



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

Your ref: CC6/CTI21007857/es3

Our ref: JO202107-0831

29/12/2021

WITHOUT PREJUDICE

Attn: Motor Claim Dept

CHINA TAIPING INSURANCE(S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Dear Sir/Mdm,

Accident involving SLT8596Y and SJL3692B on 21/07/2021

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\$ 4,809.91
Loss of use (6 Days x \$100.00)	:	S\$ 600.00
LTA Search Fee	:	S\$ 2.00
		<u>S\$ 5,411.91</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

Vronica Law (Claim dept.)

Tel: 6453 1235

Fax: 64537944

Email: cityauto@singnet.com.sg



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RE: LETTER OF AUTHORIZATION

Name of owner: KOH YILING, EILEEN NRIC: S 8210940D

Address: APT BLK 416C FERNVALE LINK # 18-74 SINGAPORE 793416

Name of Driver: AS ABOVE NRIC: -

Address: -

Accident on 21/07/2021 Involving SJL 3692B AND SLT 8596Y

At/along FARRER ROAD

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle HYUNDAI ELANTRA at my/our request I/We the above owner of Motor Vehicle No: SLT 8596Y 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: KOH YILING EILEEN

Date: 21 July 2021

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)

Witness Signature: 

Name: (Signature)

Date: 21/07/2021

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00160192000 Claim No : SNM21D204044/C02/SJL3692B/LEWLC
Claimant : KOH YILING EILEEN
Amount : S\$5,170.00
SINGAPORE DOLLARS FIVE THOUSAND ONE HUNDRED AND SEVENTY 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. : SLT 8596Y
Insured Vehicle No. : SJL 3692B

Date of Loss : 21/07/2021
Place of Accident : FARRER ROAD

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 : DAI ZHUANG
Driver Name : DAI ZHUANG

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

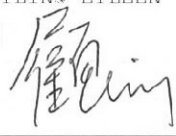
I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

Type text here

(1) Global Sum	S\$ 5,170.00
	=====
TOTAL	S\$ 5,170.00
	=====

Claimant Name : KOH YILING EILEEN

NRIC No : SXXXX940D

Signature : 

Date : 14/03/2022



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TAX INVOICE

CHINA TAIPING INSURANCE (S) PTE LTD

NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: MOTOR CLAIM DEPARTMNET

Contact : 62222366

Fax No. : 62247175

Tax Invoice : I202112-001305

Date : 29/12/2021

Vehicle No. : SLT8596Y

Make / Model : HYUNDAI ELANTRA AD 1.6 GLS
AT

Mileage (km) : 59035

Chassis No. : KMHD841CMJU568639

Accident Date : 21/07/2021

Claim No. : CC6/CTI21007857/es3

Reference : JO202107-0831

Policy No. : D 300080342 QMY

S/No.	Particular	Quantity	Unit Price	Amount
			<u>S\$</u>	<u>S\$</u>
	LIST ITEMS :			
1	Rear bumper	1.0	459.40	459.40
2	Rear bumper reflector	2.0	40.80	81.60
3	Rear bumper retainer	1.0	44.30	44.30
4	Rear bumper reinforcement with bracket	1.0	339.00	339.00
5	Rear Bumper Lower lid	1.0	280.10	280.10
6	Rear Bumper clips	12.0	2.00	24.00
7	Rear under floor cover	1.0	57.20	57.20
8	Rear boot	1.0	1,782.40	1,782.40
9	Rear boot logo	1.0	28.00	28.00
10	Rear Boot emblem - Elantra	1.0	48.80	48.80
11	Rear boot emblem - S	1.0	58.00	58.00
12	Rear boot lamp	1.0	285.00	285.00
	List Total :			3,487.80
	20% Discount S\$:			697.56
				<u>2,790.24</u>
	SPECIAL NET :			
1	Reverse sensor	1.0	200.00	200.00
2	Number plate	1.0	20.00	20.00
3	Number plate casing	1.0	25.00	25.00
	SPECIAL NET Total S\$:			<u>245.00</u>
	LABOUR :			
	- To check wiring and lighting		20.00	20.00
	- To install reverse sensor		50.00	50.00
	- To remove and refit rear trims and upholstery		60.00	60.00
	- To spray under coating		30.00	30.00
	-To knock jackout damaged parts, panel beating,welding, align, refix and to renew accident parts		500.00	500.00
	- Spray painting on affected & replace parts		800.00	800.00
	LABOUR Total S\$:			<u>1,460.00</u>

