

PREMIER AUTOMOTIVE SERVICES PTE LTD

23 CHANGI SOUTH AVE 2 #01-02
SINGAPORE 486443
TEL:65446689 FAX:62141511
CO. REG:200707743D GST REG:200707743D

Our Ref: **SHC6942G/SR/ey**

WITHOUT PREJUDICE

8 June 2020

(By Email)

Attn: The Motor Claims Department

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

Dear Sir/Madam

ACCIDENT INVOLVING SHC6942G AND YQ2079A ALONG BUKIT HO SWEE CRESCENT – JLN BUKIT HO SWEE ON 06.05.2020.

We have been authorized by Premier Taxis Pte Ltd, the owner of Taxi vehicle number: **SHC6942G**, to claim against the party/parties responsible for the damages arising from the above-mentioned accident.

Our records show that you are the insurers of vehicle number: **YQ2079A** at the material time of the accident with the driver of our client's vehicle, **Mr. Khong Heng Seng**.

As a result of the accident caused by your Insured Driver's negligent driving and/or management of your insured's Vehicle Number: **YQ2079A**, our client's vehicle was damaged and we have been put to loss and damage as follows:

(1) Cost of repair (including GST)	\$ 1,765.50
(2) Loss of Rental – 6 Days @\$99.51 per day	\$ 597.06
(3) Loss of Income – 6 Days @\$100.00per day	\$ 600.00
(4) GIA Fee	\$ 2.00
	<u>\$ 2,964.56</u>

A copy of each of the following supporting documents is enclosed:

- (1) GIA report & sketch plan of **SHC6942G**
- (2) Driver's I/C and Driving Licence
- (3) Vehicle Registration card, Certificate of Insurance & Certification Letter
- (4) Check In/Out Voucher
- (5) GIA search

PREMIER AUTOMOTIVE SERVICES PTE LTD

23 CHANGI SOUTH AVE 2 #01-02

SINGAPORE 486443

TEL:65446689 FAX:62141511

CO. REG:200707743D GST REG:200707743D

Our Ref: **SHC6942G/SR/ey**

We would appreciate if you could look into the subject matter and let us have your favorable offer within 14 days. If you are agreeable to the settlement of the above said claims, please forward us your discharge voucher as for our client's signature and payment made to "Premier Automotive Services Pte Ltd".

Please note that if we do not hear from you within the stipulated 14 days, we will have no alternative but to appoint our solicitor to act on our behalf to commence proceedings against you without further notice to you.

Yours faithfully,

Claims Department – Shafawati Md Rabu

Email: shafawati.rabu@premierauto.com.sg

DID: 64100946

NB: We encourage all parties to liaise with us via email to expedite all matters

PS: Please quote our reference no when replying

c.c. Client – Premier Taxis Pte Ltd

This is a computer-generated letter. No signature is required.

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Thursday, 14 May 2020 5:24 PM
To: leening@monzone-aircon.com
Subject: ACCIDENT INVOLVING YQ 2079A AND SHC 6942G ON 06/05/2020

Our Ref: CC3/QBE20005582/Fds3

MONZONE AIR CONDITIONING PTE LTD

ATTN: THE MANAGEMENT

Dear Sir/Madam,

ACCIDENT INVOLVING YQ 2079A AND SHC 6942G ON 06/05/2020

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, QBE INSURANCE (SINGAPORE) PTE LTD to deal with the third party claim against your policy.

We have received a claim from SHC 6942G against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. 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 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.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

WITHOUT PREJUDICE

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

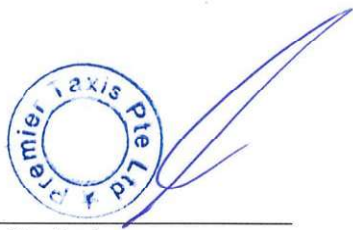
Attn: **The Motor Claims Department**

Dear Sir/Madam,

**ACCIDENT INVOLVING SHC6942G AND YQ2079A ALONG BUKIT HO SWEE
CRESCENT – JLN BUKIT HO SWEE ON 06.05.2020.**

We, Premier Taxis Pte Ltd, the registered owner of vehicle No: **SHC6942G**. We, hereby authorize the said workshop, M/s Premier Automotive Services Pte Ltd to execute sign discharge voucher/Indemnity forms and all necessary documents in connection with and arising out of the above claim, and collect all compensation monies due to us from you or any other party, regarding the said accident.

