

# ALFRED AUTO

## Services & Supplies

Blk 5035 Ang Mo Kio Ave 3 # 01-351 Industrial Park 2 Singapore 569538  
Tel: 6483 4586 Fax: 6483 4882 Reg. No. 391089/00-E  
Email: alfredauto@hotmail.com



### LETTER OF DEMAND

[WITHOUT PREJUDICE, SAVE AS TO COST]

Date: 25.10.2021

**ORIGINAL**

Your Ref: CC4/AIG21008946/Drs3

AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #09-16, AIG Building  
Singapore 079120.  
(Motor Claim Department)

Re: Property Damage Direct Settlement Claim

Accident involving SJL1618E and SLT884T on 22/08/2021.

Lum Sum Repair	3,950.00
Loss of Usage – Rental (6 days @ 80/day)	480.00
LTA Search Fee	7.45
Cost & Disbursement Fee @ 321.00	Waived

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**Grand Total: 4,437.45 (SGD)**

Please also note that you or your insurer should send us an acknowledgement of receipt of this letter within **7 days** of your receipt of this letter, failing which our client will have no alternative but to commence proceedings without further notice to you or your insurer.

We shall be glad if you can forward the payment at your early convenience.

**For internet banking transfer – OCBC Current Account No. 620-453233-001 or  
PAYNOW UEN 39108900E**

ACKNOWLEDGED BY	DATE	ALFRED AUTO SERVICES & SUPPLIES
		<i>Alfred Quah</i>

Note: Full payment must be completed 7 days from the date of this letter. There will be an interest of 1.5% imposed per month on overdue invoice. Thank you.

Date: 23/08/2021

To The Motor Claims Manager  
M/s AI & Asia Pacific Insurance Pte Ltd  
AI Building 78 Shenton Way  
#09-16  
Singapore 079120

Dear Sirs,

ACCIDENT ON 22/08/2021 (19.45 SGT) INVOLVING VEHICLES NOS:  
SJT8PH T AND SJL1618 E  
ALONG / AT 391 A Orchard Rd. 8.238873  
Ngee Ann City Basement 3 Car Park Exit Entry

I/We. Tan Reena of NRIC NO.: 81634633J  
am/are the registered owner of motorcar no: SJT8PH T. I/We, hereby  
authorised you to release all compensation monies pertaining to the above-mentioned accident,  
directly to my repairer, M/s Alfred Auto Services & Supplies.

I/We, hereby authorise the said repairer, M/s Alfred Auto Services & Supplies to collect all  
compensation monies due to me from you or any other party, regarding the said accident.

Thank you.

Reena  
Signature  
Owner: Tan Reena

Orfred  
Signature  
Witness by: Quah Hock Wah  
NRIC No: 81748849/2  
Date: 23/08/2021

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

“We/I, ALFRED AUTO SERVICES & SUPPLIES (“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 S\$3,950.00 (Repair Cost), S\$ 480.00 (Loss of Use/~~Rental~~), S\$ 7.45 (Disbursement) for vehicle no. SLT 884T that was damaged pursuant to the accident which occurred on 22/08/2021 (date) along NGEE ANN CITY BASEMENT 3 CARPARK EXIT GANTRY (location) involving vehicle no/s SJL 1618E. This is pursuant to the inspection conducted on 25/08/2021 (date) at “the workshop”

We/I confirm that we/I are/am authorized by the owner TAN REENA (“the third party claimant”) of vehicle no. SLT 884T 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 SLT 884T (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 26 (day) of 11 (month) 2021 (year)



Signed by appointed surveyor

ALFRED AUTO SERVICES & SUPPLIES

*Handwritten signature*

Signed by “the workshop” (with chop)

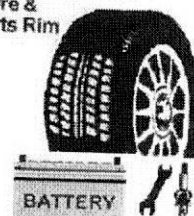


# ALFRED AUTO

Services & Supplies

Blk 5035 Ang Mo Kio Ave 3 # 01-351 Industrial Park 2 Singapore 569538  
Tel: 6483 4586 Fax: 6483 4882 Reg. No. 391089/00-E  
Email: alfredauto@hotmail.com

Tyre &  
Sports Rim



**Tax Invoice: 230821**

**[WITHOUT PREJUDICE SAVE AS TO COSTS]**

**Date: 25.10.2021**

**AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way #09-16, AIG Building  
Singapore 079120.  
(Motor Claim Department)**

**Cc:  
Tan Reena  
17 Brockhampton Drive  
Singapore 559066.**

**Mercedes Benz A180 Be Style**

**Final Repair Cost for Vehicle Reg. No: SLT 884 T**

Lump Sum Repair 3,950.00

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**Grand Total: 3,950.00 (SGD)**

We shall be glad if you can forward the payment at your early convenience.

