FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay Singapore 417883

Tel No: 67465405 / 67465376 Fax No: 67458520

Tax Reg No: 200006262D

Date: 08.11.2019

China Taiping Insurance Singapore Pte Ltd 3 Anson Road #16-00 Springleaf Tower Singapore 079909

Attn: Motor Claim Department

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES : SJW 6044U / YN 5615Z ON 07.10.2019

We are the authorized repair workshop for the owner of motor vehicle no: $SJW\ 6044U$, which was involved in the captioned accident with your insured vehicle no: $YN\ 5615Z$. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

		\$ 5,122.00
4)	GIA Search Fee	\$ 2.00
3)	Towing Fee	\$ 120.00
2)	Loss of Rental	\$ 720.00
1)	Cost of Repair (inclusive of GST)	\$ 4,280.00

We enclosed herewith the following documents to support the claims:

- a) Final Repair Invoice
- c) Towing Cash Bill
- e) Letter of Authorisation, etc...
- g) I/C & Driving Licence
- i) Vehicle Registration Log Card

- b) Car Rental Invoice / Agreement
- d) GIA Search Result
- f) GIA Report
- h) Insurance Certificate

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

Thank you. Yours faithfully,

Jason Tang (jason@fastechauto.com.sg)

For Fastech Auto Pte Ltd

DATE	: 07-10-2019.
ТО	: China Taiping
RE	: ACCIDENT INV

China	Taiping	Insurance	(singapore)	Pte	Ltd.		
ACCII	DENT IN	VOLVING	VEHICLE NO.	3	IM 60410	1	YN 5615Z

ALONG AYE Twds Tuas By ckmenti Rd Exit.
ON 07 10 2019.

vwe, Yu Ping Horny Linus.
of (NRIC No./ROC No.) \$8728919B.
of Bik 72 Bedok South Avenue 3 # 14-448 Singapore 460072
owner of vehicle no. SJW 6044 in consideration of M/s FASTECH AUTO
PTE LTD repairing my/our vehicle STW 60440 at my/our instruction and hereby
authorise M/s FASTECH AUTO PTE LTD to demand claim settlement whatever
amount settled/payable by the Insurance Company and/or third party or to commence legal
proceedings, if necessary, under my name, for the cost of repairs, car rental and/or loss of use.
etc. and to their appointing solicitor to act for me/us in respect of the said accident/claim and
all claimed and/or settled shall belong to them absolutely.

We further agree and undertake to indemnify them against the above-mentioned claim cost which may arisen therewith.

Signature of Owner:

Name of Owner:

YU PING HORNG LINUS

for his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of these subject matter in this action.

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN3027481901

Claim No : SNM19D204769-YN5615Z-ADELINE

Claimant : YU PING HORNG LINUS

Amount : \$\$4,800.00

Singapore Dollars FOUR THOUSAND EIGHT HUNDRED 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. : SJW6044U Insured Vehicle No. : YN5615Z

Date of Loss : 07/10/2019

Place of Accident : 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 : HENG KEE WET MARKET PTE LTD

