

**ABWIN SERVICE PTE LTD**

17 KAKI BUKIT ROAD 4  
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809  
Tel: 67139400 Fax: 67139415  
Email: servicecentre@abwinm9.com Website: www.abwinm9.com  
Company Reg. No: 201318685G GST Reg. No: 201318685G



21-JUL-2020

**MS FIRST CAPITAL INSURANCE LIMITED**

36 ROBINSON ROAD, CITY HOUSE #16-01  
SINGAPORE 068877

Dear Sirs,

**ACCIDENT ON 09-Jul-2020 INVOLVING SJR3536M & SH7618E AT YISHUN AVENUE 8**

We are authorised repair workshop for the owner of vehicle, SJR3536M, which was involved in the captioned accident with your insured's vehicle. The vehicle owner has requested and authorised us to assist him/her in presenting his claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured, SH7618E, we are submitting these claims for your consideration on behalf of the owner/driver/claimant.

1. Cost of Repair	\$4,708.00
2. Car Rental	-
3. Loss of Use (5 x \$120.00)	\$600.00
4. Survey Fees	-
5. LTA Fees	\$7.45
6. TP/GIA Fees	-
7. Medical Fees	-
8. Others	-
<b>(E&amp;OE) \$5,315.45</b>	

We enclosed the following documents to support the claims:-

<input checked="" type="checkbox"/> Repair/Excess Bill	<input checked="" type="checkbox"/> GIA/Police Report(s)	<input type="checkbox"/> Power of Attorney	<input type="checkbox"/> Medical Bill
<input type="checkbox"/> Surveyor Report	<input checked="" type="checkbox"/> GIA/TP Search	<input type="checkbox"/> Car Rental Bill	<input type="checkbox"/> Witness Statement
<input type="checkbox"/> Coloured Photographs	<input type="checkbox"/> Insurance Certificate	<input checked="" type="checkbox"/> Others : <u>SIGNED LOA</u>	

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

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/driver/claimant.

Yours faithfully,

**ABWIN SERVICE PTE LTD**

SHARIFAH

Claim Department

Email : SHARIFAH@ABWINM9.COM

**ABWIN SERVICE PTE LTD**

17 KAKI BUKIT ROAD 4  
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809  
Tel: 67139400 Fax: 67139415  
Email: servicecentre@abwinm9.com Website: www.abwinm9.com  
Company Reg. No: 201318685G GST Reg. No: 201318685G



Date : 10-Jul-2020

From : GOH SIEW CHUANG (Name of **Policyholder**)

My Vehicle No. : SJR3536M

Other Vehicles : SH7618E

Accident Date : 09-Jul-2020

Location : YISHUN AVENUE 8

**LETTER OF AUTHORISATION**

To : MS FIRST CAPITAL INSURANCE LIMITED (Third Party and/or Third Party Insurer)

I have authorised ABWIN SERVICE PTE LTD to proceed with the repairs to my accident damaged vehicle and to proceed with 3rd Party Insurance Claims against Third Party and / or its Insurer on my behalf for property damages, costs, and expenses, including loss of use, loss of rental, medical fees and legal costs.

To have absolute discretion to agree to any settlement of compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).

As ABWIN SERVICE PTE LTD will be handling the entire 3rd Party Claims, which includes signing / submission of all relevant documents and negotiation of my claims on my behalf, kindly forward and make payable all proceeds to my claims to **ABWIN SERVICE PTE LTD**.

I confirm that the payment of any negotiated settlement with and accepted by ABWIN SERVICE PTE LTD will serve as an effectual discharge of my claims against the Third Party and / or its Insurer for the damage caused.

