



**ERGO INSURANCE PTE LTD**

5 Temasek Boulevard  
#04-01 Suntec Tower Five  
Singapore 038985

**ATTN : MOTOR CLAIMS DEPARTMENT**

DATE : 11/10/2019

Your Ref: **GBD7152D**

Car Regn No: **SMK9769U**

Accident involving SMK9769U & GBD7152D on 25/06/2019

**Direct Settlement Claim**

Dear Sirs

The repairs have been completed for **SMK9769U**. We submit the following documents for your perusal:-

1) Invoice No <b>30008473</b>	\$ 10,088.97
2) GIA Search Fees	\$ 2.00
3) Loss of Use ( <b>5 days x \$100.00</b> )	\$ 500.00
4) PRI ( <b>2 days x \$100.00</b> )	\$ 200.00
5) Letter of Authority	
6) Discharge Voucher signed by customer	
<b>TOTAL</b>	<b>\$ 10,790.97</b>

Please pay **Trans Eurokars Pte Ltd** the sum of **\$10,790.97** as soon as possible and mail your cheque to **12 Sungei Kadut Avenue Singapore 729648**.

Yours faithfully,

**Stephanie Loke**  
**Manager - Service & Development**  
DID: 63310686  
FAX: 63310690  
e-mail: stephanie.loke@eurokars.com.sg



Corporate Head Office : Trans Eurokars Pte Ltd, 12 Sungei Kadut Ave Singapore 729648  
Tel : 6363 3003 Fax : 6369 3003 BRN:199103859N

**Showrooms & Service Centres :**

5 Ubi Close Singapore 408605

Sales Tel : 6395 8888 Service Tel : 6395 8899  
Sales Fax : 6846 1700 Service Fax : 6744 9402

23 Leng Kee Road Singapore 159095

Sales Tel : 6603 6118 Service Tel : 6603 6128  
Sales Fax : 6476 7073 Service Fax : 6476 7417

**Eurokars Aftersales Centre :**

27A Tanjong Penjuru Singapore 609042  
Service Tel : 6331 0606  
Service Fax : 6331 0620

zoom-zoom



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC4/EGI19014276/R1kb3

19 AUGUST 2019

**SOUTH INDIAN RESTAURANT**  
126 OWEN ROAD  
SINGAPORE 218930

Dear Sir/Madam,

**ACCIDENT INVOLVING GBD 7152D [ERGO] & SMK 9769U ALONG/AT OWEN ROAD/CAMBRIDGE ROAD CAR PARK ON 25/06/2019**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, **ERGO Insurance Company Limited** to deal with the third party claim against your policy.

We have received a claim from SMK 9769U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. 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 note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

**KHANCHNA**  
Case Handler  
DID: 6841-2360  
FAX: 6741 4108  
Email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)

c.c. **ERGO INSURANCE COMPANY LIMITED**  
(Motor Claims Dept)

## Khanchna (LKK Auto)

---

**From:** Khanchna (LKK Auto)  
**Sent:** Monday, 19 August 2019 2:56 PM  
**To:** TUBEMAL@GMAIL.COM  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING GBD 7152D & SMK 9769U ALONG/AT OWEN ROAD/CAMBRIDGE ROAD CAR PARK ON 25/06/2019

Our Ref: CC4/EGI19014276/R1kb3  
Your Ref: GBD 7152D [Driver: Erethinam Chelvendran]

### **SOUTH INDIAN RESTAURANT** **[POLICY HOLDER]**

Dear Sir/Madam,

### **ACCIDENT INVOLVING GBD 7152D [ERGO] & SMK 9769U ALONG/AT OWEN ROAD/CAMBRIDGE ROAD CAR PARK ON 25/06/2019**

We refer to the above subject matter.

We write to inform you that we are the loss adjuster appointed by your motor insurer, **ERGO Insurance Company Limited** to deal with the third party claim against your policy.

We have received a claim from SMK 9769U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. 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 note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

LETTER OF AUTHORISATION

Without Prejudice  
to Injury Claim

In the matter of an accident involving motor vehicles SMK976AU and GBD7152D  
on 25/6/19 along OWEN RO CARPARK

I/We, Tan Suan Peng the owner of vehicle registration number SMK976AU  
at the material time of accident hereby appoint TransEurokars Pte Ltd to proceed with the repairs  
to the damages caused to my/our vehicle in the above accident in accordance with the  
recommendations and advice of the licensed motor surveyor appointed by the insurers or on  
my/our behalf.

