

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67465405 / 67465376 Fax No: 67458520

Tax Reg No: 200006262D

Date : 03.08.2020/

QBE Insurance Sinagpore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn: Motor Claim Department

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES : SMT 825C / SLB 150Y ON.17.07.2020

We are the authorized repair workshop for the owner of motor vehicle no: **SMT 825C**, which was involved in the captioned accident with your insured vehicle no: **SLB 150Y**. The vehicle owner authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

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

1) Cost of Repair (inclusive of GST)	\$ 7,704.00✓
2) Loss of Rental	\$ 450.00✓
3) GIA Search Fee	\$ 2.00✓
	<u>\$ 8,156.00✓</u>

We enclosed herewith the following documents to support the claims:

- | | |
|--------------------------|------------------------------------|
| a) Final Repair Invoice | b) Car Rental Invoice / Agreement✓ |
| c) GIA Search Result✓ | d) Letter of Authorisation, etc.✓ |
| e) GIA Report✓ | f) I/C & Driving Licence✓ |
| g) Insurance Certificate | h) Vehicle Registration Log Card✓ |

Kindly look into the matter and let us hear from you on the settlement of our customer's claims 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/claimant.

Thank you.

Yours faithfully,

Jason Tang (jason@fastechauto.com.sg)
For Fastech Auto Pte Ltd

DATE : 17.07.2020

TO : QBE Insurance (Singapore) Pte Ltd

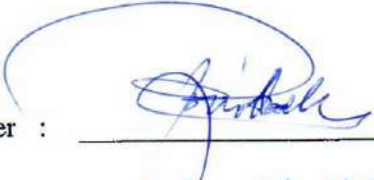
RE : ACCIDENT INVOLVING VEHICLE NO. SMT 825C / SLB 150Y

ALONG Cte / Aye Near To Ang Mo Kio Ave 1 Exit

ON 17.07.2020

I/We, Roslina Bte Abd Majid
of (NRIC No./ROC No.) S6936220F
of Blk 828 Woodlands Street B1 # 03-70 Singapore 730828
owner of vehicle no. SMT 825C in consideration of M/s FASTECH AUTO
PTE LTD repairing my/our vehicle SMT 825C at my/our instruction and hereby
authorise M/s FASTECH AUTO PTE LTD to demand claim settlement whatever
amount settled/payable by the Insurance Company and/or third party or to commence legal
proceedings, if necessary, under my name, for the cost of repairs, car rental and/or loss of use,
etc. and to their appointing solicitor to act for me/us in respect of the said accident/claim and
all claimed and/or settled shall belong to them absolutely.

I/We further agree and undertake to indemnify them against the above-mentioned claim cost
which may arisen therewith.

Signature of Owner : 

Name of Owner : Roslina Bte Abd Majid

*** This Discharge Voucher applies only to the claimant's claim for his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an Evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

DISCHARGE VOUCHER

**Without Prejudice
Save As to Costs**

Your Reference : SMT825C
Our Reference : VC013816

I/We, **ROSLINA BTE ABD MAJID** do hereby acknowledge the sum of Singapore Dollars: **Eight Thousand only (S\$8,000.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**ONG SEE BAH @ ONG SEE PAR**', over damage to my/our vehicle **SMT825C** from an accident involving **SMT825C** and **SLB150Y** at/along **CTE/AYE NEAR TO ANG MO KIO AVE 1 EXIT**, which occurred on **17 July 2020** at about **13:25hrs**.

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 '**ONG SEE BAH @ ONG SEE PAR**', 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) 08 of (month) Feb (year) 2021

Signature

Claimant's Name

FIN/NRIC No.

Address

Company stamp if applicable

Witness's Signature

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)

TAX INVOICE

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 200006262D

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn : Motor Claim Department

Tax Invoice : 21888

Date 03.08.2020

Vehicle No SMT 825C

Make/Model Mercedes Benz

Chassis/Eng# :

Accident Date 17.07.2020

Claim No :

Reference 0720 -21888

Policy No

Amount

To proceed on lump sum repair

S\$

7200.00

E. & O. E.

Total : S\$

7200.00

GST @ 7% : S\$

504.00

Amount Due : S\$

7704.00


for FASTECH AUTO PTE LTD

DYNAMIC CAR RENTAL

1 Kaki Bukit Ave 6 #01-46 Autobay

Singapore 417883

Tel No: 6741 7244 / 6746 5405 Fax No: 6745 8520 / 6746 5786

Co. Reg No: 52928467K

To: ROSLINA BTE ABD MAJID

Invoice : DCR-2020-07-19

Date : 20.07.2020

Agreement No : 21345

Payment Terms : LOD

DESCRIPTION	AMOUNT
Rental charges for vehicle : <u>SMM 3489G</u> (0720-21888)	\$ 450.00
Rental Period from <u>17.07.2020</u> to <u>20.07.2020</u> .	

