



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Yr ref : SLD4204P

Our ref: SLC5363L

WITHOUT PREJUDICE

25th October 2019

Dear Sir/Mdm,

AIG ASIA PACIFIC INSURANCE PTE.LTD

NO. 78

SHENTON WAY #07-16

SINGAPORE 079120

Accident involving SLD4204P and SLC5363L on 16/07/2017

We refer to the above said accident.

We enclosed herewith relevant documents as stated below:-

- 1) Accident report of SLC5363L
- 2) Repair tax invoice
- 3) Letter of authorization

As instructed, we are claiming the following as stated below:-

1) Cost of repair	\$	2,407.50
2) Loss of use (6Days x \$100.00)	\$	600.00
Total	\$	3,007.50

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Vronica Law (Claim dept.)

Tel: 6453 1235

Fax: 6453 7944

Email: cityauto@singnet.com.sg



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: THAMIL SELVAN S/O SUBRAMANIAM NRIC: S1390199F

Address: APT BLK 308 A ANG MO KIO AVENUE 1 # 14-415 SINGAPORE 561308

Name of Driver: THAMIL SELVAN S/O SUBRAMANIAM NRIC: S1390199F

Address: APT BLK 308 A ANG MO KIO AVENUE 1 # 14-415 SINGAPORE 561308

Accident on 16/07/2017 Involving SLD 4204P and SLC 5363 L

At/along KEPPEL ROAD

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle TOYOTA COROLLA ALTI at my/our request I/We the above owner of Motor Vehicle No: SLC 5363 L do authorize them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further authorize them to give an absolute discharge on my/our behalf.

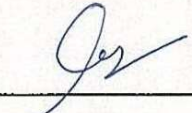
I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our behalf concerning the said claim and such, all future correspondence should be addressed to the said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a valid discharge voucher or any other documents in connection with this on my/our behalf and for me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of repairs to my motor vehicle.

Owner Signature: 

Name: THAMIL SELVAN S/O SUBRAMANIAM

Date: 17/07/2017

Witness Signature: CITY AUTO PTE LTD

Blk 8 Sin Ming Road
#01-58/60/62 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944

Date: 17/07/2017 (Claims Section)

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

“We/I, **CITY AUTO 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 **S\$1,203.75** (Repair Cost), **S\$180.00** (Loss of Use/Rental), **S\$ -** (Disbursement) for vehicle no. **SLC 5363L** that was damaged pursuant to the accident which occurred on **16/07/2017** (date) along **KEPPEL ROAD** (location) involving vehicle no/s **SLD 4204P**. This is pursuant to the inspection conducted on **21/07/2017** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **THAMIL SELVAN S/O SUBRAMANIAM** (“the third party claimant”) of vehicle no. **SLC 5363L** 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 **SLC 5363L** (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 23rd (day) of October (month) 2021 (year)



Signed by appointed surveyor

CITY AUTO PTE LTD
Blk 8 Sin Ming Road
#01-58/60/62 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

Signed by “the workshop” (with chop)



CITY AUTO PTE LTD

One Stop Automotive Solution

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel: 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

AIG ASIA PACIFIC INSURANCE PTE. LTD

NO. 78

SHENTON WAY #07-16

SINGAPORE 079120

Attention: Motor Claim Department

Contact : 6338 7288

Fax No. : 6880 4838

TAX INVOICE

Tax Invoice : I2019-007827

Date : 25/10/2019

Vehicle No. : SLC5363L

Make / Model : TOYOTA TOYOTA COROLLA

ALTIS 1.6L CVT

Mileage (km) : 33144

Chassis No. : MR053REH104547973

Accident Date : 16/07/2017

Claim No. : SLD4204P

Reference : JO201803-0221

Policy No. : 5090425956

S/No. Particular	Amount
	S\$
* Lumpsum repair	2,250.00

Total S\$: 2,250.00

GST @ 7% S\$: 157.50

Grand Total S\$: 2,407.50

CASH / NETS / CREDIT CARD PAYMENT ONLY

Customer's Signature/Co. Stamp

for CITY AUTO PTE LTD

Please note all works performed by City Auto Pte Ltd as performed in this invoice is subjected to the following Warranty conditions:

1) Any replacement of electrical components will carry 1 month warranty period from date of this invoice.

2) Any replacement of mechanical components will carry 3 months warranty period.

Please note that all warranty does not cover wear and tear conditions regardless of any components.

City Auto Pte Ltd reserves the right to determine any warranty conditions.

Thank You For Your Business !

Vivian Lau (LKKAUTO)

From: Vivian Lau (LKKAUTO)
Sent: Tuesday, 25 July, 2017 2:10 PM
To: 'eyap@lioncityrentals.com.sg'
Cc: Zayyer (LKKAUTO); Hsiao Tong (LKKAUTO)
Subject: ACCIDENT INVOLVING SLD 4204P & SLC 5363L ALONG KEPPEL RD TWDS AYE ON 16/07/2017

Our Ref: CC4/LCR17014036/Kwa3

25 July 2017

LION CITY RENTALS PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING SLD 4204P & SLC 5363L ALONG KEPPEL RD TWDS AYE ON 16/07/2017

We refer to the above accident where we are acting for AIG Asia Pacific Insurance 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.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within 7 days i.e. by **03/08/2017**, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please call us if you have further queries.