I/We authorise TransEurokars Pte Ltd and/or its representative to submit and make any claims  
which I/we may have against the other party/parties or alternatively under the insurance policy  
taken up by me/us in respect of the cost of repairs suffered by me/us arising from the accident,  
and to receive payment (such payment to be made by way of cheque in favour of TransEurokars  
Pte Ltd) due to me/us in connection with and arising out of the above claim.

TransEurokars Pte Ltd and/or its representative are hereby authorised as my attorney to execute  
and/or sign any documents/discharge vouchers regarding the above claim.

I/We further confirm that the acceptance by TransEurokars Pte Ltd of the settlement amount in  
respect of such claim shall constitute the full discharge of my/our claim in respect of such loss and  
damage.

I/We hereby declare that all acts and documents done by virtue of this Letter of Authorisation on  
my/our behalf shall be good valid and effectual to all intents and purposes whatsoever as if the  
same had been done or executed by me/us in person.

Dated the 15 day of Aug 2019.

Owner Name and Signature  
NRIC No.:

TransEurokars Pte Ltd  
5 Ubi Crescent  
Singapore 408605  
Tel: 6733 0033 / 6749 4333  
Fax: 6733 0030  
  
Witness Name and Signature  
NRIC No.:



Mazda

CODE: S0003 INS-SHC

CUSTOMER: ERGO Insurance Pte. Ltd.  
ADDRESS: 5 Temasek Boulevard#04-01 Suntec Tower Five  
Singapore 038985

TEL NO: 6829 9199

MODEL: MAZDA6 IPM 2L SDN EXECUTIVE B

CHASSIS NO: JM6GL1072K0311919

ENGINE NO: PE21256175

DESCRIPTION: Body repair

## TAX INVOICE

GST Reg No: M90364005A

Mazda(TP)

PAGE NO: 1  
INVOICE NO: I 30008473  
DEPT/POS ID: I / 12  
DATE IN: 13/08/2019  
DATE PRINTED: 03/10/2019  
JOB NO: 44735  
CSO/OP CODE: Catherine Chua  
REGN NO: SMK9769U  
REGN DATE: 30/04/2019  
MILEAGE: 2353  
REQUISITION NO: VION

CODE	DESCRIPTION	AMOUNT
NOTES	INSURANCE CLAIMS: THIRD PARTY DATE OF ACCIDENT: 25/06/2019	0.00
MZ-BR-FR	TO REPLACE FRONT BUMPER AND RH FRONT FENDER. REPAIR ALL AREAS AFFECTED BY THE ACCIDENT.	1,320.00
MZ-SP-SF	TO RESPRAY FRONT BUMPER AND RH FRONT FENDER.	1,260.00
MZ-BR-FR	TO TRANSFER FRONT PEDESTRIAN SENSORS.	330.00
MZ-BR-EL	TO CHECK ELECTRICAL SYSTEM FOR PROPER FUNCTIONIN	150.00
MZ-BR-RE	TO REPROGRAMME AFTER THE ACCIDENT REPAIR WORKS.	180.00
SUB	TO SUPPLY BRILA PREMIUM COATING	250.00
MZ-BR-SU	SUNDRIES	20.00
GSJ8-50-081 BB	FRT BUMPER GL3	1 1211.90
C274-50-133	NUT,CLIP	12 3.70
B45A-56-146A	FASTENER	2 3.00
GHP9-50-025	GROMMET,SCREW	2 2.90
BBM4-50-355	RIVET	4 4.50
S51S-51-833	RIVET,SPLASH SHIELD	8 4.00
TK21-50-355	RIVET	6 9.20
S51S-51-833	RIVET,SPLASH SHIELD	8 4.00
ORIGINAL COPY		

All major repaired parts stated above are covered under a 6 months or 10,000 km warranty, whichever comes first. The above excludes expendable maintenance items, natural wear & tear components and parts damaged due to negligence or improper handlings.

Proof of Payment is only valid if this invoice is stamped "PAID" & signed by us. Any dispute to this invoice must be made within 5 calendar days.

