE LTD

One-Stop Automotive Solutions

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel: 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Your ref: CC6/CTI19007284/ea3

Our ref: JO201904-0601

08/08/2019

WITHOUT PREJUDICE

Attn: Motor Claim Dept

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Dear Sir/Mdm,

Accident involving SGJ5478L and GBE5328Y on 20/04/2019

We refer to the above said accident.

We enclosed here with relevant documents as stated below:-

- GIA report of SGJ5478L with police report
- Repair tax invoice
- Letter of authorization
- GIA search receipt

As instructed, we are claiming the following as stated below:-

Cost of Repair	S\$ 5,350.00
Loss of use (10 Days x \$100.00)	S\$ 1,000.00
LTA Search Fee	S\$ 2.00
	<u>S\$ 6,352.00</u>

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Veronica Law (Claim dept.)

Tel: 6453 1235

Fax: 64537944

Email: cityauto@singnet.com.sg

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 4 September 2019 4:01 PM
To: sebasne@gmail.com
Subject: ACCIDENT INVOLVING GBE 5328Y AND SGJ5478L ON 20/04/2019

Our Ref: CC6/CTI19007284/Kda3

SEBAS CONSTRUCTION & ENGINEERING PTE. LTD.
71 BUKIT BATOK CRESCENT
#07-09
PRESTIGE CENTRE
SINGAPORE 658071
Attn: The Management

Dear Sir/Madam,

ACCIDENT INVOLVING GBE 5328Y AND SGJ5478L ON 20/04/2019

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.

Best Regards,

Carlton Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jiale@lkkauto.com | fax: 6741-4108

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



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-50/52, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0650 FAX: 6453 7944
24hrs Towing Services Tel: 9828 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: Lau Shie Lin NRIC: S8829080A

Address: Blk 208 Ang mo kio Avenue 1 #11-1005

Name of Driver: Koo Yu Hui Ricson NRIC: S94073971

Address: Blk 234 choa chu kang central #06-01

Accident on 20/04/2019 Involving GBE5328Y and SGJ5478L

At/along Along jurong town hall road

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle Toyota Vios
at my/our request I/We the above owner of Motor Vehicle No: SGJ5478L do authorize
them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party
or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of
use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said
accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further
authorize them to give an absolute discharge on my/our behalf.

I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our
behalf concerning the said claim and such, all future correspondence should be addressed to the
said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a
valid discharge voucher or any other documents in connection with this on my/our behalf and for
me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject
to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises
therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of
repairs to my motor vehicle.

Owner Signature: 

Name: Lau Shie lin

Date: 7/8/2019

Witness Signature: CITY AUTO PTE LTD

Blk 8 Sin Ming Road
#01-58/50/52 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

Date: 7/8/2019

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVEN3000621900

Claim No : SNM19D201783C02/8

Claimant : LAU SHIE LIN

Amount : S\$5,952.00

DOLLARS FIVE THOUSAND NINE HUNDRED FIFTY 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. : SGJ 5478L

Insured Vehicle No. : GBE 5328Y

Date of Loss : 20/04/2019

Place of Accident : ALONG RD1 JURONG TOWN HALL RD AYE

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 : SEBAS CONSTRUCTION & ENGINEERING PTE LTD

Driver Name : CHANDRAN KARUPPIAH

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\$	5,350.00
(3) Loss of Use/ Rental/Earning	S\$	600.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	

TOTAL	S\$	5,952.00

Claimant Name : 

NRIC No : 58829080A

Signature : Lau Shie Lin

Date : 28/11/19



CITY AUTO PTE LTD

One Stop Automotive Solution

BLK 8, SIN MING IND. ESTATE, #01-80/82, SIN MING ROAD, SINGAPORE 575843

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel: 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: Motor Claim Department

Contact : 62222366

Fax No. : 62247175

TAX INVOICE

Tax Invoice : I2019-005498

Date : 07/08/2019

Vehicle No. : SGJ5478L

Make / Model : TOYOTA VIOS 1.5E A

Mileage (km) : 166147

Chassis No. : MR053HY4204194117

Accident Date : 20/04/2019

Claim No. : CC8/CT119007284/ea3

Reference : JO201904-0601

Policy No. : AB0435290QMX

S/No. Particular	Amount
	<u>S\$</u>
* Lumpsum repair	5,000.00

Total S\$:	5,000.00
GST @ 7% S\$:	350.00
Grand Total S\$:	<u>5,350.00</u>
CASH / NETS / CREDIT CARD PAYMENT ONLY	

Customer's Signature/Co. Stamp


for CITY AUTO PTE LTD

Please note all works performed by City Auto Pte Ltd as performed in this invoice is subjected to the following Warranty conditions:

1) Any replacement of electrical components will carry 1 month warranty period from date of this invoice.

2) Any replacement of mechanical components will carry 3 months warranty period.

Please note that all warranty does not cover wear and tear conditions regardless of any components.

City Auto Pte Ltd reserves the right to determine any warranty conditions.

Thank You For Your Business!



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-19-062340

Date of Request: 22/04/2019

Your Ref No: Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 22/04/2019
Enquiry By Jason Quak Leng Hui
TP Vehicle No. GBE5328Y
Accident Date 20/04/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBE5328Y	China Taiping Insurance (Singapore) Pte. Ltd.	11/01/2019-10/01/2020	6389 6111

Thank You.

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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-19-062340

Date of Request: 22/04/2019

Your Ref No: Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 22/04/2019
Enquiry By Jason Quak Leng Hui
TP Vehicle No. GBE5328Y
Accident Date 20/04/2019

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