E. & O. E.

Total \$ 450.00

JENNY LAW
for Dynamic Car Rental

Dynamic Car Rental

1 KAKI BUKIT AVENUE 6, #01-46/48/50 AUTOBAY, SINGAPORE 417883.

TEL: (+65) 6741 7244, 6746 5405 FAX: (+65) 6745 8520, 6746 5786

Co. Reg. No. 52928467K

RENTAL TERMS AND CONDITIONS

No. **21345**

Name Rosling Bte Abd Majid (S6936220F)			REG. No. SMM3489G		MAKE MODEL:													
ADDRESS Blk 828 Woodlands Street 81					DIESEL		PETROL		E		1/4		1/2		3/4		F	
#03-70			KM IN		DATE & TIME IN 20.07.2020 @ 3.47 pm													
Singapore 730828			KM OUT		DATE & TIME OUT 17.07.2020 @ 2.08 pm													
			KM DRIVEN		TIME USED													
NAMED DRIVER Norhisham Bin Mohamed Ismail																		
DRIVING LICENCE NO S6920830D		DATE OF EXPIRY		PLACE OF ISSUE		HOURS		@S\$										
PASSPORT NO		DATE OF ISSUE		PLACE OF ISSUE		3 DAYS		@S\$ 150.00		\$ 450.00								
ADD NAMED DRIVER					WEEKS		@S\$											
DRIVING LICENCE NO			DATE OF EXPIRY		PLACE OF ISSUE		MONTHS		@S\$									
PASSPORT NO			DATE OF ISSUE		PLACE OF ISSUE		BY INITIALLING, RENTER AGREES TO PAY ADD FEE FOR COLLISION DAMAGES WAIVER (C.D.W.)		SUB-TOTAL									
IMPORTANT NOTES:			<p>This vehicle is licenced to carry 04 passengers only. No refund will be given for vehicle returns early. No refund will be given for period left in vehicle. Hirer is liable to pay first \$4000 under section I & II in any accident plus loss of earnings while damaged vehicle is under repair. Hirer is liable to pay all parking fee and traffic summonses.</p> <p>Vehicle return during office hour only. No Service on Public Holiday and Sunday.</p> <p>EXCESS: *Sec I - Used in S'pore Only :SGD2000 *Sec II - Used in S'pore Only :SGD2000 *Sec I - Used Outside S'pore Only :SGD4000 *Sec II - Used Outside S'pore Only :SGD4000 W/Screen Excess in S'pore: SGD100 W/Screen Excess Outside S'pore: SGD200</p> <p>ADDITIONAL CONDITIONS: * Geographical areas: Singapore & West Malaysia. * Driver must be: a) 18 years old and above; b) holding a valid relevant class of driving license.</p> <p>* Additional Own Damage Excess of \$S1,000 is applicable for any named/unnamed drivers who: a) age 22 to 23 years old; b) age 66 to 70 years old; c) with driving experience of 1 year to less than 2 years in Singapore on the relevant classes of driving license.</p> <p>* Additional All Claims excess of \$S2,000 is applicable for any named/unnamed drivers who: a) is 18 years old to 21 years old and/or b) is 71 years old and above and/or c) with driving experience of less than 1 year on the relevant classes of driving license.</p> <p>* Upon returning the replacement vehicle, you must ensure that all expensive and important items to be removed away from this replacement vehicle. We'll will not be responsible for any reporting of such losses.</p> <p>* Hirer is liable to pay first \$4000 under section I & II in any accident plus loss of earning while damage vehicle is under repair.</p>															
					TOTAL RENTAL				\$ 450.00									
					DELIVERY FEE													
					COLLECTION FEE													
					X		PER DAY		PER WEEK		PER MONTH							
							\$		\$		\$							
					BY INITIALLING, RENTER AGREES TO PAY ADD FEE FOR PERSONAL ACCIDENT INSURANCE (P.A.I.)													
					X		PER DAY		PER WEEK		PER MONTH							
							\$		\$		\$							
					PREPAYMENT				TOTAL CHARGE									
					CHECK				DEPOSIT									
					CASH													
					RECEIPT NO.				NETT CHARGE									
					AMOUNT DUE / REFUND													

Hirer is responsible for Additional \$4,000.00 Excess to the THIRD PARTY DAMAGE / INJURY claims.