Policyholder's Signature / Company's Stamp (if applicable)

Name : GOH SIEW CHUANG

NRIC No. / ROC No. : S1523360E

Designation :

Witness's Signature

Name : SHARIFAH

NRIC No. :





### DISCHARGE RECEIPT

CLAIM REFERENCE : D20002752MFSH  
ACCIDENT DATE : 09/07/2020  
ACCIDENT LOCATION : ALONG YISHUN AVE 8 TOWARDS SELETAR  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : YEO HEE CHUA  
INSURED VEHICLE : SH7618E  
INVOLVED PARTY : SJR3536M  
SETTLEMENT SUM : \$5,200.00

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:

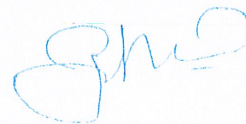
1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

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 : GOH SIEW CHUANG

Signature and Date :



19/12/20

WITNESS : Lim Hui Li

Signature and Date :



19/12/20



**ABWIN SERVICE PTE LTD**

17 KAKI BUKIT ROAD 4  
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809  
Tel: 67139400 Fax: 67139415  
Email: servicecentre@abwinm9.com Website: www.abwinm9.com  
Company Reg. No: 201318685G GST Reg. No: 201318685G

**INVOICE: HQPI00119****MS FIRST CAPITAL INSURANCE LIMITED**

36 ROBINSON ROAD, CITY HOUSE #16-01 068877  
CONTACT : 65073848

VEHICLE NO : **SJR3536M**  
MAKE : TOYOTA  
MODEL : HARRIER 2.0 PREMIUM AT AIRBAG 2WD  
5DR  
MILEAGE : 0 KM

DATE : 21-JUL-2020  
JOB SHEET NO : HQJS04360  
SERVICE ADVISOR : SHARIFAH  
JOB START : 2020-07-14 10:27:00  
JOB COMPLETED : 2020-07-16 11:00:08  
PAGE : 1 OF 1

NO	STOCK CODE	DESCRIPTION	QTY	UNIT PRICE	SUM (SGD)
1	CLAIM	COST OF REPAIR FOR VEHICLE SJR3536M (THIRD PARTY CLAIM) DOA: 09/07/2020 CLAIM AGAINST MS FIRST CAPITAL INSURANCE LIMITED / SH7618E	1	4,400.00	4,400.00

SGD : FOUR THOUSAND SEVEN HUNDRED AND EIGHT ONLY

SUB-TOTAL : 4,400.00  
GST - 7 % : 308.00  
**TOTAL : 4,708.00**

**ABWIN SERVICE PTE LTD**

PREPARED BY

**From:** LTA <LTA-VTL@lta.gov.sg>  
**Sent:** Friday, 10 July, 2020 3:06 PM  
**To:** sharifah@abwinm9.com  
**Subject:** Notification of Successful Vehicle Insurance Search for Receipt No.: ITNET-00000-200710-000955



## Notification of Successful Vehicle Insurance Search for Receipt No.: ITNET-00000-200710-000955

Dear Sir/Madam

We wish to inform you that your transaction on "Enquire Vehicle Insurance Particulars" performed on 10 Jul 2020 was successful and the Receipt No. is ITNET-00000-200710-000955.

2. The details of the search results are as follow:

Vehicle No.	Search Date	Search Time	Search Result
-------------	-------------	-------------	---------------

SH7618E	09 Jul 2020	17:20:00	MS FIRST CAPITAL INSURANCE LIMITED
---------	-------------	----------	------------------------------------

3. Please contact our customer service officers at tel : 1800-CALL LTA (1800-2255 582) should you require further assistance.
4. Visit [www.onemotoring.com.sg](http://www.onemotoring.com.sg) for more information, or go to [www.lta.gov.sg/feedback](http://www.lta.gov.sg/feedback) if you have any feedback. This email is auto-generated, please do not reply to this email.
5. Thank you.

*If you are not the intended recipient of this communication, please delete it.*

*As it may contain confidential or official information, do not retain it or disclose the contents to any person as it may be an offence under the Official Secrets Act.*

## Khanchna (LKK Auto)

---

**From:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Sent:** Monday, November 9, 2020 2:08 PM  
**To:** Khanchna (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT VIA LKK

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

Dear Khanchna,

Please offer as per below:

COR : \$4,708.00  
LOU : \$400-\$500 (\$80-\$100 x 05 days)  
LTA : \$0 - \$7.45  
**Total : \$5,108.00 - \$5,215.45**

- Please request LTA search receipt from third party and repair tax invoice.