Driver Name : LIU MING

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) Global Sum S\$ 4,800.00

laimant Name: Yu ping Horng, Linus

NRIC No : 38728919B

Signature

Date

. 31.08.2020

TAX INVOICE

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 200006262D

China Taiping Insurance Singapore Pte Ltd

3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

Attn: Motor Claim Department

Tax Invoice: 21429

Date

:08.11.2019

Vehicle No

:SJW 6044U

Make/Model : SUBARU IMPREZA

Chassis/Eng#

Accident Date : 07.10.2019

Claim No

Reference

: 1019 -21429

Policy No

Amount

To proceed on lump sum repair

S\$

4000.00

E. & O. E.

Total: S\$ GST @ 7% : S\$

4000.00 280.00

Amount Due: S\$

4280.00

for FASTECH AUTO PTE LTD

All Invoices are subjected to GST

Dynamic Car Rental

1 KAKI BUKIT AVENUE 6, #01-46/48/50 AUTOBAY, SINGAPORE 417883.

TEL: (+65) 6741 7244, 6746 5405 FAX: (+65) 6745 8520, 6746 5786

Co. Reg. No. 52928467K

RENTAL TERMS AND CONDITIONS

No. 21032

William Co.	10 hud Hollid Flynce		REG. No.	MAKE	MAKE MODEL:				
ADDRESS	The second second second		SGZ6121A.	DIES	SEL	PETROL	E	1/4 1/2	2 3/4
			KM IN	701-11-91		10 - 2019		10.0	Jam
			KM		DATE	& TIME O	UT		HODM.
			KM	-		10.2010 USED		J 12.	TO PIVO
NAMED DRIVER			DRIVEN	J. 38 -					
The companies of the last	A STATE OF THE STA	and the second of the second		= 10x					
S8728919B.	DATE OF EXPIRY	PLACE OF ISSUE		HOURS	@S\$				
PASSPORT NO	DATE OF ISSUE	PLACE OF ISSUE	Ψ.	DAYS	@S\$	180.00	Top of	\$ 720	.(10
ADD NAMED DRIVER			1870	WEEKS	@S\$			1	-00
DRIVING LICENCE NO	DATE OF EXPIRY	PLACE OF ISSUE	M	ONTHS	@S\$			12111	
PASSPORT NO	DATE OF ISSUE	PLACE OF ISSUE	BY INITIALLING, R		100	TOTAL			
			AGREES TO PAY ALL FOR COLLISION DAI	DD FEE	306-	TOTAL	10		
IMPORTANT NOTES: This vehicle is licenced to carry	04 passengers only.		WAIVER (C.D.W.)						
No refund will be given for vehic No refund will be given for period	cle returns early. od left in vehicle.				TOTA	L RENTAL	3	150 F	.00 -
Hirer is liable to pay first \$4000 to is under repair. Hirer is liable to pay all parking		us loss of earnings while damaged vehicle			DELIV	/ERY FEE			
Vehicle return during office hour					COLL	ECTION FE	E		
No Service on Public Holiday ar	nd Sunday.		X		term and				
*Sec I - Used in S'pore Only :S0 *Sec II - Used in S'pore Only :S			PER DAY PER W						
*Sec I - Used Outside S'pore Or *Sec II - Used Outside S'pore O	nly :SGD4000 nly :SGD4000					mean the be		d a	
W/screen Excess In S'pore: SG W/screen Excess Outside S'por	W/screen Excess In S'pore: SGD100 W/screen Excess Outside S'pore: SGD200		BY INITIALLING, RENTER AGREES TO PAY ADD FEE			Samil 1913		TOTAL STREET	
ADDITIONAL CONDITIONS: * Geographical areas: Singapore & West Malaysia.		FOR PERSONAL ACCIDENT INSURANCE (P.A.I.)			TO SELECT				
* Driver must be: a) 18 years old and above;									
b) holding a valid relevant class			X					100	
a) age 22 to 23 years old; b) age 66 to 70 years old;					PER MONTH \$				
	1 year to less than 2 years in Sing	apore on the relevant classes of driving	DDEDAYAGAT	F 10				Charles	
* Additional All Claims excess of a) is 18 years old to 21 years	f S\$2,000 is applicable for any name	ed/unnamed drivers who:	PREPAYMENT		TOTA	L CHARGE			
b) is 71 years old and above a		es of driving license.	CHECK	153.15	DEPO	SIT			
* Upon returning the replacement	ent vehicle, you must ensure that a	all expensive and important items to be	CASH	H=101=11					
		consible for any reporting of such losses.	RECEIPT NO.		NETT	CHARGE			
is under repair.		The darring trings to hold		THE T	IC TELET				
Hirer is responsible for Addi	tional 64 000 00 F						De Te		
to the THIRD PARTY DAMA	AGE / INJURY claims.		AMOUNT DUE / REF	UND			50,077		
	S AND CONDITIONS ON BOT MENT AND AGREE THEREO			noA sudi	ensoqu!	3444	244	Wa.	
OF THIS NEWTAL AGNEE	WENT AND AGREE THEREO	r.							
SIGNED BY THE PARTIES	HERETO ON THE		DAY OF						
						mali em allo	al Care		
	20		The state of the s		-				
X	7)		X C						
DVI	NAMIC CAR BENTAL	A CONTRACTOR OF THE PARTY OF TH	DENT	ED'C/F	DIVE	010 0101	LA TI	LD.C	

