

## Autolution Industrial Pte Ltd

Tan Chong Motor Sales Pte Ltd's Authorised Dealer 19 Ubi Road 4 Singapore 408623 Tel te3164909666 / 67038680 Fax (65168467483 Business Reg. No.: 199500871W

DATE:	23.07.20	20				
YOUR RE	YOUR REF: D20002800MFSH					
OUR REF: INS/IC/EA/0203/20						
The Moto	or Claims Department	N	' IS FIRST CAPIT	AL INSURANC	E LIMITED	
ATTENTI	ON TO CLAIMS OFFICER :		KH	IANCHNA		
Dear Sir/	Madam,					
Accident	Involving: MY	CLIENT VEHICLE SMI	M2385D AND	AGAINST YOU	IR INSURED VEHICLE	SHB4066D
Accident	Date:		14/07/	2020 13:50		
Place and	time of accident:		BEDO	OK CENTRAL I	NEAR BLK 220A	
RE: Direc	t Settlement for the Vehicle Numbe	ır.	SMM2385D			
On behal	f of the owner of Motor Vehicle No.		SMM2385D		,which was invo	lved
in the cap	otioned accident					
The Vehi	cle was surveyed by your appointed	suveyor at AUTOLUT	TION INDUSTRI	AL PTE LTD	19 UBI ROAD 4 SING	APORE 408623
and I bas	ed my claims on his recommendati	on for	SGD \$1562.67	being the r	epair cost and perio	d of repair for
3	days. (Strictly on a	Without Prejudice Ba	asis)			
As the ac	cident was cause by the negligent a	ct of your insured		SHB4066	D I am submitting	this claim for your
considera	ition					
COST RE	PAIR				SGD\$	1,260.67
COST OF	LESS 3	DAYS (S) SGD\$		/DAY	SGD \$	300.00
(Please re	efer to authorization letter					,
GIA REPO	RT FEES (SGD\$ 12.00 FOR SEARCH	FEE & SGD\$ 15.00 FC	OR EACH		SGD\$	
REPORT F	EE					
LTA SEAR	CH /SURVEY FEE				SGD\$	2.00
COST OF	CAR RENTAL	DAY(S) SGD \$		_	SGD\$	
TOTAL AN	MOUNT			-	SGD\$	1,562.67
We enclo	se herewith the following documen	its to support my claii	ms,			
			_			
A.	AUTHORIZATION LETTER		Ε.	FINAL REPA		
В.	LTA SEARCH		F.	GIA REPORT	(5) KESULI	
C. D.	INSURANCE CERTIFICATE ETC					
D.	CAR RENTAL INVOICE					
Kindly loo	k into this matter and let me hear f	rom you on the settle	ement of the ov	vner's		
î	soon as possible. Thank you .	on you on the settle	or the or	viiei s		
Yours Fait						
Elmer Alfo		ON INDUSTRIAL	DTE LTD			
Service Ex	secutive SINGAPO	ROAD 4 RE 408623				
	J EL: 6490	9666 FAX: 68	467483			

. . . . . .

TANCHONG



## LETTER OF AUTHORITY AND INDEMNITY

- □ Tan Chong Motor Sales Pte Ltd, 913, Bukit Timah Road, Singapore 589623
- □ Tan Chong Motor Sales Pte Ltd, 17, Lorong 8, Toa Payoh, Singapore 319254
- ✓ Autolution Industrial Pte Ltd, 19, Ubi Road 4, Singapore 408623
- □ TC Autoclinic Pte Ltd, 25, Leng kee Road, Singapore 159097
- ☐ TC Autoclinic Pte Ltd, 1, Sixth Lok Yang Road, Singapore 628099

Type of Claim:

Third Party (Direct Settlement)

□ Own Damage (Recovery Claim)

ACCIDENT INVOLVING VEHICLE REGISTRATION N	SMM 2385 D	AND SAB 4.066 D
ON 10 07 2020 AT Bec	lok Central mear t	BIK 220A

