

## Hsiao Tong (LKKAuto)

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**From:** Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>  
**Sent:** Friday, 9 July 2021 10:30 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Andre Chow En De; Loi Ai Ting; Jojo Cheng; Edwin Abcede Caina; Admin A  
**Subject:** Your Ref: CC4/III21006505/Epa3 (XE3265Y) Our Ref: SFU3069B DOA: 05/06/2021  
**Attachments:** SFU3069B - Letter of Demand.pdf

Dear Hsiao Tong Chew,

Pls. refer to attached LOD.

Cost of repair	\$ 14,071.57	
Loss of rental	\$ 1,080.00	(\$60.00 x 18 days)
LTA search fee	\$ 7.45	
	-----	
<b>Total</b>	<b>\$ 15,159.02</b>	

Appreciate if you could quantify your offer of settlement the soonest.

Thank you so much.

Best regards,

**Larry Songcuan**  
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339  
T: +65 6568 4658 • F: +65 6565 1240 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group



Exceptional Journeys

To:

Cycle & Carriage Kia Pte Ltd  
209 Pandan Gardens,  
Singapore 609339  
Attention: [Motor Claims Department]

Date: 09/06/2021

**LETTER OF AUTHORIZATION TO ACT**

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SFU3069B (*vehicle no.*) (the "**Vehicle**").
2. As a result of a motor incident occurring on 05.06.2021 (*date and time of accident*) on/along UPP THOMSON RD (*location*) between the Vehicle and XE3265Y (*3<sup>rd</sup> party vehicle(s) number, if any*) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
  - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
  - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
  - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to **execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents** in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



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5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'J. Kouame', written over a horizontal line.

Name: JAMES KOUAME

NRIC / Passport No. / Company Registration No.: 673X

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: **MFL2021D0002484**  
Claimant Ref: **SFU3069B**

We/I, CYCLE & CARRIAGE KIA PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 14,071.57 (repair cost), S\$ 840.00 (loss of use/~~rental~~), S\$ 7.45 (search fee), vehicle no. SFU3069B that was damaged pursuant to the accident which occurred on 05/06/2021 (date) at Upper Thomson Road (location) involving vehicle no. XE3265Y, TRC9806D (insured vehicle). This is pursuant to the inspection conducted on 09/06/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner JAMES KOUAME (RENTER OF DRIVELAH) ("the third party claimant") of vehicle no. SFU3069B to 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SFU3069B (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 14,919.02 to CYCLE & CARRIAGE KIA PTE LTD

Dated this 12<sup>TH</sup> day of AUGUST, 20 21

**CLAIMANT:**

Signature: \_\_\_\_\_

Signed by "the workshop" (with chop)

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

LARRY SONGCUAN

NRIC: \_\_\_\_\_

S2735168E

Address: \_\_\_\_\_

209 PANDAN GARDENS

S'pore 609339

Nationality: \_\_\_\_\_

FIUPIWO

Occupation: \_\_\_\_\_

CUSTOMER SERVICE

**WITNESS:**

Signature: \_\_\_\_\_

Signed by appointed Surveyor

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

LKK Auto Consultants Pte Ltd

NRIC: \_\_\_\_\_

199607198R

Address: \_\_\_\_\_

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

Nationality: \_\_\_\_\_

Occupation: \_\_\_\_\_

**SIGNED WITHOUT PREJUDICE FOR  
ANY PERSONAL INJURY CLAIM**





CYCLE &amp; CARRIAGE

**CYCLE & CARRIAGE KIA PTE LTD**  
**PANDAN GARDENS CUSTOMER SERVICE CENTRE**

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65651240

**TAX INVOICE**

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info	
INDIA INTERNATIONAL INSURANCE P/L  64 CECIL STREET #04/05 IOB BUILDING SINGAPORE 049711  Contact No  18/06/2021	Cust No/Name	
	Reg No/Reg Date	SFU3069B / 25/03/2019
	Date In/Mileage	18/06/2021/ 37260
	Chassis/Package	KNAF3416MK5029633 /KC17PT
	Engine No	G4FGJH716569
	Make/Model	KIA/CERATO 1.6 A EX G333
	Colour/Trim	KLK STEEL GREY / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	06/07/2021/ 08:48	TLE	884 / Lauro Songcuan	34374	81467434		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
E PNT88000								3840.00
RENEW RH REAR FENDER, REAR BUMPER & REAR END PANEL								
E PNT98000								1650.00
SPRAY PAINT REAR BUMPER, REAR END PANEL & RH REAR FENDER								
M SUNDRY								30.00
RENEW RH REAR SPORT RIM & TRANSFER TYRE								
E PNT88000								320.00
REMOVE & REFIT REAR FLOOR BOARD, TRIM , CARPET & REAR SEAT								
TO FACILITATE REPAIR								
A 54900099								50.00
CHECK WIRING & CHASSIS ELECTRICAL SYSTEM								
A 10028901								280.00
TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST								
USING HI-SCAN PRO TEST								
A WHEELALIGNMENTBP								120.00
To Conduct Computerize Full Wheel Alignment								
E PNT88000								320.00
REMOVE & REFIT REAR WINDSCREEN GLASS								
M SUNDRY								80.00
SUPPLY REAR WINDSCREEN SEALANT								
E PNT88000								80.00
REMOVE & REFIT REVERSE SENSOR								
M SUNDRY								40.00
APPLY ANTI CORROSION ON AFFECTED AREAS								
M SUNDRY								40.00
SUPPLY BODY PANEL SEALANT								
M SUNDRY								20.00
SUPPLY C&C BADGE								
S SPECIALISTJOB								80.00
ACCIDENT TOWED FROM AUTO POIOH #01-04 TO C&C PANDAN GARDENS								
W/O NO:1257139								
E PNT88000								640.00
REPAIR REAR RH FLOOR PANEL & INNER QUARTER PANEL								

