

LEE BROTHERS AUTOMOTIVE PTE.LTD

NO. 1 KAKI BUKIT AVE 6 #02-47 AUTOBAY

SINGAPORE 417883

TEL: 6509 5521 FAX: 6509 5523 GST Reg. No. : 201101880C

ATTN:THE MOTOR CLAIMS DEPARTMENT

QBE INSURANCE (INTERNATIONAL) LTD

1 RAFFLES QUAY

#29-10 FOURTH TOWER

SINGAPORE 048583

Yrs Ref. : SBK8899P

Our Ref. : LB0120-2770

Date: : 13.01.2020

Accident involving SBQ2525B and SBK8899P on 24.12.2019 at 1310hrs along Esso on East Coast Road

We refer to the above matter. We are instructed that above accident was caused solely and completely by the negligence of your insured, as a result of which, our client have suffered loss and expenses.

We are instructed by our client to make a property damages claims as:-

	<u>Amount</u>
1. Cost of repair (Inc GST)	
2. Loss of Rental (2Days @ S\$200PerDay)	S\$ 1,658.50
3. Towing	S\$ 400.00
5. LTA Search fee	S\$ -
4. E-File Serach fee	S\$ 7.45
	S\$ 29.00
Claim Amount	S\$ <u><u>2,094.95</u></u>

Enclosed are the following documents for your perusal.

<input checked="" type="checkbox"/> Original Final repair Bill	<input checked="" type="checkbox"/> Letter of Authority
<input type="checkbox"/> Original Survey Report & Invoice	<input checked="" type="checkbox"/> Rental Agreement /Receipt
<input type="checkbox"/> Original Photographs of [SBQ2525B]	<input checked="" type="checkbox"/> E-File Search Fee/LTA Receipt
<input checked="" type="checkbox"/> GIAS Reports of [SBQ2525B]	<input checked="" type="checkbox"/> Vehicle Registration Card
<input checked="" type="checkbox"/> Certificate of Insurance	<input checked="" type="checkbox"/> Driver's Driving License / Identity Card
<input type="checkbox"/> Report Of A Traffic Accident	

Your prompt action will be greatly appreciated.

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

Yours faithfully,

Lee Brothers Automotive Pte.Ltd



sales@leebrothers.com.sg

Date: 07/01/2020

To: QBE Insurance (International) Ltd

RE: ACCIDENT INVOLVING VEHICLE NO.: SBQ2525B and SBK8899P
AT/ALONG Esso on East Coast Road
ON 24.12.2019

I/We, Tan Kian Guan of (NRIC No./ROC NO.)
S7638994B of 78 Bayshore Road, #21-22, S'469991
owner of vehicle no. SBQ2525B in consideration of M/S Lee Brothers Automotive Pte. Ltd
repairing my/our vehicle SBQ2525B at my/our instruction and hereby authorise
M/S Lee Brothers Automotive Pte. Ltd to demand claim settle receive 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.

I further agree and undertake to indemnify them against the above mentioned claim costs
which my arisen therewith.

Signature of Owner :  

Date: 07/01/2020

*** This Discharge Voucher applies only to the claimant's claim for his property damage and will not effect 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 the subject matter in this action.

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SBQ2525B
Our Reference : VC013321

I/We, **TAN KIAN GUAN** do hereby acknowledge the sum of Singapore Dollars: One Thousand Eight Hundred Ninety-Four and Ninety-five cents only (S\$1,894.95) being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**HO KEK LOON**', over damage to my/our vehicle **SBQ2525B** from an accident involving **SBQ2525B** and **SBK8899P** at/along upper east coast ESSO, which occurred on **24 December 2019** at about **13:10hrs**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**HO KEK LOON**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 17 of (month) 08 (year) 2020

Signature

Witness's Signature

TAN KIAN GUAN

Claimant's Name

Witness's Name

S7638994B

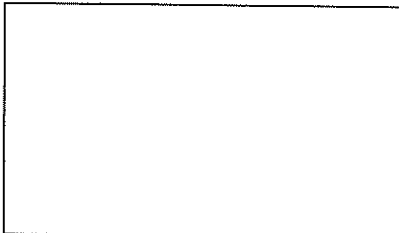
FIN/NRIC No.

FIN/NRIC No.

