

Re: 2nd Reminder OUR REF: SNM21D202894/C02/YP7363B/TANKW & YOUR REF: SMY317B, TPP LOD ACKNOWLEDGEMENT



Claims Dept <claims\_rar@bifrostauto.com>  
To Tan Kian Wei Billy  
Cc claims; Claims Dept of CTI

Reply Reply All Forward

Tue 16/11/2021

01/10/2021  
China Taiping Insurance (Singapore) Pte Ltd  
3 ANSON ROAD, #16-00 SPRINGLEAF TOWER, SINGAPORE 079909

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 17/05/2021 along Hougang Ave 10 involving vehicles SMY 317 B and YP 7363 B

We refer to the above-mentioned accident.

We are claiming as per below:-

1.	Repair Cost	\$ 3,531.00
2.	Loss of Use for 07 Days x \$50/- per day	\$ 350.00
3.	LTA/GIA Search fee	\$ 7.45
	<b>TOTAL</b>	<b>\$ 3,888.45</b>

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at [claims@bifrostauto.com](mailto:claims@bifrostauto.com)

# BIFROST AUTO PTE. LTD.

Co. Reg. No. : 201929175W

## LETTER OF AUTHORISATION

Accident on 17/05/2021 along HOUGANG AVE 10  
Involving vehicles SMY 317 B AND YP 7363 B

In consideration of Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower  
Singapore 199589, repairing my/our motor vehicle no SMY 317 B at my request,  
I/We, CHUN POH CHYE ("the claimant") of

SXXXX 546Z (address) bearing NRIC No SXXXX 546Z the owner of motor vehicle no SMY 317 B, hereby  
authorize them to demand claim, settle and receive whatever amount settle payable by the  
insurance company or third party or commence legal proceeding for cost of repairs, loss of  
use and etc to any of their appointed solicitors to act for me/us in respect of the said  
accident/claim and all the amount claimed or settled shall belong and make payable to them  
absolutely by the insurance company of the third party. I/We further authorized them to give  
an absolute discharge on my/our behalf and to sign discharge voucher(s) and any other  
documents necessary or incidentals to the conduct and disposal of my/our above claims.


I/We further agree to fully co-operate and attend all court hearings that are necessary to  
prosecute the claims maintained by Bifrost Auto Pte Ltd.

I/We further agree and undertake to indemnify them against my/our claim for costs which  
arise therewith.

In the event that my/our claim is unsuccessful, I/we undertake to pay to Bifrost Auto Pte Ltd  
the cost of repairs to my/our vehicle.


In the event that settlement cheque were to be drawn in my/our favour, I/we hereby give  
my/our instructions to clear the said cheque on my/our behalf by presenting the same for  
payment directly into Bifrost Auto Pte Ltd account. Upon clearance of the said cheque, I/we  
further authorize Bifrost Auto Pte Ltd and/or their appointed law firm to utilize the monies to  
pay their charges without further reference to me. I confirm that the payment to Bifrost Auto  
Pte Ltd shall amount to a good discharge of Bifrost Auto Pte Ltd and/or their appointed law  
firm's obligation to me in respect of the settlement monies.

Dated this 18 day of 05 (month) 20 21 (year)

  
Signed by "the claimant"

Name: CHUN POH CHYE

NRIC No: SXXXX546Z

  
Signed by Bifrost Auto Pte Ltd

Name: \_\_\_\_\_

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00073012000

Claim No : SNM21D202894/LKKDS

Claimant : CHUN POH CHYE

Amount : S\$ 3,888.45

SINGAPORE DOLLARS THREE THOUSAND EIGHT HUNDRED EIGHTY EIGHT  
AND CENTS FORTY FIVE ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SMY 317B

Insured Vehicle No. : YP 7363B

Date of Loss : 17/05/2021

Place of Accident : HOUGANG AVE 10

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : SENGKANG TRADING ENTERPRISE

Driver Name : CHAM KWONG PING

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	3,531.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	350.00
(4) <del>GIA/Police Reports/</del> Investigation Results/Search Fees	S\$	7.45
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
		=====
TOTAL . . . . .	S\$	3,888.45
		=====

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Claimant Name : CHUN POH CHYE

NRIC No :

546Z

Signature :



Date :

16/12/2021

my execution of this Discharge Voucher is only  
for my claim for property damage and not prejudicial  
to any other claims arising from the same accident.

# BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

## Tax Invoice

China Taiping Insurance (Singapore) Pte Ltd  
3 ANSON ROAD, #16-00 SPRINGLEAF TOWER,  
SINGAPORE 079909

Inv. No. : BA.RA.2112012  
Inv. Date : 16-12-2021  
Ref : 17/05/2021  
Terms : 30 Days  
Veh. No. : SMY317B  
Make & Model : Honda Shuttle

#	Description	Qty	Rate	Total	Tax
1	REPAIR COSTS	1.0	\$3,300.00	\$3,300.00	\$231.00

Subtotal for invoice : S\$3,300.00  
GST (7.0%) : S\$231.00  
Total : S\$3,531.00

On behalf of BIFROST AUTO PTE. LTD.



