

## Khanchna (LKK Auto)

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**From:** Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>  
**Sent:** Monday, September 21, 2020 10:13 AM  
**To:** Khanchna (LKK Auto)  
**Cc:** Andre Chow En De; Loi Ai Ting; Jojo Cheng; Coco Lu Ting  
**Subject:** Your Ref: CC4/Fcl20006901/ka3 (SHD8577J) Our Ref: SKX5775H DOA: 21/02/2020  
**Attachments:** SKX5775H - Letter of Demand.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Khanchna,

Pls. refer to attached LOD.

Our customer, Yeo Wen Hui claims as follows.

Cost of repair	\$ 1,958.10
Loss of rental	\$ 642.00 (\$107.00 x 6 days)
LTA search fee	\$ 7.45
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<b>Total</b>	<b>\$ 2,607.55</b>

Appreciate if you could quantify your offer of settlement the soonest.

Thank you so much.

Best regards,

**Larry Songcuan**  
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4658 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** Rasul (LKKAuto) <Rasul@lkkauto.com>  
**Sent:** 10 September 2020 04:02 PM  
**To:** Songcuan JR Lauro Araos <lauro.songcuan@cyclecarriage.com.sg>  
**Cc:** Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Jojo Cheng <jojo.cheng@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Khanchna (LKK Auto)

## AUTHORIZATION TO ACT

I, YEO WEN HUI ("the third party claimant")  
of BLK. 457 SEGAR ROAD #12-135 S 670457 (address), owner of  
SKX 5775 H (vehicle no.) hereby authorize  
CYCLE & CARRIAGE KIA PTE. LTD.  
("the workshop") to act for me with respect to my claim for repair costs  
and/or rental and/or loss of use ("claim") for my vehicle no. SKX 5775 H  
that was damaged pursuant to the accident which occurred on 21/02/2020  
(date) along NUH MEDICAL CENTRE CARPARK LEVEL 6  
(location) Involving vehicle no/s SHD 8577 J  
(\*the accident\*).

I further authorized the workshop to settle my above mentioned claim in a  
manner that they deem fit and the workshop is further authorized to receive  
payment further to settlement of my claim with payment cheque/s being  
made in favour of the workshop.

I further acknowledge that any settlement the workshop any reach on my  
behalf is on a without prejudice and without admission of liability basis insofar  
as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 21 day of FEB. (month) 20 20 (year)



Signed by "the third party claimant"



Signed by "the workshop"

**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20001236MFSH  
ACCIDENT DATE : 21/02/2020  
ACCIDENT LOCATION : NATIONAL UNIVERSITY HOSPITAL CAR PARK DECK 6  
INSURED : CITYCAB PTE LTD  
INSURED DRIVER : MAT ISA BIN SALLEH  
INSURED VEHICLE : SHD8577J  
INVOLVED PARTY : SKX 5775H  
SETTLEMENT SUM : \$2,500.55

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 : YEO WEN HUI

Signature and Date :

 6/12/20

WITNESS : LARRY SONG CHAN

Signature and Date :

 10/12/20





CYCLE &amp; CARRIAGE

**CYCLE & CARRIAGE KIA PTE LTD**  
**PANDAN GARDENS CUSTOMER SERVICE CENTRE**  
 209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240

**TAX INVOICE**

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
MS First Capital Insurance Limited	Cust No/Name /Mr Yeo Wen Hui (yao Wenhui)
Motor Claims Department	Reg No/Reg Date SKX5775H / 18/12/2015
36 Robinson Road #16-01	Date In/Mileage 11/08/2020/ 61389
City House	Chassis/Package KNAHU813MG7143087 /FS515N
Singapore 068877	Engine No G4NCFH019482
Contact No	Make/Model KIA/CARENS 2.0 A GDI EX
11/08/2020	Colour/Trim 9H / WK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00080	Cash	11/09/2020/ 08:25	TLC	884 / Lauro Songcuan	16644	81443889