- 1. I, the owner of vehicle no. SMM 2885 hereby instruct you and authorise you to act for me with respect to the following: -
  - (a) To submit my claims for all loses including uninsured loss, rental car charges, medical fees, excess payment and cost of repairs.
  - (b) To settling my claim as they deem fit, including settling the matter on basis of my contributory negligence if any.
  - (c) To receive payment for settlement of my claim where all payment is to be made payable to the repair workshop for cost of repairs and other uninsured losses.
  - (d) To sign discharge voucher on my behalf.
- I further acknowledge that any settlement that workshop may reach on my behalf is on a without prejudice basis and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle is concerned.
- 3. In the event that I am required to attend meetings, interviews, court and/or provide statements or any information in connection with my claim, I shall render full cooperation.
- 4. In the event that my claim against the third party or his insurers is not successful or cannot be proceeded with or if any settlement is not honoured or satisfied by the third party or his insurers, I authorise you to revert to my own insurers for the cost of repairs and any losses recoverable under my policy of insurance. In this respect, I understand and accept that the excess amount applicable under the policy of insurance shall be borne by me.
- 5. If for whatever reason, my insurers reject my claim for indemnity for the cost of repairs and/or any other losses recoverable under the policy of insurance or make an offer to pay less than the amount claimed by you, I agree and undertake to pay the difference between what was claimed and paid out by the insurers or the full amount of my repair bill and survey fees and any other expenses reasonably incurred on my behalf or to pay you the difference in amount, as the case may be.
- 6. I undertake to state truthfully and to make full and frank disclosure of all facts leading up to and of the accident and of any action and/or omissions in connection with my part in the accident. If any facts stated are inaccurate and my claim cannot be paid out or fails, I agree that I shall be liable to you for the repair and other costs incurred by you.
- I further undertake to sign any document or discharge voucher that is required for the purposes of my claim and if as a result of my failure to do so, my claim cannot be paid out or is delayed, I agree that I shall be liable to you for the repair and other costs incurred by you.

Tunderstand that the claim for loss of use of my vehicle will be based on the number on the days estimated by the surveyor in his report for the required repair. The actual number of days may be more due to unavailability of parts, weekend, holidays and other operational exigencies and I accept that it may not be possible to claim for these extra days. In addition, any contributory negligence part of my claim can also affect portion of my claim for loss of usage.

- 9. I shall keep you informed of any correspondence and/or summons that I may receive in connection with the accident before agreeing to pay or receive any monies due under this claim.
- 10. In the event, the insurers pay the claimed amount to me instead of you, I will inform you as soon as possible and reimburse you for the repair and other costs incurred by you.
- 11. For successful recovery of upfront Excess payment by claimant, the workshop shall effect refund accordingly to the mode of upfront payment.
  - a) For upfront Excess payment by credit card, the refund shall be credited to the respective Credit Card Account via Credit Card Company handling the transaction.
  - b) For Excess payment by cash, the workshop shall refund the amount to the claimant via cheque payment.

Claimant's Particulars	1 0	Authorized Workshop
Name Jan M	lee Chean	Company Name AUTOLUTION INDUSTRIAL ATE
Address RIC 978	CBuangcol	Claim Officer's Name TMAD ALFONCO
rescent 40	9-22-	
Telephone No 8100	922	Telephone No 9645 008 4
Date	Email CheanOSO6@a	mad Date 14/7/2020
Company Stamp	Authorized Signature	Claim Officer Signature
[For Co Regn Vehicle]	1	1/1/



MS First Capital Insurance Limited Co.Reg. No. 195000106C GST Reg. No. M2-0001676-9 6 Raffles Quay #21-00 Singapore 048580

Tel: (65) 6222 2311 Fax: (65) 6222 3547

Claims & Motor Underwriting Dept: 36 Robinson Road #16-01 City House Singapore

# DISCHARGE RECEIPT

CLAIM REFERENCE

D20002800MFSH

ACCIDENT DATE

14/07/2020

ACCIDENT LOCATION

ALONG BEDOK CENTRAL OUTSIDE BLK 219

INSURED

COMFORT TRANSPORTATION PTE LTD

**INSURED DRIVER** 

BADUDIN BIN IBRAHIM MARICAN

**INSURED VEHICLE** 

SHB4066D

**INVOLVED PARTY** 

SMM2385D

SETTLEMENT SUM

\$ 1,410.67

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: TAN WEE CHEAN

Signature and Date:

WITNESS : EIMER ALFONSO

Signature and Date:

A Member of MS&AD INSURANCE GROUP



# AUTOLUTION INDUSTRIAL PTE LTD

In Association with Tan Chong Motor Sales Pte Ltd 19 UBI ROAD 4 SINGAPORE 408623 TEL: 64909666/67038680 FAX: 68467483 Business Reg. No.: 199500871W GST Reg. No.: M2-8920338-9



TAX INVOICE

M2-8920338-9 GST REG:

NAME INVOICE NO.

