



# NPH AUTO SERVICE

Block 9005 Tampines Street 93 #01-246/254 Singapore 528839 Tel: 67840663 (8 Lines) Fax: 67840692  
GST Reg No: MX-0869103-NO Business Reg No: 394773/00D  
E-mail: nphauto@pacific.net.sg



Our Ref : TP001/01/21

13<sup>th</sup> January 2021

Motor Claim Department  
First Capital Insurance Ltd  
36 Robinson Road  
#16-01 City House  
Singapore 068877

Dear Sirs

Ref : ACCIDENT ON : 31/12/2020  
INVOLVING VEHICLE : SDR5665G AND SHB4707M  
ALONG WEST PLAZA CARPARK

We refer to the above matter and our car no : SDR5566G has now been repaired and as the accident was caused by the negligence of your insured's driver, we are claiming from you the loss incurred as follows:

Cost of repair	\$1,444.50
Loss of use for 2 days @\$100 per day	200.00
LTA fee	7.45
Total	<u>\$1,651.95</u>

We enclose copies of the following document support of the claims:

- 1 E-filing report
- 2 Search fee
- 3 Final Repair Bill

Could you please look into this matter and let us hear from you whether you admit liability to settle our claim within 14 days of this letter.

Yours faithfully

LETTER OF AUTHORISATION


ACCIDENT ON : 31 Dec 2020  
AT : West Plaza carpark  
INVOLVING VEHICLE NO : SDR 5665G & SHB 4707M  
I/We, TEO CHONH BENH  
Of \_\_\_\_\_


hereby authorise M/s NPH Auto Service, my repairers, to give all further instructions on my behalf concerning the said claim and as such, all future correspondence should be addressed to said firm.

My repairer is further authorised to received on my behalf monies claims, correspondence and to give a vaild discharge and I also hereby appoint my repairer as my attorney and to sign any discharge voucher or any other documents in connection with this claim on my behalf and for me.

I confirm that in the event of unsuccessful claim against the negligent party and/or my own insurers (if only under comprehensive cover) for the damages caused to my vehicle, I agree to pay for all the repair costs and any incidentals incurred by my repairers.

Dated this 31 day of 12 2020 ~~200~~

Witness by :   
Name : **NPH AUTO SERVICE**  
Co. Reg. No. 3977300D  
Blk 9005 Tampines Street 93  
#01-246/254 Singapore 528839  
Tel: 6784 0663 (8 Lines)  
Fax: 6784 0692  
NRIC No : \_\_\_\_\_

Signature :   
Full Name : TEO CHONH BENH  
NRIC No : S7019975J  
Company Stamp (if applicable)

### DISCHARGE RECEIPT

CLAIM REFERENCE : D21000129MFSH  
ACCIDENT DATE : 31/12/2020  
ACCIDENT LOCATION : WEST PLAZA CAR PARK  
INSURED : CITYCAB PTE LTD  
INSURED DRIVER : YEO SWEE LEONG  
INSURED VEHICLE : SHB 4707M  
INVOLVED PARTY : SDR 5665G  
SETTLEMENT SUM : \$1,570.00

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 : TEO CHONG BENG


Signature and Date :

 29/03/2021

WITNESS :



Signature and Date :

 29/3/2021



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GST Reg No: MX-0869103-NO Business Reg No: 394773/00D  
E-mail: nphauto@pacific.net.sg



Our Ref :TP0001/01/21

TAX INVOICE NO. :06675

FIRST CAPITAL INSURANCE LTD  
30 ROBINSON ROAD  
#10-01/02 ROBINSON TOWERS  
SINGAPORE 048586

Date of  
Accident Date :30/12/2020  
Policy Number :MP312594  
Model :HONDA CIVIC (A)  
Veh Reg No :SDR5665G  
Date :05/04/2021

## LABOUR CHARGES

DEAR SIR

THIS IS TO CERTIFY THAT WE HEREBY AGREED TO  
REPAIR THE ABOVE VEHICLE AT:

LUM SUM

**\$1,350.00**

**Nett Total Before GST**

**\$1,350.00**

Add GST @ 7%

**\$94.50**

**Nett Total After GST**

**\$1,444.50**

(One Thousand and Four Hundred Forty Four Only Fifty Cents)



**NPH AUTO SERVICE  
(MANAGER)**



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

Print Date/Time : 02 Jan 2021 / 12:04:56

Receipt Date/Time : 02 Jan 2021 / 12:04:56

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210102-000695

Previous Receipt No. :

**S/N Item Description/  
Business Transaction Reference  
No.**

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SHB4707M

As at 30 Dec 2020/12:30:00

Insurance Co: MS FIRST CAPITAL INSURANCE LIMITED

1 Insurance Enquiry - SHB4707M

Enquiry Fee

20210102120336383509

7.00	0.49	7.49
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**Sub-Total**

7.00	0.49	7.49
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**Total Before Rounding**

7.00	0.49	7.49
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**Rounding Difference**

0.04

**Total Amount Payable**

7.45

**Paid By**

540188XXXXXX4231

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.

