



**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 SJC5125G & SLU7201M**  
**ALONG CALTEX AT 740 YISHUN AVENUE 5 ON 27/10/2021.**

We understand that you are the insurer of vehicle SLU7201M.

I/We wish to inform you that my/our vehicle SJC5125G 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\$ 2,193.50 (w/GST 7%)
2.	Loss of Use (S\$100.00 x total 07 days)	S\$ 700.00
	* 04 approved days	
	* 01 weekend required since survey conducted on a Friday	
	* 02 days for period after accident, prior to vehicle survey	
3.	LTA Search Fee/GIA Reports	S\$ 2.00
	<b>TOTAL</b>	<b>S\$ 2,895.50</b>

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



02/12/2021

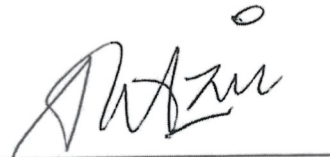
## LETTER OF AUTHORISATION

I/We, Ali bin Abdul Aziz ("claimant") of  
719 Yishun St 71 #04-209 S.760719 (address), owner of SJC51256 (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. SJC51256 that was damaged pursuant to the accident occurred  
on 27/10/21 (date) along Yishun Ave 5 (Caltex) (location)  
involving vehicle no/s SLU 7201M ("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 27 (day) of 10 (month) 2021 (year)



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



Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00058252100 Claim No : SNM21D206161/C02/SLU7201M/THAMYL

Claimant : ALI BIN ABDUL AZIZ

Amount : **S\$2,675.50**  
SINGAPORE DOLLARS TWO THOUSAND SIX HUNDRED SEVENTY FIVE AND  
CENTS FIFTY 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. : SJC5125G

Insured Vehicle No. : SLU7201M

Date of Loss : 27/10/2021

Place of Accident : 740 YISHUN AVE 5

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 : KEVIN WILSON

Driver Name : KEVIN WILSON

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) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	2,193.50
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	480.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL . . . . .	S\$	<b>2,675.50</b>
	=====	

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Claimant Name : Ali Bin Abdul Aziz

NRIC No : S124812614

Signature : 

Date : 26/02/2022

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 of 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: 00003256

Date: 2/12/2021

Reference: SJC5125G

Page: 1

No	DESCRIPTION	AMOUNT
1	COST OF REPAIR (LUMP SUM)	\$2,050.00
Customer Signature & Co. Stamp		Sub-Total: \$2,050.00 GST @ 7%: \$143.50  <b>Amount Due: \$2,193.50</b>

This is an electronically generated invoice, no signature is required

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SLU7201M

Date of Accident

27/10/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance ..... 18/03/2021 - 17/03/2022

Requested By ..... PONG JIA JUN OSCAR (Autom...

Requested Date ..... 27/10/2021 16:26

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**

**Claim Notification - ACCIDENT INVOLVING SLU7201M(CHINA TAIPING) AND SJC5125G AT/ALONG CALTEX @ YISHUN ON 27/10/2021**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Tue 2/11/2021 9:36 AM

To: kevin.wil@hotmail.sg <kevin.wil@hotmail.sg>

02 Nov 2021

**Mr Kevin Wilson**

*[By Email Only]*

Dear Sir/Madam,

**You Ref: SLU7201M**

**Our Ref: CC6/CTI21011024/pa3**

**ACCIDENT INVOLVING SLU7201M(CHINA TAIPING) AND SJC5125G AT/ALONG CALTEX @ YISHUN ON 27/10/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third-party claim against your policy.

We have received a claim from SJC5125G against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. 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.

Thank you.

***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.***

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@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:** Thursday, 10 March 2022 3:51 PM  
**To:** Pauline Tham  
**Cc:** Admin A; Claims Dept of CTI  
**Subject:** RE: [Seek Mandate] - OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

Dear Sirs/Mdm,

For an update, we have settled the matter at \$2,675.50(all-in) with third party repairer.

We will proceed to close file and submit all the relevant documents to your good office 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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Thursday, 17 February 2022 9:18 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.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:** RE: [Seek Mandate] - OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong

Please proceed.

Thanks

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto: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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](http://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Monday, February 14, 2022 11:15 AM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@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:** RE: [Seek Mandate] - OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

[Confidential]

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sirs/Mdm,

We refer to our mandate request dated 24/12/2021.

Kindly let us have your approval / instruction as third party is asking for offer.

Thank you.

**"Wishing You Happiness & Prosperity Chinese New Year 2022"**



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:** Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 25 January 2022 3:42 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**Subject:** RE: [Seek Mandate] - OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

Dear Sirs/Mdm,

We refer to our mandate request dated 24/12/2021.

Kindly let us have your approval / instruction.

***"Wishing You Happiness & Prosperity Chinese New Year 2022"***

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:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 24 December 2021 9:50 AM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

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

**Subject:** [Seek Mandate] - OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

Your ref: **SNM21D206161/C02/SLU7201M/THAMYL**

LKK ref : CC6/CTI21011024/Epa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SLU7201M(CHINA TAIPING) AND SJC5125G(TP) ON 27/10/2021**

We refer to the above matter.

We are of the view that liability is not in our insured favour as he opened door and collided onto TP vehicle who was passing by his car.

We seek your approval to offer repairer **"AUTOMOTIVE REPAIR CENTRE PTE LTD"** at **\$2,795.50(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair(w/GST)	\$ 3,552.40	\$ 2,193.50 (\$2,050.00 +7%GST)
2. Loss of Use (7days x \$100.00)	\$ 700.00	\$ 600.00 (6days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 4,254.40</b>	<b><u>\$ 2,795.50</u></b>

Surveyor recommended 4 days for repair + 1Sunday + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

**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) | Fax: 6741 4108

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:** Tuesday, 2 November 2021 12:00 PM

**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

Dear Pauline,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Friday, 29 October, 2021 12:45 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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: OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

[Confidential]

Hi Mei Kwan

OI report attached for view.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto: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](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. . 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](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:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, October 28, 2021 6:51 PM  
**To:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>; [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; [chewht@lkkauto.com](mailto:chewht@lkkauto.com)  
**Subject:** OUR REF: SNM21D206161/C02/SLU7201M/THAMYL & YOUR REF: CC6/CTI21011024/pa3-SJC5125G, TPP DIRECT SETTLEMENT

**WITHOUT PREJUDICE**  
**via EMAIL ONLY**

Dear Pauline,

Please refer to the appended email.

Please revert to **LKK Auto on Direct Settlement SJC5125G** soonest possible.

Please contact our claims department **Pauline Tham 6389 6541** the officer in charge.

**\*Kindly quote our claim reference number when replying.\***

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Thank you

Angie Foo  
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: 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, October 27, 2021 8:44 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLU7201M (OI : CTI - TBA) and SJC5125G (TP : LKK REF - CC6/CTI21011024/pa3) on 27/10/2021

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Automotive Repair Centre Pte Ltd and TP repairer proposed for a direct settlement.

Note : no survey done yet.

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Please take note that the case handler in-charge is Hsiao Tong.

***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)

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