### **Hsiao Tong (LKKAuto)**

From: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>

Sent: Tuesday, 16 February 2021 11:40 AM

**To:** Hsiao Tong (LKKAuto)

**Cc:** Andre Chow En De; Loi Ai Ting; Jojo Cheng; Coco Lu Ting; Edwin Abcede Caina **Subject:** Your Ref: CC4/AIG21000187/pa3 (GBJ9640S) Our Ref: SLM3885H DOA:

01/01/2021

**Attachments:** SLM3885H - Letter of Demand.pdf

Dear Hsiao Tong Chew,

Pls. refer to attached LOD.

Our customer, Lam Lee Lee, insured with BUDGET DIRECT claims as follows.

Cost of repair \$ 7,683.46

Loss of rental \$ 342.40 (\$85.60 x 4 days)

GIA search fee \$ 2.00

Total \$ 8,027.86

Appreciate if you could quantify your offer of settlement the soonest.

Thank you so much.

### Best regards,

Larry Songcuan
Customer Service



### **Exceptional Journeys**

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339 T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg





**Exceptional Journeys** 

To:

Cycle & Carriage Kia Pte Ltd 209 Pandan Gardens, Singapore 609339 Attention: [Motor Claims Department]

Date:

### LETTER OF AUTHORIZATION TO ACT

Dear Sirs,

- 1. I/We, the undersigned, am the registered owner of vehicle no. SLM3885H (vehicle no.) (the "Vehicle").
- 2. As a result of a motor incident occurring on 01.01.2021 (date and time of accident) on/along BOON LAY WAY JURONG TOWN HALL ROAD JUNCTION (location) between the Vehicle and GBJ9640S (3<sup>rd</sup> party vehicle(s) number, if any) (the "Accident"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
- I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
  - (a) to submit, make, settle and/or resolve any claims (the "<u>Claims</u>") which I/we may have against third party insurers and/or any other parties ("<u>Third Parties</u>") arising out of the Accident, in any manner as it deems fit;
  - to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
  - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
- In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



### **Exceptional Journeys**

5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

Name: LAM LEE LEE SXXXX118I

NRIC / Passport No. / Company Registration No.:

## RELEASE VOUCHER (AIG Asia Pacific - Express Third Party Claim)

"We/I, CYCLE & CARRIAGE KIA PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for \$\$7,683.46 (Repair Cost), \$\$342.40 (Loss of Use/Rental), \$\$2.00 (Disbursement) for vehicle no. \$\$LM 3885H that was damaged pursuant to the accident which occurred on \$01/01/2021 (date) along JURONG TOWN HALL ROAD JUNCTION (location) involving vehicle no/s \$\textit{GBJ 9640S.}\$ This is pursuant to the inspection conducted on \$\frac{11/01/2021}{2021} (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **LAM LEE LEE** (the third party claimant") of vehicle no. **SLM 3885H** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to <u>SLM 3885H</u> (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this \_\_\_\_\_\_ (day) of \_\_\_\_\_ (month) 20\_21 (year)

Signed by appointed surveyor

Signed by "the workshop" (with chop)



## CYCLE & CARRIAGE KIA PTE LTD PANDAN GARDENS CUSTOMER SERVICE CENTRE



209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240

### **TAX INVOICE**

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address		Owner Name & Vehicle Info
AIG Asia Pacific Insurance Pte.	Cust No/Name	/LAM LEE LEE
Ltd.	Reg No/Reg Date	SLM3885H / 29/03/2017
MOTOR CLAIM DEPARTMENT	Date In/Mileage	11/01/2021/ 63524
78 SHENTON WAY #09-16 AIG BUILDING	Chassis/Package	KNAFX411MH5696965
SINGAPORE 079120	Engine No	G4FGGH667924
Contact No 64191000	Make/Model	KIA/CERATO K3 1.6 A EX
11/01/2021	Colour/Trim	MST METAL STREAM / WK SATURN BLACK

Account No	Terms	Date/Time Pr	inted	CSE	Ope	rator			WIP No	Invoice/C	redit Note No
LAX00000	Credit	10/02/2021/	08:20	TLE	884	/ Laure	o Songcua	n	26617	81456551	
		Description	of Good	s / Services				Qty	Unit Price	Disc%	Amount
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E PNT98000											1050.00
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M SUNDRY				.0							40.00
SUPPLY B	ODY PANEL	SEALANT									40.00
M SUNDRY											40.00
SUPPLY C	&C BADGE										
M SUNDRY											20.00
SUNDRIES										- 1	
X COVER-RR								1.00	688.00	20.00	550.40
	BUMPER, C	TR						1.00	315.00	20.00	252.00
X BEAM-RR								1.00	318.00		254.40
	BUMPER LF							1.00	120.00	20.00	96.00
	BUMPER RE							1.00	120.00	100 17 (100) P (100)	96.00
	SY-TRUNK							1.00	1570.00		1256.00
	Y-KIA SUE	3			27			1.00		20.00	29.60
X EMBLEM-C								1.00		20.00	28.00
X EMBLEM K		MD INCIDE !!!						1.00		20.00	12.00
	Y-KEAR CC	MB INSIDE,LH						1.00	710.00	20.00	568.00
M S.											