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

Asher Sng (LKKAuto)

From: Boyogan, Joane <Joane.Boyogan@aig.com>
Sent: Wednesday, 13 October 2021 9:49 AM
To: Asher Sng (LKKAuto)
Cc: Admin A
Subject: RE: [REOPEN CASE] ACCIDENT INVOLVING SLD 4204P AND SLC 5363L ON 16/07/2017

Dear Asher,

I've send back the adj report in Merimen.

Please proceed to negotiate with third party on 50% basis.

Thank you

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it, or act on it until appropriate for you.

Regards,

Joane Boyogan (Ms)
Senior Complex Claims Examiner
Auto Bodily Injury Claims
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1898
joane.boyogan@aig.com | www.aig.sg

Annual leave notification – 8,11 Oct 2021

Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Friday, October 8, 2021 11:59 AM
To: Boyogan, Joane <Joane.Boyogan@aig.com>

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

Subject: [EXTERNAL] RE: [REOPEN CASE] ACCIDENT INVOLVING SLD 4204P AND SLC 5363L ON 16/07/2017

This message is from an external sender; be cautious with links and attachments.

Hi Joane,

We refer to the email below.

Kindly send back the report via merimen once you have the confirmation on the insured counter claim for our further handling.

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, 4 August 2021 4:57 PM

To: Boyogan, Joane <Joane.Boyogan@aig.com>

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

Subject: RE: [REOPEN CASE] ACCIDENT INVOLVING SLD 4204P AND SLC 5363L ON 16/07/2017

Hi Joane,

We refer to the email below.

Kindly send back the report via merimen once you have the confirmation on the insured counter claim for our further handling.

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: Boyogan, Joane <Joane.Boyogan@aig.com>

Sent: Wednesday, 4 August 2021 3:18 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

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

Subject: RE: [REOPEN CASE] ACCIDENT INVOLVING SLD 4204P AND SLC 5363L ON 16/07/2017

Dear Asher,

We have reopened file in Merimen in view of third party's LOD

Please acknowledge third party's LOD but do not make an offer at this time as I am checking with our Insured if they have made a PD claim against third party's insurer

Thank you

If you have received this message outside of your usual work hours, I do not expect that you will read it, respond to it, or act on it until appropriate for you.

Regards,

Joane Boyogan (Ms)

Senior Complex Claims Examiner
AIG Asia Pacific Insurance Pte. Ltd.

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1898
joane.boyogan@aig.com | www.aig.sg

Annual leave notification – 3 Aug 2021

Follow us:



AIG Asia Pacific won General Insurance Company of the Year at the 22nd Asia Insurance Industry Awards.
[Click here to find out more](#)

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by AIG for any loss or damage arising in any way from its use.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Tuesday, August 3, 2021 6:09 PM

To: Boyogan, Joane <Joane.Boyogan@aig.com>

Cc: Khoo, Kay-Eng <Kay-Eng.Khoo@aig.com>; Admin A <admin-a@lkkauto.com>

Subject: [EXTERNAL] [REOPEN CASE] ACCIDENT INVOLVING SLD 4204P AND SLC 5363L ON 16/07/2017

This message is from an external sender; be cautious with links and attachments.

Your Ref : 7123387248SG

Hi Sir,

We refer to the above matter.

Third party have submitted the the LOD for 50% settlement.

Kindly let us have your instruction to reopen the case in merimen for further handling.

Please advise the current handler for this case.

...CLAIM SUBI

Revoked /

Claim Audit				Activity Log			
SUBFOLDER TRACKING							
	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
	19 Jul 2017		19 Jul 2017 00:00		17 Sep 2018 08:46 S\$2,250.00 (S\$363.80)		Closed (Close
Main				Reference			
4 SUBFOLDER DETAILS							
d:	LION CITY RENTALS PTE LTD , Co. Reg. No. : 201624597K						
Claimant:	THAMIL SELVAN S/O SUBRAMANIAM , ID : S1390199F						
e Reg. No.:	SLC5363L						
Type:	TP / 7123387248SG						
e Reg. No. (ed):	SLD4204P						
er:	City Auto Pte Ltd (HQ) 160 Sin Ming Drive #05-01,, Sin Ming AutoCity,, 575722 Sin Ming - Tel: 6453 123						
ng Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Boyogan, Joane]						
nt's Insurer:	NTUC Income Insurance Co-operative Ltd (HQ) - Tel:						
er:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by KENNETH KONG] ... [Final Rp						
CIATED MAIL RECEIVED							

are no mail for this case.

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.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.

IMPORTANT NOTICE:

The information in this email (and any attachments) is confidential. If you are not the intended recipient, you must not use or disseminate the information. If you have received this email in error, please immediately notify me by "Reply" command and permanently delete the original and any copies or printouts thereof. Although this email and any attachments are believed to be free of any virus or other defect that might affect any computer system into which it is received and opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by American International Group, Inc. or its subsidiaries or affiliates either jointly or severally, for any loss or damage arising in any way from its use.