



聯成汽車維修

**SUCCESS UNITED PTE LTD**

2 Kaki Bukit Ave 2, #01-33 / #02-29 Kaki Bukit AutoHub Singapore 417921

Tel: 6746 1515 / 6747 1787 Fax: 6748 5015

www.successunited.com.sg Co. / GST Reg: 200402570G

Your Ref : SDP 5550P

**21 June 2021**

M/s. **AIG Asia Pacific Insurance Pte Ltd**

AIG Building

78 Shenton Way, #07-16

Singapore 079120

Attn: Motor Claims

Dear Sir

**Re: Acc Invlg SMN 3585G & SDP 5550 P on 10.05.2021**

We refer to the above accident which was caused due to the negligence of your insured driver of Veh No. SDP 5550 P

We are claiming for the following costs and losses incurred:

1)	Cost of Repairs (Inc. 7% GST)	\$ 3,103.00
2)	GIA Search Fee	\$ 2.00
3)	Loss of Use (\$70 x 6 days)	\$ 420.00
<b>Total:</b>		<b><u>\$ 3,525.00</u></b>

Enclosed herein the following documents for your perusal.

- 1) Tax Invoice No : S2106021
- 2) GIA Search Fee
- 3) Letter of Authorization

We appreciate your prompt attention and response.

Yours faithfully

Email: [keong@successunited.com.sg](mailto:keong@successunited.com.sg)

## LETTER OF AUTHORISATION

To: **Success United Pte Ltd**  
**Singapore**

RE: **ACCIDENT INVOLVING VEHICLE NOS: SMN 3585G & SDP 5550 P**  
**ALONG Blk.208 Bedok Central Carpark ON 10.05.2021**

I, **Chee Siew Tuck** **NRIC No: S6807523H**  
of **93 Tampines Avenue1 #13-44 Singapore 528691.**

the owner of vehicle no. **SMN 3585G** hereby authorise you to commence repair to the said vehicle forthwith. In consideration of you repairing my/our vehicle at my/our request:

- a) I/We hereby irrevocably authorise you to demand claim settle receive whatever amount settled/payable by the insurance and/or third party or to commence legal proceeding, if necessary, in my name, for the costs of repair and loss of use, etc and to you appointing any Solicitor to act for me in respect of the accident claim and all and any amount claimed, received and/or settled shall belong absolutely to you. I/We agree to assign the whole proceeds of my/our third party claim to you and my/our Solicitors (to be appointed by you on my/our behalf) shall accept this as my/our irrevocable authorisation to pay the amount compensated direct to you after deduction of their costs on a Solicitor & Client basis. I/We undertake to co-operate fully with you and my/our Solicitors to see the claim to a successful conclusion.
- b) If the third party claim is unsuccessful or in your discretion inappropriate for any reason, I/we hereby instruct and authorise you to claim direct from my/our insurance company on my/our behalf for all monies due to you. I undertake to pay you for the Excess applicable under my policy and to reimburse you all costs, fees and expenses incurred by you in pursuing the claim on my behalf.
- c) If the own insurers' claim is not applicable and/or the third party claim fails and/or either of the aforesaid is inadequate, I/we undertake to pay you for your expenses, costs and fees immediately.

I/We also irrevocably authorise you to sign all discharge vouchers/indemnity forms and all necessary papers in connection with the above claim in my/our absence. I/We irrevocable authorise you to appoint such a firm of Solicitors on my/our behalf as you shall deem fit for the purpose of the third party/own insurer's claim.

I/We undertake to inform you and/or the Solicitors appointed by you on my behalf in the event the third party's insurance company communicate with me/us directly, orally or in writing and I/we further undertake not to accept any monies or offer of settlement from the third party's insurers without first communicating with you and obtaining your consent.

Upon settlement of the third party claim and in case the settlement monies was sent to me/us by the third party's insurers, I/we undertake to pay you and my/our solicitor the cost of repairs settled and related expenses and disbursement incurred.

My insurer is **Direct Asia Insurance (Singapore) Pte Ltd**  
Policy No. **MT/00822682**

Expiry Date : **01.08.2021**

Date : **14/05/2021**

Excess : **N/A**

  
Owner's Signature/Co's stamp  
**Chee Siew Tuck**  
NRIC No : **S6807523H**

  
Witness Signature/Name



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

“We/I, SUCCESS UNITED 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\$3,350.00 (Global Sum) for vehicle no. SMN 3585G that was damaged pursuant to the accident which occurred on 10/05/2021 (date) along 208 BEDOK CENTRAL CARPARK involving vehicle no/s SDP 5550P.

This is pursuant to the inspection conducted on 14/05/2021 (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner CHEE SIEW TUCK (“the third party claimant”) of vehicle no. SMN 3585G 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 SMN 3585G (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 10 (day) of September (month) 2021 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)



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AIG Asia Pacific Insurance Pte Ltd  
AIG Building  
78 Shenton Way, #07-16  
Singapore 079120  
Attention : Motor Claim Department  
Contact : 64191053 Fax No. : 68357416

## Tax Invoice : S2106021

Date : 21/06/2021  
Vehicle Num. : SMN3585G  
Make/Model : Honda Shuttle  
Chassis/Eng# : GK82002288  
Accident Date : 10/05/2021  
Claim No. :  
Reference :  
Policy No. : MT/00822682

To provide materials, labour and respray painting.