I HAVE READ THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS RENTAL AGREEMENT AND AGREE THEREOF.

SIGNED BY THE PARTIES HERETO ON THE DAY OF

X

DYNAMIC CAR RENTAL

X

RENTER'S/DRIVER'S SIGNATURE

Third Party Insurer Enquiry

Our Ref No: GR-20-083294

Date of Request: 17/07/2020

Your Ref No:

Online Purchase

Kim Chwee Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
AutoBay@Kaki Bukit
Singapore 417883

Dear Sir/Madam,

Enquiry Date 17/07/2020

Enquiry By Jason Tang Jun Zhong

Vehicle No. SLB150Y

Accident Date 17/07/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLB150Y	QBE Insurance (Singapore) Pte Ltd	28/03/2020-27/03/2021	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.

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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-20-083294

Date of Request: 17/07/2020

Your Ref No:

Online Purchase

Kim Chwee Auto Pte Ltd
1 Kaki Bukit Avenue 6 #01-48
AutoBay@Kaki Bukit
Singapore 417883

Dear Sir/Madam,

Enquiry Date 17/07/2020
Enquiry By Jason Tang Jun Zhong
Vehicle No. SLB150Y
Accident Date 17/07/2020

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:

☒ GIRO ☐ Cash ☐ Cheque

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: 9 September 2020 10:37 AM
To: 'SP_ONG1@YAHOO.COM'
Cc: Admin A
Subject: ACCIDENT INVOLVING SLB150Y AND SMT825C/OTHERS ALONG CTE TOWARDS CITY ON 17/07/2020

Our Ref: CC6/QBE20007402/Uka3

ONG SEE BAH @ ONG SEE PAR
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SLB150Y AND SMT825C/OTHERS ALONG CTE TOWARDS CITY ON 17/07/2020

We refer to the above accident where we are acting for **QBE Insurance (Singapore) Pte Ltd** to resolve the third party claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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.

You are aware that your No-Claim Discount (NCD – if applicable) will be with-held for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call/e-mail us if you have further queries.

*c.c. QBE Insurance (Singapore) Private Limited
(Motor Claims Dept)*

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Hsiao Tong (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 20 January 2021 5:08 PM
To: Hsiao Tong (LKKAUTO)
Cc: claims-singapore
Subject: [SEEK MANDATE] - VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020
Attachments: LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf

Dear Hsiao Tong

Please proceed as per advise.

Thank you.

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

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Saturday, 16 January 2021 12:19 pm
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

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

Your ref : **VC013816**

Our ref : CC6/QBE20007402/Upa3s2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLB 50Y(QBE) / SMT825C(TP) / OTHERS ON 17/07/2020

We refer to the above matter.

This is a 3 vehicles chain collision whereby our insured was the 2nd car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "FASTECH AUTO PTE LTD" at **\$8,006.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 26,029.89	\$ 7,704.00 (\$7,200.00 + 7%GST)
2. Loss of Rental (3days x \$150.00)	\$ 450.00	\$ 300.00 (3days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 26,481.89	\$ 8,006.00

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 12 January 2021 3:40 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

Dear Jenny,

We are preparing report in order to seek mandate from your good office.

We will expedite the matter. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 12 January 2021 9:53 AM

To: Jenny Toh <jenny.toh@qbe.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Upa3s2) on 17/07/2020

Dear Jenny,

Thank you for your email.

Case reassign to HT,

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

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 | fax: 67414108

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

From: Jenny Toh <jenny.toh@qbe.com>

Sent: Tuesday, 12 January, 2021 9:06 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Morning Both

What is the outcome for this case?

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)

Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jenny Toh**Sent:** Thursday, 23 July 2020 5:56 pm**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Cc:** claims-singapore <claims-singapore@qbe.com>**Subject:** VC013816 Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Hi Mei Kwan

Please find attached as per requested.

regards

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#) [LinkedIn](#) [Twitter](#)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Sent:** Tuesday, 21 July 2020 11:47 am**To:** Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>**Cc:** Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** Direct Settlement - Accident Involving SLB150Y (OI : QBE - TBA) AND SMT825C (TP : LKK REF - CC6/QBE20007402/Uka3) on 17/07/2020

Dear Sir/Madam,

We refer to the above matter.

We had inspected TP vehicle SMT 825C at M/s Fastech Auto Pte Ltd - Kaki Bukit on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that estimated cost of repair and preliminary advice is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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