



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 Tet 9823 9898

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

Your ref: CC4/AIG21007732/Kpa3

Our ref: JO202107-0649

30/09/2021

WITHOUT PREJUDICE

Attn: Motor Claim Dept

AIG ASIA PACIFIC INSURANCE PTE. LTD

NO. 78

SHENTON WAY#07-16

SINGAPORE 079120

Dear Sir/Mdm,

Accident involving SKS8035S and ER7667B on 15/07/2021

We refer to the above said accident.

We enclosed here with relevant documents as stated below:-

- Repair tax invoice
- Letter of authorization
- GIA search receipt

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

Cost of Repair	:	S\$ 1,016.50
Loss of use (3 Days x \$100.00)	:	S\$ 300.00
LTA Search Fee	:	S\$ 2.00
		<u>S\$ 1,318.50</u>

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

Veronica Law (Claim dept.)

Tel: 6453 1235

Fax: 64537944

Email: cityauto@singnet.com.sg



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24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: SO SIM KHON NRIC: S6210362A

Address: 495 YIO CHU KANG ROAD # 14-01 SINGAPORE 730080

Name of Driver: AS ABOVE NRIC: -

Address: -

Accident on 15/07/2021 Involving ER 7667B AND SK580355

At/along KEBUN BARU MARKET AND FOOD CENTRE CAR PARK, ANH MO KIO AVENUE 1

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle TOYOTA CAMRY at my/our request I/We the above owner of Motor Vehicle No: SK580355 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: SO SIM KHON

Date: 15/7/2021

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

Date: 15/7/2021

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 SS\$1,016.50(Repair Cost), SS\$200.00 (Loss of Use/Rental), SS\$2.00(Disbursement) for vehicle no. SKS 8035S that was damaged pursuant to the accident which occurred on 15/07/2021 (date) along KEBUN BARU MARKET AND FOOD CENTRE CARPARK ANK AVE 1 (location) involving vehicle no/s ER 7667B. This is pursuant to the inspection conducted on 19/07/2021 (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner SO KIM KHOON (the third party claimant”) of vehicle no. SKS 8035S 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 SKS 8035S (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 20 (day) of April (month) 20 23 (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)



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TAX INVOICE

Tax Invoice : I202109-001271

Date : 30/09/2021

Vehicle No. : SKS8035S

Make / Model : TOYOTA CAMRY 2.0 AUTO

Mileage (km) : 126439

Chassis No. : MR053BK5104010572

Accident Date : 15/07/2021

Claim No. : CC4/AIG21007732/Kpa3

Reference : JO202107-0649

Policy No. : SP2000384814-01

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

S/No.	Particular	Amount
	* Lumpsum repair	950.00

Total S\$: 950.00
GST @ 7% S\$: 66.50
Grand Total S\$: 1,016.50

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 !

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

ER7667B

Date of Accident

15/07/2021



Reset

RESULT & RECEIPT

TP Insurer Enquiry

Insurance	AIG Asia Pacific Insurance Pte....
Period of Insurance	07/09/2020 - 06/09/2021
Requested By	Jason Quak (City Auto Pte Ltd)
Requested Date	15/07/2021 17:23

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**



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC4/AIG21007732/Kpa3

15 Sept 2021

LI KWOK KEUNG @ LEE KWOK KEUNG

76 SUNRISE DRIVE
SINGAPORE 806579

Dear Sir/Madam,

ACCIDENT INVOLVING ER 7667B(AIG) AND SKS 8035S AT/ALONG KEBUN BARU MARKET AND FOOD CENTRE CARPARK ON 15/07/2021

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 SKS8035S against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle reversed and collided onto third party parked vehicle. 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 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.

Please call us if you have further queries.

