

NEW HOCK TECK MOTOR PTE LTD

Our Ref : NPI2112-0158 / SMQ1817K
Your Ref : SMU300U
Date : 17th Dec 2021

1 Kaki Bukit Avenue 6
Blk C #01-43 Autobay@KB
Singapore 417883

AIG ASIA Pacific Insurance Pte Ltd
78 Shenton Way,
AIG Building, #09-16
Singapore 079120

WITHOUT PREJUDICE

Dear Sirs,

RE: ACCIDENT INVOLVING SMQ1817K & SMU300U AT BLK 89 TANGLIN HALT ROAD MSCP ON 13.11.2021 @ 13:03HRS

We are instructed by **NG SHI NI SYDNEY** to claim damages and losses against you in connection with the above captioned road traffic accident which our client's vehicle **SMQ1817K** was damaged by vehicle **SMU300U** driven by your insured at the material time.

We are instructed that the said accident was caused by your insured's negligent driving and/or management of the vehicle. As a result of the accident, our client's vehicle was damaged and our client has been put to loss and expenses, particulars of which are as follows:

| | |
|--|--------------------|
| 1) Repair Costs (INC 7% GST) | \$ 5,243.00 |
| 2) Loss of Use for 06 days (5 + 1 weekend) | \$ 900.00 |
| 3) LTA Search Fees | \$ 2.00 |
| | <u>\$ 6,145.00</u> |

A copy each of the following supporting document is enclosed:

- 1) Final Repair Bill
- 2) LTA Receipt
- 3) Warrant to Act

Please let us have your cheque for the sum **\$ 6,145.00** made payable to us, **NEW HOCK TECK MOTOR PTE LTD** in the next 14 days.

Yours faithfully,



NEW HOCK TECK MOTOR PTE LTD



LETTER OF AUTHORISATION

New Hock Teck Motor Pte Ltd

Kaki Bukit Avenue 6

Blk 1 #01-43

Singapore 417883

Dear Sir,

Accident on

13.11.2021 @ 1303hrs

Involving Vehicles

SMQ1817K x SMU300U

Along

Blk 89 Tanglin Halt Road nscf

I/We, the registered owner/driver of vehicle registration no: SMQ 1817K
have involved in the above accident.

I/We hereby authorize **New Hock Teck Motor Pte Ltd** to commence repairs of the said vehicle forthwith.

I/We agree to assign the whole proceeds of my/our comprehensive/third party claim to you and our solicitor, _____, to act on my/our behalf in respect of the above matter. And if applicable, my/our solicitors shall accept this as my/our irrevocable authority to pay the amount as deemed compensated direct to you after deduction of their costs on a Solicitor and client basis.

I/We undertake to co-operate fully with you and our solicitors to ensure that claim is successful.

I/We also authorize you to sign all discharge vouchers/indemnity forms and all necessary papers in relation with the above claim in my/our absence.

Your kind co-operation in this matter will be much appreciated.

Yours truly,



Owner's Signature

(Company's stamp if applicable)

Name:

Ng Shi Hi Sydney

NRIC No.:

S8618245I

Date:

16/11/2021

WITHOUT PREJUDICE to:
(a) Insurance Subrogated Claim and/or
(b) Any Personal Injury Claims
[Note: This Notice supersedes any inconsistencies
found in this Discharge Voucher]

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

“We/I, NEW HOCK TECK MOTOR PTE LTD (“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\$4,400.00 (Global Sum) for vehicle no. SMQ 1817K that was damaged pursuant to the accident which occurred on 13/11/2021 (date) along 89 TANGLIN HALT ROAD MSCP (location) involving vehicle no/s SMU 300U.

This is pursuant to the inspection conducted on 16/11/2021 (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner NG SHI NI SYDNEY (the third party claimant”) of vehicle no. SMQ 1817K 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”.

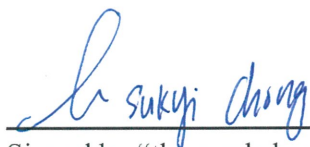
We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that “the third party claimant” after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SMQ 1817K (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 02 (day) of 03 (month) 2022 (year)


Signed by appointed surveyor


Signed by “the workshop” (with chop)





新福德車廠私人有限公司

NEW HOCK TECK MOTOR PTE. LTD.

