

MDM TAN CHAY LEE

c/o Blk 7 Sin Ming Industrial Estate

#01-76

Singapore 575642

Date: 12-10-2020

MS FIRST CAPITAL INSURANCE LIMITED

MOTOR CLAIMS DEPT.

36 ROBINSON ROAD

#16-01 CITY HOUSE

SINGAPORE 068877

Dear Sir / Madam

ACCIDENT INVOLVING MOTOR VEHICLES SMA 4185P AND SHA8767T
ALONG NANYANG AVENUE ON 24-09-2020

I / We, the owner of Vehicle No. SMA 4185P which was involved in the above accident.

My / Our vehicle sustained damages as a result of the above said accident and I / we are now claiming against you for the followings:-

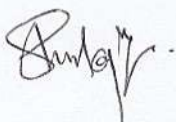
- | | | | |
|--------|---|---|--------------------------|
| 1. | Costs of repair | - | <u>\$2728.50</u> |
| 2. | Loss-of-Use/Rental fees <u>5 days (per)</u> | - | <u>\$ 300.00</u> |
| 3. | Police / GIA report / LTA fees | - | |
| 4. | Surveyor report fees | - | |
| 5. | Others | - | |
| Total: | | | <u><u>\$ 3028.50</u></u> |

Please advise whether you are now prepare to settle my claims as outlined above.

I / We hereby authorise my / our repairers, M/s Alan's United Auto Pte. Ltd. and/or their representatives to negotiate/compromise settlement of my / our above claim on my / our behalf. If there is a settlement I / we further authorise you to pay whatever settlement sum to my / our repairers being the outstanding repair bill and incidentals due to them.

Your kind attention and prompt settlement is much appreciated.

Yours faithfully,



LETTER OF AUTHORITY

ACCIDENT INVOLVING SMA 4185P AND SHTA 87677
ALONG NANYANG AVENUE
ON 24-09-2020

BY THE LETTER OF AUTHORITY, I / We, MDM TAN CHAY LEE

NRIC NO. S1325345E The owner of Vehicle No. SMA 4185P

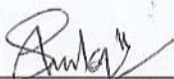
Hereby irrevocably appoint Messrs Alan's United Auto Pte. Ltd. at Block 7, Sin Ming Industrial Estate, Sector C, #01-76, Singapore 575642, and/or their representative to process the Third Party claim on my/our behalf and to do all and/or any of the followings:-

1. To submit, negotiate/compromise and to resolve settlements of my/our above mentioned claim.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favor of Alan's United Auto Pte. Ltd.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever as they deem necessary for the purpose of settling my/our said claim.

I / We hereby declare that all the processing and documents done by virtue of this letter of authority on my/our behalf by my/our repairers or any person authorized by them shall be as good valid and effectual to all intends and purposes whatsoever as if the same had been done or executed by me/us in person.

I / We further confirm that the acceptance by Messrs Alan's United Auto Pte. Ltd. of the settlement amount constitute the full discharge of my/our claim(s) in respect of the above accident.

Signed on the 24 (day) 09 (month) 2020 (year)



Acknowledged by Owner
(company stamp if applicable)

DISCHARGE RECEIPT

CLAIM REFERENCE : D20003886MFSH/1
ACCIDENT DATE : 24/09/2020 11:45
ACCIDENT LOCATION : NANYANG AVE - NTU
INSURED : COMFORT TRANSPORTATION PTE LTD
INSURED DRIVER : LAU CHEE TEE
INSURED VEHICLE : SHA8767T
INVOLVED PARTY : SMA4185P
SETTLEMENT SUM : \$ 2,978.50

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 CHAY LEE

Signature and Date :



ALAN'S UNITED AUTO PTE. LTD.

WITNESS :

Company Reg. No.: 201113667N
Blk 7 Sin Ming Industrial Estate
#01-76 Singapore 575642
Tel: 6453 8686 Fax: 6459 6550

Signature and Date :



6/2/2021

ALAN'S UNITED AUTO PTE. LTD.

Block 7, Sin Ming Industrial Estate, #01-76, Singapore 575642.

Tel: 6453 8686 (3 Lines) Fax: 6459 6550

Company Reg. No.: 201113667N

GST Reg. No.: 201113667N

TAX INVOICE

No. : 225632

Date : 12.10.2020

PAGE : 1

Vehicle Insured : SHA 8767T
Accident Date : 24-Sep-2020

Our Ref : 020123 (FIRST) / CHAN

MS FIRST CAPITAL INSURANCE LIMITED
36 ROBINSON ROAD
#16-01 CITY HOUSE
Singapore 068877

FINAL REPAIR COST FOR NISSAN SYLPHY 1.5L SMA4185P
=====

To supply spare parts

To remove roof lining, front and
rear seats, trim board and carpet

To apply undersealing

To putty and spray replaced parts

To remove, cut-out damaged parts,
panel beating, welding, align,
refix and to renew above parts

	2,550.00
Add 7% GST :	178.50

Total :	S\$ 2,728.50
	=====

Singapore Dollars Two Thousand Seven Hundred
and Twenty Eight and Cents Fifty Only

Hsiao Tong (LKKAUTO)

From: Eric Woo <EricWoo@msfirstcapital.com.sg>
Sent: Wednesday, 3 February 2021 4:42 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

For the purpose of settling case amicably, you have our mandate to settle as follow:

COR : \$2,728.50
LOU : \$250.00 (\$50 x 5days)
To offer : \$2,978.50

Thank you.