INVOICE DATE

W32148446

**ADDRESS** 

MS FIRST CAPITAL INSURANCE LIMITED

23-JUL-2020 **TERMS** 

36 ROBINSON ROAD

CREDIT DATE REC'D

TELEPHONE: #16-01 CITY HOUSE S(068877) MODEL

SA/SE

20-JUL-2020

65073848

JOB NO

ELMER

ENGINE NO : BDTARCZB17EWA----K19

HG825941 MILEAGE

CHASSIS NO: HR16941095C

012045 YOUR REFERENCE:

VEHICLE NO: MNTBBAB17Z0035084

INS/IC/EA/0203/20

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	202	
	DOA	
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	Surveyor: SURVEYOR FROM INSURANCE CO	
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: NC=No Charge; P=Included in Package; W=Warranty GG=Goodwill)

DOLLARS:

ONE THOUSAND TWO HUNDRED SIXTY

CENTS SIXTY SEVEN ONLY.

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this Invoice shall apply all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this Invoice must be made within seven (7) days from the date of this Invoice, otherwise it shall be assumed that this Invoice has been accepted as correct and conclusive.

CUSTOMER

PLEASE TEAR ALONG PERFORATED LINE

TO SECURITY GUARD

DATE

TIME

**VEHICLE NO:** 

RECEASE BY2020

16:38:41

SMM2385D

(HG825941/W32148446)

NAME: MS FIRST CAPITAL INSURANCE LIMITED

SIGNATURE



NAME

**ADDRESS** 

MODEL

# AUTOLUTION INDUSTRIAL PTE LTD

MS FIRST CAPITAL INSURANCE LIMITED

In Association with Tan Chong Motor Sales Pte Ltd 19 UBI ROAD 4 SINGAPORE 408623 TEL: 64909666/67038680 FAX: 68467483 Business Reg. No.: 199500871W GST Reg. No.: M2-8920338-9



TAX INVOICE

M2-8920338-9 GST REG:

INVOICE NO.

W32148446

INVOICE DATE

23-JUL-2020

CREDIT

**TERMS** DATE REC'D

SA/SE

20-JUL-2020

JOB NO

ELMER HG825941

MILEAGE

012045

YOUR REFERENCE:

INS/IC/EA/0203/20

VEHICLE NO : MNTBBAB17Z0035084

ENGINENO : BDTARCZB17EWA----K19

: 65073848

CHASSIS NO : HR16941095C

36 ROBINSON ROAD

TELEPHONE: #16-01 CITY HOUSE S(068877)

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1 2 3	LABOUR LABOR CHARGES TO RENEW RR BUMPER CHARGES TO SPRAY PAINTING SAME REMOVE AND INSTALL REVERSE SENSOR SUBTOTAL :	390.00 250.00 55.00
1 2	PARTS  REAR BUMPER  Qty:1 @ \$592.60 each (Disc:20.00% After Disc:\$474.08each)  RH SIDE BRACKE RR BUMPER  Qty:1 @ \$11.40 each (Disc:20.00% After Disc:\$9.12each)  SUBTOTAL :	474.08 9.12 483.20
1 2 3	REMARKS PLS NOTE:LETTER OF AUTHORITY & LETTER OF DEMAND ATTACHED YOUR CLAIM HANDLER:KHANCHNA YOUR CLAIM REF NO: D20002800MFSH YOUR INSURED VEHICLE NUMBER SHB4066D	apilitare extended a control of the
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DOLLARS:

WORKSHOP MANAGER

The General Terms and Conditions of Service (the "Conditions") printed overleaf or attached to this Invoice shall apply to all Services set out above. Any claims relating the Services shall be subject to the Conditions. Any objections to the charges in this Invoice must be made within seven (7) days from the date of this Invoice, otherwise it shall be assumed that this Invoice has been accepted as correct and conclusive.