78 BAYSHORE ROAD

#21-22 S(469991)

Address



Company stamp if applicable

Lee Brothers Automotive Pte. Ltd.
1 Kaki Bukit Avenue 6
#02-47 Autobay Singapore 417883
Tel: (65) 6509 5521 Fax: (65) 6509 5523
Email: sales@leebrothers.com.sg
Address No: 204101880C

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6534 5356)

LEE BROTHERS AUTOMOTIVE PTE LTD

1 Kaki Bukit Avenue 6, #02-47 Autobay, Singapore 417883

Tel : (65) 6509 5521 Fax : (65) 6509 5523

Email : sales@leebrothers.com.sg

Co. Reg. : 201101880C

GST Reg. No. : 201101880C

TAX INVOICE

9976

Messrs : **QBE INSURANCE (INTERNATIONAL) LTD**
60 ANSON ROAD
#11-01 MAPLETREE ANSON
SINGAPORE 079914

Claim No. : LB0120-2770
Acc. Date : 24/12/2019

Veh. No./Model : SBQ 2525B VOLVO V60

Date : 10/01/2020

QTY	DESCRIPTIONS	AMOUNT
	Repair Cost : Inclusive of supply parts, panel beating, spray painting and labour. Type text here	1,550.00
	Sub-total	1,550.00
	Add GST 7%	108.50
	Total Amount	1,658.50

E. & O.E.

- * Please make all payments to " Lee Brothers Automotive Pte Ltd "
- * All service and repairing are in good order & conditions.



Customer Sign & Chop

Lee Brothers Automotive Pte Ltd

CARZ RENTAL PTE. LTD.

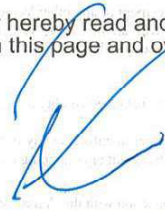

1 Kaki Bukit Avenue 6, #02-47 Autobay,
Singapore 417883
Tel: (65) 6509 5521 Fax: (65) 6509 5523

LB
SBQ2525B

VEHICLE RENTAL AGREEMENT

ROC NO: 201312119K

RA NO: **3861**

Hirer Particulars -				Veh. No. SJV5398K		Replace veh. No. SBQ2525B	
Name Tan Kian Guan		Mobile 9738 1360		Make / Model Toyota Camry		Auto/Manual	
Address 78 Bayshore Road		Fax		Date/Time Out 06.01.2020 @ 1545hrs		KM Out	
#21-22, S'469991				Date/Time In 08.01.2020 @ 1730hrs		KM In	
NRIC/Passport S7638994B		Tel (O)		Estimated Date/Time Return			
				Rental charges -		S\$	
Authorised Driver's Particulars -				Hours		@	
Name 2		Days		@ 200		Per Hour	
Address		Weeks		@		Per day 400.00	
NRIC/Passport		Nationality		Months		@	
Date of Birth		Occupation				Per Week	
D/Licence No.		Mobile				Per Month	
Expiry Date		Tel (O)				Sub-Total	
Country of Issue		Tel (H)				Less Discount	
				Optional Charges -		Sub-Total	
(A) - ACCIDENTS (D) - DENTS (S) - SCRATCHES				Delivery @		Per Trip	
				Collection @		Per Trip	
FRONT				Others			
LEFT				Sub-Total			
RIGHT				Add 7% GST			
REAR				(A) Estimated Total Rental			
Extension -							
Extension Rental				X			
Surcharge (Malaysia)				X			
P.A.I.				X			
				X			
Others -							
Misc :							
Cash/Nets/Cheque/VISA/MC Card No:							
Sub-Total							
Add 7% GST							
(B) Extension/others Total							
(A) + (B) Grand Total Rental Charges							
Less Prepayment							
Balance Due 400.00							
Deposit				Deposit Refunded			
Amount							
Remarks:				Received by			
IMPORTANT NOTE:				The hirer hereby read and understood all terms and conditions stated on this page and overleaf :			
1. Only persons aged 24 and above or below 65 with 2 years or more driving experience, authorized, licensed and signing this agreement may drive the vehicle.				 Hirer Signature/Co's Stamp/Date		 for Carz Rental Pte. Ltd. Authorised Signature/Date	
2. In case of accident, the Hirer shall report to rental office immediately. If there is any bodily injury, a police report must be made within 24 hours.							
3. Vehicle is strictly for SINGAPORE USE ONLY, and may not be driven out of Singapore without prior consent of Carz Rental Pte. Ltd.							
4. Unauthorised drivers, drivers who did not fulfill the above requirement are liable for the full cost & other losses suffered by Carz Rental Pte. Ltd. should the vehicle be damaged or stolen.							

> Back to OneMotoring



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 26 Dec 2019 / 14:22:46

Receipt Date/Time : 26 Dec 2019 / 14:22:46

Tax Invoice/Receipt

Receipt No. : ITNET-00000-191226-001997

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SBK8899P

As at 24 Dec 2019/13:10:00

Insurance Co: QBE INSURANCE (SINGAPORE) PTE LTD

1	Insurance Enquiry - SBK8899P Enquiry Fee 20191226142212414881	7.00	0.49	7.49
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Sub-Total	7.00	0.49	7.49
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Total Before Rounding	7.00	0.49	7.49
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Rounding Difference			0.04
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Total Amount Payable			7.45
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Paid By

20191226142219101	Direct Debit: eNETS Debit (Internet Banking)	7.45
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Total	7.45
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Cash Change	0.00
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Tendered Amount	7.45
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Excess Refundable Amount	0.00
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THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.