TRANS EUROKARS PTE LTD

CASH / NETS / AMEX / VISA / MASTER  
NO:

Customer Signature

Authorised Signature

Corporate Head Office : Trans Eurokars Pte Ltd, Eurokars Centre 12 Sungai Kadut Ave Singapore 729648  
Tel: 6383 3000 Fax: 6369 3003 BRN:199103859N

## Showrooms &amp; Service Centres :

5 Ubi Close Singapore 408605

Sales Tel.: 6395 8888

Service Tel.: 6395 8899

Sales Fax: 6846 1700

Service Fax: 6744 9402

23 Leng Kee Road Singapore 159085

Sales Tel.: 6603 6118

Service Tel.: 6603 6125

Sales Fax: 6476 7073

Service Fax: 6476 7417

## Eurokars Aftersales Centre :

27A Tanjong Penjuru Singapore 60904

Service Tel.: 6331 0606

Service Fax: 6331 0620

ZOOM-ZOOM



Mazda

CODE: S0003 INS-SHC

CUSTOMER: ERGO Insurance Pte. Ltd.  
ADDRESS: 5 Temasek Boulevard  
#04-01 Suntec Tower Five  
Singapore 038985

TEL NO: 6829 9199  
MODEL: MAZDA6 IPM 2L SDN EXECUTIVE B  
CHASSIS NO: JM6GL1072K0311919  
ENGINE NO: PE21256175  
DESCRIPTION: Body repair

## TAX INVOICE

GST Reg No: M90364005A

Mazda (TP)

PAGE NO: 2  
INVOICE NO: I 30008473  
DEPT/POS ID: I / 12  
DATE IN: 13/08/2019  
DATE PRINTED: 03/10/2019  
JOB NO: 44735  
CSO/OP CODE: Catherine Chua  
REGN NO: SMK9769U  
REGN DATE: 30/04/2019  
MILEAGE: 2353  
REQUISITION NO: VION

CODE	DESCRIPTION	AMOUNT
GD7A-50-EA1	FASTENER	4 3.20 11.52
FB01-50-183C	NUT, CLIP	3 4.00 10.80
B092-51-833	RIVET	1 3.50 3.15
11-GSK4-51-031	HEADLAMP RH IPM3 GL	1 4759.30 4283.37
11-GHP9-52-111	FENDER RHF GJ/GL	1 383.70 345.33
Parts 5,918.94		Net 9,428.94
Surcharge 0.00		G.S.T. 7% 660.03
Labour 3,510.00		Total 10,088.97
Menus 0.00		Paid 0.00
		Amount Due 10,088.97
ORIGINAL COPY		

All major repaired parts stated above are covered under a 6 months or 10,000 km warranty, whichever comes first. The above excludes expendable maintenance items, natural wear & tear components and parts damaged due to negligence or improper handling.

Proof of Payment is only valid if this invoice is stamped "PAID" & signed by us. Any dispute to this invoice must be made within 5 calendar days.

TRANS EUROKARS PTE LTD

CASH / NETS / AMEX / VISA / MASTER  
NO:

Customer Signature

Authorised Signature



Corporate Head Office : Trans Eurokars Pte Ltd, Eurokars Centre 12 Sungei Kadut Ave Singapore 729648  
Tel: 6363 3003 Fax: 6369 3003 BRN: 199103859N

## Showrooms &amp; Service Centres :

5 Ubi Close Singapore 408605

Sales Tel.: 6395 8888 Service Tel.: 6395 8899

Sales Fax: 6846 1700 Service Fax: 6744 9402

23 Leng Kee Road Singapore 159095

Sales Tel.: 6603 6118 Service Tel.: 6603 6128

Sales Fax: 6476 7073 Service Fax: 6476 7417

## Eurokars Aftersales Centre :

27A Tanjong Penjuru Singapore 600041

Service Tel.: 6331 0608

Service Fax: 6331 0620

ZOOM-ZOOM

Page

## Third Party Insurer Enquiry

Our Ref No: GR-19-102931

Date of Request: 27/06/2019

Your Ref No: Online Purchase

Trans Eurokars Pte Ltd  
12 Sungei Kadut Ave  
Singapore 729648

Dear Sir/Madam,

Enquiry Date 27/06/2019

Enquiry By Vion Lim

TP Vehicle No. GBD7152D

Accident Date 25/06/2019

### Enquiry Result

SMK9769U

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBD7152D	ERGO Insurance Pte. Ltd.	31/03/2019-30/03/2020	6829 9199

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.

