

Our Ref : SMQ3346P / TP#999  
Your Ref : GBD5129K

**WITHOUT PREJUDICE**

Date : 25 March 2020

**QBE Insurance (Singapore) Pte Ltd**  
1 Raffles Quay  
#29-10 South Tower  
Singapore 048583

Attention: Motor Claims Department

**ACCIDENT INVOLVING SMQ3346P & GBD5129K ON 13/01/2020  
ALONG WEST COAST HIGHWAY**

We refer to the above captioned.

We are claiming the below followings :

- Cost of Repair (incl. of GST )	S\$5,185.22
- Loss of Use (Private Hirer)	S\$600.00 (\$120 x 05 Days)
- GIA/LTA Search Fees	S\$2.00

<b>Grant Total</b>	<b>S\$5,787.22</b> =====
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If you have any enquiries, please contact our representative, Ms. Sharon Ten or Ms. Lily at 6481 1522 or email [sharon@ow.sg](mailto:sharon@ow.sg) & [lily.loi@ow.sg](mailto:lily.loi@ow.sg)

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

*This is a computer generated printout and no signature is required.*

TO WHOM IT MAY CONCERN

**AUTHORIZATION TO ACT**

I/We(owner) MS Carz Leasing Pte Ltd ('the third-party claimant') of  
(Address) 255 Lavender Street Singapore 338791 registered owner of  
(Vehicle Number) SMQ 3346P hereby authorize ('the vehicle repairer workshop')  
**OPTIMA WERKZ PTE LTD** to act for me/us with respect of my/our claim for repair costs and /or  
rental and/or loss of use for my/our vehicle number SMQ 3346P that was  
damaged pursuant to the accident which occurred on 13/1/2020 along West Coast Highway  
involving vehicle number GBD5129K.

I/We further authorize the workshop to settle my/our above-mentioned claim in a manner that they  
deem fit and the workshop is further authorized to receive full payment in the settlement of my/our  
claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 3 day of February year 2020.



Signature of Vehicle Registered Owner  
Company's stamp (if applicable)

# DISCHARGE VOUCHER

Without Prejudice  
Save As to Costs

Your Reference : SMQ 3346P  
Our Reference : VC013376

I/We, **MS CARZ LEASING PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **Five Thousand Six Hundred only (\$5,600.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**TEMSYSTEM CONSTRUCTION PTE LTD**', over damage to my/our vehicle **SMQ3346P** from an accident involving **SMQ3346P** and **GBD5129K** at/along **WEST COAST HIGHWAY**, which occurred on **13 Jan 2020** at about **09:25hrs**.

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 '**TEMSYSTEM CONSTRUCTION PTE LTD**', 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) 11 of (month) DECEMBER (year) 20 20

Signature

MS CARZ LEASING PTE LTD

Claimant's Name

201401066R

FIN/NRIC No.

200 TURF CLUB ROAD

#04-17 THE GRANDSTAND

SINGAPORE 287994

Address

Witness's Signature

KARTWIN CHIO

Witness's Name

SXXXX160F

FIN/NRIC No.

10 ANGA MO KIO INDUSTRIAL PARK 2A

#01-05 ANK AUTOPARK

SINGAPORE 568047

Address



Company stamp if applicable

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

**Without Prejudice**

"The contents of this document apply to property damages claim only. All personal injuries and damages arising therefore are not included from the ambit and application of this document."



