

# 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: **SHC6994G/SR**

**WITHOUT PREJUDICE**

6 August 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 SHC6994G AND SJK6190T ALONG SLIP ROAD OF BUYONG ROAD INTO CTE/ANG MO KIO ON 03.07.2020**

We have been authorized by Premier Taxis Pte Ltd, the owner of Taxi vehicle number: **SHC6994G**, 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: **SJK6190T** at the material time of the accident with the driver of our client's vehicle, **Mr. Koh Chin Soon**.

As a result of the accident caused by your Insured Driver's negligent driving and/or management of your insured's Vehicle Number: **SJK6190T**, our client's vehicle was damaged and we have been put to loss and damage as follows:

(1) Cost of repair (including GST)	\$ 5,082.50
(2) Loss of Rental – 11 Days @\$44.94 per day	\$ 494.34
(3) Loss of Income – 11 Days @\$100.00 per day	\$ 1,100.00
(4) GIA Search	\$ 2.00
	<b><u>\$ 6,678.84</u></b>

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

- (1) GIA report / Police report & sketch plan of **SHC6994G**
- (2) Driver's I/C and Driving Licence
- (3) Final repair bill
- (4) Vehicle Registration card, Certificate of Insurance & Certification Letter
- (5) Check In/Out Voucher
- (6) 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: **SHC6994G/SR**

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](mailto: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.

**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 SHC6994G AND SJK6190T ALONG SLIP ROAD OF  
BUYONG ROAD INTO CTE/ANG MO KIO ON 03.07.2020**

We, Premier Taxis Pte Ltd, the registered owner of vehicle No: **SHC6994G**. 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 27/11/2020

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 : SHC6994G/SR  
Our Reference : VC013788

I/We, **PREMIER TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **FIVE THOUSAND SIX HUNDRED SEVENTY NINE AND CENTS EIGHT ONLY (S\$5,679.08)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**TANG LAI FUN**', over damage to my/our vehicle **SHC 6994G** from an accident involving **SJK 6190T** at/along **SLIP ROAD OF BUYONG ROAD INTO CTE/ANG MO KIO**, which occurred on **03 JUL 2020** at about **21:10hours**.

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 '**TANG LAI FUN**', 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) 27 of (month) NOV (year) 2020

Signature

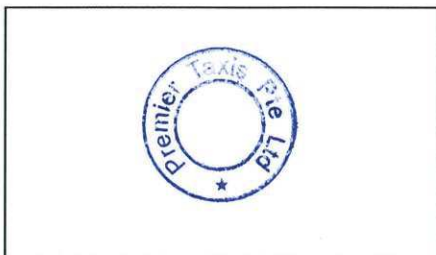
PREMIER TAXIS PTE LTD  
Claimant's Name

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  
(By Fax: 6534 5356)



PREMIER AUTOMOTIVE SERVICES PTE LTD  
OFFICE: 23 Changi South Avenue 2 #01-02 S(486443)  
TEL: 65436676 / 65436689 FAX: 62141511  
CO. REG NO.: 200707743D GST. REG. NO.: 200707743D

## TAX INVOICE

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

DATE 6-Aug-2020  
PAGE 1 OF 1

ITEM	Description	QTY	U.PRICE	AMOUNT
	FINAL REPAIR BILL FOR KIA OPTIMA REGN NO: SHC 6994 G			\$ 4,750.00
TOTAL LUMP SUM REPAIR COSTS AS RECOMMENDED BY SURVEYOR				\$ 4,750.00
GST @ 7%				\$ 332.50
GRAND TOTAL				\$ 5,082.50



for Premier Automotive Services Pte Ltd

(ALL THE REPAIR COSTS ARE SUBJECTED TO GST)



28 July 2020

To Whom It May Concern

Dear Sir/Madam

**CERTIFICATION LETTER**

This letter serves to inform that Png Tiong Soon of NRIC Number S1541014J is a registered driver of SHC6994G. Png Tiong Soon is paying a discounted daily rental rate of \$44.94 (Inclusive of GST) on 03 Jul 2020.