## CYCLE & CARRIAGE KIA PTE LTD PANDAN GARDENS CUSTOMER SERVICE CENTRE



209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240

### TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

	Invoice Name & Address		Owner Name & Vehicle Info
	AIG Asia Pacific Insurance Pte.	Cust No/Name	/LAM LEE LEE
	Ltd.	Reg No/Reg Date	SLM3885H / 29/03/2017
	MOTOR CLAIM DEPARTMENT	Date In/Mileage	11/01/2021/ 63524
	78 SHENTON WAY #09-16 AIG BUILDING	Chassis/Package	KNAFX411MH5696965
753	SINGAPORE 079120	Engine No	G4FGGH667924
100	Contact No 64191000	Make/Model	KIA/CERATO K3 1.6 A EX
	11/01/2021	Colour/Trim	MST METAL STREAM / WK SATURN BLACK

V		11/01/2021		Colour/Trim	MST METAL	STREAM /	WK SATUR	N BLACK
Account No	Terms	Date/Time Printed	CSE	Operator		WIP No	Invoice/C	redit Note N
LAX00000	Credit	10/02/2021/ 08:20	TLE	884 / Lauro Sc	ongcuan	26617	81456551	
		Description of Good	s / Services		Qty	Unit Price	Disc%	Amount
		OMB INSIDE, RH			1.00	710.00	20.00	568.0
	Y-REAR CO	OMBINATION,LH			1.00	788.00	20.00	630.4
Z TEXT	ATC 01	0.106406						
TP CLAIM		KK) 11.01.2021						
DOA: 01.0		NK) 11.01.2021						
04 DAYS	01.1001							
	G	Guarantee Your Warran	nty, Mainta	in with Cycle &	Carriage!			
Parts		4,340.	.80			Net	t	7,180.80
Labour		2,700.			7% GST on	7180.8		502.6
Standard M		0.	00		4 1102			
Specialist			00		To	tal Payabl		7,683.46
Diagnostic Sundry/Oth			00			Pai		0.00
Total (w/o		140.				Total Du	e	7,683.46
. 5 0 1 ( 11 / 0	451)	7,180.	80					



### **TAX INVOICE**

GST REG. NO.: 200106276D

GB1 REG: 110:: 200100270B							
DATE	INVOICE NO.						
10/2/2021	P 3591						

### INVOICE TO.

AIG ASIA PACIFIC INSURANCE PTE. LTD.
78 SHENTON WAY #07-16
SINGAPORE 079120
ATTN: LILY TAN (CLAIMS OPERATION MANAGER)
C/O LKK AUTO CONSULTANT PTE LTD

	VHA NO.	DUE DATE	VEH NO.
40	P 3591	10/2/2021	SLN 4364 H
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 11 JANUARY 2021 TO 15 JANUARY 2021 YOUR REF: SLM3885H & GBJ9640S (C&C)	4	80.00	320.00
Account Name: BKW RENT A CAR PTE LTD Account No: 118-312-9991 Bank: UNITED OVERSEAS BANK LTD (UOB)	Subtotal		\$320.00
Branch: UOB Shaw Centre Branch Bank Address: 1 Scotts Road #03-04 Shaw Centre Singapore 228208 Bank Code: 7375 Branch Code: 018 Swift Code: UOVBSGSG	GST @ 7%		\$22.40
All cheques must be made payable to BKW RENT A CAR PTE LTD. *Please indicate the invoice number and vehicle number in the reference.	TOTAL		\$342.40

### **BKW Rent-A-Car Pte Ltd**





### PTE LTD

120 Lower Delta Road #02-15 Cendex Centre Singapore 169208 Tel: 6738 7777 Fax: 6738 6666 VHA No: P 3591
ACRA No: 20-0106276-D GST Reg. No: 20-0106276-D
24 HOURS HELPLINE: 6223 1122

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whatsoever	reason in respect	of or in connection w	posed on the vehicle for ith it's use or operation laims, damages, losse	) iii	purpos	tomers' data wase of completing rstand and agr	g the sales	transactio	ns and o	ther relating	matters.	
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ANDREW

Check By

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Return Of Vehicle: The Hirer Driver Is Required To Sign In The Column "Signature Of Hirer Driver Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"

Remarks

0840

Time In

111

Date In

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15

Hirer's/Driver Signature

Hirers/Driver Signature

**INSURER ENQUIRY** 

# Find insurer

Vehicle reg. no.