CONTINUE NEXT PAGE



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NO. 3

ANSON RD

SPRINGLEAF TOWER

SINGAPORE 079909

Attention: MOTOR CLAIM DEPARTMENT

Contact : 62222366

Fax No. : 62247175

Tax Invoice : I202112-001305

Date : 29/12/2021

Vehicle No. : SLT8596Y

Make / Model : HYUNDAI ELANTRA AD 1.6 GLS
AT

Mileage (km) : 59035

Chassis No. : KMHD841CMJU568639

Accident Date : 21/07/2021

Claim No. : CC6/CTI21007857/es3

Reference : JO202107-0831

Policy No. : D 300080342 QMY

S/No.	Particular	Quantity	Unit Price	Amount
			<u>S\$</u>	<u>S\$</u>

Total S\$: 4,495.24

GST @ 7% S\$: 314.67

Grand Total S\$: 4,809.91

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.

SJL3692B

Date of Accident

21/07/2021



Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance	China Taiping Insurance (Sing...
Period of Insurance	25/11/2020 - 24/11/2021
Requested By	Jason Quak (City Auto Pte Ltd)
Requested Date	22/07/2021 09:31

Payment details

Request Amount: **\$S1.87**GST Amount: **\$S0.13**Total Amount Due (GST Inclusive): **\$S2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Wednesday, 28 July 2021 9:57 AM
To: daizhuang2011@gmail.com.sg
Subject: ACCIDENT INVOLVING SJL 3692B AND SLT 8596Y / OTHERS ON 21/07/2021

Our Ref: CC6/CTI21007857/Kes3

28 JULY 2021

DAI ZHUANG

Dear Sir/Madam,

ACCIDENT INVOLVING SJL 3692B AND SLT 8596Y / OTHERS ON 21/07/2021

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.

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

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

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

Asher Sng (LKKAUTO)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, 7 March 2022 17:44
To: Asher Sng (LKKAUTO)
Cc: Claims Dept of CTI; Admin A
Subject: RE: [MANDATE REQUEST] RE: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

Follow Up Flag: Follow up
Flag Status: Completed

Hi Asher

Please proceed:

	Amount Revised
1. Cost of Repairs (with GST)	\$ 4,809.91
2. Loss of Use	\$ 360.00 (6days x \$60)
3. LTA Search Fee	\$ 2.00
Total	\$ 5,171.91

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jenny Lew
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Friday, 4 March 2022 10:12 am
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

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Your ref : SNM21D204044/C02/SJL3692B/LEWLC

Our ref : CC6/CTI21007857/Kes3q2

Dear Sirs,

We refer to the above matter.

The said chain collision involved 3 vehicles whereby our insured was the 2nd vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **CITY AUTO PTE LTD**" at **\$5,171.91 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 7,645.06	\$ 4,809.91
2. Loss of Use (6days x \$100)	\$ 600.00	\$ 360.00 (6days x \$60)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,247.06	\$ 5,171.91

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Wednesday, 28 July 2021 16:04

To: Jenny Lew <jenny.lew@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Re: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLT 8596Y at M/s CITY AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**

Kindly take note that the case handler in-charge is Asher.

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Wednesday, July 28, 2021 9:48 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

[Confidential]

Dear Suli

Please refer to attached.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jenny Lew

Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Jenny Lew

Sent: Friday, July 23, 2021 9:12 AM

To: suli@lkkauto.com; admin-a@lkkauto.com; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

Dear Su Li,

Insured yet to lodge report.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jenny Lew

Executive
Claims Department

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Thursday, July 22, 2021 7:26 PM

To: suli@lkkauto.com; admin-a@lkkauto.com; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D204044/C02/SJL3692B/LEWLC / FW: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

Dear all,

Please note that officer in charge for this case is Jenny Lew.

Claim no SNM21D204044/C02/SJL3692B/LEWLC.

Dear Jenny,

Pls revert LKK.

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Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 22 July 2021 5:28 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJL 3692B (OI : CTI - TBA) and SLT 8596Y (TP : LKK REF - CC6/CTI21007857/es3) on 21/07/2021

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Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s CITY 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 Asher.

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

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