Thank you

Best Regards

Rachel Wu  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@msfirstcapital.com.sg) | 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:** Khanchna (LKK Auto) <khanchna@lkkauto.com>  
**Sent:** Monday, November 9, 2020 11:57 AM  
**To:** Rachel Wu <RachelWu@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** MANDATE REQUEST ON QUANTUM - SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT VIA LKK

**YOUR REF: D20000835MFSH/1 /**  
**LKK REF: CC4/FCI20002110/Aka3q2**

Dear Rachel,

We refer to the above matter.

Liability: 100% (BOLA 27)

Remarks: Head to rear collision. Insured driver braked but his turbo activated and collided into TP vehicle.

We seek your approval to offer third party repairer "ABWIN SERVICE PTE LTD" at \$5,215.45 ~ 5,315.45 (all in).

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (W/GST)	\$ 7,304.86	\$ 4,708.00
2. Loss of Use ( 5 days x \$120 )	\$ 600.00	\$ 500 ~ 600 ( 5 days x \$100 ~ \$120)
3. LTA Search Fee	\$ 7.45	\$ 7.45
Total	<u>\$ 7,912.31</u>	<u>\$ 5,215.45 ~ 5,315.45</u>

Surveyor recommended 5 days for repair

Enclosed herewith all the documents for your perusal.

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

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,

**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:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>

**Sent:** Tuesday, July 21, 2020 4:11 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002752MFSH/CTPL/TPD1/1 // EXPRESS SETTLEMENT

Dear Mei Kwan,

Please proceed with express settlement.  
Will wait for the case handler claimnote.

Thank you

Best Regards

Rachel Wu  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Tel: 6507 3848 | DID : 6507 3862  
| Fax No. : 6507 3849 | Email: [rachelwu@msfirstcapital.com.sg](mailto:rachelwu@msfirstcapital.com.sg) | 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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 21 July 2020 3:52 pm  
**To:** Rachel Wu <[RachelWu@msfirstcapital.com.sg](mailto:RachelWu@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20002752MFSH/1 // EXPRESS SETTLEMENT

Dear Rachel,

Enclosed here with LOD and supporting docs for your perusal.

Our respective case handler will seek mandate soonest.

***Hi Khanchna,***

***Please expedite.***

***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*

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 21 July, 2020 11:53 AM

**To:** [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)

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

**Subject:** RE: SURVEY ASSESSMENT - D20002752MFSH/1 // EXPRESS SETTLEMENT

**YOUR REF: D20002752MFSH**

**LKK REF: CC4/FCI20007219/Qks3**

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SJR 3536M on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

**Enclosed for your perusal is:**

- TP estimated cost of repair
- Preliminary advice

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

***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](mailto: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:** Admin-D (LKKAuto)

**Sent:** Monday, 13 July 2020 3:28 PM

**To:** 'Claim Workflow System'; assignments; Admin A

**Cc:** [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20002752MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi  
Avenue 1, #02-25 | S(408933)

**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>  
**Sent:** Monday, 13 July, 2020 3:25 PM  
**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)  
**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG); [RACHELWU@MSFIRSTCAPITAL.COM.SG](mailto:RACHELWU@MSFIRSTCAPITAL.COM.SG)  
**Subject:** PRI: SURVEY ASSESSMENT - D20002752MFSH/1

Dear Sir/Mdm,

We refer to the above reference.  
Please find attached the necessary documents for survey.  
Kindly submit your report via CWS within the next 14 days.

**Note: All the accident reports are uploaded into CWS for your perusal.**

Best Regards,  
Admin Team  
Claim Workflow System  
Motor Claims Department  
MS First Capital Insurance Limited  
Tel : 6507 3848  
Fax : 6507 3849

**PS: This is a system generated mail. Please do not reply to this mail.**