

MODERN AUTOMOTIVE PTE LTD

BLK 3023A UBI ROAD 1 # 01 - 58/ 61

SINGAPORE 408717

GST REG. NO : 200501102H

TEL : 6748-4422 / 6744-4422

Email: chin@modernautomotive.com.sg

YOUR REF : GBF4176U

OUR REF : SJY5912K

Date : 21.05.2021

QBE Insurance (International) Ltd

Blk 60 Anson Road #11-01

Maple Tree Anson

Singapore 179914

Tel: 6224 6633

**RE : ACCIDENT INVOLVING SJY5912K & GBF4176U ON 29.12.2020
ALONG HOUGANG AVENUE 3**

We refer to the above matter.

We have been authorized by our client Mr Quek Chin Soon to make claims against your insured vehicle No.GBF4176U in respect of the above accident for the following:

Repair Cost	\$	34,026.00	(Incl GST)
Loss of use (\$100 x 24 days)	\$	2,400.00	
Search Fee	\$	2.00	
Total :	\$	36,428.00	

Enclosed herewith a copy each of the supporting documents for your perusal.
Kindly process the above and remit the payment to us asap

Yours faithfully,



Modern Automotive Pte Ltd

LETTER OF AUTHORIZATION

Date: 04/11/2021

TO WHOM IT MAY CONCERN

Dear Sir,

RE: ACCIDENT INVOLVING VEHICLE

..... SJY 5912K / GBF4176U

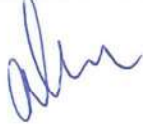
ON 29/12/2020 ALONG Haigang Avenue 3

.....
This letter is to authorize **MODERN AUTOMOTIVE PTE LTD** at Block 3023A, Ubi Road 1, #01-61, Singapore 408717 to resolve the above matter.

In respect of this authorization, **MODERN AUTOMOTIVE PTE LTD** has my/our authority to decide on my/our behalf whether to accept any offer of settlement from the third party insurers. I/we also agreed that all payments include Loss of Use to make in favour of **MODERN AUTOMOTIVE PTE LTD**.

MODERN AUTOMOTIVE PTE LTD is also authorized to sign all the required documents include Discharge Voucher from the third party insurers on my/our behalf.

Yours Faithfully



.....
Signature of Owner

..... Quek Chin Soon

Name / NRIC Sxxxx 864C

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SJY 5912K
Our Reference : VC014222

I/We, **QUEK CHIN SOON** do hereby acknowledge the sum of Singapore Dollars: **THIRTY SIX THOUSAND FOUR HUNDRED AND TWENTY EIGHT ONLY (\$\$36,428.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**CHUA HIANG CHENG**', over damage to my/our vehicle **SJY 5912K** from an accident involving **GBF 4176U** and **SJY 5912K** at/along **NEAR 60 HOUGANG AVE 3** which occurred on **29/12/2020** at about **15:00 hours**.

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 '**CHUA HIANG CHENG**', 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) 09 of (month) Nov (year) 2021

Signature

Quek Chin Soon

Claimant's Name

Sxxxx 864C

FIN/NRIC No.

BLK 603 C Punggol Road

#02-728

S'pore 823603

Address



Company stamp if applicable

Witness's Signature

Witness's Name

MODERN AUTOMOTIVE PTE LTD
BLK 3023A UBI ROAD 1
#01-61, SINGAPORE 408717
TEL: 6747 4422 FAX: 6747 6720

FIN/NRIC No.

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
60 Anson Road
#11-01 Mapletree Anson
Singapore 079914
Fax: 6534 5356

MODERN AUTOMOTIVE PTE LTD

BLK 3023A UBI ROAD 1 # 01- 58 / 61 SINGAPORE 408717
TEL : 67474422, 67454422 FAX : 67476720
GST REG. NO : 200501102H

QBE INSURANCE (INTERNATIONAL) LTD
BLK 60 ANSON ROAD #11-01
MAPLE TREE ANSON SINGAPORE 179914

Attention : Motor Claim Department

Contact : 6224-6633 Fax No. : 6534-5356

Tax Invoice : TP001606

Date : 21/05/2021
Vehicle Num. : SJY 5912K
Make/Model : MERCEDES C200-2010
Chassis/Eng# :
Accident Date : 29/12/2020
Claim No. :
Reference :
Policy No. : GA556306

S/N	Quantity	Particular	Unit Price	Amount S\$
		LABOUR :		
		ACCIDENT REPAIR (LUMPSUM)		31,800.00
		Labour Total S\$:		31,800.00



MODERN AUTOMOTIVE PTE LTD

Total S\$:	31,800.00
GST @ 7% S\$:	2,226.00
Amount Due S\$:	34,026.00
	=====


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

GBF4176U

Date of Accident

29/12/2020 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance QBE

Period of Insurance 11/10/2020 - 10/10/2021

Requested By CHIN SOI SHONG GRACE (MOD...

