



AUTOMOTIVE REPAIR CENTRE PTE LTD
38 WOODLANDS INDUSTRIAL PARK E1
#05-18 SINGAPORE 757700
TEL: 64688834 / FAX: 64622278
E-MAIL: info@automotiverepaircentre.com.sg

China Taiping Insurance (Singapore) Pte Ltd
Attn: Motor Claims Dept

Dear Sir/ Madam

LETTER OF DEMAND

ACCIDENT INVOLVING VEHICLE NO SKL9307M & SJJ3457A
ALONG WOODLANDS AVENUE 3 (BEFORE TRAFFIC JUNCTION/LIGHT)
NEAR MARSIING MALL ON 18/08/2021.

We understand that you are the insurer of vehicle SJJ3457A.

I/We wish to inform you that my/our vehicle SKL9307M have been completed repairs to my/our satisfaction by M/s AUTOMOTIVE REPAIR CENTRE PTE LTD. I/We therefore propose to claim from your as follows:

1.	Cost of Repair	S\$ 4,280.00 (w/GST 7%)
2.	Loss of Rental (S\$120.00 x total 06 days)	S\$ 770.40 (w/GST 7%)
	Loss of Rental (05 approved days)	
	Loss of Rental (01 weekend)	
3.	LTA Search Fee/GIA Reports	S\$ 2.00
	TOTAL	S\$ 5,052.40

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



14/09/2021

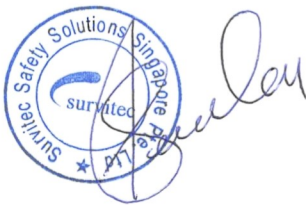
LETTER OF AUTHORISATION

I/We, SURVITEC SAFETY SOLUTIONS SINGAPORE PTE LTD ("claimant") of
25 SENOKO SOUTH ROAD S(758081) (address), owner of SKL9307M (vehicle no.)
hereby authorize **Automotive Repair Centre Pte Ltd** ("the workshop"), to act on behalf of
me/us with respect to my/our claim for repair costs and/or rental and/or loss of use ("claim")
for my/our vehicle no. SKL9307M that was damaged pursuant to the accident occurred
on 18/08/2021 (date) along WOODLANDS AVE 3 (NEAR MANSILINGA MALL) (location)
involving vehicle no/s SJ13457A ("the accident").

I/We further authorize the workshop to settle my/our above mentioned claim in a manner that
they deem fit and the workshop is further authorized to receive payment further to settlement
of my/our claim with payment cheque/s being made in favour of the workshop.

I/We further acknowledge that any settlement the workshop may reach on my/our behalf is
on a without prejudice and without admission of liability basis insofar as the
driver/owner/insurers of the other vehicle/s is concerned.

Dated this 19 (day) of 08 (month) 2021 (year)



Signed by "the claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00047512100 Claim No : SNM21D204602/LKKDS
Claimant : SURVITEC SAFETY SOLUTIONS SINGAPORE PTE. LTD.
Amount : S\$ 5,052.40
SINGAPORE DOLLARS FIVE THOUSAND FIFTY TWO AND CENTS FORTY
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. : SKL 9307M
Insured Vehicle No. : SJJ 3457A

Date of Loss : 18/08/2021
Place of Accident : 20 WOODLANDS AVE 9

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 : SOH YAO LING ANNIE
Driver Name : SOH CHENG KUNG

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

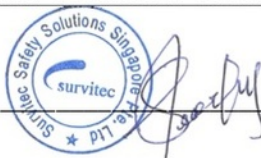
I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	4,280.00
(3) Loss of Use/Rental/ Earning	S\$	770.40
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL	S\$	5,052.40
	=====	

Claimant Name : SURVITEC SAFETY SOLUTIONS SINGAPORE PTE LTD

NRIC No : 3404

Signature



Date : 17 DEC 2021

This Discharge Voucher applies strictly for claimant's claim for property damages only and does not constitute a full discharge for any other claims or further claims whatsoever present or future that may manifest arising directly or indirectly from this accident. This Settlement terms herein is without an admission of liability on the part of the claimant and/or his driver and the settlement terms and should not be used as evidence in any related suits or claims arising from this accident.



AUTOMOTIVE REPAIR CENTRE PTE LTD

Company Reg No: 201312913C GST Reg No: 201312913C

38 Woodlands Industrial Park E1 #05-18 Singapore 757700

Tel: 6468 8834 Fax: 6462 2278

Email: info@automotiverepaircentre.com.sg



PayNow UEN: 201312913C

Bill To:

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD

#16-00

SPRINGLEAF TOWER

SINGAPORE 079909

Tax Invoice No: 00003070

Date: 14/9/2021

Reference: SKL9307M

Page: 1

No	DESCRIPTION	AMOUNT
1	COST OF REPAIR (LUMP SUM)	\$4,000.00
Customer Signature & Co. Stamp		Sub-Total: \$4,000.00 GST @ 7%: \$280.00 Amount Due: \$4,280.00