GBJ9640S

**Date of Accident** 

01/01/2021

Reset

### % RESULT & RECEIPT

TD Incurer Enquir	,
TP Insurer Enquiry	
Insurance	AIG
Period of Insurance	17/10/2020 - 16/10/2021
Requested By	EDWIN ABCEDE CAINA (CYCLE
Requested Date	04/01/2021 10:10

**Payment details** 

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13** 

Total Amount Due (GST Inclusive): \$\$2

**General Insurance Association** 

Records Management Centre GST Registration No: **M400017735** 

### **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

**Sent:** Wednesday, 6 January 2021 9:13 AM **To:** EDDIECHONG@HOFENBUILDERS.SG

**Subject:** ACCIDENT INVOLVING GBJ 9640S(AIG) AND SLM 3885H AT/ALONG BEFORE

JUNCTION OF BOON LAY WAY AND JURONG TOWN HALL RD ON 01/01/2021

06 Jan 2021

M/S HOFEN BUILDERS PTE LTD

[By Email Only]

**Attention: The Management** 

Dear Sir/Madam,

You Ref: GBJ9640S

Our Ref: CC4/AIG21000187/pa3

ACCIDENT INVOLVING GBJ 9640S(AIG) AND SLM 3885H AT/ALONG BEFORE JUNCTION OF BOON LAY WAY AND

JURONG TOWN HALL RD ON 01/01/2021

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SLM 3885H against your insurance policy.

Based on the accident report and accident scenario, liability is not in your driver's favour as it is a head-to rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | Fax: 6741 4108 HQ: Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

3/23/2021 Merimen e-Claims

### **Claim Audit**

lo.	0.0	Audit	Domarke	D.,
10.	On 05 Jan	Audit	Remarks	Ву
1	2021 20:33	Clm Dtl Modified	Claimant's Name: -> LAM LEE LEE.	[A] HOW ME KWAN
2	05 Jan 2021 20:33	Clm Veh Model Changed	(205158) KIA CERATO 1.6 (A).	[A] HOW MI KWAN
3	05 Jan 2021 20:33	Clm Created	Reg No: SLM3885H. Acct Date: 2021/01/01. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Cycle & Carriage KIA Pte Ltd (Pandan Gardens)	[A] HOW M KWAN
4	05 Jan 2021 20:33	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW M KWAN
5	2021 20:33	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/14	[A] HOW M KWAN
5	05 Jan 2021 20:33	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW M KWAN
7	05 Jan 2021 20:33		[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merime Administrat
3	05 Jan 2021 20:33	Label Added	(23):Express.	[A] HOW M KWAN
9	05 Jan 2021 20:33		[None] -> CHAN JIA LE	[A] HOW M KWAN
0	06 Jan 2021 09:07		Downloaded Video - Accident	[A] CHEW HSIAO TON
. 1	13 Jan 2021 17:18	-	CHAN JIA LE -> CHEN TSUE YEE	[A] HOW M KWAN
.2	13 Jan 2021 19:48	Clm Registration Modified	Acct Time:20:00:00->20:20:00.	[I] AIG OneClaim Integratio User
3	28 Jan 2021 15:46	Video Downloaded	Downloaded Video - Accident	[I] Loh, Che Heng
4	04 Feb 2021 16:42	Adj Rpt Initiated		[A] HUEY Y
5	04 Feb 2021 16:42	Clm Dtl Modified	Insured ID: -> Claim Conclusion: -> 3.	[A] HUEY Y
6	04 Feb 2021 16:42	Clm Dtl Modified	JPJ Reg. Date: -> 2017/03/29.	[A] HUEY Y
7	04 Feb 2021 16:42	Clm Details Notified	Cur Dog 19027 96-1 inhility 1909/ (P27) *Ounntum (=) COD-1/CCT; ±7 692 46 ; /b) OD 1/CCT/ 4 + 1/c	[A] HUEY Y
8	28 Feb 2021 13:37	Mandate Request	Cur.Req: $8027.86$ :Liability: $100\%(B27)$ *Quantum: (a)CORw/GST: \$7,683.46+ (b)LORw/GST(4days x \$80.00): \$342.40 + (c)LTA/GIA search fee: \$2.00 = Total: \$8,027.86 *4 recommendation repair days *For your approval please.	[A] CHEV HSIAO TON
9	2021 10:39	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/01/14	[I] Loh, Che Heng
0	01 Mar 2021 10:39	Adj Mandate Set	Approved:8027.86.	[I] Loh, Che Heng

Date From	<b>₫ Date To</b>	Audit Type	None	<b>∀</b> Go
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### ACTIVITY

No record

Merimen Bill	ing for this cas	se - Transactio	n History					
Bill Ref No	Bill Date	Bill Type	Асс Туре	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2659278	05 Jan 2021 20:39:01	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SLM3885H	HOW MEI KWAN	xx.xx
2659279	05 Jan 2021 20:42:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific	SLM3885H	GBJ9640S	11.00

					Insurance Pte. Ltd. (Express)			
2667987	04 Feb 2021 16:42:31	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLM3885H	GBJ9640S	11.00