Description of Goods / Services	Qty	Unit Price	Disc%	Amount
E PNT88000 REPAIR FRONT BUMPER, FRONT FENDER RH, FRONT DOOR RH				550.00
E PNT98000 SPRAY PAINT FOR FRONT BUMPER, FRONT FENDER RH, FRONT DOOR RH				1260.00
M SUNDRY SUNDRIES				20.00
Z TEXT TP FIRST CAPITAL - SHD8577J DOA: 21.02.2020 SURVEY: RASUL 11.08.2020 04 DAYS				
<i>Guarantee Your Warranty, Maintain with Cycle &amp; Carriage!</i>				

Parts	0.00	Nett	1,830.00
Labour	1,810.00	7% GST on	128.10
Standard Menu	0.00		
Specialist Job	0.00	Total Payable	1,958.10
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	20.00	Total Due	1,958.10
Total(w/o GST)	1,830.00		

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

**Mr Yeo Wen Hui C/O Cycle & Carriage Kia Pte Ltd**

457 Segar Road #12-135  
Singapore 670457

Agreement Period: 11/08/2020- 18/08/2020

**Tax Invoice**

**Inv No.** : RIN20080034  
**Date** : 18 Aug 2020  
**Ref** : SKX5775H  
**Curr** : SGD  
**Terms** : 7 Days  
**RA No.** : RRA20080013  
**Sales** : Justice Yu

#	Description	Qty	Unit	Unit Price	Amt
1	Rental (11/08/2020 to 16/08/2020) Vehicle Registration No. : SMQ4742Y Vehicle Model : SIENTA HYBRID 7-SEATER 1.5X CVT REF:SKX5775H	6.00	Day	100.00	600.00

This is a computer generated document.  
No signature is required.  
For Bank Transfer:  
SCB 01-063-8115-6  
DBS 072-009109-4

For PayNow:  
PayNow ID (SGD): 201900307RS01  
Or scan QR code for payment.

Kindly send payment advice to  
cclfinance@cyclecarriage.com.sg



Subtotal Before GST : S\$ 600.00  
7 % GST on S\$ 600.00 : S\$ 42.00  
**Total Amt Incl. GST : S\$ 642.00**

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 25 Jun 2020 / 17:46:43

Receipt Date/Time : 25 Jun 2020 / 17:46:43

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-200625-003223

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 - SHD8577J			
	As at 21 Feb 2020/17:30:00			
	Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED			
1	Insurance Enquiry - SHD8577J			
	Enquiry Fee	7.00	0.49	7.49
	20200625174508222912			
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
	<b>Paid By</b>			
	411911XXXXXX6391	eNETS Credit Card		7.45
	<b>Total</b>			7.45
	<b>Cash Change</b>			0.00
	<b>Tendered Amount</b>			7.45
	<b>Excess Refundable Amount</b>			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 may apply.

[> Back to OneMotoring](#)

## Enquire Vehicle's Insurance Particulars

### Thank You!

The insurance details of the vehicle you enquired can be found below. If you have entered a valid email address, a copy would have been sent to you.

Vehicle No.	Incident Date/Time	Insurance Company Name
SHD8577J	21 Feb 2020 / 17:30:00	MS FIRST CAPITAL INSURANCE LIMITED

[Save as PDF](#)[OK →](#)[Print](#)

**Re: Our Ref: D20001236MFSH MANDATE REQUEST - OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020 \*\*\* //EXPRESS SETTLEMENT - LKK REF: CC4/FCI20006901/ka3**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Tue 24/11/2020 3:53 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at \$2,500.55(all-in) with third party repairer. Breakdown as follows: -

1. Cost of Repair (w/GST)	\$ 1,958.10
2. Loss of Rental (5days x \$100.00)(w/GST)	\$ 535.00
3. LTA/GIA Search Fee	\$ 7.45
<b>Total</b>	<b>\$ 2,500.55</b>

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

**\*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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>

**Sent:** Thursday, November 19, 2020 11:35 PM

**To:** Khanchna (LKK Auto) <khanchna@lkkauto.com>

**Cc:** Admin A <admin-a@lkkauto.com>

**Subject:** RE: Our Ref: D20001236MFSH MANDATE REQUEST - OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020 \*\*\*  
//EXPRESS SETTLEMENT - LKK REF: CC4/FCI20006901/ka3