CUSTOMER

PLEASE TEAR ALONG PERFORATED LINE

TO SECURITY GUARD

DATE

TIME

**VEHICLE NO:** 

RELEASE BY

SIGNATURE

# SATISFACTORY NOTE

	OR SALES PTE LTD (TCMS)	and, repair and exercises as the Gustaneers we will by I Cette all use research asylons dy of the raw by FGC at an all-security of the raw of the Assets es and the property of the raw of the raw of the property of the raw of the property of the raw of the property of the raw
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		INSURANCE CO .: DISUPANCE LIMITED
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DATE OF ACCIDEN	DATE RECEIVED	020 DATE COMPLETED: 22 07 22 20 100 100 100 100 100 100 100 100 1
Pte Ltd / TC AutoCli been completed to c in repect thereof. Te We / I have taken o	inic Pte Ltd and that all necessary repairs our / my satisfaction and that We / I have no rms and Conditions as stipulated in the over	Tan Chong Motor Sales Pte Ltd / Autolution Industrial as resulted of the accident of the above vehicle have of futher claim whatsoever against the above Company erleaf applies.  Dair carried out by Tan Chong Motor Sales Pte Ltd /
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OF OW	AIPL / TCAC* WILL CLAINM ON BEHALF NER UNINSURED LOSS. (EXCESS NT & LOSS OF USAGE)	We subsequent branch of the sente or sity of a provision.  Unless curerwise agreed in willing below on the cornest, these Conditions (instinting any of courselond, progressions, agreements or understanding and may not be varied exceptives, and excluded in the law as set when the one instead owhere have an excluded to the instead of the conditions and the conditions of the conditions are an extension who is not a party to these Conditions and cut have any right or cenefit to conditions.
nes adaing out of or in connu-	s Reculic af Singapore, hum <mark>hlation to any legalebition ar procubits</mark> s of the Rapuelle at Singapore.	INSURANCE CO. COPY

\* Delete When Necessary

# **Khanchna (LKK Auto)**

From: Lim Gan Koon (Chris) < ChrisLim@msfirstcapital.com.sq>

Sent: 19 October 2020 5:06 PM
To: Khanchna (LKK Auto)
Cc: Karen Tan; Admin A

Subject: FW: MANDATE REQUEST ON QUANTUM - D20002800MFSH - ACCIDENT INVOLVING

SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020 \*\*\* LKK REF:

CC4/FCI20007404/ka3 [EXPRESS SETTLEMENT VIA LKK]

Follow Up Flag: Follow up Flag Status: Follow up

Dear Khanchna,

Pls offer as per below:

COR - \$1,260.67

LOU - \$150 to \$180 (\$50 to \$60 x 3 days) GIA Search Fee - \$2 (Request for docu proof) Total - \$1,410.67 to \$1,442.67

Chris Lim

Regards

Motor Claims Dept.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <a href="http://www.msfirstcapital.com.sg">http://www.msfirstcapital.com.sg</a> for details of PDPA Personal Data Collection Statement.

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

Sent: Monday, 19 October 2020 9:58 am

To: Lim Gan Koon (Chris) < <a href="mailto:ChrisLim@msfirstcapital.com.sg">ChrisLim@msfirstcapital.com.sg</a>>

Cc: Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>

Subject: MANDATE REQUEST ON QUANTUM - D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3 [EXPRESS SETTLEMENT VIA LKK]

YOUR REF: D20002800MFSH LKK REF: CC4/FCI20007404/ka3

Dear Chris,

We refer to the above matter.

We seek your approval to offer third party repairer "AUTOLUTION INDUSTRIAL PTE LTD" at  $\frac{\$ 1,442.67 \sim 1,502.67(all\ in)}{1,502.67(all\ in)}$ .