1 Kaki Bukit Ave 6, Blk C #01-43 Autobay@Kaki Bukit, Singapore 417883

Email: admin@nhtmotor.com

Website: www.nhtmotor.com

Tel: 6747 9241

Fax: 6741 7276

UEN: 201718370K GST Reg No.: 201718370K

TAX INVOICE

AIG ASIA Pacific Insurance Pte Ltd

78 Shenton Way,

AIG Building, #09-16

Singapore 079120

Invoice No : NPL2112-0158

Date : 17-Dec-21

Date of Accident : 13-Nov-21

Vehicle No. : SMQ1817K

Model Type : HONDA SHUTTLE

Client: NG SHI NI SYDNEY

| Descriptions | | | Amount |
|----------------------|--|---|----------|
| Lump Sum Repair Cost | | | 4,900.00 |
| GST 7 % | | : | 343.00 |
| Total | | : | 5,243.00 |

SIN DOLLARS: FIVE THOUSAND TWO HUNDRED AND FOURTY THREE ONLY




INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SMU300U

Date of Accident

13/11/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **15/07/2021 - 14/07/2022**Requested By **SUKYI CHONG (CHEW MOTOR ...**Requested Date **15/11/2021 12:21**

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**

ACCIDENT INVOLVING SMU 300U & SMQ 1817K ALONG/AT MSCP BLK 88 TANGLIN HALT ROAD ON 13/11/2021

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

Mon 11/22/2021 4:23 PM

To: JULIANA.STOTHARD@GMAIL.COM <JULIANA.STOTHARD@GMAIL.COM>

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

Our Ref: CC6/AIG21011682/Ars3

JULIANA CHRISTINE STOTHARD- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SMU 300U & SMQ 1817K ALONG/AT MSCP BLK 88 TANGLIN HALT ROAD ON 13/11/2021

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 SMQ 1817K against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your driver's favor, Even though your vehicle has stopped when the accident happened. However, your vehicle was seen to be encroached to another lane. Under Motor Accident Guide, vehicles should keep a proper lookout and drive within his own lane so as to maintain a margin of safety when negotiating a bend. 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.

