

**MS First Capital Insurance Limited**  
36 Robinson Road  
#16-01 City House  
Singapore 068877  
**Attn: Motor Claims**  
**Yr Ref: SHA7366Z**

Norah Khai From  
6768 9911 Telephone +65 -  
6841 1183 Telefax +65 -  
Nora.khai@premiumauto.com.sg Email  
Body & Paint Dept Our Dept  
PA/TP/0989/2020/NH Our Ref

23-Nov-2021 Date  
1 Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SLQ 1900 P - Audi A4 SEDAN 1.4 TFSI S-TRONIC**

With reference to the above-mentioned vehicle, no. **SLQ 1900 P**, claimant, **Mr. Rajan Raghupathy**, please find the related document per attached.

1. A copy of the Original invoice no. 85016972 – S\$ 2,088.64.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. Loss of Use – S\$ 180.00 (S\$ 60.00 x 3 Working days)
5. A copy of the LTA search – S\$ 7.45

Phone +65 -  
Premium Automobiles Pte Ltd,  
Showroom  
9 Leng Kee Road  
Singapore 159090  
Telephone (65) 6566 1111  
Telefax (65) 6471 3733

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 6336 2323  
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

Phone +65 -  
Premium Automobiles Pte Ltd,

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

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

Norah Khai  
Claims Dept

Phone +65 -  
Premium Automobiles Pte Ltd,

Encl  
First Insurance – SLQ 1900 P

Phone +65 -  
Premium Automobiles Pte Ltd,

**Authorization Letter**

PA/TP/0989/2020/GW

15 of Jan 2021

Mr. Rajan Ragupathy  
Blk 205 Jurong West East Street 21  
#02-157  
Singapore 600205

**MS First Capital Insurance Limited**  
36 Robinson Road  
#16-01 City House  
Singapore 068877  
**Attn: Motor Claims Dept**  
**Your Ref: D20004357MFSH**

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SLQ 1900 P/ SHA 7366 Z  
ALONG BUKIT TIMAH ON 16<sup>th</sup> DECEMBER 2020.**

I am the owner of SLQ 1900 P.

I confirmed that I will be claiming for Loss of Use and hereby authorized your esteemed company to settle the Loss of Use and repair bill directly with Premium Automobiles Pte Ltd.

Your kind attention will be greatly appreciated.

Yours faithfully,



Mr. Rajan Ragupathy

Copy to Norah Khai, Premium Automobiles Pte Ltd



**DISCHARGE RECEIPT**

CLAIM REFERENCE : D20005194MFSH  
ACCIDENT DATE : 16/12/2020  
ACCIDENT LOCATION : NEWTON FLYOVER TWDS BALMORAL ROAD  
INSURED : COMFORT TRANSPORTATION PTE LTD  
INSURED DRIVER : CHING HOCK YEOW  
INSURED VEHICLE : SHA 7366Z  
INVOLVED PARTY : SLQ 1900P  
SETTLEMENT SUM : \$2,276.09

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 : RAJAN RAGUPATHY

Signature and Date:

31/12/2021

WITNESS :

Nadira Haniff

Signature and Date :

31/12/2021



# Premium Automobiles Pte Ltd



**Audi Centre Singapore**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6836 2223  
Main Telefax 6471 3733  
Co. & GST Reg. No.: 199902271W

**Alexandra Service Centre**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6388 2223  
Main Telefax 6475 1023

**Ubi Service Centre**  
55 Ubi Road 1  
Singapore 408699  
Main Telephone 6388 2323  
Main Telefax 6841 1183

**Customer Service**  
Service Appointment 6366 2323  
24-hour Breakdown Service 9828 1233  
Email customer.care@premiumauto.com.sg

## INS TAX INVOICE

Page 1 11:29

MS FIRST CAPITAL INSURANCE LIMITED MOTOR CLAIM DEPT 36 ROBINSON ROAD #16-01 CITY HOUSE SINGAPORE 068877 068877	Invoice No: 85016972 Date : 20/11/2021 Order : SLQ1900P Term : 30	Account: F0006 (T 0) MS FIRST CAPITAL INSURANCE LIMITED MOTOR CLAIM DEPT 36 ROBINSON ROAD #16-01 CITY HOUSE SINGAPORE 068877
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Regn No: SLQ1900P (V 33978)	Regn Date: 29/06/2017	Mileage: 69274	WIP No.: 63242
Model: A4 SEDAN 1.4 TFSI S tronic	Chassis: WAUZZZF48HA165258	Engine: CVN 039075	Dept: U
You have been assisted by :- UB-Lim Kee Siang ( 43 )			

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER REAR PARKING AID AND REAR LID KICK SENSOR.CHECK FUNCTION AND RENEW ACCORDING TO DAMAGE.	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW REAR BUMPER. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	700.00	1.00	700.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER.	700.00	1.00	700.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00

Parts 0.00  
Labour 0.00  
Sublet 1,952.00  
Menus 0.00  
Lubricant 0.00

Sub-Total 1,952.00

7% GST 136.64

Grand Total 2,088.64



Received by

For & on behalf of  
Premium Automobiles Pte Ltd



> Back to OneMotoring



Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701  
GST Registration No. : M4-0006529-2