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 2,333.24	\$ 1,260.67
2. Loss of Use (3 days x \$100)	\$ 300.00	\$ 180.00 ~ 240.00 (3 days x \$60 ~ \$80)
3. GIA Search	\$ 2.00	\$ 2.00
Total	\$ 2,635.24	\$ 1,442.67 ~ 1,502.67

Surveyor recommended 3 days for repair

Enclosed herewith all the documents for your perusal.

## Kindly let us have your approval/instruction.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360**| email: <u>Khanchna@lkkauto.com</u>|Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Lim Gan Koon (Chris) < ChrisLim@msfirstcapital.com.sg>

**Sent:** 19 October 2020 9:27 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Khanchna,

Any update on the report?

TP asking for update again.

Regards

Chris Lim

Motor Claims Dept.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <a href="http://www.msfirstcapital.com.sg">http://www.msfirstcapital.com.sg</a> for details of PDPA Personal Data Collection Statement.

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

Sent: Thursday, 8 October 2020 9:00 am

To: Chris Lim Gan Koon < ChrisLim@msfirstcapital.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Chris,

We are preparing our report to seek mandate.

We will revert asap.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360**| email: <u>Khanchna@lkkauto.com</u>|Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Chris Lim Gan Koon < <a href="mailto:ChrisLim@msfirstcapital.com.sg">ChrisLim@msfirstcapital.com.sg</a>>

**Sent:** 8 October 2020 8:37 AM

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>

Subject: FW: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Khanchna.

Kindly revert on the email below.

Thank you.

Chris Lim

Motor Claims Dept.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <a href="http://www.msfirstcapital.com.sg">http://www.msfirstcapital.com.sg</a> for details of PDPA Personal Data Collection Statement.

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From: Chris Lim Gan Koon

Sent: Wednesday, 7 October 2020 8:44 am

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

Cc: Admin A <admin-a@lkkauto.com>; Karen Tan <karentan@msfirstcapital.com.sg>

Subject: FW: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Khanchna,

Is the Survey report & mandate offer ready?

Regards

Chris Lim Motor Claims Dept.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <a href="http://www.msfirstcapital.com.sg">http://www.msfirstcapital.com.sg</a> for details of PDPA Personal Data Collection Statement.

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From: Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>>
Sent: Saturday, 3 October 2020 10:29 am

To: Serene Ler < Sereneler@msfirstcapital.com.sg>; CWS Motor Claims < cwsmotorclaims@msfirstcapital.com.sg>; Khanchna

(LKK Auto) < <u>khanchna@lkkauto.com</u>>; Mavis Chng / Autolution < <u>mavis@tanchong.com</u>>

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Sir/Ma'am,

Any update regarding the payment.

Best Regards,

Elmer Alfonso 96450084

From: Elmer Alfonso < elmer@tanchong.com > Sent: Tuesday, September 15, 2020 10:20 AM

To: Serene Ler < Sereneler@msfirstcapital.com.sg>; Claim Workflow System < cwsmotorclaims@msfirstcapital.com.sg>; Khanchna

(LKK Auto) < khanchna@lkkauto.com>

Subject: Fw: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Kanchna,

Attached file are the repair bill and other documents.

Best Regards,

Elmer Alfonso 96450084

From: Elmer Alfonso < elmer@tanchong.com > Sent: Wednesday, August 12, 2020 11:00 AM

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

Cc: Mavis Chng <mavis@tanchong.com>

**Subject:** Fw: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Kanchna,

Attached file are the repair bill and other documents.

Best Regards,

Elmer Alfonso 96450084

From: Elmer Alfonso < elmer@tanchong.com > Sent: Thursday, July 23, 2020 5:39 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Mavis Chng <a href="mavis@tanchong.com">mavis@tanchong.com</a>>

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Kanchna,

Attached file are the repair bill and other documents.

Best Regards,

Elmer Alfonso 96450084

From: Khanchna (LKK Auto) < <u>khanchna@lkkauto.com</u>>

Sent: Monday, July 20, 2020 1:48 PM
To: Elmer Alfonso < elmer@tanchong.com >
Cc: Admin A < admin-a@lkkauto.com >

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

#### Without Prejudice

Dear Sirs/Madam,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident.

And the days of LOU/LOR will be based on the number of days of repair as recommended by our surveyor.