Yours faithfully,

CHEW HSIAO TONG

Case Handler

DID: 6742 3197

FAX: 6741 4108

Email: chewht@lkkauto.com

c.c. *AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)*

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	16 Jul 2021 17:50	Clm Dtl Modified	Claimant's Name: -> SO SIM KHOON.	[A] HOW MEI KWAN
2	16 Jul 2021 17:50	Clm Veh Model Changed	(201714) TOYOTA CAMRY 2.0 (A).	[A] HOW MEI KWAN
3	16 Jul 2021 17:50	Clm Created	Reg No: SKS8035S. Acct Date: 2021/07/15. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: City Auto Pte Ltd (Sin Ming) (HQ)	[A] HOW MEI KWAN
4	16 Jul 2021 17:50	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	16 Jul 2021 17:50	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/07/28	[A] HOW MEI KWAN
6	16 Jul 2021 17:50	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	16 Jul 2021 17:50	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	16 Jul 2021 17:50	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	16 Jul 2021 17:51	Label Added	(23):Express.	[A] HOW MEI KWAN
10	16 Jul 2021 17:51	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
11	21 Jul 2021 11:11	Adj Adjuster Assigned	MOHD TAUFIKH BIN HAMID -> KENNETH KONG	[A] HOW MEI KWAN
12	21 Jul 2021 11:12	Label Removed	(23):Express.	[A] HOW MEI KWAN
13	21 Jul 2021 11:12	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
14	21 Jul 2021 16:47	Video Downloaded	Downloaded Video - Accident	[A] HOW MEI KWAN
15	26 Jul 2021 11:29	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
16	17 Aug 2021 12:05	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
17	17 Aug 2021 15:48	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
18	01 Sep 2021 09:59	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
19	01 Sep 2021 10:27	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
20	01 Sep 2021 10:28	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
21	01 Sep 2021 10:30	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
22	13 Sep 2021 10:18	Clm Registration Modified	Acct Time:13:00:00->13:30:00.	[I] AIG OneClaim Integration User
23	20 Sep 2021 14:31	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
24	20 Sep 2021 14:31	Clm Dtl Modified	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
25	20 Sep 2021 14:31	Clm Dtl Modified	JPJ Reg. Date: -> 2013/06/18.	[A] JOANNE LEE KHANG MIN
26	20 Sep 2021 14:31	Clm Details Notified		[A] JOANNE LEE KHANG MIN

AUDIT TRAIL				
No.	On	Audit	Remarks	By
27	30 Sep 2021 09:08	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
28	15 Mar 2023 10:52	Adj Mandate Request	Cur.Req:1318.50:Liability: 100% *Quantum: \$1,318.50 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
29	23 Mar 2023 17:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/07/28. Mandate Remarks: Approved: \$1,318.50: Please proceed with settlement @ \$1,318.50[COR \$1,016.50, LOU (\$100.00/per day)-\$300.00, LTA-\$2.00]** subject to final repair bill & ATA	[I] Chew, Yvonne
30	23 Mar 2023 17:11	Adj Mandate Set	Approved:1318.50:Approved: \$1,318.50: Please proceed with settlement @ \$1,318.50 [COR \$1,016.50, LOU (\$100.00/per day)-\$300.00, LTA-\$2.00]** subject to final repair bill & ATA	[I] Chew, Yvonne
31	23 Mar 2023 17:17	Video Downloaded	Downloaded SKS8035S VIDEO(LONGER VERSION)	[I] Chew, Yvonne
32	19 Apr 2023 12:54	Video Downloaded	Downloaded SKS8035S VIDEO(LONGER VERSION)	[A] CHEW HSIAO TONG

Date From Date To Audit Type

ACTIVITY

[17/08/2021 14:40] CHEW HSIAO TONG:
 Called OI Mr Li(mandarin speaking) as per OI agent. OI cannot recall abt any accident on 150702021. Advised him that TP got video to show his car reverse and hit TP parked vehicle. Invite him to come LKK office to view video and lodge report. He refused as he said that he would like to get AIG reply to his letter 1st and advised him. According to OI, he has sent a registered mail letter to AIG. Will check with AIG and get AIG to advise him.

[17/08/2021 14:13] CHEW HSIAO TONG:
 Called OI agent(Mr Tommy) as per AIG CCU. Advised him that TP has submitted video to show OI hit TP parked vehicle while reversing. He will advise OI and get OI to call us back for further enquires.

[21/07/2021 16:50] HOW MEI KWAN:
 OINR. To send out first letter.

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
2709857	16 Jul 2021 17:54:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SKS8035S	ER7667B	11.00
2710427	21 Jul 2021 13:31:11	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SKS8035S	HOW MEI KWAN	xx.xx
2726319	20 Sep 2021 14:31:21	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SKS8035S	ER7667B	11.00
2729212	30 Sep 2021 10:15:34	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SKS8035S	CHEW HSIAO TONG	xx.xx