This is a computer generated document and requires no signature.

## TAX INVOICE

Our Ref No: GR-19-102931  
Date of Request: 27/06/2019

Your Ref No: Online Purchase

Trans Eurokars Pte Ltd  
12 Sungei Kadut Ave  
Singapore 729648

Dear Sir/Madam,

Enquiry Date 27/06/2019  
Enquiry By Vion Lim  
TP Vehicle No. GBD7152D  
Accident Date 25/06/2019

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

## Khanchna (LKK Auto)

---

**From:** Ivy Yong <ivy.yong@ergo.com.sg>  
**Sent:** Friday, 22 November 2019 11:05 AM  
**To:** Khanchna (LKK Auto); Phoebe Xie  
**Cc:** Admin A  
**Subject:** RE: [MANDATE REQUEST] - | Accident between GBD7152D (ERGO -GBD7152D/PX/jc ) & SMK 9769U (TP) on 25/06/2019

Hi Khanchna,

Agreed.  
Thank you

Data Classification: Confidential, C3

Warmest Regards,  
Ivy Yong  
ERGO Insurance Pte. Ltd.

5 Temasek Boulevard, #04-05 Suntec Tower Five  
Singapore 038985  
DID: +65 6829 9197  
[ivy.yong@ergo.com.sg](mailto:ivy.yong@ergo.com.sg)

# ERGO

[www.ergo.com.sg](http://www.ergo.com.sg)

ERGO is one of the major insurance groups in Germany and Europe. Worldwide, ERGO is represented in more than 30 countries and concentrates on Europe and Asia. ERGO is part of Munich Re (Group), one of the world's leading risk carriers.

### EMAIL DISCLAIMER

The information contained in this email communication is confidential. You should only read, disclose, re-transmit, copy, distribute, act in reliance on or commercialize the information if you are authorized to do so. If you are not the intended recipient of this email communication, please notify the sender by replying to the email and destroy any electronic or paper copy of this message. Any views expressed in this email communication are those of the individual sender. ERGO Insurance Pte. Ltd. does not represent, warrant or guarantee that the integrity of this communication has been maintained or that the communication is free of errors, virus or interference. ERGO Insurance Pte. Ltd. asserts copyright in respect to this email including any attachment. No part may be reproduced by any process or for any purpose without prior written permission.



Disclaimer: This message and its attachments are confidential, intended only for the named addressee, and may be privileged. If you are not the intended recipient, you should not disclose, distribute, copy or use this communication. If you are not the intended recipient, please notify the sender by return email and delete this message. By opening any attachment to this message, you agree to accept the risk that it may contain a virus or damaging code, and you agree that ERGO Insurance Pte Ltd. will not be liable for any loss or damage thereby caused.

**From:** Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]  
**Sent:** Friday, 22 November 2019 10:54 am  
**To:** Ivy Yong <ivy.yong@ergo.com.sg>; Phoebe Xie <phoebe.xie@ergo.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [MANDATE REQUEST] - | Accident between GBD7152D (ERGO -GBD7152D/PX/jc ) & SMK 9769U (TP) on 25/06/2019

=====

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SMK 9769U (TP) & GBD7152D (OI) ON 25/06/2019**

We refer to the above matter.

Insured driver reversed and collided into parked Third party vehicle.

We had informed to the Insured company of the TP claim and NCD issues and they agreed to let Insurance handle.

In view of the above, we are of the view that BOLA 23 is applicable.

Summary to offer to repairer **TRANS EUROKARS PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/GST)	\$ 11,078.03	\$ 10,088.97
Loss of Use (\$100 x 7 days)	\$ 700.00	\$ 700.00 (\$100 x 7 days)
LTA Search Fee	\$ 2.00	\$ 2.00
<b>TOTAL</b>	<b>\$ 11,780.03</b>	<b>\$ 10,790.97</b>

Breakdown of days is as follows:

\*5 days recommendation for repair + 1 Sunday + 1 PRS = 7 days

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Best Regards,  
**Khanchna** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)