

Our Ref : SLP6723G / TP#1010  
Your Ref : SGZ9959E

**WITHOUT PREJUDICE**

Date : 03 April 2020

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

Attention: Motor Claims Department

**ACCIDENT INVOLVING SLP6723G & SGZ9959E ON 06/02/2020  
ALONG BUKIT BATOK ROAD**

We refer to the above captioned.

We are claiming the below followings :

- Cost of Repair (incl. of GST )	S\$3,262.88
- Loss of Use (Private Hirer)	S\$600 (\$120.00 x 05 days)
- GIA/LTA search Fees	S\$2.00

<b>Grand Total</b>	<b>S\$3,864.88</b>
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If you have any enquiries, please contact our representative, Ms. Sharon Ten & Ms. Lily at 6481 152 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.*



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/CTI20002294/Kea3**

25 FEBRUARY 2020

**ONG PANG SOON  
BLK 721 JURONG WEST AVE 5  
#06-98  
SINGAPORE 640721**

Dear Sir/Madam,

**ACCIDENT INVOLVING SGZ 9959E AND SLP 6723G ON 06/02/2020**

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.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SLP 6723G against your motor insurance policy.

Based on the accident report, accident scenario and evidence at hand, 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,

Jasper Chua  
DID: 6841 2928  
FAX: 6741 4108  
Email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)

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

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN30491319077

Claim No : SNM20D200697

Claimant : OPTIMA WERKZ PTE LTD

Amount : S\$3,764.88

DOLLARS THREE THOUSAND SEVEN HUNDRED SIXTY FOUR AND CENTS  
EIGHTY EIGHT 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. : SLP 6723G

Insured Vehicle No. : SGZ 9959E

Date of Loss : 06/02/2020

Place of Accident : BUKIT BATOK 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 : ONG PANG SOON

Driver Name : ALVIN CHUA ZHIRONG

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.

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(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	3,262.88
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	500.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/Towing Fee/Disbursement	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL . . . . .	S\$	3,764.88
	=====	

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Claimant Name : OPTIMA WERKZ PTE LTD

NRIC No : 2XXXXX455W

Signature :



Date :

2/7/2020

**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: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel 63896116  
Fax: 62221033

INV NO. : 122002031  
INVOICE DATE : 01/04/2020  
REF : TP#1010  
VEH NO. : SLP6723G  
CAR MODEL : AQUA HYBRID 1.5  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
FRONT BUMPER	1	PCS	843.38	843.38
FRONT BUMPER SIDE BRACKET LH	1	PCS	50.70	50.70
FRONT BUMPER CLIPS	1	PCS	33.00	33.00
FRONT BUMPER LAMP LH	1	PCS	139.28	139.28
FRONT FENDER LH	1	PCS	358.28	358.28
FRONT FENDER "HYBRID" EMBLEM LH	1	PCS	66.90	66.90
FRONT FENDER INNER LINER LH	1	PCS	162.70	162.70
FRONT FENDER INNER LINER CLIPS LH	1	PCS	43.50	43.50
FRONT WHEEL CAP LH	1	PCS	141.68	141.68
LABOUR CHARGES TO REMOVE,REPLACE,REPAIR,READJUST ALL ACCIDENT AREAS & ETC.	1	JOB	480.00	480.00
LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINT & FURNISHING MATERIALS AT FRONT FENDER LH,FRONT BUMPER,FRONT DOOR LH & ETC.	1	JOB	600.00	600.00
LABOUR CHARGES TO REMOVE & RESTICK FRONT DOOR COMMERCIAL STICKER & ETC.	1	JOB	60.00	60.00
LABOUR CHARGES TO CHECK WIRING & ELECTRICAL SYSTEM. TO WHEEL ALIGNMENT & BALANCING	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: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel 63896116  
Fax: 62221033

INV NO. : 122002031  
INVOICE DATE : 01/04/2020  
REF : TP#1010  
VEH NO. : SLP6723G  
CAR MODEL : AQUA HYBRID 1.5  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
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Remarks: DOA: 06/02/2020 @ 2200 HRS  
CLAIMANT: OPTIMA WERKZ PTE LTD/ SZE THO CHANG SHENG  
TP VEHICLE: SGZ9959E

Singapore Dollars: Three Thousand Two Hundred Sixty-Two And Cent Eighty-Eight Only

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

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

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

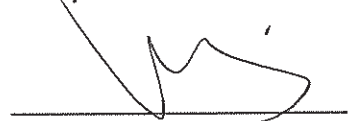
SUB TOTAL	SGD	3,049.42
GST 7.00%	SGD	213.46
GRAND TOTAL	SGD	<u>3,262.88</u>

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.