# Optima Werkz Pte Ltd

9A Serangoon North Avenue 5, Singapore 554500

Tel (+65) 6484 9919 Fax: (+65) 6481 1101

Co Reg & GST No: 201212455W

## TAX INVOICE

To: QBE INSURANCE (SINGAPORE ) PTE LTD

1 RAFFLES QUAY  
#29-10 SOUTH TOWER  
SINGAPORE 048583

Tel 62246633  
Fax: 65333270

INV NO. : 122001323  
INVOICE DATE : 29/02/2020  
REF : TP#999  
VEH NO. : SMQ3346P  
CAR MODEL : FIT 1.3GF  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
REAR TAILGATE	1	PCS	651.20	651.20
REAR TAILGATE "FIT" EMBLEM	1	PCS	46.56	46.56
REAR TAILGATE INNER LOCK	1	PCS	116.40	116.40
REAR TAILGATE WIPER ARM COVER	1	PCS	55.36	55.36
REAR TAILGATE RUBBER	1	PCS	63.68	63.68
REAR TAILGATE GARNISH COVER	1	PCS	186.08	186.08
REAR TAILGATE GARNISH COVER "H" EMBLEM	1	PCS	58.08	58.08
REAR TAILGATE GARNISH COVER CLIPS	8	PCS	5.76	46.08
REAR WINDSCREEN RUBBER	1	PCS	102.40	102.40
REAR TAIL LAMP LH	1	PCS	394.64	394.64
REAR TAIL LAMP RH	1	PCS		394.64
REAR END PANEL UPPER COVERING	1	PCS	222.88	222.88
REAR END PANEL UPPER COVERING CLIPS	6	PCS	5.20	31.20
REAR SPARE TYRE PANEL UPPER BOARD COVER	1	PCS	238.88	238.88
REAR BUMPER	1	PCS	464.00	464.00
REAR BUMPER CLIPS	10	PCS	4.64	46.40
REAR BUMPER SIDE BRACKET LH	1	PCS	53.76	53.76
REAR BUMPER SIDE BRACKET RH	1	PCS		53.76
REAR WINDSCREEN SEALANT	1	SET	40.00	40.00
REAR BUMPER REVERSE SENSOR	1	SET	200.00	200.00
LABOUR CHARGES TO REMOVE, REPLACE, REPAIR, REFIX, READJUST REAR ACCIDENT AREAS & ETC.	1	JOB	500.00	500.00
LABOUR CHARGES TO REMOVE, REFIX, REPLACE REAR WINDSCREEN GLASS, REAR WINDSCREEN SEALANT, REAR WINDSCREEN RUBBER & ETC. TO EFFECT REPLACE AT	1	JOB	120.00	120.00
REAR TAILGATE				
LABOUR CHARGES TO REMOVE & REINSTALLED REAR TAILGAT INNER MECHANISM & ETC. TO EFFECT REPLACE AT REAR TAILGATE	1	JOB	60.00	60.00
LABOUR CHARGES TO REMOVE & REPLACE REAR BUMPER REVERSE SENSOR & ETC.	1	JOB	50.00	50.00
LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINT & FURNISHING MATERIALS AT REARTAILGATE, REAR END PANEL, REAR BUMPER & ETC	1		600.00	600.00
LABOUR CHARGES TO CHECK WIRING & ELECTRICAL WIRING SYSTEM & CENTRAL LOCKING SYSTEM.	1	JOB	20.00	20.00
TO TUFF KOTE & UNDERSEAL MATERIALS.	1	JOB	30.00	30.00

# Optima Werkz Pte Ltd

9A Serangoon North Avenue 5, Singapore 554500

Tel (+65) 6484 9919 Fax: (+65) 6481 1101

Co Reg & GST No: 201212455W

## TAX INVOICE

To: QBE INSURANCE (SINGAPORE ) PTE LTD

1 RAFFLES QUAY  
#29-10 SOUTH TOWER  
SINGAPORE 048583

Tel 62246633  
Fax: 65333270

INV NO. : 122001323  
INVOICE DATE : 29/02/2020  
REF : TP#999  
VEH NO. : SMQ3346P  
CAR MODEL : FIT 1.3GF  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
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Remarks: DOA: 13/01/2020 @ 0925HRS  
CLAIMANT: MS CARZ LEASING P/L  
TP VEHICLE: GBD5129K

Singapore Dollars: Five Thousand One Hundred Eighty-Five And Cent Twenty-Two Only

Name: \_\_\_\_\_

NRIC No.: \_\_\_\_\_

Signature: \_\_\_\_\_

SUB TOTAL	SGD	4,846.00
GST 7.00%	SGD	339.22
GRAND TOTAL	SGD	<u>5,185.22</u>

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs.  
I/We declare the repairs for above vehicle have been completed to my/our satisfaction.  
1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.  
2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.  
3) Goods sold are not refundable/returnable.

for Optima Werkz Pte Ltd



AUTHORISED SIGNATURE(S)

Original Invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount

**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-20-007375

Date of Request: 13/01/2020

Your Ref No:

Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date 13/01/2020  
Enquiry By Sharon Ten Chai Ling  
TP Vehicle No. GBD5129K  
Accident Date 13/01/2020

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.

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For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

**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-20-007375

Date of Request: 13/01/2020

Your Ref No:

Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date 13/01/2020  
Enquiry By Sharon Ten Chai Ling  
TP Vehicle No. GBD5129K  
Accident Date 13/01/2020

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBD5129K	QBE Insurance (Singapore) Pte Ltd	10/11/2019-09/11/2020	62246633

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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## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 11 December 2020 10:35 AM  
**To:** Andrew Lim  
**Cc:** Admin A; claims-singapore  
**Subject:** RE: [SEEK MANDATE] - QBE ref : VC013376 // LKK ref : CC6/QBE20000897/Kpa3q2

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at a global sum of \$5,600.00(all-in) with third party repairer.

We are currently pending for signed DV from third party and will proceed to close file once DV received. Thanks.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

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**From:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>  
**Sent:** Wednesday, 2 December 2020 2:39 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>  
**Subject:** RE: [SEEK MANDATE] - QBE ref : VC013376 // LKK ref : CC6/QBE20000897/Kpa3q2

Dear Hsiao Tong,

Please proceed as advised.

Thank you.

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**Andrew Lim**

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1243 | +65 6224 6633

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





Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore  
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia  
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 2 December 2020 12:43 pm  
**To:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [SEEK MANDATE] - QBE ref : VC013376 // LKK ref : CC6/QBE20000897/Kpa3q2

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

QBE ref : **VC013376**  
LKK ref : CC6/QBE20000897/Kpa3q2

Dear Sirs/Mdm,

**[ACCIDENT INVOLVING GBD5129K(QBE) AND SMQ3346P(TP) ON 13/01/2020]**

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "OPTIMA WERKZ PTE LTD" at **\$5,687.22(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 8,213.58	\$ 5,185.22
2. Loss of Use (5days x \$120.00)-Private Hire	\$ 600.00	\$ 500.00(5days x \$100.00)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,815.58	<b><u>\$ 5,687.22</u></b>

Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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