## Asher Sng (LKKAUTO)

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**From:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Sent:** Wednesday, 24 March 2021 2:48 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D21000129MFSH/1 DOA: 31/12/2020 \*\*\* LKK REF: CC4/FCI21000180/Uea3

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Asher,

You have our mandate to settle as follow:

COR : \$1,444.50  
LOU : \$100 - \$120 (\$50 - \$60 x 2days)  
LTA : \$7.45 (supported)  
To offer : \$1,551.95 - \$1,571.95

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](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
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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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Friday, February 26, 2021 12:02 PM  
**To:** Eric Woo <EricWoo@msfirstcapital.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [MANDATE REQUEST] RE: SURVEY ASSESSMENT - D21000129MFSH/1 DOA: 31/12/2020 \*\*\* LKK REF: CC4/FCI21000180/Uea3

Your ref : **D21000129MFSH**  
Our ref : CC4/FCI21000180/Uea3q2

Dear Sirs,

**ACCIDENT INVOLVING SHB 4707M (OI) AND SDR 5665G (TP) ON 31/12/2020**

We refer to the above matter.

The accident occurred when our insured hit third party parked vehicle.



Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We seek your approval to offer repairer " **NPH AUTO SERVICE** " at **\$ 1,571.95 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (w/GST)	\$ 2,921.14	\$ 1,444.50
2. Loss of Use (2days x \$100)	\$ 200.00	\$ 120.00 (2days x \$60)
3. LTA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 3,128.59</b>	<b><u>\$ 1,571.95</u></b>

Surveyor recommended 2days for repair.

Enclosed here with all the relevant documents for your perusal.

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

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto: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.**

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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Monday, 25 January 2021 4:15 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D21000129MFSH/1 DOA: 31/12/2020 \*\*\* LKK REF: CC4/FCI21000180/Uea3

Dear Asher,

We are agreeable with Express Settlement.

Attached ID GIA report as per request.

Please let us have TPV video footage for our reference.

Thank you.

Eric Woo

Motor Claim Department

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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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**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, January 25, 2021 3:32 PM

**To:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D21000129MFSH/1 DOA: 31/12/2020 \*\*\* LKK REF: CC4/FCI21000180/Uea3

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SDR 5665G at M/s NPH AUTO SERVICE on a WP basis and TP repairer proposed for a EXPRESS SETTLEMENT.

**Enclosed for your perusal is:**

- Preliminary Advice
- TP Estimate – Marked
- TP Amended GIA report

Meanwhile, kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank You.

*Best Regards,*

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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



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**From:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>

**Sent:** Wednesday, 6 January, 2021 4:01 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; [nphauto@pacific.net.sg](mailto:nphauto@pacific.net.sg)



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

**Subject:** RE: SURVEY ASSESSMENT - D21000129MFSH/1 DOA: 31/12/2020

Dear All,

**ACCIDENT INVOLVING SHB4707M & SDR5665G ON 31/12/2020 AT PASIR RIS WEST PLAZA ST 72**

Please note that we had closed file for D21000097MFSH due to wrong accident date.

New file created: D21000129MFSH

Date of accident should be 31 December 2020 instead.


Aside to NPH,

Please proceed to do addendum and update GEARS.

After which, please forward us a copy of the updated GIA report.

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](mailto:EricWoo@msfirstcapital.com.sg) | Company Regn. No. 195000106C | TEL: 6507 3848  
A Member of  Insurance Group

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**From:** Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Tuesday, January 5, 2021 4:50 PM

**To:** CWS Motor Claims <[cwsmotorclaims@msfirstcapital.com.sg](mailto:cwsmotorclaims@msfirstcapital.com.sg)>; [ASSIGNMENTS@LKKAUTO.COM](mailto:ASSIGNMENTS@LKKAUTO.COM)

**Cc:** Eric Woo <[EricWoo@msfirstcapital.com.sg](mailto:EricWoo@msfirstcapital.com.sg)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SURVEY ASSESSMENT - D21000097MFSH/1

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 07/01/2021.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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*

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

**Sent:** Tuesday, 5 January 2021 3:27 PM

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

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

**Subject:** PRI: SURVEY ASSESSMENT - D21000097MFSH/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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