

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 : 06.10.2020

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn: Motor Claim Department

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES : SJA 5611E / GBF 8614X ON 14.09.2020

We are the authorized repair workshop for the owner of motor vehicle no: **SJA 5611E**, which was involved in the captioned accident with your insured vehicle no: **GBF 8614X**. 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 Use (14 Days + 2 Sunday x S\$60)	\$ 960.00
3) Towing Fee	\$ 120.00
4) GIA Search Fee	\$ 2.00
	<u>\$ 8,786.00</u>

We enclosed herewith the following documents to support the claims:

- | | |
|--------------------------|------------------------------------|
| a) Final Repair Invoice | b) Towing Bill |
| c) GIA Search Result | d) Letter of Authorisation, etc... |
| e) GIA Report | f) Police Report |
| g) I/C & Driving Licence | 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 : 15.09.2020

TO : QBE Insurance (Singapore) Pte Ltd

RE : ACCIDENT INVOLVING VEHICLE NO. SJA 5611E / GBF 8614X

ALONG CTE Towards City Before Biaddell Road Exit

ON 14.09.2020

I/We, Leo Jee lan MRS. Lee Kok Hua

of (NRIC No./ROC No.) S0030168Z

of Blk 319 Serangoon Avenue 2 #11-346 Singapore 550319

owner of vehicle no. SJA 5611E in consideration of M/s FASTECH AUTO PTE LTD repairing my/our vehicle SJA 5611E 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 :



K

Name of Owner :

LEO JEE LAN MRS LEE KOK HUA

*** 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 : SJA 5611E
Our Reference : VC013956

I/We, **LEO JEE LAN MRS LEE KOK HUA** do hereby acknowledge the sum of Singapore Dollars: **EIGHT THOUSAND SEVEN HUNDRED AND EIGHTY SIX ONLY (S\$8,786.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**GREATLAND COMPANY PTE LTD**', over damage to my/our vehicle **SJA 5611E** from an accident involving **GBF 8614X** at/along **CTE TWDS CITY BEFORE BRADDELL RD EXIT**, which occurred on **14/09/2020** at about **14:50hours**.

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 '**GREATLAND COMPANY PTE LTD**', 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) 11 of (month) Dec (year) 2020

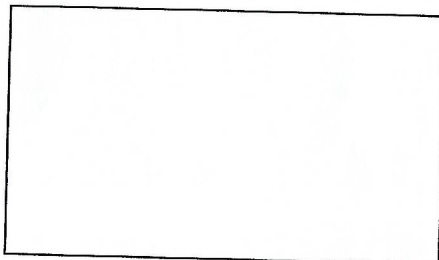

Signature

LEO JEE LAN
Claimant's Name


SXXXX 168Z

FIN/NRIC No.

Address



Company stamp if applicable


Witness's Signature

TANG JUN ZHONG
Witness's Name S8704986H

FIN/NRIC No.

1 Kaki Bukit Avenue 6, #01-46/48/50
AutoBay, Singapore 417883
Tel: 6746 5405 / 6745 2063 Fax: 6745 8520
Email: general@fastechnauto.com.sg

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
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 : 21981

Date : 06.10.2020
Vehicle No : SJA 5611E
Make/Model : TOYOTA ALTIS
Chassis/Eng# :
Accident Date : 14.09.2020
Claim No :
Reference : 0920 -21981
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

All Invoices are subjected to GST



24 HOUR RECOVERY SERVICES

Co.Reg No: 53333929D

24 HRS HOTLINE: 8455 5669 Fax: 6741 1981

8 Kaki Bukit Road 2 #02-04 Ruby Warehouse Complex Singapore 417841

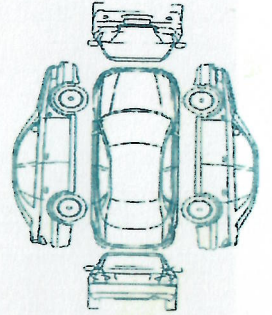
Email: 24hoursrecovery@gmail.com



No. **24813**

Date : 14-9-20

M/S : CASH
Vehicle No : SJA 5611 E Model : ALTIS
From : CTE => City Call Time : 1505
To : 53 Ubi Ave 1 Time Arrival : 1525
Remarks : Arrival Workshop : 1520



