



CITY AUTO PTE LTD

One Stop Automotive Solution

BLK 8, SIN MING IND. ESTATE #01-60/62, SIN MING ROAD, SINGAPORE 575643

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Your ref: SLH6250X
Our ref: JO202009-0525

16/09/2020

WITHOUT PREJUDICE

Attn: Motor Claim Dept

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Dear Sir/Mdm,

Accident involving SLP7284A and SLH6250X on 30/05/2020

We refer to the above said accident.

We enclosed here with relevant documents as stated below:-

- Repair tax invoice
- Letter of authorization

As instructed, we are claiming the following as stated below:-

Cost of Repair	:	S\$ 3,515.59
Loss of use (5 Days x \$100.00)	:	S\$ 500.00
		<u>S\$ 4,015.59</u>

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Vronica Law (Claim dept.)

Tel: 6453 1235

Fax: 64537944

Email: cityauto@singnet.com.sg



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-80/82, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: NG KAH TEE TERESA NRIC: S1308391F

Address: 9 THOMSON GREEN SINGAPORE 574866

Name of Driver: NG KAH TEE TERESA NRIC: S1308391F

Address: 9 THOMSON GREEN SINGAPORE 574866

Accident on 30/06/2020 Involving SLH6290X AND SLP 7284A

At/along IN FRONT OF 9 THOMSON GREEN

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle MAZDA 3
at my/our request I/We the above owner of Motor Vehicle No: SLP 7284A do authorize
them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party
or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of
use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said
accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further
authorize them to give an absolute discharge on my/our behalf.

I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our
behalf concerning the said claim and such, all future correspondence should be addressed to the
said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a
valid discharge voucher or any other documents in connection with this on my/our behalf and for
me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject
to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises
therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of
repairs to my motor vehicle.

Owner Signature: *Ng Kah Tee*

Name: Ng Kah Tee Teresa

Date: 1 Jul 2020

Witness Signature: CITY AUTO PTE LTD

Blk 8 Sin Ming Road
#01-58/60/62 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

Date: _____

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00031322002

Claim No : SNM20D202032

Claimant : NG KAH TEE TERESA

Amount : S\$3,815.59

DOLLARS THREE THOUSAND EIGHT HUNDRED FIFTEEN AND CENTS
FIFTY NINE 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 7284A

Insured Vehicle No. : SLH 6250X

Date of Loss : 30/05/2020

Place of Accident : INFRONT OF 9 THOMSON GREEN

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 : LENTOR AMBULANCE PTE LTD

Driver Name : CHIA KOK MIN

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.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	3,515.59
(3) Loss of Use/ Rental/Earning	S\$	300.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/Towing Fee/Disbursement	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL	S\$	3,815.59
	=====	

Claimant Name : NG KAH TEE TERESA

NRIC No : SXXXX391F

Signature :



Date :

24/02/2021



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Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

TAX INVOICE

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: MOTOR CLAIM DEPARTMENT

Contact : 62222366

Fax No. : 62247175

Tax Invoice : I202009-000510

Date : 16/09/2020

Vehicle No. : SLP7284A

Make / Model : MAZDA MAZDA3 SEDAN 1.5 AT
EU6

Mileage (km) : 43428

Chassis No. : JM6BN22A8H0159661

Accident Date : 30/05/2020

Claim No. : SLH6250X

Reference : JO202009-0525

Policy No. : 5101262369-01

S/No.	Particular	Quantity	Unit Price	Amount
			<u>S\$</u>	<u>S\$</u>
LIST ITEMS :				
1	Front bumper	1.0	867.00	867.00
2	Front bumper retainer	2.0	28.00	56.00
3	Front bumper clip	10.0	5.00	50.00
4	Front bumper cap RH	1.0	39.00	39.00
5	RH headlamp	1.0	1,071.00	1,071.00
6	Front grille	1.0	156.00	156.00
7	Front grille chrome RH	1.0	192.00	192.00
8	Front grille chrome base RH	1.0	28.00	28.00
9	Front RH fender	1.0	351.00	351.00
10	Washer tank	1.0	120.00	120.00
11	Front RH signal lamp cover	1.0	27.00	27.00
List Total :				2,957.00
20% Discount S\$:				591.40
				<u>2,365.60</u>
LABOUR :				
- To check wiring and lighting			20.00	20.00
-To knock jackout damaged parts, panel beating,welding, align, refix and to renew accident parts			400.00	400.00
- Spray painting on affected & replace parts			500.00	500.00
LABOUR Total S\$:				<u>920.00</u>



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CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: MOTOR CLAIM DEPARTMENT

