



CITY AUTO PTE LTD

One Stop Automotive Solution

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/CT119008516/Kea3
Our ref: JO201905-0258

11/07/2019

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 SKL8208Y and SJV2522M on 08/05/2019

We refer to the above said accident.

We enclosed here with relevant documents as stated below:-

- Repair tax invoice
- Letter of authorization
- GIA search receipt

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

Cost of Repair	:	S\$ 3,691.50
Loss of use (3 Days x \$150.00)	:	S\$ 450.00
LTA Search Fee	:	S\$ 2.00
		<u>S\$ 4,143.50</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

Vronica Law (Claim dept.)
Tel: 6453 1235
Fax: 64537944
Email: cityauto@singnet.com.sg



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC6/CTI19008516/Kda3

07 JUNE 2019

LOW EDNA

97C UPPER THOMSON ROAD

#05-09

SINGAPORE 574329

Dear Sir/Madam,

ACCIDENT INVOLVING SJV 2522M AND SKL 8208Y ON 08/05/2019

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.

Yours faithfully,

CHAN JIA LE

Case Handler

DID: 6749 5792

FAX: 6741 4108

EMAIL: jjale@lkkauto.com

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



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RE: LETTER OF AUTHORIZATION

Name of owner: CHIN KON YUEN NRIC: S05561151

Address: 8 CHILTERN DRIVE SINGAPORE 359726

Name of Driver: YEOW CHENG KHIM NRIC: S1156059H

Address: 8 CHILTERN DRIVE SINGAPORE 359726

Accident on 02/05/2019 Involving SJV 2522M AND SKL 8208Y

At/along SLIP ROAD OF UPPER THOMSON ROAD TO BRADDELL ROAD

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle MERCEDES S300L at my/our request I/We the above owner of Motor Vehicle No: SKL 8208Y 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: [Signature]

Name: CHIN KON YUEN

Date: 14/5/2019

Witness Signature: CITY AUTO PTE LTD

Blk 8 Sin Ming Road
#01-58/60/62 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN3010071904

Claim No : SNM19D202108C02/2

Claimant : CHIN KON YUEN

Amount : **S\$3,993.50**

SINGAPORE DOLLARS THREE THOUSAND NINE HUNDRED NINETY THREE
AND CENTS FIFTY 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. : SKL 8208Y

Insured Vehicle No. : SJV 2522M

Date of Loss : 08/05/2019

Place of Accident : SLIP ROAD OF UPPER THOMSON ROAD TO BRADDELL 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 : LOW EDNA

Driver Name : THIO E-SHAN KEVIN

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\$	3,691.50
(3) Loss of Use/Rental/ Earning	S\$	300.00
(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\$	3,993.50
	=====	

Claimant Name : Chin Kon Yuen

NRIC No : 05561157

Signature : 

Date : 27/04/2020



CITY AUTO PTE LTD

One Stop Automotive Solution

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

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24hrs Towing Services Tel: 9823 9898

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

TAX INVOICE

Tax Invoice : I2019-004732

Date : 11/07/2019

Vehicle No. : SKL8208Y

Make / Model : MERCEDES BENZ S 300L (HID
SR DRL)

Mileage (km) : 52953

Chassis No. : WDD2211542A527997

Accident Date : 08/05/2019

Claim No. : CC6/CTI19008516/Kea3

Reference : JO201905-0258

Policy No. : 2100343882-05

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: Motor Claim Department

Contact : 62222366

Fax No. : 62247175

S/No. Particular	Amount
* Lumpsum repair	<u>S\$</u> 3,450.00

Total S\$: 3,450.00

GST @ 7% S\$: 241.50

Grand Total S\$: 3,691.50

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 !



**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-19-073766

Date of Request: 09/05/2019

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 09/05/2019

Enquiry By Jason Quak Leng Hui

TP Vehicle No. SJV2522M

Accident Date 08/05/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJV2522M	China Taiping Insurance (Singapore) Pte. Ltd.	16/02/2019-15/02/2020	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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**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-19-073766

Date of Request: 09/05/2019

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 09/05/2019

Enquiry By Jason Quak Leng Hui

TP Vehicle No. SJV2522M

Accident Date 08/05/2019

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

Jia Le (LKK Auto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Thursday, 23 April 2020 3:07 PM
To: Jia Le (LKK Auto); Admin A
Cc: Chee So Chow; Ben Tang; Claims Dept of CTI; Alfred Toh
Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

LKK REF - CC6/CTI19008516/Kea3
CTPIS REF – SNM19D202108C02/2(ben)

Dear Jia Le

You may proceed to offer LOU at \$100.00 per day.

