

哈 汽 車 貿 易 服 務

HUP MOTOR TRADING & SERVICE

Email : hupmotor@gmail.com

Blk 9004 Tampines Street 93 #01-120 Singapore 528838 Tel: 6784 0039 Fax: 6784 0076 WEB SITE: <http://hupmotor.com.sg> Reg. No. 378091/00W

Our Ref: TP 3009/11/20

Your Ref:

Date: 11th JAN 2021

The Claim's Manager
Motor Claims Dept.
QBE INSURANCE (S) PTE. LTD.
1, Raffles Quay, #29-10,
South Tower, Singapore 048583

Dear Sirs,

RE : ACCIDENT ON 14/11/20 ALONG IMM MSCP LEVEL 5
INVOLVING : SKW 4783 X & YOUR INSURED : SKU 8834 S

We act for Mr Qi Jinming., NRIC No : S9374798D
Who is the registered owner of Veh. No : SKW 4783 X Which was involved
in the above accident with Veh. No : SKU 8834 S Which we understand
is insured with you.

Your appointed surveyor had surveyed our client's damaged vehicle and
we had repaired the vehicle.

The accident was clearly caused by your insured's negligence, I am,
therefore, seeking compensation from you for my financial losses as
itemised below : -

Cost of repair	\$ 400.00
Loss of use for 2 days (1 day X \$ 80.00)	160.00
LTA Search fee	2.00
Survey Fee	0.00

\$ 562.00

We have enclosed copies of relevant documents to support my client's
claim, There was no receipt enclosed, as my client's did not pay us
any single amount.

Your prompt settlement of our claim would be much appreciated.

Yours faithfully,

HUP MOTOR TRADING & SERVICE

Mr David Ang B. Y.

Encl : Final Bill, Car Rental Bill, LTA Search Fee, Owner Authorisation
Letter, GIA Report, Survey Report & Ins. Cert.

TO : QBE INSURANCE (S) PTE. LTD.

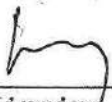
AUTHORIZATION TO ACT

I, QI JINMING (S9374798D) ("the third party claimant")
of BLK 880, #09-263, Yishun Street 81, S (760880) (address),
owner of SKW 4783 X (vehicle no.) hereby authorize
Hup Motor Trading & Service,
("The workshop") to act for me with respect to my claim for
repair costs and/or rental and/or loss of use ("claim") for my
Vehicle No. SKW 4783 X that was damaged pursuant to the
accident which occurred on 14/11/2020 (date) along IMM MSCP
LEVEL 5 (location)
involving Vehicle No/s SKU 8834 S
("The accident").


I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 11th day of January (month) 20 21 (year)


Mr Qi Jinming (S9374798D)
Signed by "the third party claimant"

HUP MOTOR TRADING & SERVICE


Signed by "the workshop"

DISCHARGE VOUCHER

**Without Prejudice
Save As to Costs**

Your Reference : TP 3009/11/20


Our Reference : VC014110

I/We, **QI JINMING** do hereby acknowledge the sum of Singapore Dollars: **THREE HUNDRED ONLY (S\$300.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**ONG PIN**', over damage to my/our vehicle **SKW 4783X** from an accident involving **SKU 8834S** at/along **IMM MSCP LEVEL 5**, which occurred on **14 NOV 2020** at about **13:30hours**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**ONG PIN**', 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) 8th of (month) April (year) 2021



Signature

Qi JinMing

Claimant's Name

S9374798D

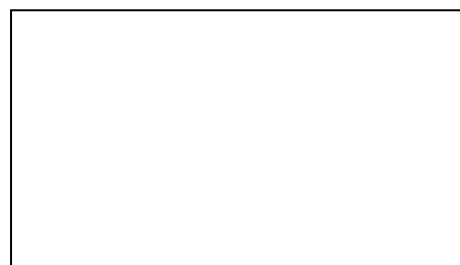
FIN/NRIC No.

880 Yishun Street 81

#09-263

Singapore 760880

Address



Company stamp if applicable



Witness's Signature

Zhang Wei

Witness's Name

G0187280Q

FIN/NRIC No.

880 Yishun street 81

#09-263

Singapore 760880

Address

Please return to:
General Claims Department
[QBE Insurance \(Singapore\) Pte Ltd](#)
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6534 5356)

哈 汽 車 貿 易 服 務

HUP MOTOR TRADING & SERVICE

Blk 9004 Tampines Street 93 #01-120 Singapore 528838 Tel: 6784 0039 Fax: 6784 0076 Email: hupmotor@gmail.com Reg. No. 378091/00W

Our Ref: TP 3009/11/20 Your Ref: Date: 11th JAN 2021

QBE INSURANCE (SINGAPORE) PTE LTD
1 RAFFLES QUAY #29-10 SOUTH TOWER
SINGAPORE 048583

Cost of repair to VOLKSWAGON GOLF 1.2 (A) TSI 5dr - SKW 4783 X

Labour charge to remove & cut out damaged parts, to jack,
straighten & knocking out rear bumper reinforcement & necessary
parts, to weld, renew & align parts. \$ 200.00

To putty & respray painting on all affected accident parts. \$ 200.00

\$ 400.00
=====

Dollars : Four Hundred Only.