**For internet banking transfer – OCBC Current Account No. 620-453233-001 or  
PAYNOW UEN 39108900E**

ACKNOWLEDGED BY	DATE	ALFRED AUTO SERVICES & SUPPLIES
		Alfred Quah

Note: Full payment must be completed 7 days from the invoice date. There will be an interest of 1.5% imposed per month on overdue invoice. Thank you.

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 23 Aug 2021 / 23:21:01

Receipt Date/Time : 23 Aug 2021 / 23:20:56

**Tax Invoice/Receipt**

Receipt No. : ITNET-00000-210823-004201

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 - SJL1618E As at 22 Aug 2021/19:45:01 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.			
1	Insurance Enquiry - SJL1618E Enquiry Fee 20210823232008422145	7.00	0.49	7.49
	<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 df7mab5e-- 7K123045J9514630L		Credit Card	7.45
	<b>Total</b>			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.

**ACCIDENT INVOLVING SJL 1618E & SLT 884T ALONG/AT TAKASHIMAYA CARPARK GANTRY ON 22/08/2021**

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

Wed 8/25/2021 5:53 PM

To: chinclaire18@gmail.com <chinclaire18@gmail.com>

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

Our Ref: CC4/AIG21008946/Drs3

**CHIN OI YIN - BY EMAIL ONLY**

[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SJL 1618E & SLT 884T ALONG/AT TAKASHIMAYA CARPARK GANTRY ON 22/08/2021**

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 SLT 884T against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favor as your vehicle reversed and collided with Third Party's stationary vehicle. Moving / Reversing vehicles should exercise greater care. 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 note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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.

*c.c. AIG Asia Pacific Insurance 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)



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	25 Aug 2021 16:48	<b>CIm Dtl Modified</b>	Claimant's Name: -> -.	[A] Lee Su Li
2	25 Aug 2021 16:48	<b>CIm Veh Model Changed</b>	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	25 Aug 2021 16:48	<b>CIm Created</b>	Reg No: SLT884T. Acct Date: 2021/08/22. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Alfred Auto Services & Supplies (HQ)	[A] Lee Su Li
4	25 Aug 2021 16:48	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	25 Aug 2021 16:48	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/09/03	[A] Lee Su Li
6	25 Aug 2021 16:48	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	25 Aug 2021 16:48	<b>CIm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[A] Merimen Administrator
8	25 Aug 2021 16:48	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	25 Aug 2021 16:48	<b>Label Added</b>	(19):Fastlane.	[A] Lee Su Li
10	25 Aug 2021 16:48	<b>Adj Adjuster Assigned</b>	[None] -> BRYAN TANI	[A] Lee Su Li
11	25 Aug 2021 17:28	<b>CIm Dtl Modified</b>	Claimant's Name: - -> TAN REENA. Claimant's ID: -> S1634633J.	[A] Lee Su Li
12	25 Aug 2021 17:28	<b>CIm Veh Model Changed</b>	(206086) -> (203587) MERCEDES-BENZ A160 1.6 (A).	[A] Lee Su Li
13	26 Aug 2021 14:36	<b>CIm Registration Modified</b>	Acct Time:00:00:00->19:00:00.	[I] AIG OneClaim Integration User
14	23 Nov 2021 10:03	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
15	23 Nov 2021 10:03	<b>CIm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	23 Nov 2021 10:03	<b>CIm Dtl Modified</b>	JPJ Reg. Date: -> 2017/11/16.	[A] JOANNE LEE KHANG MIN
17	23 Nov 2021 10:03	<b>CIm Details Notified</b>		[A] JOANNE LEE KHANG MIN
18	25 Nov 2021 13:59	<b>Adj Mandate Request</b>	Cur.Req:4437.45:Liability:100%*Quantum: (a)COR:\$3,950+(b)LOU(6days x \$80.00):\$480+(c)LTA se arch fee:\$7.45=Total: \$4,437.45*Vehicle Model:MERCEDES BENZ A180 ***Recommended 4 repair da ys +1 Sunday + 1PRS=6DAYS	[A] Jaslin Kok Chin Yi
19	25 Nov 2021 14:39	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/09/03. Mandate Remarks: COR \$3,950.00 LOU \$480.00 (6 days x \$80) LTA fee \$7.45	[I] Loh, Chee-Heng
20	25 Nov 2021 14:39	<b>Adj Mandate Set</b>	Approved:4437.45:COR \$3,950.00 LOU \$480.00 (6 days x \$80) LTA fee \$7.45	[I] Loh, Chee-Heng

Date From     Date To     Audit Type  

### 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
2719574	25 Aug 2021 16:54:02	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLT884T	SJL1618E	11.00
2742890	23 Nov 2021 10:03:26	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants	LKK Auto Consultants	SLT884T	SJL1618E	11.00

				Pte Ltd	Pte Ltd (HQ)			
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