- | | | | |
|--|---|---|-------------------------------------|
| <input type="checkbox"/> Change Tyres / Patch Tyre | <input checked="" type="checkbox"/> Accident | <input type="checkbox"/> Use Car Carrier | <input type="checkbox"/> Loaded |
| <input type="checkbox"/> Basement / Multi Carpark | <input type="checkbox"/> Low Body Kit / Low Spoiler | <input type="checkbox"/> Open Door | <input type="checkbox"/> Jump Start |
| <input checked="" type="checkbox"/> Using King Drolley | <input type="checkbox"/> Dismantle Brake / Shaft | <input type="checkbox"/> Crane Up / Winch Out | |

AMOUNT S\$ 120k

WLL

Received By

for 24 hour Recovery Services

Vehicle is transported at owner's risk. The company accepts no responsibility for damaged or other misdemeanour to your vehicle whilst being transported.

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-20-110317

Date of Request: 15/09/2020

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 15/09/2020
Enquiry By Tang Kok Wee, Allan
Vehicle No. GBF8614X
Accident Date 14/09/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GBF8614X	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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**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-20-110317

Date of Request: 15/09/2020

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 15/09/2020
Enquiry By Tang Kok Wee, Allan
Vehicle No. GBF8614X
Accident Date 14/09/2020

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



Auto
Consultants
Pte Ltd

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

Our Ref: CC6/QBE20009894/Uda3

14 OCTOBER 2020

GREATLAND COMPANY PTE LTD

16 RAFFLES QUAY
#33-08 HONG LEONG BLDG
SINGAPORE 048581

Dear Sir/Madam,

ACCIDENT INVOLVING GBF 8614X / SJA 5611E / OTHERS ON 14/09/2020

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

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 QBE Insurance (International) Limited.

Please call us if you have further queries.

Yours faithfully,

CHAN JIA LE

Case Handler

DID: 6749 5792

FAX: 6741 4108

Email: jjale@lkkauto.com

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

Jaslin Kok (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Monday, 28 December 2020 3:11 PM
To: Jaslin Kok (LKK Auto)
Subject: FW: VC013956 Direct Settlement - Accident Involving GBF8614X (OI : QBE - TBA) AND SJA5611E (TP : LKK REF - CC6/QBE20009894/Uda3) on 14.09.2020

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jenny Toh [mailto:jenny.toh@qbe.com]
Sent: Monday, 9 November 2020 10:23 AM
To: Jia Le (LKK Auto)
Cc: claims-singapore
Subject: VC013956 Direct Settlement - Accident Involving GBF8614X (OI : QBE - TBA) AND SJA5611E (TP : LKK REF - CC6/QBE20009894/Uda3) on 14.09.2020

Dear Jia Le

Please proceed as per advise.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+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

From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, 9 November 2020 9:27 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: RE: VC013956 Direct Settlement - Accident Involving GBF8614X (OI : QBE - TBA) AND SJA5611E (TP : LKK REF - CC6/QBE20009894/Uda3) on 14.09.2020

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

QBE Ref: **VC013956**

LKK Ref: CC6/QBE20009894/Uda3

Dear Sirs/Madam,

ACCIDENT INVOLVING GBF 8614X(OI) AND SJA 5611E(TP) ON 14/09/2020

We refer to the above matter.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We did clarify with insured the nature of the accident and he is aware that NCD (if any) would be affected.

We seek your approval to offer to Third Party repairer, "FASTECH AUTO PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 32,366.92	\$ 7,704.00
2. Loss of Use (16days x \$60)	\$ 960.00	\$ 960.00 (16days x \$60)
3. Towing Fee	\$ 120.00	\$ 120.00
4. GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 33,448.92	<u>\$ 8,786.00</u>

**14days recommendation for repair + 2Sun = 16days.

For your approval please.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Friday, 18 September, 2020 4:16 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: VC013956 Direct Settlement - Accident Involving GBF8614X (OI : QBE - TBA) AND SJA5611E (TP : LKK REF - CC6/QBE20009894/Uda3) on 14.09.2020

Dear 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 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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 18 September 2020 1:02 pm
To: Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving GBF8614X (OI : QBE - TBA) AND SJA5611E (TP : LKK REF - CC6/QBE20009894/Uda3) on 14.09.2020

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Dear Sir/Madam,

We refer to the above matter.

We had inspected TP vehicle SJA 5611E 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 get back to you on preliminary advice in due course.

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

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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