HUP MOTOR TRADING & SERVICE

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RECORDS MANAGEMENT CENTRE

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

6 Raffles Quay #18-00, Singapore 048580

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

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-20-141898

Date of Request: 16/11/2020

Your Ref No: Online Purchase

Hup Motor Trading & Service
Blk 9004 Tampines Street 93
#01-120
Singapore 528838

Dear Sir/Madam,

Enquiry Date 16/11/2020

Enquiry By Sandy Loo Chwee Ngoh

TP Vehicle No. SKU8834S

Accident Date 14/11/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKU8834S	QBE Insurance (Singapore) Pte Ltd	26/07/2020-25/07/2021	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.

This is a computer generated document and requires no signature.



RECORDS MANAGEMENT CENTRE

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

6 Raffles Quay #18-00, Singapore 048580

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

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-20-141898

Date of Request: 16/11/2020

Your Ref No: Online Purchase

Hup Motor Trading & Service
Blk 9004 Tampines Street 93
#01-120
Singapore 528838

Dear Sir/Madam,

Enquiry Date 16/11/2020
Enquiry By Sandy Loo Chwee Ngoh
TP Vehicle No. SKU8834S
Accident Date 14/11/2020

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/QBE20012683/Ues3

12 JAN 2021

ONG PIN
63 BRIDPORT AVENUE
SINGAPORE 559353

Dear Sir/Madam,

ACCIDENT INVOLVING SKU 8834S AND SKW 4783X ON 14/11/2020

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.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 day, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

asher

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

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



**SINGAPORE
POLICE FORCE**

Traffic Police
10 Ubi Avenue 3
Singapore 408865
Tel +65 6547 0000
Fax +65 6547 4883
www.police.gov.sg

Our Ref : TP/IP/50669/2020
Date : 17 December 2020

QI JINMING
BLK 880 YISHUN STREET 81
#09-263
SINGAPORE 760880

Dear Sir / Madam,

**TRAFFIC ACCIDENT INVOLVING SKU8834S AND SKW4783X ALONG JURONG EAST STREET
21 ON 14/11/2020 AT ABOUT 1530 HRS**

I refer to the above accident.

2 As the accident is under the Non-Injury Accident Report Scheme, Traffic Police is not conducting further investigation. You need to submit your details to your insurance company. The insurance company will process the form and submit it to the General Insurance Association Records Management Centre, Singapore. Our findings do not affect insurance and civil claims.

3 If you have any clarification, you may contact the Investigation Officer, SSS Neo Zhi Yuan at office number: 6547 6079.

Yours faithfully,

**HEAD INVESTIGATION
TRAFFIC POLICE
SINGAPORE POLICE FORCE**

This is a computer-generated letter. No signature is required.

Asher Sng (LKKAuto)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Wednesday, 7 April 2021 9:35 AM
To: Asher Sng (LKKAuto)
Cc: Admin A; claims-singapore
Subject: RE: [MANDATE REQUEST] RE: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Dear Asher

Kindly proceed for the settlement.

Thank you.

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Wednesday, 7 April 2021 9:34 am
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: [MANDATE REQUEST] RE: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

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

Hi Jenny,

We refer to the above matter.

Third party is chasing for settlement / offer.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Asher Sng (LKKAuto)

Sent: Thursday, 11 March 2021 3:36 PM

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

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

Subject: RE: [MANDATE REQUEST] RE: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Hi Jenny,

We refer to the above matter.

Third party is chasing for settlement / offer.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3EF08D948CAF4F66889066768650F32B-ASHERSNG

Sent: Thursday, 25 February 2021 4:42 PM

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

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

Subject: [MANDATE REQUEST] RE: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Your ref : VC014110

Our ref : CC6/QBE20012683/Ues3q2

Dear Sirs,

We refer to the above matter.

basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 50% liability.

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

We seek your approval to offer repairer " **HUP MOTOR TRADING & SERVICE**" at **\$300.00 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 2,924.07	\$ 400.00
2. Loss of Use (2days x \$80)	\$ 160.00	\$ 100.00 (8days x \$50)
	Sub Total :\$	500.00
	50%\$	250.00
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total :	\$ 3,086.07	\$ 252.00 ~ 300.00

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, 2 February 2021 3:40 PM

To: Jenny Toh <jenny.toh@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Fw: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Dear Jenny,

Thank you for your email.

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

Hi Asher,

FYNA, CC6/QBE20012683/Ues3n2

To check availability of the case handler, you may contact the undersigned.

**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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, February 2, 2021 3:32 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Hi Su Li

What is the outcome for this case?

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[Website](#)

[LinkedIn](#)

[Twitter](#)



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jenny Toh

Sent: Monday, 23 November 2020 2:29 pm

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: VC014110 Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

Dear Su Li

Please find attached as per request.

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

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



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Monday, 23 November 2020 1:54 pm

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

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: Direct Settlement - Accident Involving SKU 8834S (OI : QBE - TBA) AND SKW 4783X (TP : LKK REF - CC6/QBE20012683/Ues3) on 14/11/2020

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SKW 4783X at M/s HUP MOTOR TRADING & SERVICE on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary advice
- TP video footage

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Asher.

To check availability of the case handler, you may contact the undersigned.

**** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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