This is an electronically generated invoice, no signature is required

TAX INVOICE

GST REG. NO.: 200106276D

INVOICE TO.
SURVITEC SAFETY SOLUTIONS SINGAPORE 25 SENOKO SOUTH ROAD SINGAPORE 758081

DATE	INVOICE NO.
7/9/2021	A 43243

	VHA NO.	DUE DATE	VEH NO.
	A 43243	7/9/2021	SLM 3723 S
DESCRIPTION	NO. OF DAYS	RATE	AMOUNT
RENTAL FROM 24 AUGUST 2021 TO 30 AUGUST 2021 YOUR REF: SKL 9307 M	6	120.00	720.00
Account Name: BKW RENT A CAR PTE LTD Account No: 118-312-9991 Paynow UEN: 200106276D Bank: UNITED OVERSEAS BANK LTD (UOB) Branch: UOB Shaw Centre Branch Bank Address: 1 Scotts Road #03-04 Shaw Centre Singapore 228208 Bank Code: 7375 Branch Code: 018 Swift Code: UOVBSGSG All cheques must be made payable to BKW RENT A CAR PTE LTD. *Please indicate the invoice number and vehicle number in the reference.	Subtotal	\$720.00	
	GST @ 7%	\$50.40	
	TOTAL	\$770.40	

BKW RENT A CAR PTE LTD

120 Lower Delta Road #02-15 Cendex Centre Singapore 169208 Tel: 6738 7777 Fax: 6738 6666

ACRA No: 20-0106276-D GST Reg. No: 20-0106276-D

24 HOURS HELPLINE : 6223 1122

VHA No: **A 43243**

Workshop: Sunlight

VEHICLE HIRING AGREEMENT

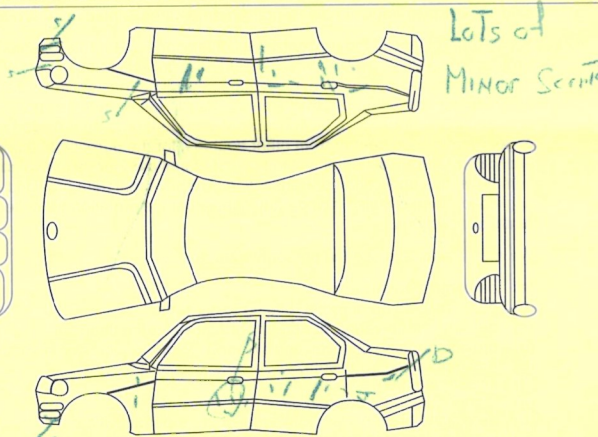
HIRER'S PARTICULARS

Name (I/C) SURVITEC SAFETY SOLUTIONS
Passport No: [REDACTED] Date of Birth: [REDACTED]
Address: 25 SENOKO SOUTH ROAD Age: (758081)
Name & Address of Employer
Occupation [REDACTED] Driving Exp: [REDACTED]
Driving Licence No: [REDACTED] Passed Date: [REDACTED]
D/L Type: Local/Int'l/Others: [REDACTED]

DRIVER'S PARTICULARS

Name (as in I/C) [REDACTED]
NRIC/Passport No: [REDACTED] Date of Birth: [REDACTED]
Address: [REDACTED] Age: [REDACTED]
Occupation [REDACTED] Driving Exp: [REDACTED] Yrs
Driving Licence No: [REDACTED] Passed / Expiry Date: [REDACTED]
D/L Type: Local/Int'l/Others: [REDACTED] Contact No: [REDACTED]

Hirer's Own Vehicle No: <u>SKL9307M</u>		Replace Veh No:	
Loan Vehicle No: <u>SLM37235</u>		VR No:	
Make & Model: <u>[REDACTED]</u>		Auto/Manual Group:	
CHARGES			
Daily	6 day	@\$ 120	Per day \$720
Weekly/Monthly	week	@\$	Per week/Monthly
Others			
CDW/PAI	@\$	Per day/Monthly	
Delivery/Collection Svc			
GST 7% \$50			
OR No: (A) SUB-TOTAL \$770			
Petrol Level & Surcharge	OUT IN	E 1/4 1/2 3/4 F	
First	km FREE per day		GST
Excess mileage is chargeable at		cents per km	TOTAL CHARGES



NON WAIVER EXCESS (Subject to GST): \$ 2000

ACCESSORIES CHECK

- ☐ Data Cards ☐ Camera Systems ☐ Hub Cap ☐ Radio / CD Cartridge
☐ Jack ☐ Tyre Opener ☐ Petrol Cap ☐ Spare Tyre

Hirer's Signature : [Signature]

Additional Driver's Signature : [Signature]

SINGAPORE Use Only

I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/credit card for payment. I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have been given BKW Rent A Car Pte Ltd in connection with this agreement is true.