Please note that all finalisation subject insurer's approval.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Khanchna | Case Handler LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>>

Sent: Monday, 20 July 2020 1:36 PM

To: Khanchna (LKK Auto) < <a href="mailto:khanchna@lkkauto.com">khanchna@lkkauto.com</a>>

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

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

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

Sent: Monday, July 20, 2020 1:34 PM

To: Elmer Alfonso < elmer@tanchong.com >
Cc: Admin A < admin-a@lkkauto.com >

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

## WITHOUT PREJUDICE

Dear Elmer,

We are seeking approval on liability and will revert.

Please send us the accident video/scene photos (if any).

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Khanchna | Case Handler LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933) From: Elmer Alfonso <elmer@tanchong.com>

Sent: Monday, 20 July 2020 1:26 PM

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

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

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Khanchna,

Kindly update regarding the liability?

Best Regards,

Elmer Alfonso 964500845

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

Sent: Friday, July 17, 2020 3:40 PM

To: Elmer Alfonso <elmer@tanchong.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>

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

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020 \*\*\* LKK REF: CC4/FCI20007404/ka3

Dear Sir / Madam,

Thank you for your email.

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

## Hi Khanchna,

## 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)

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: Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>>

**Sent:** Friday, 17 July, 2020 2:19 PM **To:** Admin A <a href="mailto:admin-a@lkkauto.com">admin-a@lkkauto.com</a>

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020

Dear Sir/Ma'am,

Please check for me liability for the above mentioned case.

Best Regards,

Elmer Alfonso 96450084

From: Summer Lee (LKK Auto) <a href="mailto:admin-d@lkkauto.com">admin-d@lkkauto.com</a>>

Sent: Friday, July 17, 2020 11:34 AM

To: Elmer Alfonso <elmer@tanchong.com>; assignments@lkkauto.com <assignments@lkkauto.com>

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020

Dear Elmer.

Appointment confirm.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Elmer Alfonso < elmer@tanchong.com >

**Sent:** Friday, 17 July, 2020 11:31 AM

To: assignments@lkkauto.com

Subject: Re: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020

Dear Summer,

As we spoken over the phone we confirm schedule survey today 17.07.2020 14:00 at 19 UBI ROAD 4 SINGAPORE 408623.

Best Regards,

Elmer Alfonso 96450084

From: Serene Ler < Sereneler@msfirstcapital.com.sg>

Sent: Friday, July 17, 2020 10:18 AM

To: Heng Ding Chao < HengDingChao@msfirstcapital.com.sg>; LKK Auto < sur@lkkauto.com>

**Cc:** CWS Motor Claims < <a href="mailto:cwsmotorclaims@msfirstcapital.com.sg">cwsmotorclaims@msfirstcapital.com.sg</a>; Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>; Jim Soon

<JimSoon@msfirstcapital.com.sg>

Subject: RE: D20002800MFSH - ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON

14.07.2020

Dear Elmer.

We are arranging LKK to get in touch with you asap to survey the third party vehicle.

Our sincere apologies for the delay due to surveyor assignment rejected earlier due to error on workshop name pending rectification.

---

Aside to LKK Survey team, please liaise with Mr Elmer and proceed to survey on EPS (est. COR - \$2180.60).

Thanks & Regards,

Serene Ler

Motor Claims

### **MS First Capital Insurance Limited**

A Member of MS&AD Insurance Group

36 Robinson Road, City House, #16-01 | Singapore 068877 | Tel: 6507 3580 | Fax: 6507 3849 |Reg. No. 195000106C Motor Claims: motor\_claims@msfirstcapital.com.sg | Website: www.msfirstcapital.com.sg

As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

\*With effect from 15 January 2018, we will be known as **MS First Capital Insurance Limited**. Our new website will be **www.msfirstcapital.com.sg**.

