

**ESTEEM PERFORMANCE PTE LTD**

Blk 5033 Ang Mo Kio, Ind Park 2 #01-251/ 250, 569536.  
Tel: +65-6484 1221 Fax: +65-6484 7829 Website: www.esteemperf.com.sg

Your Ref : D20000167MFSH - Karent  
Our Ref : CIV1303116 / SLG 2992 U

Date : 20.03.2020

MS FIRST CAPITAL LTD  
36 Robinson Road  
#16-01 City House  
Singapore 068877

RE : ACCIDENT INVOLVING SLG 2992 U & SHA 1786 J  
ACCIDENT DATE 04.01.2020  
ACCIDENT ALONG ROCHESTER MALL

We are the workshop for the owner of motor vehicle no : SLG 2992 U which was involved in the captioned accident. The vehicle was surveyed by an independent appraiser and the claims below are based on its recommendation sum being for the repair cost and the period of repair (Strictly on a Without Prejudice Basis)

As the accident was caused by the negligent act of your insured SHA 1786 J we are submitting these claims for your consideration.

1	Cost of repair	S \$	235.40
2	Loss of rental <u>2</u> days @ \$ <u>69.95</u> / day	S \$	139.90
3	Surveyor Fee	S \$	0.00
4	GIA report fees (S\$ 15.00 for search fee & S\$ 14.00 for each report fee)	S \$	0.00
5	LTA Fee	S \$	7.49
		<b>S \$</b>	<b>382.79</b>

We enclosed herewith the following documents to support the claims:-

- a) Authorization letter
- b) Final repair bill(s)
- c) LTA search
- d) GIA report(s) / result
- e) Insurance certificate, etc.....

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

Yours faithfully

*Carmen Lim*  
Claims Executive  
Email : [carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)

## LETTER OF AUTHORITY

To Whom It May Concern:

ACCIDENT INVOLVING SL6 2992 U & SHA 1786J along Rochester  
mall on 04.01.2020 @ 17:00

I, GRAB RENTALS PTE LTD Nric No. 201617200G  
of 18, Sin Ming Lane #01-08 Midview City Singapore 573960  
Owner of motor vehicle no. SL6 2992 U do hereby appoint M/S  
ESTEEM PERFORMANCE PTE LTD as my authorized representation and  
\_\_\_\_\_ as my solicitors to write, to negotiate and settle my claim against  
the other party/parties involved in the above mentioned accident. M/S ESTEEM  
PERFORMANCE PTE LTD shall have absolute discretion to settle the matter at the best  
terms.

I also confirm and instruct that any agreed settlement sum in respect of my claim be paid to  
M/S ESTEEM PERFORMANCE PTE LTD and such payment will constitute a full and final  
discharge of my claims.

I further authorize M/S ESTEEM PERFORMANCE PTE LTD to execute the discharge  
voucher on my behalf.

Signature of Owner



### DISCHARGE RECEIPT

CLAIM REFERENCE : D20000167MFSH  
ACCIDENT DATE : 04/01/2020  
ACCIDENT LOCATION : ROCHESTER MALL DROP OFF POINT  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : CHIN ROBERT  
INSURED VEHICLE : SHA 1786J  
INVOLVED PARTY : SLG 2992U  
SETTLEMENT SUM : \$312.84

I/We, the undernoted CLAIMANT being the person/entity entitled to receive the compensation in relation to the accident, hereby agree to accept the SETTLEMENT SUM as full and final settlement of all claims for damages, costs & disbursements arising out of the ACCIDENT, and I/WE also agree that the said settlement sum:

1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

2. is accepted by me/us to the intent that the said MS First Capital Insurance Limited and /or its INSURED and/or its INSURED DRIVER be absolutely and finally discharged from all claims whatsoever which I/WE now or hereafter may have arising out of or connected with or traceable to the said accident.

I/WE acknowledge that this DISCHARGE RECEIPT is not to be construed as an admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and /or its INSURED DRIVER and it shall not be used as evidence in any claims or actions which may be made against them or any of them.