Lump Sum

Amount S\$

2,900.00

Total S\$ : 2,900.00  
GST @ 7% S\$ : 203.00  
Amount Due S\$ : 3,103.00

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SUCCESS UNITED PTE LTD

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SDP5550P

Date of Accident

10/05/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**

Period of Insurance ..... **28/01/2021 - 27/01/2022**

Requested By ..... **Teo Wee Keong (Success Unite...**

Requested Date ..... **11/05/2021 10:24**

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**

**RE: ACCIDENT INVOLVING SDP 5550P(AIG) AND SMN 3585G AT/ALONG BEDOK CENTRAL MULTI STOREY CARPARK (3RD FLOOR) ON 10/05/2021**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Tue 27/7/2021 9:33 AM

To: jeremyong75@hotmail.com <jeremyong75@hotmail.com>

 1 attachments (5 MB)

SMN3585G vs SDP5550P\_TP VIDEO.mp4;

Dear Mr Jeremy,

As spoken, attached is a copy of the email and video footage for you easy reference.

We will get AIG claim officer to contact you on this matter.

Thank you.

*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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Sent:** Thursday, 20 May 2021 3:27 PM

**To:** JEREMYONG@HOTMAIL.COM <JEREMYONG@HOTMAIL.COM>

**Subject:** ACCIDENT INVOLVING SDP 5550P(AIG) AND SMN 3585G AT/ALONG BEDOK CENTRAL MULTI STOREY CARPARK (3RD FLOOR) ON 10/05/2021

20 May 2021

**Mr ONG THIAN HOCK**

[By Email Only]

Driver: MR ONG KUANG YOONG JEREMY

Dear Sir/Madam,

**You Ref: SDP5550P**

**Our Ref: CC6/AIG21005855/Apa3**

**ACCIDENT INVOLVING SDP 5550P(AIG) AND SMN 3585G AT/ALONG BEDOK CENTRAL MULTI STOREY CARPARK (3RD FLOOR) ON 10/05/2021**

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 SMN3585G against your insurance policy.

Based on all the available information on hands, we are of the view that we do not have a good defense towards the claim submitted by SMN3585G. From third party video footage, third party vehicle was stationary and hit by your vehicle from behind. Therefore, we shall proceed to negotiate for an amicable

settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 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.

Thank you.

***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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	17 May 2021 14:35	<b>Clm Dtl Modified</b>	Claimant's Name: -> CHEE SIEW TUCK.	[A] HOW MEI KWAN
2	17 May 2021 14:35	<b>Clm Veh Model Changed</b>	(205534) HONDA SHUTTLE 1.5 G CVT (A).	[A] HOW MEI KWAN
3	17 May 2021 14:35	<b>Clm Created</b>	Reg No: SMN3585G. Acct Date: 2021/05/10. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd (SG). TP Insurer: Direct Asia Insurance (Singapore) Pte Ltd (HQ). Workshop: Success United Pte Ltd (HQ)	[A] HOW MEI KWAN
4	17 May 2021 14:36	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	17 May 2021 14:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/05/27	[A] HOW MEI KWAN
6	17 May 2021 14:36	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	17 May 2021 14:36	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	17 May 2021 14:36	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
9	17 May 2021 14:36	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
10	19 May 2021 15:24	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
11	20 May 2021 15:15	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
12	21 May 2021 16:53	<b>Video Downloaded</b>	Downloaded SMN3585G vs SDP5550P_TP VIDEO(FRONT & REAR)	[I] MdNoor, Norsiah
13	21 May 2021 16:53	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
14	28 Jun 2021 09:18	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
15	28 Jun 2021 09:18	<b>Clm Dtl Modified</b>	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	28 Jun 2021 09:18	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2019/08/02.	[A] JOANNE LEE KHANG MIN
17	28 Jun 2021 09:18	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
18	02 Jul 2021 13:51	<b>Adj Mandate Request</b>	Cur Req:3405.00:Liability: 100%(B27) *Quantum: (a)CORw/GST: \$3,103.00 + (b)LOU(5days x \$60.00): \$300.00 + (c)LTA/GIA search fee: \$2.00 = Total: \$3,405.00 *4recommendation repair days +1PRS = 5days *For your approval please.	[A] CHEW HSIAO TONG
19	19 Jul 2021 09:12	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/05/27	[I] MdNoor, Norsiah
20	19 Jul 2021 09:12	<b>Adj Mandate Set</b>	Approved:3405.00.	[I] MdNoor, Norsiah
21	26 Jul 2021 11:03	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] HOW MEI KWAN
22	26 Jul 2021 11:03	<b>Video Downloaded</b>	Downloaded SMN3585G vs SDP5550P_TP VIDEO(FRONT & REAR)	[A] HOW MEI KWAN
23	26 Jul 2021 11:03	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] HOW MEI KWAN
24	28 Jul 2021 10:24	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
25	28 Jul 2021 10:25	<b>Video Downloaded</b>	Downloaded SMN3585G vs SDP5550P_TP VIDEO(FRONT & REAR)	[I] MdNoor, Norsiah

Date From    Date To    Audit Type  



**ACTIVITY**

[27/07/2021 09:43] CHEW HSIAO TONG:

Spoken to OID Mr Jeremy as per AIG CCU. Firstly, he mentioned that he did not receive our email dated 20 May 2021 as the email address was incorrect. Advised him that we will resend the email and video to him. Explained to him that liability is not in his favour as third-party video shows that third party vehicle was stationary and hit by him. However, insured would like to speak directly to AIG claim officer on this matter. Will get AIG claim officer to contact him on this matter.

**Merimen Billing for this case - Transaction History**

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2695318	18 May 2021 16:37:11	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMN3585G	Teo, Ericweihong	xx.xx
2695319	18 May 2021 16:40:36	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMN3585G	SDP5550P	11.00
2695957	20 May 2021 15:15:25	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMN3585G	CHEW HSIAO TONG	xx.xx
2704454	28 Jun 2021 09:18:31	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMN3585G	SDP5550P	11.00