Print Date/Time : 17 Dec 2020 / 10:45:12

Receipt Date/Time : 17 Dec 2020 / 10:45:12

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-201217-001089

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SHA7366Z				
As at 16 Dec 2020/18:00:00				
Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED				
1	Insurance Enquiry - SHA7366Z Enquiry Fee 20201217104257166248	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		7.00	0.49	7.49
<b>Rounding Difference</b>				0.04
<b>Total Amount Payable</b>				7.45
Paid By				
	526471XXXXXX0806	eNETS Credit Card		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

## Jaslin Kok (LKK Auto)

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**From:** Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>  
**Sent:** Wednesday, 29 December 2021 4:45 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Admin A  
**Subject:** [MANDATE GIVEN] MSFCIL REF: D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3

Dear Jaslin,

We refer further to the below email.

You have our mandate to settle the matter from **\$2,246.09 - \$2,276.09 (all in).**

**Kindly start to offer LOU @ \$50 x 3 Days first.**

Thank you.

Kind Regards,

Vic Sanghilan  
Motor Claim Department

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 65073848 | DID : 65073846 | Fax No. : 65073849 | Email: [vicsanghilan@msfirstcapital.com.sg](mailto:vicsanghilan@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of MS&AD Insurance Group**

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*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.*

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**From:** Lim Gan Koon (Chris) <ChrisLim@msfirstcapital.com.sg>  
**Sent:** Wednesday, 15 December 2021 9:51 am  
**To:** 'Jaslin Kok (LKK Auto)' <jaslinkok@lkkauto.com>; Vic Alpeh S. Sanghilan <VicSanghilan@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: SURVEY ASSESSMENT - D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3

Without Prejudice

Dear Jaslin,

Received with thanks.

Dear Vic,

FYNA - D20005194MFSH

Thank you.

Chris Lim  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn. No. 195000106C

A Member of **MS&AD** Insurance Group

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Monday, 13 December 2021 6:53 pm

**To:** Lim Gan Koon (Chris) <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

**Subject:** Re: SURVEY ASSESSMENT - D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SHA 7366Z (FCI) AND SLQ 1900P (TP) ON 16/12/2020**

We refer to the above matter.

We seek your approval to offer repairer **"PREMIUM AUTOMOBILES PTE LTD"** at **\$ 2,276.09 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 6,676.00	\$ 2,088.64 (\$1,952.00+ 7% GST)
2. Loss of Use(3 days x \$60.00)	\$ 180.00	\$ 180.00(3 days x \$60.00)
3. Cost of Repair	\$ 7.45	\$ 7.45

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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

**Sent:** Tuesday, January 5, 2021 9:13 AM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Karen Tan <[karentan@msfirstcapital.com.sg](mailto:karentan@msfirstcapital.com.sg)>

**Subject:** RE: SURVEY ASSESSMENT - D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3


Dear Jaslin,



Liability is clear. Pls proceed with ES.

Thank you.

Chris Lim  
Motor Claims Dept.

MS First Capital Insurance Ltd | 36 Robinson Road, City House #16-01 Singapore 068877  
| Tel: 6507 3848 | DID : 6507 3853 | Fax No. : 6507 3849 | Email: [ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg) | Company Regn. No. 195000106C  
**A Member of  Insurance Group**

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Sent:** Monday, 4 January 2021 5:06 pm  
**To:** Lim Gan Koon (Chris) <[ChrisLim@msfirstcapital.com.sg](mailto:ChrisLim@msfirstcapital.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3

Dear Chris

We refer to the above matter.

Liability: 100%

Remarks: Insured driver rear ended TP

Kindly let us have your approval on liability.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, 4 January 2021 4:49 PM  
**To:** [CHRISLIM@MSFIRSTCAPITAL.COM.SG](mailto:CHRISLIM@MSFIRSTCAPITAL.COM.SG)  
**Cc:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SURVEY ASSESSMENT - D20005194MFSH/1 // EXPRESS SETTLEMENT - ACC INV SHA7366Z AND SLQ1900P ON 16/12/2020 \*\*\* LKK REF: CC4/FCI20014316/Ara3

Dear Chris,

We refer to the above matter.

We have inspected third party vehicle SLQ 1900P and TP repairer proposed for express settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Jaslin.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, 22 December, 2020 2:34 PM

**To:** 'Claim Workflow System' <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** [CHRISLIM@MSFIRSTCAPITAL.COM.SG](mailto:CHRISLIM@MSFIRSTCAPITAL.COM.SG)

**Subject:** RE: SURVEY ASSESSMENT - D20005194MFSH/1

Dear Sir/Madam,

Thank you for the assignment.

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

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

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

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

**From:** Claim Workflow System <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>

**Sent:** Tuesday, 22 December, 2020 2:24 PM

**To:** [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** [CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG](mailto:CWSMOTORCLAIMS@MSFIRSTCAPITAL.COM.SG); [CHRISLIM@MSFIRSTCAPITAL.COM.SG](mailto:CHRISLIM@MSFIRSTCAPITAL.COM.SG)

**Subject:** PRI: SURVEY ASSESSMENT - D20005194MFSH/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

**PS: This is a system generated mail. Please do not reply to this mail.**