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

## TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info	
INDIA INTERNATIONAL INSURANCE P/L  64 CECIL STREET #04/05 IOB BUILDING SINGAPORE 049711  Contact No  18/06/2021	Cust No/Name	THE CHERRY TREE HOME CARE
	Reg No/Reg Date	SFU3069B / 25/03/2019
	Date In/Mileage	18/06/2021/ 37260
	Chassis/Package	KNAF3416MK5029633 /KC17PT
	Engine No	G4FGJH716569
	Make/Model	KIA/CERATO 1.6 A EX G333
	Colour/Trim	KLK STEEL GREY / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00080	Cash	06/07/2021/ 08:48	TLE	884 / Lauro Songcuan	34374	81467434

Description of Goods / Services	Qty	Unit Price	Disc%	Amount
E PNT98000				550.00
SPRAY PAINT REAR FLOOR PANEL & INNER QUARTER PANEL				
S SPECIALISTJOB				380.00
SUPPLY RH REAR RIM (ADR S8004 16X7 5-114.3+45 GBFP)				
D/N NO:318542				
X COVER-RR BUMPER	1.00	651.00	00.00	651.00
X COVER-RR BUMPER LWR	1.00	241.00	00.00	241.00
X COVER-RR BUMPER FOG LAMP,RH	1.00	19.00	00.00	19.00
X LAMP ASSY-SIDE T/SIGNAL,RH	1.00	181.00	00.00	181.00
X BRACKET-ASSY RR BPR SIDE UPR,R	1.00	31.00	00.00	31.00
X LAMP ASSY-REAR COMB INSIDE,RH	1.00	608.00	00.00	608.00
X LAMP ASSY-REAR COMB OUTSIDE,RH	1.00	675.00	00.00	675.00
X PANEL ASSY-QUARTER OUTER,RH	1.00	1349.00	00.00	1349.00
X PANEL ASSY-RR COMB LAMP HSG,RH	1.00	135.00	00.00	135.00
X TRIM ASSY-LUGGAGE SIDE RH	1.00	200.00	00.00	200.00
X PAD-WINDSHIELD GLASS	10.00	2.00	00.00	20.00
X STOPPER-GLASS	2.00	4.00	00.00	8.00
X FILM-ANTI CHIPPG RH	1.00	27.00	00.00	27.00
X PANEL ASSY-BACK	1.00	324.00	00.00	324.00
X GRILLE ASSY-AIR EXTRACTOR	1.00	42.00	00.00	42.00
X W/STRIP-TRUNK LID OPNG	1.00	100.00	00.00	100.00
X CLIP	10.00	2.00	00.00	20.00
Z TEXT				
TP CLAIM INDIA - XE3265Y				
DOA: 05/06/2021				
SURVEY: STEVE (LKK) 09/06/2021				
12 DAYS				
<i>Guarantee Your Warranty, Maintain with Cycle &amp; Carriage!</i>				

Parts	4,631.00	Nett	13,151.00
Labour	7,850.00	7% GST on	920.57
Standard Menu	0.00		
Specialist Job	460.00	Total Payable	14,071.57
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	210.00	Total Due	14,071.57
Total(w/o GST)	13,151.00		

Payment should be made strictly by cash, NETS or credit cards. Thank you.  
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.



&gt; Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 08 Jun 2021 / 12:40:54

Receipt Date/Time : 08 Jun 2021 / 12:40:54

**Tax Invoice/Receipt**

Receipt No. : ITNET-00000-210608-001425

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - XE3265Y				
As at 05 Jun 2021/16:30:00				
Insurance Co: INDIA INT'L INS PTE LTD				
1	Insurance Enquiry - XE3265Y			
	Enquiry Fee	7.00	0.49	7.49
	20210608123927658405			
	<b>Sub-Total</b>	7.00	0.49	7.49
	<b>Total Before Rounding</b>	7.00	0.49	7.49
	<b>Rounding Difference</b>			0.04
	<b>Total Amount Payable</b>			7.45
Paid By				
	526471XXXXXX2693	eNETS Credit Card		7.45
	Total			7.45
	Cash Change			0.00
	Tendered Amount			7.45
	Excess Refundable Amount			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.

