

SERVE YOU MOTOR PTE LTD
BLOCK 5033 ANG MO KIO INDUSTRIAL PARK 2
#01-265 SINGAPORE 569536
TEL. NO: 64815652 FAX: 64831654
E-MAIL: elainesyms@gmail.com

Your ref no.: SKP 7473 H (CC6/CTIZ1012637/ps3)

Our ref no: PC 3036 Y

Date: 13/01/2022

M/s: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Dear Sir/ Madam,

ACCIDENT INVOLVING VEHICLE NOS. PC 3036 Y AND SKP 7473 H AT/ALONG HOUGANG CENTRAL OPEN SPACE CARPARK NEAR BLK 814 ON 9/12/2021.

We have been authorized by the registered owner of the above vehicle **PC 3036 Y** (the owner) which was involved in the above-mentioned accident.

We understand that the vehicle **SKP 7473 H** was insured by you at the time of the said accident.

We have been informed by the owner that the accident was caused by the negligence of your insured's driver. As a result of the accident, the owner's vehicle was damaged and has been put to loss as follows:

(a)	Cost of repairs, "As agreed" (Invoice no: 7039)	S\$587.02
(b)	Excess claim (Section II)	
(c)	LOSS OF USE (02 DAYS X \$180.00 per day)	S\$360.00
(d)	LTA search	\$7.49
(d)	Surveyor fee	
(e)	Third Party Report Fee	
TOTAL		S\$954.51

We enclose here with copies of the relevant supporting documents in support of the owner's vehicle damage claim as follows:

(1) Certificate of Insurance/Log Card	X
(2) Surveyor's reports	
(3) Rental Invoices	

(4) Police/SAS Reports/ Results	
(5) Repair bill/Letter of Authority	X
(6) GIA/LTA search invoices	X

*Place X to mark

Kindly let us hear from you within the **next 14 days** from the date hereof, failing which the owner shall proceed to hand over the matter to his solicitors to recover his losses. In this event, you shall be liable for the unnecessary legal costs incurred.

Yours faithfully,

Elaine Chia
SERVE YOU MOTOR PTE LTD

LETTER OF AUTHORITY

To Whom it may concern

ACCIDENT INVOLVING VEHICLES NO:

ON

PC 3036 Y and SKP 7473H
9/12/2021 AT/ALONG Hougang Central open space
Carpark

I, We

Bus Tech Pte Ltd NRIC No: 2017018622
of Blk 693A Woodlands Ave 6 #03-713 (731693)

the owner of vehicle bearing registration number:

PC 3036 Y

I hereby agreed my workshop MESSRS SERVE YOU MOTOR PTE LTD as my authorized representative to write, negotiate and settle my vehicle damage claims on my behalf against the parties involved in the said accident.

I confirmed I have been informed and explained of the followings:

- 1) Either you (the owner) or you wish us to appoint a surveyor to inspect your vehicle prior to repair or alternatively, we will let the third party insurance to appoint their in-house surveyor to inspect your vehicle.
- 2) We will proceed with the repair based on the recommendation from the surveyor to carry out the repair.
- 3) You will then authorise us to assist you in making a claim against the third-party insurance on your behalf.
- 4) However, in the event if there is a difference in the liability, you will be personally responsible for the shortfall.
(EG: If liability is 80% to 20% in our favour, you (the owner) must pay the differences of 20% in the cost of repair.)
- 5) in the event of there is a settlement, you are obliged to sign a discharge voucher issued by the third-party insurance
- 6) you are also authorising us to accept the settlement sum from the insurer on your behalf
- 7) Upon receiving the settlement sum, we will then pay you the loss of use which is entitled to you (if any).