CLAIMANT : GRAB RENTALS PTE LTD

Signature and Date :



WITNESS :

Carmen Lim  
G8278146W  
Blk 5033 AMK Ind Park 2  
#01-259, Singapore 569536  
Tel: 8799 0066 Fax: 6259 3326

Signature and Date :



"The contents of this document apply to vehicle damages only  
All personal injuries and damages arising therefrom are excluded  
from the ambit and application of this document"





# ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio Industrial Park 2, #01-259/01-251, Singapore 569536.

Tel : 6484 1221 Fax : 6484 7829

385 Sin Ming Drive (Inside Vicom) Singapore 575718.

Tel : 6753 2112 Fax : 6451 0394

Co. Reg No. : 200005485N GST Reg No. : 20-0005485-N

M/S : MS First Capital Ltd  
36 Robinson Road  
#16-01 City House  
Singapore 068877

ATTN: Motor Claim Department

Your Ref No: D20000167MFSH  
Claim Type: Third Party  
Accident Date: 04/01/2020  
TP Veh Reg No: SHA1786J

Claim No: CER1302382  
Final No: CIV1303116  
Date: 19 Mar 2020  
Policy No:  
Veh Reg No: SLG2992U  
Make/Model: TOYOTA PRIUS  
HYBRID 1.8 CVT  
Chassis No: JTDKB3FU703534982  
Engine No: 2ZRR949903  
Reg. Date: 27/09/2016

## Tax Invoice to Vehicle No :SLG2992U

Description	Quantity	List Price	Amount
		<u>S\$</u>	<u>S\$</u>
Others			
1 COST OF REPAIR	1 PCS	220.00	
		220.00	220.00
Total			S\$ 220.00
Add GST @ 7%			15.40
Total Amount Payable			S\$ 235.40

TOTAL: SINGAPORE DOLLAR TWO HUNDRED THIRTY FIVE AND CENTS FORTY ONLY

The above vehicle was surveyed by KENNETH on 02/03/2020

For Esteem Performance Pte Ltd

E. & O. E.



AUTHORISED SIGNATURE

**CONFIDENTIAL**  
**SCHEDULE TO VEHICLE RENTAL AGREEMENT**

Date:	5 Nov 2019	Vehicle Rental Agreement No	3805
<b>Rental Details</b>		<b>Additional Driver (if any)</b>	
Name	Goh Eng Chee	Name	
Address	197 Westwood Avenue	Address	
Date of Birth	18 Sep 1966	Date of Birth	
NRIC/Passport No.	S1740865H	NRIC No.	
Driving License No.	S1740865H	Driving License No.	
Telephone No.	6592255571	Telephone No.	
Mobile No.	6592255571	Mobile No.	
<b>Vehicle Description</b>		<b>Additional Driver (if any)</b>	
Vehicle No.	SLG2992U	Name	
Make/Model	Toyota Prius	Address	
<b>Rental Period</b>		Date Of Birth	
Minimum Rental Period	7	NRIC No.	
Date/ Time Checked Out	5 Nov 2019	Driving License No.	
No. of Days	7	Telephone No.	
Expected Date/Time of Return	1 May 2020	Mobile No.	
Actual Date/ Time of Return			

<b>Rental Charges* &amp; Deposit</b>			
( ) RR Rental Charges/Days	Per day @ S\$69.95 Per week @ S\$489.65	Deposit Received	S\$500.00
( X ) ER Promotion Rental Charges/Day	Per day @ S\$69.95 Per week @ S\$489.65	Total Amount Received*	
( X ) CDW Charges/Day	Per day @ S\$4.28 Per week @ S\$29.96	*Inclusive GST	
Rental Period	7 days/1 weeks	Total Rental Charges	

