

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67465405 / 67465376 Fax No: 67458520

Tax Reg No: 200006262D

Date : 19.03.2021

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn: Motor Claim Department

Dear Sir/Madam,

ACCIDENT INVOLVING VEHICLES : GBE 9363T / SGC 1139D ON.11.02.2021

We are the authorized repair workshop for the owner of motor vehicle no: **GBE 9363T**, which was involved in the captioned accident with your insured vehicle no: **SGC 1139D**. The vehicle owner authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

1) Cost of Repair (inclusive of GST)	\$ 20,330.00
2) Loss of Use (13 days + 2 Sunday X \$ 60)	\$ 900.00
3) Towing Fee	\$ 100.00
4) GIA Search Fee	\$ 2.00
	<u>\$ 21,332.00</u>

We enclosed herewith the following documents to support the claims:

- | | |
|--------------------------|------------------------------------|
| a) Final Repair Invoice | b) Towing Bill |
| c) GIA Search Result | d) Letter of Authorisation, etc... |
| e) GIA Report | f) I/C & Driving Licence |
| g) Insurance Certificate | h) Vehicle Registration Log Card |

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

Thank you.

Yours faithfully,



Jason Tang (jason@fastechauto.com.sg)

For Fastech Auto Pte Ltd

DATE : 11.02.2021

TO : QBE Insurance Singapore Pte Ltd

RE : ACCIDENT INVOLVING VEHICLE NO. GBE 9363T / SGC 1139D

ALONG West Carls Road (Before Pandan Gardens Junction)

ON 11.02.2021

I/We, Reefertec Pte Ltd

of (NRIC No./ROC No.) 199501597C

of Blk 891A Woodlands Drive 50 #02-201 Singapore 730891

owner of vehicle no. GBE 9363T in consideration of M/s FASTECH AUTO

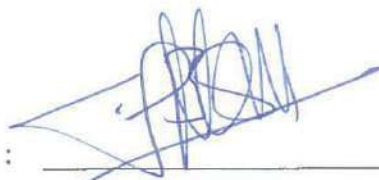
PTE LTD repairing my/our vehicle GBE 9363T at my/our instruction and hereby

authorise M/s FASTECH AUTO PTE LTD to demand claim settlement whatever

amount settled/payable by the Insurance Company and/or third party or to commence legal proceedings, if necessary, under my name, for the cost of repairs, car rental and/or loss of use, etc. and to their appointing solicitor to act for me/us in respect of the said accident/claim and all claimed and/or settled shall belong to them absolutely.

I/We further agree and undertake to indemnify them against the above-mentioned claim cost which may arisen therewith.

Signature of Owner :



Name of Owner :

LEE Kwong Jin

*** This Discharge Voucher applies only to the claimant's claim for his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : GBE9363T
Our Reference : VC014328

I/We, **REEFERTEC PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **TWENTY ONE THOUSAND THREE HUNDRED AND THIRTY TWO ONLY (S\$21,332.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**TOH LAY HOCK**', over damage to my/our vehicle **GBE 9363T** from an accident involving **SGC 1139D** at/along **WEST COAST ROAD (BEFORE PANDAN GARDENS JUNCTION)**, which occurred on **11 FEB 2021** at about **12:10hours**.

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 '**TOH LAY HOCK**', 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) 26 of (month) April (year) 2021

Signature

LEE Kwong Yin

Claimant's Name

S 00934381J

FIN/NRIC No.

13 TUAS AV. 11

8PODE 6390 77

Address



Company stamp if applicable

Witness's Signature

Jason Tang

Witness's Name

S8704986H

FIN/NRIC No.

1 Kakit Bukit Aveb

#01-46/48/50 Antebay

S(417883)

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)

TAX INVOICE

FASTECH AUTO PTE LTD

1 Kaki Bukit Ave 6 #01-48 Autobay

Singapore 417883

Tel No: 67452063 / 67467158 Fax No: 67458520

Tax Reg No: 200006262D

QBE Insurance Singapore Pte Ltd

1 Raffles Quay #29-10

South Tower

Singapore 048583

Attn : Motor Claim Department

Tax Invoice : 22251

Date 19.03.2021

Vehicle No GBE 9363T

Make/Model Nissan NV200

Chassis/Eng# :

Accident Date 11.02.2021

Claim No :

Reference 0221 -22251

Policy No

	Amount
To proceed on lump sum repair	S\$ 19000.00

E. & O. E.

Total : S\$ 19000.00

GST @ 7% : S\$ 1330.00

Amount Due : **S\$ 20330.00**


for FASTECH AUTO PTE LTD



1.30 PM

47 Jalan Pemimpin Halcyon 2 #C01-02 Singapore 577200 Co. Reg. No. 53152603L HP: 900 900 92 Email: jim.koh@hotmail.com Website: http://www.gaoexpresstowing.sg