I, We also HEREBY AGREE VOLUNTARILY AND UNEQUIVOCALLY to the agreed settlement sum being issued in favour of, MESSRS SERVE YOU MOTOR PTE LTD and the said payment would be forwarded to them as full and final settlement of my claim

BUS TECH PTE. LTD.
Reg No: 2017018622



Authorised Signature(s)

PC 3036 Y

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00051812100 Claim No : SNM21D207193/C02/SKP7473H/LEWLC

Claimant : BUS TECH PTE. LTD

Amount : **S\$850.00**
Singapore Dollars Eight Hundred 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. : PC3036Y
Insured Vehicle No. : SKP7473H

Date of Loss : 09/12/2021
Place of Accident : HOUGANG CENTRAL OPEN SPACE CARPARK NEAR BLK 814

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 : Mangayarkarasi D/O Sanassy
Driver Name : Mangayarkarasi D/O Sanassy

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) Global Sum	S\$	850.00
	=====	
TOTAL	S\$	850.00
	=====	

BUS TECH SERVICES PTE. LTD.

Claimant Name : Reg No : 201913528H NRIC No : _____

Signature :  Date : 17/3/22

為您汽車服務有限公司
Serve You Motor Pte Ltd

(Company Registration No: 201839874D)

Block 5033 Ang Mo Kio Industrial Park 2 #01-265 Singapore 569536

Tel: 6481 0555 Fax: 6483 1654

Email: claim@serveyou.com.sg / elainesyms@gmail.com | www.serveyou.com.sg

INVOICE

No. 7039

Messrs:

Bus Tech PTE LTD

INS: CHINA TAIPING INSURANCE Date

Date _____

28/12/2021

Car No.

PC 30364

Model

Toyota Hiace High Roof

Accident Date

9/12/2021

QUANTITY	DESCRIPTION	\$ AMOUNT cts
	Part by Part Repair	\$587/02
TOTAL		\$587/02

for *Serve You Motor Pte Ltd*

SERVE YOU MOTOR PTE LTD

PAYMENT :

1	CHEQUE PAYABLE TO :	SERVE YOU MOTOR PTE LTD
2	TRANSFER ACCOUNT :	DBS ACCOUNT : 047-904049-8
3	PAYNOW	UEN NO : 201839874D



Enquire Vehicle's Insurance Particulars (As At 09 Dec 2021 / 18:30:00)

Vehicle No.:

SKP7473H

Make Description/Model:

MERCEDES BENZ / C 180 KOMPRESSOR

Insurance Company Name:

**CHINA TAIPING INSURANCE (SINGAPORE)
PTE LTD**

Business Transaction Reference No.:

20211210111308926996

Please retain the business transaction reference number for Enquire Vehicle Owner Details (if required).



Thank you

Siti Awiyah Bte Senian has successfully logged out.

Your last login date and time was 10 Dec 2021, 11:12:28.

To return to ONE.MOTORING, please click [here](#)

For security reasons, please **CLEAR YOUR CACHE** after each session.

Session Transaction History

S/No. 	Asset Type 	Asset ID 	Asset Owner ID 	Transaction Type 	Transaction Amount(S\$) 	Log Date/Time 
1	Vehicle	SKP7473H	-	18.19 Enquire Veh Owner Info (Others) by Law Firm	7.49	10 Dec 2021 / 11:13:08

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 10 February 2022 1:01 PM
To: 'susansanassy@gmail.com'
Subject: Claim Notification - ACCIDENT INVOLVING SKP 7473H(CHINA TAIPING) AND PC 3036Y AT/ALONG 90 HOUGANG AVE 10 HOUGANG MALL OPEN CARPARK ON 09/12/2021
Attachments: Witness CCTV(From PC3036Y).MP4; Screenshot Before Collision.png; Screenshot After Collision.png

10 Feb 2022

Mangayarkarasi D/O Sanassy

[By Email Only]

Dear Sir/Madam,

You Ref: SKP7473H

Our Ref: CC6/CTI21012637/Kps3

ACCIDENT INVOLVING SKP 7473H(CHINA TAIPING) AND PC 3036Y AT/ALONG 90 HOUGANG AVE 10 HOUGANG MALL OPEN CARPARK ON 09/12/2021

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 PC3036Y against your motor insurance policy.