<b>Insurance Matters Accident/Theft</b>				
Liability Assessment/Nature of incident	Non-Refundable Excess Payable by Renter*			Rental Charge / Replacement Vehicle
	Section 1 (Own Damage)*	Section 2 (3rd Party Damage If Applicable)*	Renter or authorised driver(s) is below 26 years of age	
3rd Party Fault	S\$2,140.00	S\$2,140.00	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Own Fault (inclusive of accidents in Malaysia)	S\$2,140.00	S\$2,140.00	S\$1,605.00	No waiver of Rental Charges & no replacement vehicle provided
Act of God	S\$2,140.00	Not applicable	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Stolen Vehicle	S\$2,140.00	Not applicable	S\$1,605.00	Rental Charges waived or replacement vehicle provided (subject to availability)
Damage to Windscreen	S\$107.00	Not applicable	Not applicable	No waiver of Rental Charges & no replacement vehicle provided
Unreported or late reporting of accidents	Renter is liable for 3rd parties & own vehicle repair costs associated with the accident			No waiver of Rental Charges & no replacement vehicle provided

\* excess payable is accumulative & inclusive of GST

<b>Payment Method</b>			
( X ) Driver Wallet	S\$	( ) Cash	S\$
( ) Credit Card	S\$	( ) Debit Account	S\$
Type		Bank Name	
Card No.		Account No.	



**CONFIDENTIAL**

I, the Renter, agree that the Lessor may collect, use & disclose my personal data, as provided in this Schedule &/or pursuant to the Agreement from time to time, including my vehicle location information (through various channels and methods such as through the use of telematics technology), for the following purposes in accordance with the Personal Data Protection Act 2012 & the Lessor's group Privacy Policy (available at [www.grab.com/sg/privacy/](http://www.grab.com/sg/privacy/)):

- (a) administration of the vehicle rental under the Agreement;
- (b) to help maintain the safety, security and integrity of the products and services of the Grab group;
- (c) to improve and enhance the products and services of the Grab group;
- (d) to administer the driver-partner relationship between the Grab group and myself;
- (e) for internal tracking, analysis and administrative purposes;
- (f) to communicate with me; &
- (g) for the Lessor to comply with its obligations under law

☒ Further, I understand that my personal data may be used for marketing purposes by the Lessor, its affiliated companies or their partners; & I hereby consent to receive marketing & promotional materials by telephone, SMS or e-mail.

**Additional Notes:**

Where the Renter & all authorised drivers (each of which hold a valid PDVL or TDVL) are 26 years of age or older, the Renter shall enjoy the following Discount:

Renter shall only be liable to pay S\$535.00 in insurance excess (for each section) instead of the excess amount indicated in the Insurance Matters table above (Sections 1 & 2 ONLY) PROVIDED THAT the Renter fulfills all of the following:

- fulfilment of Minimum Rental Period
- timely payment of all Rental Charges at all times
- timely reporting of all accidents, thefts & other incidents in accordance with the Agreement
- there are no accidents, thefts or other incidents occurring within the first week of rental
- the Renter at all times is in full compliance with the Agreement & any other undertakings & arrangements entered into with Lessor or its affiliated entities

("Qualifying Incident")

The Lessor may at its sole discretion allow or disallow an incident to count as a Qualifying Incident.

The above Discount may be cancelled at any time at the Lessor's sole discretion. In the case of cancellation, the CDW Charges rate shall no longer apply & instead the ER Promotion Rental Charges rate (only) shall apply (subject to the relevant terms & conditions being continually fulfilled in order for the ER Promotion Rental Charges rate to apply), & the Lessor shall hold to the credit of the Renter the amount comprised in the CDW Charges (where paid) ("Credit Amount"). The Credit Amount may be applied by the Lessor to satisfy any & all costs & payments due to the Lessor under the Agreement.

Subject to Renter's fulfilment of Minimum Rental Period, Renter shall enjoy the following Discounts:

*[insert description of promotion(s) &/or refer to relevant section above if already described above]*

**Agreement**

The Renter has read, understood & agrees with all terms & conditions of this Agreement.