[> Back to OneMotoring](#)

## Enquire Vehicle's Insurance Particulars

### Thank You!

The insurance details of the vehicle you enquired can be found below. If you have entered a valid email address, a copy would have been sent to you.

Vehicle No.	Incident Date/Time	Insurance Company Name
XE3265Y	05 Jun 2021 / 16:30:00	INDIA INT'L INS PTE LTD

[Save as PDF](#)[OK →](#)[Print](#)



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	08 Jun 2021 16:09	<b>Clm Dtl Modified</b>	Claimant's Name: -> JAMES KOUAME (RENTER OF DRIVEL.	[A] HOW MEI KWAN
2	08 Jun 2021 16:09	<b>Clm Veh Model Changed</b>	(205158) KIA CERATO 1.6 (A).	[A] HOW MEI KWAN
3	08 Jun 2021 16:09	<b>Clm Created</b>	Reg No: SFU3069B. Acct Date: 2021/06/05. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: Tokio Marine Insurance Singapore Ltd (HQ). Workshop: Cycle & Carriage KIA Pte Ltd (Pa ndan Gardens)	[A] HOW MEI KWAN
4	08 Jun 2021 16:09	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	08 Jun 2021 16:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/06/17	[A] HOW MEI KWAN
6	08 Jun 2021 16:09	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	08 Jun 2021 16:10	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
8	08 Jun 2021 16:10	<b>Label Added</b>	(30653):Direct Settlement.	[A] HOW MEI KWAN
9	17 Jun 2021 15:19	<b>Adj Mandate Request</b>	Cur.Reg:0.00:PODS Liability: 100%(Insured driver encroached into third party lane). Remark: 3rd party su bmitted video, Kindly refer to my email dated 17/06/2021.	[A] CHEW HSIAO TONG
10	17 Jun 2021 15:31	<b>Video Downloaded</b>	Downloaded Video - Accident-tp	[I] Priya
11	17 Jun 2021 15:35	<b>Video Downloaded</b>	Downloaded Video - Accident-tp	[I] Priya
12	17 Jun 2021 15:35	<b>Video Downloaded</b>	Downloaded Video - Accident-tp	[I] Priya
13	17 Jun 2021 15:36	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/06/17	[I] Priya
14	17 Jun 2021 15:36	<b>Adj Mandate Set</b>	Approved:0.00.	[I] Priya
15	13 Jul 2021 14:26	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
16	13 Jul 2021 14:26	<b>Clm Dtl Modified</b>	Insured Name: -> -. Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	13 Jul 2021 14:26	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2019/03/25.	[A] JOANNE LEE KHANG MIN
18	13 Jul 2021 14:26	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
19	13 Jul 2021 15:05	<b>Adj Mandate Request</b>	Cur.Reg:15159.02:Liability: 100% *Quantum: (a)CORw/GST: \$14,071.57 + (b)LOU(18days x \$60.00): \$1,080.00 + (c)LTA/GIA search fee: \$7.45 = Total: \$15,159.02 *Vehicle Model: Kia Cerato (1591cc) *12re commendation repair days +2Sunday + 2Saturday + 2PR	[A] CHEW HSIAO TONG
20	15 Jul 2021 15:06	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2021/06/17. Mandate Remarks: offer 15 days for LOU	[I] Priya
21	15 Jul 2021 15:06	<b>Adj Mandate Set</b>	Maintained:offer 15 days for LOU	[I] Priya
22	22 Jul 2021 17:21	<b>Adj Mandate Request</b>	Cur.Reg:14979.02:\$14,979.02	[A] CHEW HSIAO TONG
23	23 Jul 2021 14:26	<b>Video Downloaded</b>	Downloaded Video - Accident-tp	[I] Priya

AUDIT TRAIL				
No.	On	Audit	Remarks	By
24	23 Jul 2021 14:27	Video Downloaded	Downloaded Video - Accident-tp	[I] Priya
25	23 Jul 2021 15:24	Video Downloaded	Downloaded Video - Accident-tp	[I] Sherini Pillai
26	23 Jul 2021 15:25	Adj Mandate Set	Approved:14979.02.	[I] Sherini Pillai

Date FromDate ToAudit Type

None

Go

ACTIVITY
No record

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
2700390	09 Jun 2021 09:20:43	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SFU3069B	XE3265Y,TRC9 806D	11.00
2702404	17 Jun 2021 15:30:21	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SFU3069B	Priya	xx.xx
2708672	13 Jul 2021 14:26:28	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SFU3069B	XE3265Y,TRC9 806D	11.00