

China Taiping Insurance (Singapore) Pte Ltd

18/4/2022

No. 3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

Attn: HSIAO TONG
Motor Claims Dept

LETTER OF DEMAND

Our Ref : SMV2036J (1094) Your Ref : CC6/CTI22001640/ps3

Dear Sir,

VEHICLE # : SMV2036J
ACCIDENT INVOLVING : SMV2036J & SMP7194P ALONG VIVOCITY CARPARK BASEMENT 1 LOBBY
K ON 19/2/22

COST OF REPAIR	\$7,300.00	(As agreed)
LOSS OF USE	\$800.00	{7 work days + 2 weekends + 1 day prs} x \$80
LTA & GIA SEARCH	\$36.45	
TOWING	\$60.00	

COST OF REPAIR ADD GST 7% \$511.00

TOTAL \$8,707.45

Eight Thousand Seven Hundred Seven Singapore Dollars and Forty-Five Cents Only

Please arrange for DV to be signed by us (workshop) because we are authorised by client to sign on behalf. Please see attached Letter of authorisation (see note 5) .

For your prompt payment.
Thank you.

Yours faithfully,
Ryder Auto Pte Ltd



Chan San Choon
Director
DipEng, AAE MIMI, MSAE(Aust)



LETTER OF AUTHORISATION

To: Ryder Auto Pte Ltd

Re: ACCIDENT ON 19/2/2022 INVOLVING SMW2036J SMP7194P

ALONG / AT

VIVOCITY CARPARK BASEMENT 1 LOBBY K

I/We MUHAMMAD SAIFUL BIN JAMALUDIN (NRIC No. S8913314I)

of APT BLK 626 BEDOK RESERVOIR ROAD #02-1580 S(470626)

1. The owner of motor vehicle no. SMW2036J hereby authorise **Ryder Auto Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agree to assign the whole proceeds of my/our third party claim to **Ryder Auto Pte Ltd** including any claim for Loss of Use if a vehicle had been provided by **Ryder Auto Pte Ltd** during the period of repairs to my/our vehicle if applicable. My/our solicitors (to be appointed by **Ryder Auto Pte Ltd** on my/our behalf) shall accept this as my/our irrevocable authority to pay the amount compensated direct to **Ryder Auto Pte Ltd** after deduction of their cost on a solicitor & client basis. **I/We undertake to co-operate fully with Ryder Auto Pte Ltd and/or my/our solicitors and also with a true Motor Accident Report/Police Report until the claim to a successful conclusion including court proceedings, failing which, I/We undertake to bear repair costs, rental, legal costs and any other incidentals incurred.**
2. If the 3rd party claim is unsuccessful or partly successful as the case may be, I/we hereby instruct and authorise **Ryder Auto Pte Ltd** to claim direct from my/our insurance company on my/our vehicle immediately without any delay.
3. If for any reason my/our insurer's are not willing to settle the repair costs either in part or in whole then I/ we undertake to pay **Ryder Auto Pte Ltd** the repair cost.
4. In alternative to serial number 2 and 3 above if the 3rd party claim fails or is only partly successful then I/we undertake to pay **Ryder Auto Pte Ltd** the difference in amount of the repair cost.
5. I/We authorise **Ryder Auto Pte Ltd** to sign all discharge voucher/indemnity forms and all necessary papers on my/our behalf in connection with the above claim. **We confirm full discharge of all property damage claims upon signing of the discharge voucher by our repairer, Ryder Auto Pte Ltd.**
6. I/We also authorise **Ryder Auto Pte Ltd** to appoint such a firm of solicitors on my/our behalf as **Ryder Auto Pte Ltd** deem fit for the purpose of third party/own insurance claims.
7. I/We undertake to inform **Ryder Auto Pte Ltd** and/or the solicitors appointed by **Ryder Auto Pte Ltd** on my/our behalf in the event the third party's insurance company communicate with me/us directly by telephone or in writing and I/We further undertake not to accept any monies or other or settlement from the third party's insurers without first communicating with you.
8. In the event that third party insurer issued the **Agreed Settlement Cheque** to me/us, I/We undertake to either give the said cheque to **Ryder Auto Pte Ltd**, or bank into my/our account and re-issue the cheque amount to **Ryder Auto Pte Ltd**.

