

ARC

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

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

Dear Sir/ Madam

**LETTER OF DEMAND**

**ACCIDENT INVOLVING VEHICLE NO SLZ9577P & GBA3111P**  
**ALONG UPPER BUKIT TIMAH ROAD ON 15/09/2021.**

We understand that you are the insurer of vehicle GBA3111P.

I/We wish to inform you that my/our vehicle SLZ9577P 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\$ 4,387.00 (w/GST 7%)
2.	Loss of Use (S\$120.00 x 05 days + 01 weekend)	S\$ 720.00
3.	LTA Search Fee/GIA Reports	S\$ 2.00
<b>TOTAL</b>		<b>S\$ 5,109.00</b>

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



09/10/2021

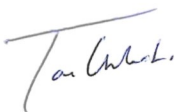
## LETTER OF AUTHORISATION

I/We, TAN CHEE KIAN ("claimant") of  
603 SENJIA ROAD #06-61 S(670603) (address), owner of SL29577P (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. SL29577P that was damaged pursuant to the accident occurred  
on 15/09/2021 (date) along UPPER BUKIT TIMAH ROAD (location)  
involving vehicle no/s ABH311P ("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 15 (day) of 09 (month) 2021 (year)



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



Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00056332103 Claim No : SNM21D205237/C02/GBA3111P/TOHHS

Claimant : TAN CHEE KIAN

Amount : **S\$4,980.00**  
Singapore Dollars Four Thousand Nine Hundred Eighty 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. : SLZ9577P  
Insured Vehicle No. : GBA3111P

Date of Loss : 15/09/2021  
Place of Accident : 926 UPPER BUKIT TIMAH 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 : GARLAND CONSTRUCTION COMPANY  
Driver Name : SOON HUA SAN DANIEL

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.

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(1) Global Sum	S\$ 4,980.00
	=====
TOTAL . . . . .	S\$ 4,980.00
	=====

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Claimant Name : Tan Chee Kian NRIC No : 3732044C

Signature : \_\_\_\_\_ Date : 24/10/22

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: 00003124

Date: 9/10/2021

Reference: SLZ9577P

Page: 1

No	DESCRIPTION	AMOUNT
1	COST OF REPAIR (LUMP SUM)	\$4,100.00
Customer Signature & Co. Stamp		Sub-Total: \$4,100.00 GST @ 7%: \$287.00  <b>Amount Due: \$4,387.00</b>

This is an electronically generated invoice, no signature is required


## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

GBA3111P

Date of Accident

15/09/2021 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **China Taiping Insurance (Sing...**Period of Insurance ..... **17/05/2021 - 16/05/2022**Requested By ..... **PONG JIA JUN OSCAR (Autom...**Requested Date ..... **15/09/2021 10:53****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**

**Jaslin Kok (LKK Auto)**

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**From:** Jaslin Kok (LKK Auto)  
**Sent:** Thursday, 25 November 2021 11:55 AM  
**To:** SHS.GARLAND@GMAIL.COM  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING GBA 3111P & SLZ 9577P ALONG/AT UPPER BUKIT TIMAH ROAD ON 15/09/2021

Our Ref: CC6/CTI21009683/R1rs3

**GARLAND CONSTRUCTION COMPANY – BY EMAIL ONLY**

[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING GBA 3111P & SLZ 9577P ALONG/AT UPPER BUKIT TIMAH ROAD ON 15/09/2021**

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 SLZ 9577P against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favor as it is a head-to-rear collision. 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 call us if you have further queries.

c.c. *China Taiping Insurance (Singapore) 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)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 5 April 2022 8:16 AM  
**To:** 'Alfred Toh'  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: [Seek Mandate] - SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021

Dear Sirs/mdm,

For an update, we have settled the matter at a global sum of \$4,980.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents once it is ready.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Sent:** Tuesday, 29 March 2022 11:05 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: [Seek Mandate] - SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021

Dear Hsiao Tong

Please proceed to resolve the property damage claim up to \$4,989.00.

**Best Regards**

**Alfred Toh**

**Senior Executive**

**Claims Department**

**China Taiping Insurance (Singapore) Pte. Ltd.**

**3 Anson Road #15-00 Springleaf Tower Singapore 079909**

**Email:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 TaipingSG



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Monday, 21 March 2022 11:49 am

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** [Seek Mandate] - SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021

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Your ref: **SNM21D205237/C02/GBA3111P/TOHHS**

LKK ref : CC6/CTI21009683/Rps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING GBA3111P(CHINA TAIPING) AND SLZ9577P(TP) ON 15/09/2021**

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer **"AUTOMOTIVE REPAIR CENTRE PTE LTD"** at **\$4,989.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,426.70	\$ 4,387.00 (\$4,100.00 + 7%GST)
2. Loss of Use (6days x \$120.00)	\$ 720.00	\$ 600.00 (6days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 10,148.70</b>	<b><u>\$ 4,989.00</u></b>

Surveyor recommended 5days for repair + 1Sunday = 6days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 03/01/2022 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 21 March 2022 10:24 AM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/Rrs3q2) on 15/09/2021

Dear Sir / Madam,

Thank you for your email.

This case has been reassigned to HT.

Our respective case handler will look into the matter and get back to you in due course.

**Hi HT,**

**Kindly assist.**

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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.***

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**From:** Alfred Toh [<mailto:alfred.toh@sg.cntaiping.com>]

**Sent:** Monday, March 21, 2022 9:20 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Subject:** SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/bs3 ) on 15/09/2021

**LKK REF - CC6/CTI21009683/bs3**

**CTI REF - SNM21D205237/C02/GBA3111P/TOHHS**

Dear Sirs

We refer to our email of 22 September 2021.

Please let us have an update on the property damage claim at your earliest convenience.

**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](mailto:claimsdept@sg.cntaiping.com). Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>

**Sent:** Wednesday, 22 September 2021 9:35 am

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; huayleng <[huayleng@netlinkpartners.com.sg](mailto:huayleng@netlinkpartners.com.sg)>

**Subject:** RE: SNM21D205237/C02/GBA3111P/TOHHS /Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP :LKK REF - CC6/CTI21009683/bs3 ) on 15/09/2021

**LKK REF - CC6/CTI21009683/bs3**

**CTI REF - SNM21D205237/C02/GBA3111P/TOHHS**

Dear Sirs

We refer to the above matter.

Attach herewith mutual client's SAS report for your attention and necessary action.

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Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Monday, September 20, 2021 8:56 AM

**To:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: SNM21D205237/C02/GBA3111P/TOHHS / FW: Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLZ 9577P 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**

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, September 16, 2021 2:02 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D205237/C02/GBA3111P/TOHHS / FW: Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

Dear all,

Please note that officer in charge for this case is Alfred Toh.

Claim no SNM21D205237/C02/GBA3111P/TOHHS.

Dear Alfred,

Pls revert LKK.

### **NOTICE :**

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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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Wednesday, 15 September 2021 5:58 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving GBA 3111P (OI : CTI - TBA) and SLZ 9577P (TP : LKK REF - CC6/CTI21009683/bs3) on 15/09/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SLZ 9577P 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 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**