We await your payment advice to enable our Ben to act accordingly.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

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
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

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

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Thursday, April 23, 2020 12:24 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear Alfred,

We have offered third party as per below mandate. However, they counter propose for \$100/day@ LOU based on 3.0 cc.

Kindly let us have your approval/instruction.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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: Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]

Sent: Thursday, 23 April 2020 10:03 AM

To: Jia Le (LKK Auto); Admin A

Cc: Chee So Chow; Ben Tang; Claims Dept of CTI; Alfred Toh

Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

LKK REF - CC6/CTI19008516/Kea3

CTPIS REF – SNM19D202108C02/2(ben)

Dear Jia Le

We refer to the above matter.

Please proceed to offer as follow:

Cost of repairs	\$3,691.50
Loss of use (\$80.00 x 3 days)	\$ 240.00
LTA/GIA Search fee	\$ 2.00
Total	\$3,933.50
	=====

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

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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

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

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

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From: Claims Dept of CTI
Sent: Wednesday, April 22, 2020 4:20 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear All,

Please note that officer in charge – Ben Tang

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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) <JiaLe@lkkauto.com>
Sent: Wednesday, April 22, 2020 3:03 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear Sirs/Madam,

We refer to the below email dated on 07/08/19.

Kindly let us have your approval/instruction as Third Party is chasing.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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: Jia Le (LKK Auto)

Sent: Monday, 16 December 2019 2:49 PM

To: Claims Dept of CTI

Cc: Chee So Chow; Elaine Cheong; Alfred Toh; Tan Kah Leong

Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear Sirs/Madam,

We refer to the below email dated on 07/08/19.

Kindly let us have your approval/instruction as Third Party is chasing.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

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: Jia Le (LKK Auto)

Sent: Wednesday, 7 August 2019 5:47 PM

To: Claims Dept of CTI

Cc: Chee So Chow; Elaine Cheong; Alfred Toh; Tan Kah Leong

Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Your ref : **SNM19D202108C02/2**

Our ref : CC6/CTI19008516/Kda3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING SJV 2522M(OI) & SKL 8208Y(TP) ON 08/05/2019

We refer to the above matter.

It is a head-to-rear collision. 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 \$4,053.50(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,294.38	\$ 3,691.50
2. Loss of Use (3days x \$150.00)	\$ 450.00	\$ 360.00 (3days x \$120.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,746.38	<u>\$ 4,053.50</u>

**02 days recommendation for repair + 1 PRS = 3days

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

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)

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

Sent: Friday, 17 May 2019 9:30 AM

To: Mei Kwan (LKKAuto); Admin A; Asher Sng (LKKAuto); CS A Team

Cc: Chee So Chow; Elaine Cheong; Alfred Toh; Tan Kah Leong

Subject: RE: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

LKK REF - CC6/CTI19008516/Kea3

CTI REF – SNM19D202108C02/2 (SJV2522M)

Dear Mei Kwan

Attach herewith Insured's SAS report for your attention and necessary action.

Best Regards

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

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

Sent: Friday, 17 May, 2019 9:01 AM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SJV2522M (OI: SNM19D202108C02/2) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Wednesday, 15 May, 2019 2:27 PM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: OUR REF: SNM19D202108- Direct Settlement - Accident Involving SJV2522M (OI : CTI - TBA) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

Dear Elaine,

Please revert to LKK Auto on TPP Direct Settlement soonest possible.

Officer In Charge –Elaine Cheong – 6389 6530

Regards

Angie Foo

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896186 - F: (65) 6224 7478

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

Sent: Tuesday, 14 May, 2019 4:32 PM

To: Claims Dept of CTI

Cc: Elaine Cheong; Chong Boon Sen; Ong Chin Kiat; Asher Sng (LKKAuto); CS A Team; Admin A

Subject: Direct Settlement - Accident Involving SJV2522M (OI : CTI - TBA) AND SKL8208Y (TP : LKK REF - CC6/CTI19008516/Kea3) on 08/05/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SKL 8208Y at M/s City Auto Pte Ltd - Sin Ming on a WP basis and TP repairer proposed for a direct settlement.

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

We have not authorized repairs.

Meanwhile, kindly let us have a copy of your insured's GIA 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

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