Thank You.



Premier Taxis Pte Ltd
Authorized Signatory

Date 7/7/2020

This Settlement excludes any
bodily injuries arising out of the
above said accident and pertains
to property damage only

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SHC6942G/SR/ey
Our Reference : VC013692

I/We, **PREMIER TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **TWO THOUSAND THREE HUNDRED SIXTY FIVE AND CENTS FIFTY FOUR ONLY (S\$2,365.54)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**MONZONE AIR CONDITIONING PTE LTD**', over damage to my/our vehicle **SHC 6942G** from an accident involving **YQ 2079A** at/along **BUKIT HO SWEE CRESCENT - JLN BUKIT HO SWEE**, which occurred on **06/05/2020** at about **10:00hours**.

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 '**MONZONE AIR CONDITIONING 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) 07 of (month) JULY (year) 2020

Signature

PREMIER TAXIS PTE LTD
Claimant's Name

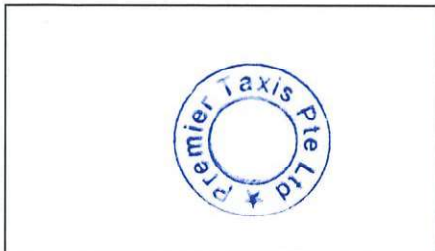
200304975H

FIN/NRIC No.

23 CHANGI SOUTH AVE 2

(S) 486443

Address



Company stamp if applicable

Witness's Signature

SHAFAWATI MD RABU
Witness's Name

FIN/NRIC No.

Address

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

Premier Automotive Services Pte Ltd

23 Changi South Avenue 2

#04-02

Singapore 486443

GST: 200707743D ROC: 200707743D

Phone: (65) 6214 8880

Fax: (65) 6214 4498

Tax Invoice



Date	Page
Jul 13, 2020	1
Invoice Number	
IV2007008652	

Sold To:

QBE Insurance (Singapore) Pte Ltd
60 Anson Road #11-01
Mapletree Anson
Singapore 079914

Ship To:

QBE Insurance (Singapore) Pte Ltd
60 Anson Road #11-01
Mapletree Anson
Singapore 079914

Shipment / DO No.	Order Date	Vehicle No.	Case ID	PO Number	Terms
SM2007011138		SHC6942G	TP/200506/SHC6942G		30D

S/N	Item Number	Description	Qty. Shp.	Unit Price	Total Discount	Total Amount
1	ICGST1	Cost of Repair (subject to GST)			0.00	1,650.00
2	ICGST2	Loss of Rental (subject to GST)			0.00	372.00
3	ICGIA	GIA Search Fee (subject to GST)			0.00	1.87
4	ICNGST	Misc Charges (not subject to GST)			0.00	200.00

Comments:

Accident involving YQ2079A on 6/5/20

Authorised By:

A handwritten signature in blue ink, appearing to be "M. S. S.", written over a horizontal line.

Subtotal	2,223.87
Less discount	0.00
Total amount	2,223.87
GST 7%	141.67
Grand total	2,365.54



15 May 2020

To Whom It May Concern

Dear Sir/Madam

CERTIFICATION LETTER

This letter serves to inform that Khong Heng Seng of NRIC Number S1365998B is a registered driver of SHC6942G. Khong Heng Seng is paying daily rental rate of \$99.51 (Inclusive of GST).

Should you require further information, please contact us at 6214 8880.

Thank you.

Yours sincerely

A handwritten signature in black ink, appearing to be "Chin Bee Lian".