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

for Optima Werkz Pte Ltd

  
AUTHORISED SIGNATURE(S)

**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-20-022603

Date of Request: 07/02/2020

Your Ref No:

Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date 07/02/2020

Enquiry By Loi Ya Lee

TP Vehicle No. SGZ9959E

Accident Date 06/02/2020

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGZ9959E	China Taiping Insurance (Singapore) Pte. Ltd.	26/11/2019-25/11/2020	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-20-022603

Date of Request: 07/02/2020

Your Ref No:

Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date 07/02/2020  
Enquiry By Loi Ya Lee  
TP Vehicle No. SGZ9959E  
Accident Date 06/02/2020

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.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

**RE: [MANDATE REQUEST] Re: OUR REF: SNM20D200697/C02 - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020**

Cecilia Low <cecilia.low@sg.cntaiping.com>

Fri 6/5/2020 1:00 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Dear Asher

Please proceed as proposed.

Thank you.

**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 correspondences should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

**Cecilia Low (Ms)**

Senior Executive

Claims

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]

**Sent:** Wednesday, 3 June 2020 9:03 AM

**To:** Cecilia Low <cecilia.low@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

**Subject:** Re: [MANDATE REQUEST] Re: OUR REF: SNM20D200697/SGZ9959E/CECILIA - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Hi Sir,

We refer to our email dated 24/04/20.

Third party is chasing for settlement.

Kindly let us have your approval / instruction if any.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@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.**

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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Friday, May 15, 2020 2:48 PM



**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** Re: [MANDATE REQUEST] Re: OUR REF: SNM20D200697/SGZ9959E/CECILIA - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Hi Sir,

We refer to our email dated 24/04/20.

Third party is chasing for settlement.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@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.*

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**From:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Friday, April 24, 2020 2:00 PM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** [MANDATE REQUEST] Re: OUR REF: SNM20D200697/SGZ9959E/CECILIA - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Your ref : SNM20D200697

Our ref : CC6/CTI20002294/Kea3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured changed lane and hit third party vehicle. We are of the opinion that BOLA scenario 15 is applicable for this matter. Liability is not in our insured'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 repairer " **OPTIMA WERKZ PTE LTD**" at **\$3,764.88 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 5,510.65	\$ 3,262.88
2. Loss of Use (6days x \$120)	\$ 600.00	\$ 500.00 (5days x \$100) [PRIVATE HIRER]
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total		<b>\$ 3,764.88</b>

Enclosed here with all the relevant documents for your perusal.

**For your approval please.**

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@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.**

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**From:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Sent:** Wednesday, February 12, 2020 1:14 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** RE: OUR REF: SNM20D200697/SGZ9959E/CECILIA - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Hi Asher

Please refer to attached for our insured's accident statement.  
Thank you.

**Cecilia Low (Ms)**

Senior Executive

Claims

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6222 1033

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Claims Dept of CTI

**Sent:** Wednesday, 12 February 2020 10:36 AM

**To:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>; Mei Kwan (LKKAuto <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; 'Asher Sng (LKKAuto' <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** OUR REF: SNM20D200697/SGZ9959E/CECILIA - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Dear Cecilia,

Please revert LKk.

Note : officer in charge – Cecilia 63896530.

**\*\*\* Kindly quote our reference number when replying.**

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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

**Sent:** Tuesday, February 11, 2020 3:29 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SGZ9959E (OI : CTI REF - TBA) AND SLP6723G (TP : LKK REF - CC6/CTI20002294/Kea3) on 06/02/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLP 6723G at M/s Optima Werkz Pte Ltd on a WP basis and TP repairer proposed for a direct settlement

Enclosed for your perusal is:

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

Please let us have a copy of insured's accident 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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