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](http://www.premiertaxi.com.sg)  
Co. Reg. No. 200304975H



**CHECK IN / OUT VOUCHER**

DRIVER'S NAME <u>KOH CHIN SOON</u>											
NRIC s <u>S0081674D</u>	HANDPHONE <u>93699706</u>										
TAXI REGN NO. s <u>HC6994G</u>	MAKE / MODEL <u>K02</u>										
DATE IN <u>040720</u> TIME IN <u>0900</u>	DATE OUT <u>140720</u> TIME OUT <u>0900</u>										
KILOMETRES IN <u>607505</u> FUEL IN <table border="1"><tr><td>E</td><td>1/4</td><td>1/2</td><td>3/4</td><td>F</td></tr></table>	E	1/4	1/2	3/4	F	KILOMETRES OUT <u>        </u> FUEL OUT <table border="1"><tr><td>E</td><td>1/4</td><td>1/2</td><td>3/4</td><td>F</td></tr></table>	E	1/4	1/2	3/4	F
E	1/4	1/2	3/4	F							
E	1/4	1/2	3/4	F							

TAXI METER DOWNLOADED

**YES**
**NO**

DATE / TIME TOWED IN TO WORKSHOP

DATE / TIME CALL TO DRIVER FOR VEHICLE COLLECTION

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**
KOH CHIN SOON

DRIVER'S NAME



DRIVER'S SIGNATURE / DATE / TIME

**CHECK OUT**
PNG TIONG SOON

DRIVER'S NAME

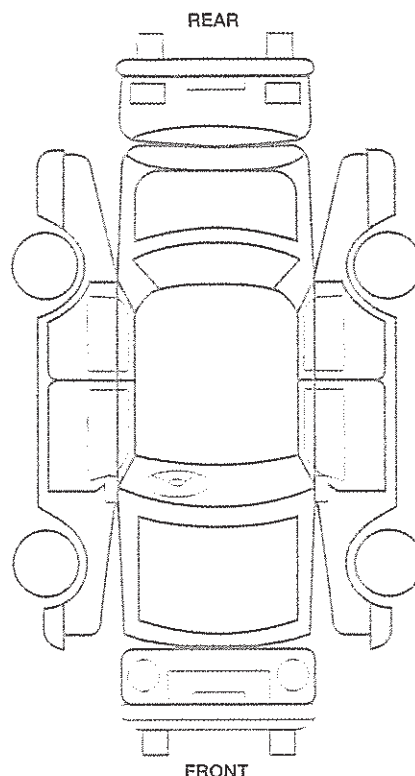


DRIVER'S SIGNATURE / DATE / TIME

CHECKED IN BY  
(PREMIER'S AUTHORISED WORKSHOP)

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 Scratch

5 - Damaged  
6 - Chip  
7 - Crack  
8 - Peeling

SERVICE / REPAIRS DONE	DRIVER'S REMARKS
<input type="checkbox"/> SERVICING <input type="checkbox"/> OTHERS: <input type="checkbox"/> T / BELT <input type="checkbox"/> AIRCON SYSTEM <input type="checkbox"/> ACCIDENT: DATE / TIME of ACCIDENT: <input type="checkbox"/> TURBO <input type="checkbox"/> BRAKE SYSTEM <input type="checkbox"/> CLUTCH SYSTEM <input type="checkbox"/> BULB <input type="checkbox"/> UNDER CARRIAGE <input type="checkbox"/> CPF <input type="checkbox"/> BATTERY	



**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-20-078745

Date of Request: 06/07/2020

Your Ref No: Online Purchase

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

Dear Sir/Madam,

Enquiry Date 06/07/2020  
Enquiry By GOH WEE DEK  
TP Vehicle No. SJK6190T  
Accident Date 03/07/2020

#### Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJK6190T	QBE Insurance (Singapore) Pte Ltd	29/04/2020-28/04/2021	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.