Yours faithfully,

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 | 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 | 16 Nov 2021 16:50 | Clm Dtl Modified | Claimant's Name: -> NG SHI NI SYDNEY. | [A] Lee Su Li |
| 2 | 16 Nov 2021 16:50 | Clm Veh Model Changed | (204169) HONDA SHUTTLE 1.5 (A). | [A] Lee Su Li |
| 3 | 16 Nov 2021 16:50 | Clm Created | Reg No: SMQ18917K. Acct Date: 2021/11/13. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: New Hock Teck Motor Pte Ltd (HQ) | [A] Lee Su Li |
| 4 | 16 Nov 2021 16:50 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] Lee Su Li |
| 5 | 16 Nov 2021 16:50 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2021/11/25 | [A] Lee Su Li |
| 6 | 16 Nov 2021 16:50 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] Lee Su Li |
| 7 | 16 Nov 2021 16:50 | Clm Ins Co Changed | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express) | [A] Merimen Administrator |
| 8 | 16 Nov 2021 16:50 | Label Added | (20224):Field Survey. | [A] Merimen Administrator |
| 9 | 16 Nov 2021 16:50 | Label Added | (19):Fastlane. | [A] Lee Su Li |
| 10 | 16 Nov 2021 16:50 | Adj Adjuster Assigned | [None] -> ADRIAN LING | [A] Lee Su Li |
| 11 | 16 Nov 2021 16:51 | Clm Registration Modified | Reg No:SMQ18917K->SMQ1817K. | [A] Lee Su Li |
| 12 | 18 Nov 2021 17:33 | Video Downloaded | Downloaded Video - Accident | [A] Jaslin Kok Chin Yi |
| 13 | 23 Nov 2021 09:06 | Clm Registration Modified | Acct Time:13:00:00->11:55:00. | [I] AIG OneClaim Integration User |
| 14 | 29 Nov 2021 19:10 | Video Downloaded | Downloaded TP VIDEO | [A] Jaslin Kok Chin Yi |
| 15 | 29 Nov 2021 19:10 | Video Downloaded | Downloaded TP VIDEO | [A] Jaslin Kok Chin Yi |
| 16 | 29 Nov 2021 19:10 | Video Downloaded | Downloaded TP VIDEO | [A] Jaslin Kok Chin Yi |
| 17 | 30 Nov 2021 09:57 | Video Downloaded | Downloaded Video - Accident | [A] Jaslin Kok Chin Yi |
| 18 | 30 Nov 2021 09:59 | Video Downloaded | Downloaded TP VIDEO | [A] Jaslin Kok Chin Yi |
| 19 | 15 Dec 2021 16:26 | Video Downloaded | Downloaded Video - Accident | [I] MdNoor, Norsiah |
| 20 | 15 Dec 2021 16:27 | Video Downloaded | Downloaded TP VIDEO | [I] MdNoor, Norsiah |
| 21 | 15 Dec 2021 16:28 | Video Downloaded | Downloaded TP VIDEO | [I] MdNoor, Norsiah |
| 22 | 15 Dec 2021 16:30 | Video Downloaded | Downloaded Video - Accident | [I] MdNoor, Norsiah |
| 23 | 25 Jan 2022 11:36 | Adj Rpt Initiated | | [A] JOANNE LEE KHANG MIN |
| 24 | 25 Jan 2022 11:36 | Clm Dtl Modified | Claim Conclusion: -> 3. | [A] JOANNE LEE KHANG MIN |
| 25 | 25 Jan 2022 11:36 | Clm Dtl Modified | JPJ Reg. Date: -> 2019/10/31. | [A] JOANNE LEE KHANG MIN |
| 26 | 25 Jan 2022 11:36 | Clm Details Notified | | [A] JOANNE LEE KHANG MIN |
| 27 | 28 Feb 2022 16:27 | Video Downloaded | Downloaded Video - Accident | [I] MdNoor, Norsiah |
| 28 | 28 Feb 2022 16:28 | Video Downloaded | Downloaded TP VIDEO | [I] MdNoor, Norsiah |
| 29 | 25 Mar 2022 13:44 | Video Downloaded | Downloaded TP VIDEO | [A] CHEW HSIAO TONG |
| 30 | 25 Mar 2022 13:44 | Video Downloaded | Downloaded TP VIDEO | [A] CHEW HSIAO TONG |
| 31 | 25 Mar 2022 13:44 | Video Downloaded | Downloaded Video - Accident | [A] CHEW HSIAO TONG |
| 32 | 28 Mar 2022 12:35 | Video Downloaded | Downloaded TP VIDEO | [A] CHEW HSIAO TONG |
| 33 | 28 Mar 2022 12:35 | Video Downloaded | Downloaded Video - Accident | [A] CHEW HSIAO TONG |
| 34 | 14 Feb 2023 14:15 | Video Downloaded | Downloaded TP VIDEO | [A] HOW MEI KWAN |
| 35 | 14 Feb 2023 14:15 | Video Downloaded | Downloaded Video - Accident | [I] MdNoor, Norsiah |
| 36 | 14 Feb 2023 14:19 | Video Downloaded | Downloaded TP VIDEO | [A] HOW MEI KWAN |
| 37 | 14 Feb 2023 14:20 | Video Downloaded | Downloaded Video - Accident | [A] HOW MEI KWAN |
| 38 | 21 Feb 2023 14:10 | Adj Mandate Request | Cur.Reg:4484.40:LIABILITY:80% Quantum: \$4,484.40 (all-in). Pls refer to adjuster report for details. *For your approval please. | [A] CHEW HSIAO TONG |

| AUDIT TRAIL | | | | |
|-------------|-------------------|----------------------|--|---------------------|
| No. | On | Audit | Remarks | By |
| 39 | 22 Feb 2023 14:39 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2021/11/25 | [I] MdNoor, Norsiah |
| 40 | 22 Feb 2023 14:39 | Adj Mandate Set | Approved:4484.40. | [I] MdNoor, Norsiah |

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 |
| 2741590 | 17 Nov 2021 11:51:04 | Video Upload | Motor | AIG Asia Pacific Insurance Pte. Ltd. | AIG Asia Pacific Insurance Pte. Ltd. (SG) | SMQ1817K | Low, Xianyu | xx.xx |
| 2741595 | 17 Nov 2021 11:57:03 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | AIG Asia Pacific Insurance Pte. Ltd. (Express) | SMQ1817K | SMU300U | 11.00 |
| 2742660 | 22 Nov 2021 15:15:35 | Video Upload | Motor | AIG Asia Pacific Insurance Pte. Ltd. | AIG Asia Pacific Insurance Pte. Ltd. (SG) | SMQ1817K | Jaslin Kok Chin Yi | xx.xx |
| 2742661 | 22 Nov 2021 15:15:39 | Video Upload | Motor | AIG Asia Pacific Insurance Pte. Ltd. | AIG Asia Pacific Insurance Pte. Ltd. (SG) | SMQ1817K | Jaslin Kok Chin Yi | xx.xx |
| 2760752 | 25 Jan 2022 11:36:11 | OD/TP Case (Adjuster) | Motor | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ) | SMQ1817K | SMU300U | 11.00 |