

**Autolution Industrial Pte Ltd**

Tan Chong Motor Sales Pte Ltd's Authorised Dealer
19 Ubi Road 4
Singapore 408623
Tel: (65) 64909666 / 67038680
Fax: (65) 63467483
Business Reg. No.: 199500871 W

DATE: 23.07.2020

YOUR REF: D20002800MFSH

OUR REF: INS/IC/EA/0203/20

The Motor Claims Department

MS FIRST CAPITAL INSURANCE LIMITED

ATTENTION TO CLAIMS OFFICER :

KHANCHNA

Dear Sir/ Madam,

Accident Involving: MY CLIENT VEHICLE SMM2385D AND AGAINST YOUR INSURED VEHICLE SHB4066D

Accident Date: 14/07/2020 13:50

Place and time of accident: BEDOK CENTRAL NEAR BLK 220A

RE: Direct Settlement for the Vehicle Number. SMM2385D

On behalf of the owner of Motor Vehicle No. SMM2385D, which was involved

in the captioned accident

The Vehicle was surveyed by your appointed surveyor at **AUTOLUTION INDUSTRIAL PTE LTD 19 UBI ROAD 4 SINGAPORE 408623**

and I based my claims on his recommendation for SGD \$1562.67 being the repair cost and period of repair for

3 days. (Strictly on a Without Prejudice Basis)

As the accident was caused by the negligent act of your insured SHB4066D I am submitting this claim for your consideration

COST REPAIR SGD \$ 1,260.67

COST OF LESS 3 DAYS (S) SGD \$ /DAY SGD \$ 300.00

(Please refer to authorization letter)

GIA REPORT FEES (SGD\$ 12.00 FOR SEARCH FEE & SGD\$ 15.00 FOR EACH SGD \$

REPORT FEE

LTA SEARCH /SURVEY FEE SGD \$ 2.00

COST OF CAR RENTAL DAY(S) SGD \$ SGD \$

TOTAL AMOUNT SGD \$ 1,562.67

We enclose herewith the following documents to support my claims,

- | | |
|-------------------------------|--------------------------|
| A. AUTHORIZATION LETTER | E. FINAL REPAIR BILL (S) |
| B. LTA SEARCH | F. GIA REPORT (S) RESULT |
| C. INSURANCE CERTIFICATE ETC. | |
| D. CAR RENTAL INVOICE | |

Kindly look into this matter and let me hear from you on the settlement of the owner's claims as soon as possible. Thank you.

Yours Faithfully,

Elmer Alfonso

Service Executive

AUTOLUTION INDUSTRIAL PTE LTD
19 UBI ROAD 4
SINGAPORE 408623
TEL: 6490 9666 FAX: 68467483

TAN CHONG
INTERNATIONAL

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 No. SMM 2385 D **AND** SAB 4066 D
ON 14/07/2020 **AT** Bedok Central near BIK 220A

1. I, the owner of vehicle no. SMM 2385 D hereby instruct you and authorise you to act for me with respect to the following: -
 - (a) To submit my claims for all losses 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.
2. 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.
7. 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.
8. Repair at Nissan Service Center
 I understand 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		Authorized Workshop	
Name <u>Tan Wee Chean</u>	Company Name <u>AUTOLUTION INDUSTRIAL PTE LTD</u>		
Address <u>BK 978C Buangkok Crescent #09-221</u>	Claim Officer's Name <u>ALFONSO</u>		
Telephone No <u>81009221</u>	Telephone No <u>9645 0084</u>		
Date _____	Email <u>cheanos06@gmail.com</u>	Date <u>14/7/2020</u>	
Company Stamp [For Co Regn Vehicle]	Authorized Signature <u>Tan Wee Chean</u>	Claim Officer Signature <u>[Signature]</u>	

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:

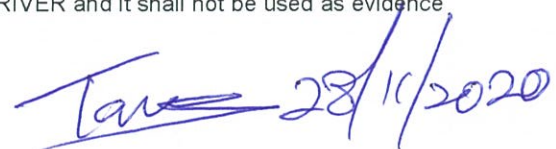
1. is paid without admission of liability on the part of MS First Capital Insurance Limited and/or its INSURED and/or its INSURED DRIVER in respect of the said loss and for damage whether now or hereafter to become manifest,