Chin Bee Lian (Ms)

Assistant Vice President

Taxis Administration

Prepared By: Hasnah

PREMIER TAXIS PTE LTD
23 Changi South Avenue 2
#03-02
Singapore 486443
Telephone: +65 6214 8880 Fax: +65 6214 0330
www.premiertaxi.com.sg
Co. Reg. No. 200304975H



REPLACEMENT VEH GIVEN YES / NO

VEH NO. _____

JOB NO. _____

CHECK IN / OUT VOUCHER

DRIVER'S NAME <u>CHONG HENG SENG</u>	
NRIC <u>S 1365998/B</u>	HANDPHONE <u>94566526</u>
TAXI REGN NO. <u>S H C 69426</u>	MAKE / MODEL <u>K02</u>
DATE IN <u>06/05/20</u> TIME IN <u>1240</u>	DATE OUT <u>06/05/20</u> TIME OUT <u>1400</u>
KILOMETRES IN <u> </u> FUEL IN <u>E 1/4 1/2 3/4 F</u>	KILOMETRES OUT <u> </u> FUEL OUT <u>E 1/4 1/2 3/4 F</u>

TAXI METER DOWNLOADED

YES

NO

DATE / TIME TOWED IN TO WORKSHOP

D D M M Y Y H H M M

DATE / TIME CALL TO DRIVER FOR VEHICLE COLLECTION

D D M M Y Y H H M M

I ACKNOWLEDGE AND CONFIRM THAT I HAVE EXAMINED THE ABOVE SAID VEHICLE AND THAT THE SAME IS IN GOOD CONDITION AND TO MY SATISFACTION IN EVERY RESPECT TOGETHER WITH THE ACCESSORIES / ITEMS LIST ABOVE. THIS VOUCHER IS USED IN CONJUNCTION WITH THE TERM RENTAL AGREEMENT.

CHECK IN

CHECK OUT

DRIVER'S NAME

DRIVER'S SIGNATURE / DATE / TIME

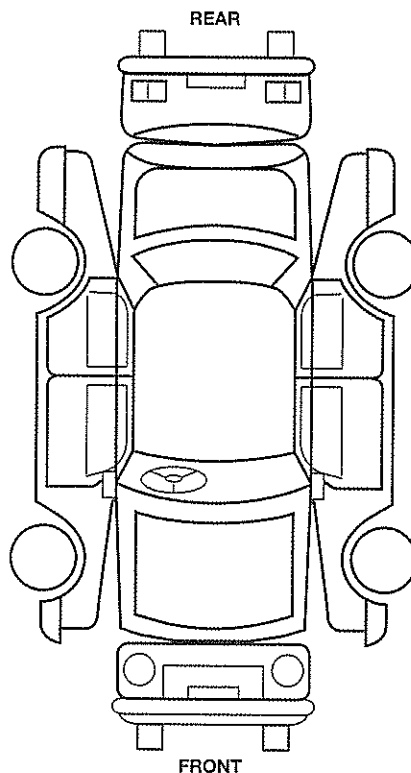
CHECKED IN BY
(PREMIER'S AUTHORISED WORKSHOP)

DRIVER'S NAME

DRIVER'S SIGNATURE / DATE / TIME

CHECKED OUT BY
(PREMIER'S AUTHORISED WORKSHOP)

INDICATE AREA OF DAMAGE HERE:



BODY MARKINGS

1 - Light Dent
2 - Serious Dent
3 - Light Scratch
4 - Serious Scratch5 - Damaged
6 - Chip
7 - Crack
8 - Peeling

SERVICE / REPAIRS DONE

DRIVER'S REMARKS

☐ SERVICING ☐ OTHERS:☐ T / BELT☐ AIRCON SYSTEM ☐ ACCIDENT: DATE / TIME of ACCIDENT:☐ TURBO☐ BRAKE SYSTEM☐ CLUTCH SYSTEM☐ BULB☐ UNDER CARRIAGE☐ CPF☐ BATTERY

06/05/20 0956
TP/L

**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-20-061832

Date of Request: 06/05/2020

Your Ref No:

Online Purchase

Premier Automotive Services Pte Ltd
23 Changi South Ave 2
#01-02
Singapore 486443

Dear Sir/Madam,

Enquiry Date 06/05/2020
Enquiry By GOH WEE DEK
TP Vehicle No. YQ2079A
Accident Date 06/05/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
YQ2079A	QBE Insurance (Singapore) Pte Ltd	29/08/2019-28/08/2020	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.