Eric Woo
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:
EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848
A Member of  Insurance Group

Personal Data Protection Act 2012 ("PDPA"):

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From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, February 2, 2021 2:18 PM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF: CC4/FCI20010437/Kka3

Hi Eric,

We refer to your below email.

For LOU, we have tried to negotiate as per your mandate below. However third party had rejected and insisted for 5days x \$50.00 which is very fair and reasonable.

Kindly assist to review and let us have your further mandate. 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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Thursday, 24 December 2020 4:48 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

As spoken, please maintain LOU at 4 days \$200.00.

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, December 24, 2020 3:07 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Hi Eric,

For Loss of use, third party counter proposed 5days x \$50.00 = \$250.00.

Please advise if we may revise offer to 5days or maintain at 4days. Thanks.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Monday, 21 December 2020 5:50 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Hsiao Tong,

You have our mandate to settle as follow:

COR : \$2,728.50

LOU : \$200.00 (\$50 x 4days)

To offer : \$2,928.50

Thank you.

Eric Woo

Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877 | Email:

EricWoo@msfirstcapital.com.sg | Company Regn. No. 195000106C | TEL: 6507 3848

A Member of  Insurance Group

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, December 2, 2020 12:29 PM

To: Eric Woo <EricWoo@msfirstcapital.com.sg>

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

Subject: [SEEK MANDATE] - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK REF:
CC4/FCI20010437/Kka3

Your ref : **D20003886MFSH/1**

Our ref : CC4/FCI20010437/Kpa3q2

Dear Sirs,

ACCIDENT INVOLVING SHA8767T(MS FCI) AND SMA4185P (TP) ON 24/09/2020

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "ALAN'S UNITED AUTO PTE LTD " at \$3,028.50(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 4,752.62	\$ 2,728.50(\$2,550.00 + 7%GST)
2. Loss of Use (5days x \$60.00)	\$ 300.00	\$ 300.00 (5days x \$60.00)
Total	\$ 5,052.62	\$ 3,028.50

Surveyor recommended 4 days for repair + 1PRS =5days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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: Eric Woo <EricWoo@msfirstcapital.com.sg>

Sent: Tuesday, 6 October 2020 5:51 PM

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

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

Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Without Prejudice

Dear Mei Kwan,

We are agreeable to Express Settlement.

Thank you.

Eric Woo

Motor Claim Department

Personal Data Protection Act 2012 ("PDPA"):

Under the PDPA, there are various requirements that regulate the processing of your personal data. Please refer to <http://www.msfirstcapital.com.sg> for details of PDPA Personal Data Collection Statement. Confidentiality Notice: This e-mail is confidential. It may also be legally privileged. If you are not the addressee or to whom it is intended, you may not copy, forward, disclose or use any part of it. If you have received this message in error, please delete the message and all copies from your system and notify the sender immediately by return e-mail

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, October 6, 2020 4:57 PM
To: Eric Woo <EricWoo@msfirstcapital.com.sg>
Cc: Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1 // ACC INV SHA8767T AND SMA4185P ON 24.09.2020 *** LKK
REF: CC4/FCI20010437/Kka3

Dear Eric,

We refer to the above matter.

We have inspected TP vehicle SMA 4185P on a WP basis and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Liability: 100%

Remarks: Insured driver rear-ended TP vehicle.

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

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 29 September, 2020 3:04 PM
To: 'Claim Workflow System' <cwsmotorclaims@msfirstcapital.com.sg>; assignments <assignments@lkkauto.com>
Cc: ERICWOO@MSFIRSTCAPITAL.COM.SG; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY ASSESSMENT - D20003886MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

Sent: Tuesday, 29 September 2020 2:55 PM

To: ASSIGNMENTS@LKKAUTO.COM

Cc: CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG; ERICWOO@MSFIRSTCAPITAL.COM.SG

Subject: PRI: SURVEY ASSESSMENT – D20003886MFSH/1

Dear Sir/Mdm,

We refer to the above reference.

Please find attached the necessary documents for survey.

Kindly submit your report via CWS within the next 14 days.

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

Best Regards,

Admin Team

Claim Workflow System

Motor Claims Department

MS First Capital Insurance Limited

Tel : 6507 3848

Fax : 6507 3849

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