DYNAMIC CAR RENTAL

1 Kaki Bukit Ave 6 #01-46 Autobay Singapore 417883

Tel No: 6741 7244 / 6746 5405 Fax No: 6745 8520 / 6746 5786

Co. Reg No: 52928467K

To: YU PING HORNG, LINUS

Invoice

: DCR-2019-10-13

Date: 11.10.2019

Agreement No: 21032 Payment Term: LOD

DESCRIPTION

AMOUNT

Rental charges for vehicle : SGZ 6121A (1019-21429)

720.00

Rental Period from 07.10.2019 to

11.10.2019

E. & O. E.

Total \$ 720.00

LINA PANG

for Dynamic Car Rental



CASH / W.O. No. 103304

TOW JOB WORKS ORDER

M Cash	Svc Date 7-10-19
Car Make/Model SuBARu	Svc Date 7-10-9 Vehicle No. 5) W 60444
M'ship/NRIC No./Card No.	Contact No.
Time – Rec'd Arrived _	145 Completed 1240
Amount Charge S\$ 120	Tow Truck No YG6835K
Destination (from) A.Y.E. Clemen	1+1 (to) Kaki B+ , 01-48
Remark (if any) Accident	King Dolley
Tow Driver's Signature	Member's Signature
Basement / Multi Carpark	sing King Dolley ow Spolier / Low Oil Sump ccident / Over-turn Use Car Carrier Release Brake / Shaft Loaded

Note: The owner or his representative is required to follow along to the towing destination, failing which the tow operator shall not be liable for any alieged damages to the car nor missing items from the same. Vehicle is towed at owner's risk. The tow operator accepts no responsibility for any damages to the owner's vehicle whilst being towed.



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-19-164196

Date of Request:

07/10/2019

Your Ref No:

Online Purchase

Kim Chwee Auto Pte Ltd 1 Kaki Bukit Avenue 6 #01-48 AutoBay@Kaki Bukit Singapore 417883

Dear Sir/Madam,

Enquiry Date

07/10/2019

quiry By

Tang Kok Wee, Allan

ر Vehicle No.

YN5615Z

Accident Date

07/10/2019

Enquiry Result

Period of Insurance	Insurer Tel. No.			
26/04/2019-25/04/2020	6389 6111			
	- What he was the way of the same of the s			

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.

s is a computer generated document and requires no signature.



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-19-164196

Date of Request:

07/10/2019

Your Ref No:

Online Purchase

Kim Chwee Auto Pte Ltd 1 Kaki Bukit Avenue 6 #01-48 AutoBay@Kaki Bukit Singapore 417883

Dear Sir/Madam,

Enquiry Date

07/10/2019

aquiry By

Tang Kok Wee, Allan

√ Vehicle No.

YN5615Z

Accident Date

07/10/2019

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:

[X] GIRO [] Cash [] Cheque

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)

Sent: Monday, 6 January 2020 5:30 PM **To:** CHRISTI@HENGKEE.COM.SG

Cc: Admin A

Subject: ACCIDENT INVOLVING SJW 6044U & YN 5615Z ON 07/10/2019

Our Ref: CC6/CTI19017586/Uka3

HENG KEE WET MARKET

[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SJW 6044U & YN 5615Z ON 07/10/2019

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

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.

"Wishing you a happy and a prosperous New Year!"

Best Regards,

Khanchna | Case Handler LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Khanchna (LKK Auto)

From: Adeline Chng <adeline.chng@sg.cntaiping.com>

Sent: 31 March 2020 11:28 PM

To: Claims Dept of CTI; Khanchna (LKK Auto)

Cc: Admin A; Alfred Toh

Subject: RE: MANDATE REQUEST - YOUR REF; SNM19D204769-YN5615Z-adeline Accident

Involving YN5615Z (OI: CTI) AND SJW6044U (TP: LKK REF - CC6/CTI19017586/Uka3)

on 07/10/2019

Attachments: LKK Inspection Report.pdf; LKK Adjustment Report.pdf; LKK REINSPECTION

PHOTOS.PDF; LKK SURVEY PHOTOS.PDF; TP LOD.PDF

Dear Lkk

We have seek mandate to agree with your proposed offer of \$4802 (all-in).