We have reviewed the matter and based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by PC3036Y as your vehicle had collided onto third party parked vehicle. We attached here with a copy of video footage submitted by third party's witness for your easy reference. From the witness video, we observe that you are attempting to park into a parking lot, your vehicle was moving forward and backward and collided onto third party vehicle.

Kindly focus on the video timing 00:42 – 00:54. There is a slight jerk on third party van and we can observe that third party bumper has dislodged after you reversed your vehicle(see attached screenshot). Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost. Please be assured that we will do our due diligence to mitigate the cost.

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.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 17 March 2022 3:06 PM
To: Jenny Lew
Cc: Claims Dept of CTI; Admin A
Subject: RE: [SEEK MANDATE] - SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

Dear Sirs/Mdm,

We refer to the above matter.

For an update, we have settled the matter at a global sum of \$850.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents to your good office soon.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Friday, 11 March 2022 4:18 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[Confidential]

Hi Hsiao Tong

Please proceed:

	Amount Revised
1. Cost of Repair	\$ 587.02
2. Loss of Use	\$ 300.00 (2days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49
Total	<u>\$ 894.51</u>

Thank you.

** 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. Any inconvenience caused is much regretted.

Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Tuesday, 8 March 2022 5:33 pm

To: Jenny Lew <jenny.lew@sg.cntaiping.com>

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

Subject: [SEEK MANDATE] - SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[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.

Your ref: **SNM21D207193/C02/SKP7473H/LEWLC**

LKK ref : CC6/CTI21012637/Kps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SKP7473H(CHINA TAIPING) AND PC3036Y(TP) ON 09/12/2021

We refer to the above matter.

Our insured collided onto third party parked vehicle. Liability is not in our driver's favour.

We seek your approval to offer repairer **"SERVE YOU MOTOR PTE LTD"** at **\$894.51(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,268.52	\$ 587.02
2. Loss of Use (2days x \$180.00)	\$ 360.00	\$ 300.00 (2days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 1,636.01	<u>\$ 894.51</u>

Surveyor recommended 1day for repair + 1PRS = 2days.

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 |

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

S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>

Sent: Wednesday, 9 February 2022 3:34 PM

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

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

Subject: RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[Confidential]

Hi Hsiao Tong,

Please proceed.

Please clear the insured on the liability status.

Thank you.

** 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.

Regards,

Jenny Lew

Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 9 February 2022 3:07 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

[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.

Hi Jenny,

Attached is a copy of video footage submitted by third party for your easy reference. From the witness video, we are of the view that it is consistent to our insured report. Our insured was attempting to park into a parking lot, she was moving forward and backward of her car and collided onto third party van.

Kindly focus on the video timing 00:42 – 00:54. There is a jerk on third party van and we can observe that third party bumper has dislodged after insured reversed her vehicle.

In view of this, we are of the view that liability is not in our driver favour.

Kindly let us have your comments/instruction after reviewing the matter.

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 |

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

S(408933)

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 14 December 2021 3:05 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021
Importance: High

[Confidential]

Hi Sirs/Madam,

Attached the insured report.
Please note insured mentioned no contact with TP vehicle.

** 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.

Regards,

Jenny Lew
Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, 14 December 2021 2:48 pm
To: suli@lkkauto.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D207193/C02/SKP7473H/LEWLC / FW: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

Dear all,

Please note that officer in charge for this case is Jenny Lew.

Claim no SNM21D207193/C02/SKP7473H/LEWLC.

Dear Jenny,

Pls revert LKK.

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 14 December 2021 2:38 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Direct Settlement - Accident Involving SKP 7473H (OI : CTI - TBA) and PC 3036Y (TP : LKK REF - CC6/CTI21012637/ps3) on 09/12/2021

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 Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s SERVE YOU MOTOR SERVICE on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Note : no survey done yet.

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 Hsiao Tong.

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