Renter's Signature/Stamp

Date:

Authorised Signatory/Stamp

Date:

# Land Transport Authority

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 10 Feb 2020 / 11:05:11

Receipt Date/Time : 10 Feb 2020 / 11:05:09

## Tax Invoice/Receipt

Receipt No. : ITNET-00000-200210-000810

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SMM9407D As at 08 Feb 2020/15:50:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SMM9407D Enquiry Fee 20200210110402774846	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Result of Insurance Enquiry - SGK6639C As at 29 Jan 2020/01:35:00 Insurance Co: NTUC INCOME INS CO-OP LTD				
2	Insurance Enquiry - SGK6639C Enquiry Fee 20200210110402895321	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Result of Insurance Enquiry - SHA1786J As at 04 Jan 2020/17:00:00 Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
3	Insurance Enquiry - SHA1786J Enquiry Fee 20200210110402985582	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Result of Insurance Enquiry - SLG47L As at 06 Jan 2020/14:30:00 Insurance Co: NTUC INCOME INS CO-OP LTD				
4	Insurance Enquiry - SLG47L Enquiry Fee 20200210110403093131	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		28.00	1.96	29.96
Rounding Difference				0.01
Total Amount Payable				29.95
Paid By				
	20200210110415129 Direct Debit: eNETS Debit (Internet Banking)			29.95
Total				29.95
Cash Change				0.00
Tendered Amount				29.95
Excess Refundable Amount				0.00

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



## Vic (LKKAUTO)

---

**From:** Karen Tan <karentan@msfirstcapital.com.sg>  
**Sent:** Wednesday, 25 March, 2020 10:52 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: <SEEK MANDATE> EXPRESS SETTLEMENT - RE: LOD SLG2992U / Your Ref : D20000167MFSH - LKK REF CC4/FCI20002892/Kha3

Dear Vic,

Further to our email earlier.

Please also obtain the CI and driving license.

*Best Regards,*

Karen Tan

Motor Claims Dept.  
MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP

Personal Data Protection Act 2012 ("PDPA"):  
Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement.

Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

---

**From:** Karen Tan  
**Sent:** Wednesday, March 25, 2020 10:50 AM  
**To:** 'Vic (LKKAUTO)' <vicalpeh@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** <SEEK MANDATE> EXPRESS SETTLEMENT - RE: LOD SLG2992U / Your Ref : D20000167MFSH - LKK REF CC4/FCI20002892/Kha3

Dear Vic,

As the damage is minor, please attempt to settle based on 1 day's rental. If workshop is unable to accept, you may settle as recommended.

*Best Regards,*

Karen Tan

Motor Claims Dept.  
MS First Capital Insurance Ltd | 36 Robinson Road #16-01 City House Singapore 068877 | DID : 6507 3582 | Fax No. : 6507 3849 | Company Regn. No. 195000106C

A Member of **MS&AD** INSURANCE GROUP



Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail.

**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Monday, March 23, 2020 11:11 AM

**To:** Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

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

**Subject:** <SEEK MANDATE> EXPRESS SETTLEMENT - RE: LOD SLG2992U / Your Ref : D20000167MFSH - LKK REF CC4/FCI20002892/Kha3

**Your Ref:** D20000167MFSH

**Our Ref:** CC4/FCI20002892/Kha3

Dear Karen,

ACCIDENT INVOLVING VEHICLES SHA 1786J AND SLG 2992U ON 04/01/2020

We refer further to your below email.

It was reported that Insured vehicle reversed and collided to the TP vehicle.

As such, liability is not to our Insured's favour.

We propose to offer to TP repairer "**ESTEEM PERFORMANCE PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 2,571.48	\$ 235.40
Loss of Rental (\$69.95 x 2 days) - GRAB	\$ 139.90	\$ 139.90
LTA Search Fee	\$ 7.49	\$ 7.49
<b>TOTAL</b>	<b>\$ 2,718.87</b>	<b>\$ 382.79</b>

**Breakdown of days is as follows:**

Our surveyor's recommended days to repair	1 day
Weekends / Downtime	1 day
<b>TOTAL</b>	<b>2 days</b>

The above is for your approval and/or further instructions please.

Thank you.