Requested Date 31/12/2020 16:10

Payment details

Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST
Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Tuesday, 20 April 2021 3:41 PM
To: delivery.chua@gmail.com
Subject: <STANDARD NOTIFICATION LETTER> OUR REF: CC6/QBE21000319/Aga3 ***
ACCIDENT INVOLVING GBF 4176U / SJY 5912K / OTHERS ON 29/12/2020 ***

Our Ref: CC6/QBE21000319/Aga3

20 APRIL 2021

Chua Hiang Cheng

Dear Sir/Madam,

ACCIDENT INVOLVING GBF 4176U / SJY 5912K / OTHERS ON 29/12/2020

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (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.

This is to inform you that we received a Third Party Claim from **SJY 5912K**.

Based on the accident report and accident scenario, liability is down against us. 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 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.

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

Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

Asher Sng (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Tuesday, 9 November 2021 8:57 AM
To: Asher Sng (LKKAUTO)
Cc: claims-singapore
Subject: VC014222 : [URGENT] RE: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020
Attachments: LETTER TO OI.pdf; LKK Survey Report.pdf; TP LOD.pdf; RE: TP Claim SJY5912K & GBF4176U (QBE) *** LKK REF: CC6/QBE21000319/Aga3
Follow Up Flag: Follow up
Flag Status: Flagged

Hi Asher

Please proceed as per advice.

Thank you.

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 2021 – Claims Initiative of the Year, Singapore
Insurance Business Asia List – Elite Women 2021, Asia
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

Celebrating 130 years in Singapore, 1891 – 2021

I work flexibly and may send emails outside normal working hours. If you have received an email from me outside of your normal business hours I am not expecting you to read or respond unless it is urgent.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Tuesday, 5 October 2021 10:57 am
To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [URGENT] RE: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

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

Hi Sir,

We refer to the email dated 12/06/2021.

Third party is chasing for offer / settlement.

Kindly let us have your approval / instruction if any.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

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: Wednesday, 1 September 2021 4:30 PM

To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

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

Subject: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

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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: Wednesday, 4 August 2021 6:15 PM
To: Jenny Toh <jenny.toh@qbe.com>; andrew.lim@qbe.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

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

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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: Cecilia Chong (LKK Auto)
Sent: Wednesday, 21 July 2021 12:53 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Subject: FW: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

3RD REMINDER

QBE Ref: **TBA**

LKK Ref: CC6/QBE21000319/Aga3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 20/04/2021 of Third-Party's request to do Direct Settlement with our Principal, QBE.

This is a case of BOLA S6. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**MODERN AUTOMOTIVE PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 57,729.71	\$ 34,026.00
2. Loss of Use (24days x \$100.00)	\$ 2,400.00	\$ 2,400.00(24days x\$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 60,131.71	<u>\$ 36,428.00</u>

**21days recommendation for repair + 2 weekends + 1 PRS = 24days.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval.

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.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Cecilia Chong (LKK Auto)

Sent: Thursday, 1 July 2021 8:45 AM

To: 'Jenny Toh' <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

2ND REMINDER

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Best Regards,
Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



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From: Cecilia Chong (LKK Auto)

Sent: Saturday, 12 June 2021 2:06 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'Jenny Toh' <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

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

Subject: RE: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

QBE Ref: **TBA**

LKK Ref: CC6/QBE21000319/Aga3

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Best Regards,

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Phone: 6749-4274 | email: CeciliaChong@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>

Sent: Tuesday, 20 April 2021 2:28 PM

To: 'Jenny Toh' <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

Cc: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBF4176U (OI : QBE - TBA) AND SJY5912K (TP : LKK REF - CC6/QBE21000319/Aga3) on 29.12.2020

Dear Sir / Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Modern Automotive Pte Ltd – Ubi and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Kindly take note that the case handler in-charge Cecilia.

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)

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