CASH SALE/WORK ORDER

No. 193044

Date: 11-2-2021

寶號

Messrs: cash

車號

Vehicle No: GTBE9363T 車型 Model No: NV 200

時間(日/夜)

Time (day/night): Contact No:

由

Location: 409 West Coast Rd

到

To: Auto Bay

Cash \$: 100 其他 Others:

經手人

Authorised By: Jim Tow Truck Driver Name: 9988-000-111

注意本公司對所拖之車輛,在進行中如有任何損失或破壞,一概由車主自行負責。

Note: Vehicle is towed at owner's risk. The company accepts no responsibility for damages or other misdemeanour to your vehicle whilst being towed.

- ☐ Jump Start/Changing of battery
- ☐ Tyre Replacement
- ☐ Accident/Breakdown
- ☐ Multi/Basement
- ☐ With Load/Cargo Box
- ☐ King Dolly
- ☐ Transport Charge
- ☐ Low Body Kit
- ☐ Door Opening Service
- ☐ Crane Up/Winch Out
- ☐ Collect Doc/Key
- ☐ Repo
- ☐ Woodlands and Tuas Checkpoint

INSURER ENQUIRY

Find**insurer****Vehicle reg. no.**

SGC1139D

Date of Accident

11/02/2021

**Reset****% RESULT & RECEIPT****TP Insurer Enquiry**

Insurance QBE

Period of Insurance 30/12/2020 - 29/12/2021

Requested By ALLAN TANG (KIM CHWEE AUT...

Requested Date 11/02/2021 12:38

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

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Monday, 29 March 2021 12:09 PM
To: JERALDINE.TOH@GMAIL.COM
Subject: ACCIDENT INVOLVING SGC 1139D / GBE 9363T / OTHERS ON 11/02/2021

Our Ref: CC6/QBE21002093/Ues3

29 MAR 2021

TOH LAY HOCK

Dear Sir/Madam,

ACCIDENT INVOLVING SGC 1139D / GBE 9363T / OTHERS ON 11/02/2021

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.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal QBE Insurance (Singapore) Pte Ltd.

Please call us if you have further queries.

Yours faithfully,

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

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

Asher Sng (LKKAUTO)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Monday, 26 April 2021 10:20 AM
To: Asher Sng (LKKAUTO)
Cc: Admin A; claims-singapore
Subject: RE: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGC 1139D (OI : QBE - VC014328) AND GBE 9363T (TP : LKK REF - CC6/QBE21002093/Ues3) on 11/02/2021

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Please proceed as advised.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Friday, 23 April 2021 3:33 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SGC 1139D (OI : QBE - VC014328) AND GBE 9363T (TP : LKK REF - CC6/QBE21002093/Ues3) on 11/02/2021

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

Your ref : VC014328

Our ref : CC6/QBE21002093/Ues3q2

Dear Sirs,

We refer to the above matter.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

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 " **FASTECH AUTO PTE LTD**" at **\$21,332.00 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 57,105.79	\$ 20,330.00
2. Loss of Use (8days x \$50)	\$ 900.00	\$ 900.00 (15days x \$60)
3. LTA Search Fee	\$ 2.00	\$ 2.00
4. Towing Fee	\$ 100.00	\$ 100.00
Total :	\$ 58,107.79	\$ 21,332.00

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: Asher Sng (LKKAuto)

Sent: Monday, 29 March 2021 12:06 PM

To: Andrew Lim <andrew.lim@qbe.com>

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

Subject: RE: Direct Settlement - Accident Involving SGC 1139D (OI : QBE - VC014328) AND GBE 9363T (TP : LKK REF - CC6/QBE21002093/Ues3) on 11/02/2021

Hi Andrew,

We refer to the above matter.

Enclosed for your perusal is:

- **TP ESTIMATE – MARKED**
- **PRELIMINARY ADVICE**

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

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

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: Andrew Lim <andrew.lim@qbe.com>

Sent: Friday, 19 February 2021 10:38 AM

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

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

Subject: RE: Direct Settlement - Accident Involving SGC 1139D (OI : QBE - VC014328) AND GBE 9363T (TP : LKK REF - CC6/QBE21002093/Ues3) on 11/02/2021

Dear Su Li,

The GIA report is attached above.

Thank you.

Andrew Lim

Executive

Claims | Asia

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

+65 6477 1243 | +65 6224 6633

[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: Friday, 19 February 2021 9:03 am

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 SGC 1139D (OI : QBE - TBA) AND GBE 9363T (TP : LKK REF - CC6/QBE21002093/Ues3) on 11/02/2021

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

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle GBE 9363T at M/s FASTECH AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.