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From: Heng Ding Chao < Heng Ding Chao@msfirstcapital.com.sg>

Sent: Friday, 17 July 2020 10:05 am

To: Serene Ler <Sereneler@msfirstcapital.com.sg>

**Cc:** CWS Motor Claims < <a href="mailto:cwsmotorclaims@msfirstcapital.com.sg">cwsmotorclaims@msfirstcapital.com.sg</a>; Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>; Jim Soon

<JimSoon@msfirstcapital.com.sg>

Subject: RE: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020

Dear All,

Mr Elmer has called and has requested to be CCed in the loop so that he can be updated on the development of the PRI and can explain to his client. He also would like to understand if we can get the surveyor down today to survey the vehicle.

Good Day,

# Cathan Heng Ding Chao, Motor Claims Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | DID : 6507 3848/EXT:104| Fax No. : 6507 3849 | Email: HengDingChao@msfirstcapital.com.sg | Company Regn. No. 195000106C

A Member of MS&AD Insurance Group

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As a response to the COVID19 outbreak, we are observing staggered working hours and some of us are on Work From Home arrangement. However, we are actively working to support our clients and partners. We have access to e-mails and will work to respond in a timely manner.

We appreciate your kind understanding. Stay safe.

From: Elmer Alfonso < elmer@tanchong.com >

Sent: Friday, 17 July 2020 8:45 am

To: Motor Claims < MotorClaims@msfirstcapital.com.sg>; CWS Motor Claims < cwsmotorclaims@msfirstcapital.com.sg>

Subject: Re: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020

Any update for the request survey today is it confirm?

Get Outlook for iOS

From: Elmer Alfonso < <a href="mailto:elmer@tanchong.com">elmer@tanchong.com</a>>
Sent: Thursday, July 16, 2020 1:28:25 PM

To: motorclaims@msfirstcapital.com.sg <motorclaims@msfirstcapital.com.sg>; Claim Workflow System

<cwsmotorclaims@msfirstcapital.com.sg>

Subject: Re: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020

Dear Sir/Ma'am,

Can you give update regarding the request survey on 17.07.2020 10:00 am?

Best Regards,

Elmer Alfonso 96450084

From: Elmer Alfonso < elmer@tanchong.com>

Sent: Thursday, July 16, 2020 10:31 AM

**To:** <a href="mailto:motorclaims@msfirstcapital.com.sg">motorclaims@msfirstcapital.com.sg</a>; Claim Workflow System

<cwsmotorclaims@msfirstcapital.com.sg>

Subject: Fw: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020

Good Morning,

Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental . Can you Arrange survey on 17.07.2020 10:00 pm. Here at AUTOLUTIION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623
Kindly check your insured liability and revert.
Attachment are my client accident report and workshop estimate
Regards,
Elmer Alfonso
Autolution Industrial Pte Ltd
19 Ubi Road 4
S408623
Tel:67038691 EMAIL: elmer@tanchong.com
From: Elmer Alfonso <elmer@tanchong.com> Sent: Thursday, July 16, 2020 10:25 AM To: Claim Workflow System <cwsmotorclaims@msfirstcapital.com.sg> Subject: Fw: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020</cwsmotorclaims@msfirstcapital.com.sg></elmer@tanchong.com>
Good Morning,
Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental . Can you Arrange survey on 17.07.2020 10:00 pm. Here at AUTOLUTIION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623
Kindly check your insured liability and revert.

Attachment are my client accident report and workshop estimate
Regards,
Elmer Alfonso
Autolution Industrial Pte Ltd
19 Ubi Road 4
S408623
Tel:67038691 EMAIL: elmer@tanchong.com
From: Elmer Alfonso Sent: Wednesday, July 15, 2020 11:31 AM To: Claim Workflow System < <a href="mailto:cwsmotorclaims@msfirstcapital.com.sg">cwsmotorclaims@msfirstcapital.com.sg</a> Subject: ACCIDENT INVOLVING SMM2385D AND YOUR INSURED VEHICLE SHB4066D ON 14.07.2020
Good Morning,
Prior the above, my client wish to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental . Can you Arrange survey on 16.07.2020 10:00 pm. Here at AUTOLUTIION INDUSTRIAL PTE LTD address 19 UBI ROAD 4 SINGAPORE 408623
Kindly check your insured liability and revert.
Attachment are my client accident report and workshop estimate
Regards,
Elmer Alfonso
Autolution Industrial Pte Ltd

S408623
Tel:67038691 EMAIL: elmer@tanchong.com