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 :

 28/10/2020

WITNESS : EIMER ALFONSO

Signature and Date :

 27/10/2020
INDUSTRIAL INDUSTRIES
15 JEL ROAD 4
SINGAPORE 408627
TEL: 6490 9666 FAX 6846742

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

GST REG: M2-8920338-9

NAME : MS FIRST CAPITAL INSURANCE LIMITED
ADDRESS : 36 ROBINSON ROAD
TELEPHONE : #16-01 CITY HOUSE S(068877)
MODEL : 65073848
ENGINE NO : BDTARCZB17EWA----K19
CHASSIS NO : HR16941095C
VEHICLE NO : MNTBBAB17Z0035084
SMM2385D

INVOICE NO. : W32148446
INVOICE DATE : 23-JUL-2020
TERMS : CREDIT
DATE REC'D : 20-JUL-2020
SA/SE : ELMER
JOB NO : HG825941
MILEAGE : 012045
YOUR REFERENCE : INS/IC/EA/0203/20

ITEMS	JOB DESCRIPTION	Credit terms	AMOUNT
Claim Type ...	DIRECT SETTLEMENT / THIRD PARTY CLAIM		
DOA.....	14-JUL-2020		
Our Ref.....	INS/IC/EA/0203/20		
Surveyor.....	SURVEYOR FROM INSURANCE CO		
LABOUR :			695.00
PARTS :			483.20
SUBTOTAL :			1178.20
TOTAL :			1178.20
GST (7%) :			82.47
AMOUNT DUE :			1260.67

(NB : NC=No Charge;P=Included in Package;W=Warranty;G=Goodwill)

DOLLARS: ONE THOUSAND TWO HUNDRED SIXTY AND
CENTS SIXTY SEVEN ONLY.

mal
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 : SMM2385D (HG825941/W32148446)

RELEASE BY 2020

16:38:41

NAME: MS FIRST CAPITAL INSURANCE LIMITED

SIGNATURE

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

GST REG: M2-8920338-9

NAME : MS FIRST CAPITAL INSURANCE LIMITED
ADDRESS : 36 ROBINSON ROAD
TELEPHONE : #16-01 CITY HOUSE S(068877)
MODEL : 65073848
ENGINE NO : BDTARCZB17EWA----K19
CHASSIS NO : HR16941095C
VEHICLE NO : MNTBBAB17Z0035084
SMM2385D

INVOICE NO. :
INVOICE DATE : W32148446
TERMS : 23-JUL-2020
DATE REC'D : CREDIT
SA / SE : 20-JUL-2020
JOB NO : ELMER
MILEAGE : HG825941
YOUR REFERENCE : 012045
INS/IC/EA/0203/20

ITEMS	JOB DESCRIPTION	AMOUNT
	LABOUR	
1	LABOR CHARGES TO RENEW RR BUMPER	390.00
2	CHARGES TO SPRAY PAINTING SAME	250.00
3	REMOVE AND INSTALL REVERSE SENSOR	55.00
	SUBTOTAL :	695.00
	PARTS	
1	REAR BUMPER	474.08
	Qty:1 @ \$592.60 each (Disc:20.00% After Disc:\$474.08each)	
2	RH SIDE BRACKE RR BUMPER	9.12
	Qty:1 @ \$11.40 each (Disc:20.00% After Disc:\$9.12each)	
	SUBTOTAL :	483.20
	REMARKS	
1	PLS NOTE:LETTER OF AUTHORITY & LETTER OF DEMAND ATTACHED	
2	YOUR CLAIM HANDLER:KHANCHNA	
	YOUR CLAIM REF NO: D20002800MFSH	
3	YOUR INSURED VEHICLE NUMBER SHB4066D	
	Insurance Co : MS FIRST CAPITAL INSURANCE LIMITED	
	Policy No..... -	

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

TAN CHONG MOTOR SALES PTE LTD (TCMS)

AUTOLUTION INDUSTRIAL PTE LTD (AIPL)

TC AUTOCLINIC PTE LTD (TCAC)

DATE:

21/07/2020
TAN WEE CHEAN

OWNER NAME:

NRIC NO.:

ADDRESS:

BLK 978C BUANGKOK
CPEXENT #09-221
S(533978)

VEHICLE MODEL:

NISSAN SYLPHY 1.6
(CVT) MY2019

REGN. NO.:

SMM2385D

CHASSIS NO.:

MNTBDBAB17Z0035084

TYPE OF CLAIM:

OWN DAMAGE (OD)

OWN DAMAGE (OD) & UNINSURED LOSS
(EXCESS & LOSS OF USAGE) VIA
TCMS / AIPL / TCAC

THIRD PARTY THROUGH
TCMS / AIPL / TCAC

THIRD PARTY - OWNER
DIRECT CLAIM AGAINST
THIRD PARTY INSURANCE

WINDSCREEN / GLASS (W/S)

INSURANCE CO.:

MS FIRST CAPITAL
INSURANCE LIMITED

CLAIM NO.:

D20002800MFSH

POLICY NO.:

DATE OF ACCIDENT:

14/07/2020

DATE RECEIVED:

21/07/2020

DATE COMPLETED:

22/07/2020

We / I hereby confirmed that the accident repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd and that all necessary repairs as resulted of the accident of the above vehicle have been completed to our / my satisfaction and that We / I have no futher claim whatsoever against the above Company in repect thereof. Terms and Conditions as stipulated in the overleaf applies.

We / I have taken delivery of my car after all necessary repair carried out by Tan Chong Motor Sales Pte Ltd / Autolution Industrial Pte Ltd / TC AutoClinic Pte Ltd on*

22/07/2020

Note: In the event of an Own Damage Claim, your Insurance Company may under policy terms & conditions, or as standard Industrial Practice, increase the loading on your premium during Insurance Policy renewal. Your NCD [Non Claim Discount] may also be affected, subject to business policy of respective Insurance Company.

TAN WEE CHEAN
(NAME / SIGNATURE OF INSURED)

FOOTNOTE:

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER
THROUGH TCMS'S LEGAL AID

DEPOSIT PAID BY OWNER

OWNER WILL MAKE CLAIM AGAINST
THIRD PARTY INSURANCE COMPANY

DOCUMENTS RETURNED TO
OWNER

TCMS / AIPL / TCAC* WILL CLAIM ON BEHALF
OF OWNER UNINSURED LOSS. (EXCESS
PAYMENT & LOSS OF USAGE)

INSURANCE CO. COPY

* Delete When Necessary

Khanchna (LKK Auto)

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

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

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 <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, 19 October 2020 9:58 am
To: Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>
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 \$ 1,442.67 ~ 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: Khanchna@lkkauto.com | 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) <khanchna@lkkauto.com>
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.

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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: Khanchna@lkkauto.com | Fax: 6741-4108

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

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

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.

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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.

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From: Elmer Alfonso <elmer@tanchong.com>

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) <khanchna@lkkauto.com>; Mavis Chng / Autolution <mavis@tanchong.com>

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 <mavis@tanchong.com>
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) <khanchna@lkkauto.com>
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: khanchna@lkkauto.com | 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 1:36 PM

To: 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

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: khanchna@lkkauto.com | 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 <elmer@tanchong.com>
Sent: Friday, 17 July, 2020 2:19 PM
To: Admin A <admin-a@lkkauto.com>
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) <admin-d@lkkauto.com>
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 <cwsmotorclaims@msfirstcapital.com.sg>; Elmer Alfonso <elmer@tanchong.com>; 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.

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data.

Please refer to www.first-insurance.com.sg for details of PDPA Personal Data Collection Statement.

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

Sent: Friday, 17 July 2020 10:05 am

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

Cc: CWS Motor Claims <cwsmotorclaims@msfirstcapital.com.sg>; Elmer Alfonso <elmer@tanchong.com>; 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**

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.

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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 <elmer@tanchong.com>

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: motorclaims@msfirstcapital.com.sg <motorclaims@msfirstcapital.com.sg>; 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 AUTOLUTHION 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](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

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 AUTOLUTHION 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](tel:67038691) EMAIL: elmer@tanchong.com

From: Elmer Alfonso

Sent: Wednesday, July 15, 2020 11:31 AM

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

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 AUTOLUTION 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](tel:67038691) EMAIL: elmer@tanchong.com