Contact : 62222366

Fax No. : 62247175

Tax Invoice : I202009-000510

Date : 16/09/2020

Vehicle No. : SLP7284A

Make / Model : MAZDA MAZDA3 SEDAN 1.5 AT
EU6

Mileage (km) : 43428

Chassis No. : JM6BN22A8H0159661

Accident Date : 30/05/2020

Claim No. : SLH6250X

Reference : JO202009-0525

Policy No. : 5101262369-01

S/No.	Particular	Quantity	Unit Price	Amount
			S\$	S\$

Total S\$: 3,285.60

GST @ 7% S\$: 229.99

Grand Total S\$: 3,515.59

CASH / NETS / CREDIT CARD PAYMENT ONLY

Customer's Signature/Co. Stamp


for CITY AUTO PTE LTD

Please note all works performed by City Auto Pte Ltd as performed in this invoice is subjected to the following Warranty conditions:

1) Any replacement of electrical components will carry 1 month warranty period from date of this invoice.

2) Any replacement of mechanical components will carry 3 months warranty period.

Please note that all warranty does not cover wear and tear conditions regardless of any components.

City Auto Pte Ltd reserves the right to determine any warranty conditions.

Thank You For Your Business !

ACCIDENT INVOLVING SLH 6250X AND SLP 7284A ON 30/05/2020

Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Wed 9/16/2020 9:35 AM

To: enquiry@lentorambulance.com <enquiry@lentorambulance.com>

Our Ref: CC6/CTI20006098/Kes3

16 SEPT 2020

LENTOR AMBULANCE PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING SLH 6250X AND SLP 7284A ON 30/05/2020

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.

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 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher
Case Handler
Email: ashersng@lkkauto.com

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

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.

RE: [MANDATE REQUEST] Re: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Chee So Chow <sochow.chee@sg.cntaiping.com>

Thu 1/14/2021 9:42 AM

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

Cc: Lionel Chua <lionel.chua@sg.cntaiping.com>

Hi Asher

We agree to your proposal to offer total **\$3,815.59**.

Please follow up with Lionel, the case handler, for assistance.

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

Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Main: (65) 6389 6116 | F: (65) 6222 5879

Email : claimsdept@sg.cntaiping.com

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Thursday, November 26, 2020 4:57 PM

To: Ben Tang <Ben.Tang@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Re: [MANDATE REQUEST] Re: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Hi Sir,

We refer to the email dated 10/09/2020.

Third party is chasing for offer / settlement.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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

Sent: Sunday, October 25, 2020 11:13 PM

To: Ben Tang <Ben.Tang@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: Re: [MANDATE REQUEST] Re: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Hi Sir,

We refer to the email dated 10/09/2020.

Third party is chasing for offer / settlement.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: 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.

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

Sent: Sunday, September 27, 2020 7:25 PM

To: Ben Tang <Ben.Tang@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: [MANDATE REQUEST] Re: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Your ref : SNM20D202032

Our ref : CC6/CTI20006098/Kes3n2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured hit third party parked vehicle. We are of the opinion that 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 "**CITY AUTO PTE LTD**" at **\$3,815.59 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 5,360.27	\$ 3,515.59
2. Loss of Use (5days x \$100)	\$ 500.00	\$ 300.00 (5days x \$60)
Total	\$ 5,860.27	\$ 3,815.59

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

email: 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.

From: Ben Tang <Ben.Tang@sg.cntaiping.com>
Sent: Friday, September 11, 2020 11:02 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Su Li

Please refer to attached insured SAS report for your perusal.

Thank you.

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Best Regards
Ben Tang
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6175 | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Friday, August 28, 2020 10:00 AM
To: Ben Tang <Ben.Tang@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

** 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: 6841 1467 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: Su Li (LKK Auto)

Sent: Monday, 17 August 2020 4:15 PM

To: Ben Tang

Cc: Admin A; Asher Sng (LKKAuto); Claims Dept of CTI

Subject: RE: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 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: Su Li (LKK Auto)

Sent: Thursday, 23 July 2020 2:08 PM

To: Ben Tang

Cc: Admin A; Asher Sng (LKKAuto); Claims Dept of CTI

Subject: FW: O/R : SNM20D202032/SLH6250X/tanghl2 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

Sent: Wednesday, 3 June 2020 9:09 PM

To: Diana (LKK Auto); Ben Tang

Cc: Admin A; Asher Sng (LKKAuto); Claims Dept of CTI

Subject: O/R : SNM20D202032/SLH6250X/tangh12 - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Ben,

Please revert LKK.

Note: officer in charge – Ben Tang 63896175

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

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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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Diana (LKK Auto) <diana@lkkauto.com>

Sent: Wednesday, June 3, 2020 4:56 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

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

Subject: Direct Settlement - Accident Involving SLH6250X (OI : CTI - TBA) AND SLP7284A (TP : LKK REF - CC6/CTI20006098/Kev3) on 30/05/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected third party vehicle SLP 7284A at M/s City Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- 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 Asher.

"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,

Diana | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 | email: Diana@lkkauto.com | fax: 6741-4108

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