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. . Any inconvenience caused is much regretted.

Thank you.

Adeline Chng

Executive Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI

Sent: Tuesday, 31 March 2020 2:22 PM

To: Adeline Chng <adeline.chng@sg.cntaiping.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: FW: MANDATE REQUEST - YOUR REF; SNM19D204769-YN5615Z-adeline Accident Involving YN5615Z (OI: CTI)

AND SJW6044U (TP: LKK REF - CC6/CTI19017586/Uka3) on 07/10/2019

Dear All,

Please note that officer in charge - Adeline

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: 太平狮城 Taiping SG

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Khanchna (LKK Auto) < khanchna@lkkauto.com>

Sent: Tuesday, March 31, 2020 2:16 PM

To: Ong Chin Kiat < com; Claims Dept of CTI < com>

Cc: Admin A admin-a@lkkauto.com; Alfred Toh alfred.toh@sg.cntaiping.com

Subject: MANDATE REQUEST - YOUR REF; SNM19D204769-YN5615Z-OCK- Accident Involving YN5615Z (OI: CTI) AND

SJW6044U (TP: LKK REF - CC6/CTI19017586/Uka3) on 07/10/2019

YOUR REF: SNM19D204769-YN5615Z-OCK

OUR REF: CC6/CTI19017586/Uka3

Dear Sir/Madam,

We refer to the above matter.

This is head to rear collision.

We are of the opinion that BOLA 27 is applicable and liability is down against Insured. We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be withheld pending for final allocation of liability in settlement.

We seek your approval to offer repairer "FASTECH AUTO PTE LTD" at \$4,802.00(all-in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 25,726.22	\$ 4,280.00
2. Loss of Rental (4 days x \$ 180)	\$ 720.00	\$ 400.00 (4 day x \$ 100)
3. LTA Search Fee	\$ 2.00	\$ 2.00
4. Towing	\$ 120.00	\$ 120.00
Total	\$ 26,568.22	<u>\$ 4,802.00</u>

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Friday, 13 December 2019 7:04 PM

To: Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF; SNM19D204769-YN5615Z-OCK- Accident Involving YN5615Z (OI: CTI - TBA) AND SJW6044U (TP:

LKK REF - CC6/CTI19017586/Uka3) on 07/10/2019

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

CTI ref: SNM19D204769

LKK ref: CC6/CTI19017586/Uka3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJW 6044U

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge Khanchna and she can be contacted at DID: 6841 2360.

To check availability of the case handler, you may contact the undersigned.

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

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: Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>

Sent: Wednesday, 16 October, 2019 11:59 AM

To: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>

Cc: Chee So Chow <sochow.chee@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Khanchna (LKK Auto)

< khanchna@lkkauto.com >

Subject: RE: OUR REF; SNM19D204769-YN5615Z-OCK- Accident Involving YN5615Z (OI: CTI - TBA) AND SJW6044U (TP: LKK REF - CC6/CTI19017586/Uka3) on 07/10/2019

Dear Mei Kwan,

Please find attached our insured's GIA report.

Thank you.

Ong Chin Kiat

Assistant Claims Executive Claims

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909 DID: (65) 6389 6174 | F: (65) 6224 7174 / 6224 7478

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Thursday, 10 October, 2019 5:01 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Khanchna (LKK Auto) < khanchna@lkkauto.com; CS A Team < cs-a@lkkauto.com; Admin A < admin-a@lkkauto.com; CS A Team < cs-a@lkkauto.com; Admin A < admin-a@lkkauto.com

Subject: Direct Settlement - Accident Involving YN5615Z (OI: CTI - TBA) AND SJW6044U (TP: LKK REF -

CC6/CTI19017586/Uka3) on 07/10/2019

<u>'WITHOUT PREJUDICE'</u> SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SJW 6044U at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis 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 your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge Khanchna and she can be contacted at DID: 6841 2360.

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: <u>MeiKwan@lkkauto.com</u> | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

This email has been scanned by the Symantec Email Security.cloud service. For more information please visit http://www.symanteccloud.com