Please make cheque payable to "BIFROST AUTO PTE LTD" and mail to 6001 BEACH ROAD #22-01, GOLDEN MILE TOWER Singapore 199589 or direct bank transfer to DBS Bank Current Account 070-902-886-1.

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 19 May 2021 / 14:42:56

Receipt Date/Time : 19 May 2021 / 14:42:42

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-210519-002133

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - YP7363B As at 17 May 2021/12:05:00 Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - YP7363B Enquiry Fee 20210519144204867717	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
Result of Insurance Enquiry - SMH798K As at 18 May 2021/17:10:00 Insurance Co: LIBERTY INS P L				
2	Insurance Enquiry - SMH798K Enquiry Fee 20210519144204966961	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		14.00	0.98	14.98
<b>Rounding Difference</b>				0.03
<b>Total Amount Payable</b>				14.95
Paid By				
fchersss			Credit Card	14.95
<b>Total</b>				14.95
<b>Cash Change</b>				0.00
<b>Tendered Amount</b>				14.95
<b>Excess Refundable Amount</b>				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

**ACCIDENT INVOLVING YP 7363B & SMY 317B ALONG/AT HOUGANG AVE 10 ON 17/05/2021**

Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Mon 11/22/2021 1:45 PM

To: wei.ling.ang@sengkanggrp.com <wei.ling.ang@sengkanggrp.com>

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

Our Ref: CC6/CTI21006056/Ars3q2

**SENGKANG TRADING ENTERPRISE – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING YP 7363B & SMY 317B ALONG/AT HOUGANG AVE 10 ON 17/05/2021**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from SMY 317B against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favor as your driver was moving straight and collided with third party who was stationary. Under Motor Accident Guide, moving vehicles should exercise greater caution. 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 call us if you have further queries.

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

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

## Jaslin Kok (LKK Auto)

---

**From:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Sent:** Wednesday, 1 December 2021 5:32 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

Hi Jaslin,

Kindly proceed to offer as per your advised.

Thanks

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thanks and Best Regards

**Billy Tan**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896175 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Thursday, 25 November 2021 3:28 PM  
**To:** Tan Kian Wei Billy <billy.tan@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021



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Dear Sirs/Mdm,

**ACCIDENT INVOLVING YP 7363B (CTI) AND SMY 317B (TP) ON 17/05/2021**

We refer to the above matter.

We seek your approval to offer repairer **"BIFROST AUTO PTE LTD"** at **\$3,888.45 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 7,409.12	\$ 3,531.00 (\$3,300.00 + 7% GST)
2. Loss of Use (7 days x \$50.00)	\$ 350.00	\$ 350.00 ( 7 days x \$50.00)
3. LTA / GIA Search Fee	\$ 7.45	\$ 7.45

Surveyor recommended 5 days for repair + 1 PRS +1 SUN =7 DAYS

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Sent:** Wednesday, 17 November 2021 12:17 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

Hi Jaslin,

Please assist to liaise with TP workshop as TP workshop chasing us for offer for the above mention accident.

Thanks



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Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Wednesday, 17 November 2021 11:50 AM

**To:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

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Dear Billy

We are still pending for workshop to provide us TP's video footage.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Sent:** Wednesday, 17 November 2021 11:43 AM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

Cc: Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

Hi Jaslin,

BIFROST had been chasing us for offer for the above mention case, kindly advise.

Thanks

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Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Friday, 15 October 2021 2:47 PM

**To:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** Re: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

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Dear Billy,

Please be informed that we are currently pending TP's video footage.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Sent:** Friday, October 15, 2021 1:48 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** RE: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

Hi LKK,

Kindly assist to update if this case is direct settlement as we received TP LOD for this case.

Thanks

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Thanks and Best Regards

**Billy Tan**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896175 | F: (65) 62247175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Friday, 21 May 2021 6:41 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto)

<[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Tan Kian Wei Billy <[billy.tan@sg.cntaiping.com](mailto:billy.tan@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D202894/C02/YP7363B/TANKW / FW: Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

Dear Sir,

Please note that officer in charge for this case is Billy Tan.

Claim no. SNM21D202894/C02/YP7363B/TANKW.

Dear Billy,

Pls revert LKK.

### **NOTICE :**

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Thank you

**Chong Boon Sen**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 21 May 2021 5:59 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving YP 7363B (OI : CTI - TBA) and SMY 317B (TP : LKK REF - CC4/CTI21006056/Ars3) on 17/05/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMY 317B at M/s BIFROST 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 Jaslin.

*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**