This is a computer generated document and requires no signature.



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-20-061832

Date of Request: 06/05/2020

Your Ref No:

Online Purchase

Premier Automotive Services Pte Ltd
23 Changi South Ave 2
#01-02
Singapore 486443

Dear Sir/Madam,

Enquiry Date 06/05/2020
Enquiry By GOH WEE DEK
TP Vehicle No. YQ2079A
Accident Date 06/05/2020

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

Jia Le (LKK Auto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Monday, 6 July 2020 5:10 PM
To: Jia Le (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Jia Le,

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, 6 July 2020 5:06 PM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Andrew,

Loss of Rental should be \$398.04.

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,932.17	\$ 1,765.50
2. Loss of Rental (6days x \$99.51)	\$ 597.06	\$ 398.04 (4days x \$99.51)
3. Loss of Income (6days x \$100)	\$ 600.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,131.23	\$ 2,365.54

Thank you.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Andrew Lim [mailto:andrew.lim@qbe.com]

Sent: Monday, 6 July 2020 4:57 PM

To: Jia Le (LKK Auto)

Cc: Admin A; claims-singapore

Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Jia Le,

I think there is a miscalculation for the loss of rental.

Is it \$398.04 instead of \$840.00? Please confirm.

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,932.17	\$ 1,765.50
2. Loss of Rental (6days x \$99.51)	\$ 597.06	\$ 840.00 (4days x \$99.51) \$398.04
3. Loss of Income (6days x \$100)	\$ 600.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,131.23	\$ 2,807.50

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: Jia Le (LKK Auto) <JiaLe@lkkauto.com>

Sent: Monday, 29 June 2020 1:47 PM

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

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

QBE Ref: **VC013692**

LKK Ref: CC3/QBE20005582/Fds3

Dear Sirs/Madam,

ACCIDENT INVOLVING YQ 2079A(OI) AND SHC 6942G(TP) ON 06/05/2020

We refer to the above matter.

Insured driver collided onto third party stationary vehicle. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he is aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, "**PREMIER AUTOMOTIVE SERVICES PTE LTD**" is as follows:

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,932.17	\$ 1,765.50
2. Loss of Rental (6days x \$99.51)	\$ 597.06	\$ 840.00 (4days x \$99.51)
3. Loss of Income (6days x \$100)	\$ 600.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,131.23	<u>\$ 2,807.50</u>

**02days recommendation for repair + 1PH + 1PRS = 4days.

For your approval please.

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.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 13 May 2020 4:33 PM

To: Su Li (LKK Auto)

Cc: Jia Le (LKK Auto); Admin A; claims-singapore

Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Su Li,

Please refer to the attached document.

Our insured has reported the accident.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633



From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 11 May 2020 10:09 AM
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Andrew,

Noted with thnaks.

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Andrew Lim [<mailto:andrew.lim@qbe.com>]
Sent: Monday, 11 May 2020 10:06 AM
To: Su Li (LKK Auto)
Cc: Jia Le (LKK Auto); Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - VC013692) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Su Li,

Our insured has not reported the accident.

We will update you once he has reported.

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 8 May 2020 5:18 PM

To: Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving YQ 2079A (OI : QBE - TBA) AND SHC 6942G (TP : LKK REF - CC3/QBE20005582/Fds3) on 06/05/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 6942G at M/s PREMIER AUTOMOTIVE SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jia Le.

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

** 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.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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