IMPORTANT

- The Hirer and the authorized driver must be over 23 years of age and under 70 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be Borne by the Hirer/the Authorised Driver.
- All vehicles are supplied with petrol and should returned with petrol level likewise. A service charge of \$10 on top of a petrol surcharge is payable by the hirer should he fail to return the vehicle at the appropriate petrol level.
- No refund for early return of vehicle. The hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charged as a full day rental.
- Use of the vehicle for illegal purpose (For instance: in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited.
- Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of BKW Rent A Car Pte Ltd. The hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage.
- The hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of or in connection with its use or operation.
- The hirer and/or driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-waiver excess and cost expense (including

- legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle or the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident. The owner reserve the right not to replace an replacement vehicle if an accident occurred. Any damage to the car will be repair at BKW authorized workshop.
- Smoke or permit smoking and transport of pets in the vehicle are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair between \$300 - \$500.
- The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such response at \$60.00 per trip.
- In case of accident, the hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the hirer will have to borne all liability from all parties claim. Full excess amount have to be paid immediately in the event of an accident.
- The hirer/Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and do not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the hirer/driver.
- All customers' data will be kept strictly confidential and is solely used for the purpose of completing the sales transactions and other relating matters.
- I understand and agree to the personal data collection statement stated on the Terms and Conditions Page.

Date Out	Time Out	Mileage	Check By	Remarks
14/8/21	07:00	94673		

Hirer's/Driver Signature [Signature]

Return Of Vehicle: The Hirer Driver Is Required To Sign In The Column "Signature Of Hirer Driver Failing Which The Day And Time Inserted Below Shall Be Deemed To Be The Day And Time The Vehicle Is Returned To BKW Rent A Car Pte Ltd And The Same Shall Be Accepted As Conclusive Evidence Of The Same And Shall Not Be Challenged Or Questioned On Any Account Whatsoever. And I had cleared my belonging items from the rental vehicle (cashcard, parking coupons, etc)"

Date In	Time In	Mileage	Check By	Remarks
30/8/21	19:30	94826		

Hirer's/Driver Signature [Signature]

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SJJ3457A

Date of Accident

18/08/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **China Taiping Insurance (Sing...**

Period of Insurance **10/03/2021 - 09/03/2022**

Requested By **Lin Shujuan (Automotive Repa...**

Requested Date **19/08/2021 11:11**

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**

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Thursday, 7 October 2021 3:20 PM
To: bvfreddie@yahoo.com.sg
Subject: ACCIDENT INVOLVING SKL 9307M AND SJJ 3457A ON THE 18/08/2021

Our Ref: CC6/CTI21008724/R1bs3

07 OCTOBER 2021

Owner : SOH YAO LING ANNIE
Driver : SOH CHENG KUNG

Dear Sir/Madam,

ACCIDENT INVOLVING SKL 9307M AND SJJ 3457A ON THE 18/08/2021

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 Body Repairer/Workshop acting on behalf of the owner of SKL 9307M against your motor insurance policy.

Based on the accident report, accident scenario and evidence at hand, liability is down against us. 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 10 days from the date of this letter.

Please call us if you have further queries.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

RE: SNM21D204602/C02/SJJ3457A/THAMYL / FW: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

Pauline Tham <pauline.tham@sg.cntaiping.com>

Tue 12/14/2021 4:25 PM

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

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

Hi Jaslin

Please proceed as proposed.

** 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

Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | 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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Thursday, November 25, 2021 10:49 AM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

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

Subject: RE: SNM21D204602/C02/SJJ3457A/THAMYL / FW: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

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Dear Sirs/Mdm,

ACCIDENT INVOLVING SJJ 3457A (CTI) AND SKL 9307M (TP) ON 18/08/2021

We refer to the above matter.

We seek your approval to offer repairer "AUTOMOTIVE REPAIR CENTRE PTE LTD " at **\$ 5,052.40 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 9,140.00	\$ 4,280.00 (\$4,000.00 + 7% GST)
2. Loss of Rental (6 days x \$120.00) (W/GST)	\$ 770.40	\$ 770.40 (6 days x \$120.00) (W/GST)
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00

Surveyor recommended 5 days for repair + 1 SUN = 6DAYS

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 | fax: 6741 4108

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

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Saturday, 4 September 2021 2:37 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

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

Subject: RE: SNM21D204602/C02/SJJ3457A/THAMYL / FW: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

Hi Su Li

Insured report attached.

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

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Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, August 30, 2021 2:40 PM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: Re: SNM21D204602/C02/SJJ3457A/THAMYL / FW: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SKL 9307M at M/s AUTOMOTIVE REPAIR CENTRE 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**

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 Jasper.

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: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, August 20, 2021 12:14 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D204602/C02/SJJ3457A/THAMYL / FW: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

Dear all,

Please note that officer in charge for this case is Pauline Tham.

Claim no SNM21D204602/C02/SJJ3457A/THAMYL.

Dear Pauline,

Pls revert LKK.

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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

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

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 19 August 2021 4:41 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJJ 3457A (OI : CTI - TBA) and SKL 9307M (TP : LKK REF - CC6/CTI21008724/bs3) on 18/08/2021

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Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s AUTOMOTIVE REPAIR CENTRE 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 Jasper.

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