Without Prejudice

Dear Khanchna,

You have our mandate to settle as follow:

COR : \$1,958.10

LOR : \$400 - \$642

LTA : \$7.45

To offer : \$2,365.55 - \$2,607.55

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company

Regn. No. 195000106C



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**From:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Sent:** Sunday, 1 November 2020 10:20 am

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

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

**Subject:** MANDATE REQUEST - OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020 \*\*\* //EXPRESS SETTLEMENT - LKK REF: CC4/FCI20006901/ka3

**YOUR REF: Please advice**

**LKK REF: [CC4/FCI20006901/R1ka3q2](#)**

Dear Sir/Madam,

We refer to the above matter.

Liability: 100% (BOLA 23)

Remarks: Insured driver reversed and collided into parked third party vehicle. Police outcome against Insured driver

We seek your approval to offer third party repairer "CYCLE & CARRIAGE KIA PTE LTD " at \$2,393.55 ~ \$2,607.55 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,028.10	\$ 1,958.10
2. Loss of Rental (6 days x \$100) (w/GST)	\$ 642.00	\$ 428.00 ~ 642.00 (4 ~6 days x \$100) (w/GST)
3.LTA Search	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 3,677.55</b>	<b><u>\$ 2,393.55 ~ \$2,607.55</u></b>

Surveyor recommended 4 days for repair + 2 PRS = 6 days

Enclosed herewith all the documents for your perusal.

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

*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,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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

**Sent:** Monday, August 17, 2020 7:42 PM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Subject:** RE: OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020 \*\*\* //EXPRESS SETTLEMENT - LKK  
**REF:** CC4/FCI20006901/ka3

**YOUR REF:** TBA  
**LKK REF:** CC4/FCI20006901/R1ka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SKX 5775H on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- PIR

Please take note that the case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

***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)

***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:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 2 July, 2020 11:49 AM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>

**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020 \*\*\* LKK REF: CC4/FCI20006901/ka3

Dear Eric,

We refer to the above matter.

Please email us TP supporting documents and insured's GIA report for our necessary action.

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)

***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:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Thursday, 2 July, 2020 11:45 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Serene Ler <[Sereneler@msfirstcapital.com.sg](mailto:Sereneler@msfirstcapital.com.sg)>  
**Subject:** RE: OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020

Without Prejudice

Dear Mei Kwan,

Yes assigned to LKK.

We are agreeable with Express Settlement as per email attached.

Thank you.

Eric Woo  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email: [EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg) | Company  
Regn. No. 195000106C  
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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 1 July 2020 5:54 pm  
**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>  
**Subject:** FW: OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020

Hi eric,

This case will assign to LKK?

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)

***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:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Sent:** Wednesday, 1 July, 2020 12:39 PM  
**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020

Dear officer in charge,

Please advise us the liability for this case. Thank you

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** Coco Lu Ting  
**Sent:** Thursday, 25 June, 2020 6:04 PM  
**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Cc:** Andre Chow En De <[andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg)>; Don Bong Kiong Hua <[kionghua.bong@cyclecarriage.com.sg](mailto:kionghua.bong@cyclecarriage.com.sg)>; Edwin Abcede Caina <[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)>; Kevin Leong Wai Kit <[kevin.leong@cyclecarriage.com.sg](mailto:kevin.leong@cyclecarriage.com.sg)>  
**Subject:** OUR VEH SKX5775H, YOUR VEH SHD8577J ON 21/02/2020

Dear officer in charge,

Please advise us the liability for this case, we attached the PIR and video footage for your reference.

Best regards

Coco Lu Ting  
Executive – Customer Service  
Claim Division Operations Body & Paint Centre  
209 Pandan Gardens  
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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**From:** PGLJ06 <[PGLJ06@cyclecarriage.com.sg](mailto:PGLJ06@cyclecarriage.com.sg)>  
**Sent:** Thursday, 25 June, 2020 5:53 PM  
**To:** Coco Lu Ting <[coco.lu@cyclecarriage.com.sg](mailto:coco.lu@cyclecarriage.com.sg)>  
**Subject:** scan to email



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