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-19-213418

Date of Request: 27/12/2019

Your Ref No: WALK IN JASON

LEE BROTHERS AUTOMOTIVE PTE. LTD.
1 KAKI BUKIT AVE 6, #02-47 AUTOBAY @ KAKI BUKIT
SINGAPORE 417883

Dear Sir/Madam,

Your Vehicle No: SBQ2525B

Date of Accident: 24/12/2019

Place of Accident: ESSO ON EAST COAST ROAD

Involving Vehicle No: SBK8899P

DESCRIPTION	AMOUNT (S\$)
E-File Search Fee (Public)	14.02
GST Amount	0.98
Total Amount Due (GST Inclusive)	15.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☐ GIRO ☒ Cash ☐ Cheque

TAX INVOICE

Our Ref No: GR-19-213419

Date of Request: 27/12/2019

Your Ref No: WALK IN JASON

LEE BROTHERS AUTOMOTIVE PTE. LTD.
1 KAKI BUKIT AVE 6, #02-47 AUTOBAY @ KAKI BUKIT
SINGAPORE 417883

Dear Sir/Madam,

Date of Accident: 24/12/2019

Vehicle No: SBQ2525B

Place of Accident: ESSO ON EAST COAST RD

Involving Vehicle No: SBK8899P

With reference to your application for the accident report, we have attached the following accident reports as requested:

DOCUMENTS	ACCIDENT LOCATION	PER DOC (S\$)	QTY	AMOUNT (S\$)
SBK8899P	ESSO ON EAST COAST RD	14.00	1	13.08
GST Amount				0.92
Total Amount Due (GST Inclusive)				14.00

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.

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☐ GIRO ☒ Cash ☐ Cheque



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/QBE20000379/Uka3

05 FEBRUARY 2020

**HO KEK LOON
BLK 498J TAMPINES STREET 45
#09-464
SINGAPORE 527498**

Dear Sir/Madam,

ACCIDENT INVOLVING SBK 8899P AND SBQ 2525B ON 24/12/2019

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

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SBQ 2525B against your motor insurance 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 7 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,

Jasper Chua

DID: 6841 2928

FAX: 6741 4108

Email: vicalpeh@lkkauto.com

c.c. *QBE Insurance (Singapore) Private Limited
(Motor Claims Dept)*

Khanchna (LKK Auto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Monday, April 13, 2020 2:03 PM
To: Khanchna (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: MANDATE REQUEST - - Accident Involving SBK8899P (OI : QBE - VC013321) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

Dear Khanchna,

Please proceed as advised.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Monday, 13 April 2020 10:02 AM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: MANDATE REQUEST - - Accident Involving SBK8899P (OI : QBE - VC013321) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

QBE REF: VC013321

LKK REF: CC6/QBE20000379/Uka3

=====

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES SBQ2525B (TP) & SBK8899P (OI) ON 24/12/2019

We refer to the above matter.

Insured collided into parked TP 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 22 is applicable.

Summary to offer to repairer **LEE BROTHERS AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/GST)	\$ 3,090.72	\$ 1,658.50
Loss of Rental (\$200 x 2 days)	\$ 400.00	\$ 200.00 (\$100 x 2 days)
LTA/GIA Search Fee	\$ 36.45	\$ 36.45
TOTAL	\$ 3,527.17	\$ 1,894.95

Breakdown of days is as follows:

*2 days recommendation for repair

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 | Fax: 6741-4108

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

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.

From: Andrew Lim <andrew.lim@qbe.com>

Sent: Monday, January 20, 2020 10:09 AM

To: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SBK8899P (OI : QBE - VC013321) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

Dear Mei Kwan,

As requested.

Andrew Lim

Executive, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243 | +65 6224 6633

[Website](#) [LinkedIn](#) [Twitter](#)



From: Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Sent: Monday, 20 January 2020 8:48 AM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>
Subject: FW: Direct Settlement - Accident Involving SBK8899P (OI : QBE - TBA) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

Dear Andrew,

Please assist.

Thanks

Syaheeda Othman

Assistant Manager, Claims

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1130 | +65 9233 6977

[Website](#) [LinkedIn](#) [Twitter](#)



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Saturday, 18 January 2020 6:13 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>
Subject: RE: Direct Settlement - Accident Involving SBK8899P (OI : QBE - TBA) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

QBE ref: TBA

LKK REF: CC6/QBE20000379/Uka3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair

- Preliminary advice

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: Mei Kwan (LKKAuto)

Sent: Tuesday, 7 January 2020 2:10 PM

To: 'Jenny Toh'

Cc: Khanchna (LKK Auto); Admin A; claims-singapore@qbe.com

Subject: Direct Settlement - Accident Involving SBK8899P (OI : QBE - TBA) AND SBQ2525B (TP : LKK REF - CC6/QBE20000379/Uka3) on 24/12/2019

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SBQ 2525B at M/s Lee Brothers Automotive Pte Ltd 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 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 for our necessary action.

Kindly take note that the case handler in-charge is 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: MeiKwan@lkkauto.com | fax: 67414108

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

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