 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-20-078745

Date of Request: 06/07/2020

Your Ref No: Online Purchase

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

Dear Sir/Madam,

Enquiry Date 06/07/2020  
Enquiry By GOH WEE DEK  
Vehicle No. SJK6190T  
Accident Date 03/07/2020

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:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

**Our Ref: CC3/QBE20007093/T1es3**

14 AUG 2020

**TANG LAI FUN**  
BLK 719 WOODLANDS AVE 6  
#05-630  
SINGAPORE 730719

Dear Sir/Madam,

**ACCIDENT INVOLVING SJK 6190T AND SHC 6994G ON 03/07/2020**

We refer to the above accident where we are acting for QBE 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 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.

Yours faithfully,

*asher*

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. QBE Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)

**VC013788 [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020**

Jenny Toh <jenny.toh@qbe.com>

Tue 11/24/2020 9:16 AM

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

Cc: claims-singapore <claims-singapore@qbe.com>

📎 1 attachments (95 KB)

RE: Your Ref: CC3/QBE20007093/T1es3 LOD / Accident involving SHC6994G and SJK6190T on 03.07.2020 (QBE Case);

Hi Asher

Please proceed.

regards

---

**Jenny Toh**

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#)

[LinkedIn](#)

[Twitter](#)



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

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

**Sent:** Monday, 23 November 2020 12:05 pm

**To:** Jenny Toh <jenny.toh@qbe.com>

**Cc:** claims-singapore <claims-singapore@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

**Subject:** Re: VC013788 [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Hi Jenny,

We refer to the above matter.

Third party disagreed with our offer and counter proposed 7days.

We seek your approval to offer repairer "**PREMIER AUTOMOTIVE SERVICES PTE LTD**" at **\$5,679.08(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 8,474.72	\$ 5,082.50
2. Loss of Rental (11days x \$44.94)	\$ 494.34	\$ 314.58 (7days x \$44.94)
3. Loss of Income (11days x \$100)	\$ 1,100.00	\$ 280.00 (7days x \$40)
4. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,071.06	\$ 5,679.08

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](mailto: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:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Sent:** Monday, November 2, 2020 4:21 PM

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

**Cc:** claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>; Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>

**Subject:** VC013788 [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020

Hi Asher

Please proceed as per advice.

Thank you.

---

**Jenny Toh**

Senior Assistant

Claims | Asia

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

+65 64771225

[Website](#)

[LinkedIn](#)

[Twitter](#)



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Monday, 2 November 2020 3:39 pm  
**To:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>  
**Cc:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>  
**Subject:** [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Your ref : TBA  
Our ref : CC3/QBE20007093/T1es3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

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 "**PREMIER AUTOMOTIVE SERVICES PTE LTD**" at **\$5,594.14 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 8,474.72	\$ 5,082.50
2. Loss of Rental (11days x \$44.94)	\$ 494.34	\$ 269.64 (6days x \$44.94)
3. Loss of Income (11days x \$100)	\$ 1,100.00	\$ 240.00 (6days x \$40)
4. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,071.06	<b>\$ 5,594.14</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**

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.**

---

**From:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>  
**Sent:** Friday, July 17, 2020 11:11 AM  
**To:** Diana (LKK Auto) <[diana@lkkauto.com](mailto:diana@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020

Dear Diana,

As requested.

---

**Andrew Lim**

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



---

**From:** Diana (LKK Auto) <[diana@lkkauto.com](mailto:diana@lkkauto.com)>  
**Sent:** Thursday, 16 July 2020 3:54 PM  
**To:** Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.com)>; Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJK6190T (OI : QBE - TBA) AND SHC6994G (TP : CC3/QBE20007093/T1es3) on 03/07/2020

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle **SHC 6994G** 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
- Preliminary advice
- TP GIA report

Please take note that the case handler in-charge is **Asher**.

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

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

Best Regards,

**Diana** Admin



**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [Diana@lkkauto.com](mailto:Diana@lkkauto.com) | fax: 6741-4108

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

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