DATED THIS _____ DAY OF 19/2/2022



Signature of owner

(Company's stamp – if any)



Ryder Auto Pte Ltd

Signature of Witness

Name of Witness

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00199212102 Claim No : SNM22D201271/C02/SMP7194P/TANKL

Claimant : MUHAMMAD SAIFUL BIN JAMALUDIN

Amount : **S\$8,400.00**
Singapore Dollars Eight Thousand Four Hundred 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. : SMW2036J
Insured Vehicle No. : SMP7194P

Date of Loss : 19/02/2022
Place of Accident : VIVO CITY CARPARK B1

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 : CHUNG CHIU WO
Driver Name : CHUNG FARN PING

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\$ 8,400.00
	=====
TOTAL	S\$ 8,400.00
	=====

Claimant Name: MUHAMMAD SAIFUL BIN JAMALUDIN NRIC No : S8913314I

Signature :  Date : 19/7/22

my execution of this Discharge Voucher is only
for my claim for property damage and not prejudicial
to any other claims arising from the same accident.

China Taiping Insurance (Singapore) Pte Ltd
No. 3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

18/4/2022

Attn: HSIAO TONG
Motor Claims Dept

TAX INVOICE

Our Ref : SMV2036J (1094) Your Ref : CC6/CTI22001640/ps3

Dear Sir,

VEHICLE # : SMV2036J
ACCIDENT INVOLVING : SMV2036J & SMP7194P ALONG VIVOCITY CARPARK BASEMENT 1 LOBBY
K ON 19/2/22

COST OF REPAIR \$7,300.00 (As agreed)

COST OF REPAIR ADD GST 7% \$511.00

TOTAL \$7,811.00

Seven Thousand Eight Hundred Eleven Singapore Dollars Only

Please arrange for DV to be signed by us (workshop) because we are authorised by client to sign on behalf. Please see attached Letter of authorisation (see note 5) .

For your prompt payment.
Thank you.

Yours faithfully,
Ryder Auto Pte Ltd



Chan San Choon
Director
DipEng, AAE MIMI, MSAE(Aust)



Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 28 Feb 2022 / 12:44:04

Receipt Date/Time : 19 Feb 2022 / 21:46:27

Tax Invoice/Receipt

Receipt No. : ITNET-00000-220219-002237

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - SMP7194P				
As at 19 Feb 2022/17:00:00				
Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD				
1	Insurance Enquiry - SMP7194P			
	Enquiry Fee	7.00	0.49	7.49
	20220219212701860124			
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	DICNV20220219212702477611	SGQR(PayNow)		7.45
Total				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.

TAX INVOICE

RYDER AUTO PTE LTD - NUR
SHABRINA LUBIS BINTE AHMAD
NATSIR

Invoice Number
GR-2022-000709

Invoice Issue Date
23 Feb 2022

Invoice Due Date
02 Mar 2022

Total Amount (\$\$) 27.10
Total GST 7.00% (\$\$) 1.90
Total Amount Incl. of GST (\$\$) 29.00

Bill Type	Reference	Amount (\$\$)	GST 7.00% (\$\$)	Amount Incl. of GST (\$\$)
Sale of Accident Report - Publ	23/02/2022,19/02/2022,SMW2036J,SMP7194P	27.10	1.90	29.00
		Total Amount (\$\$)		27.10
		Total GST 7.00% (\$\$)		1.90
		Total Amount Incl. of GST (\$\$)		29.00

*This is a computer generated document.
No signature is required.*

AUTOBAY TOWING

1 Kaki Bukit Avenue 6
#01-55 AutoBay @ Kaki Bukit
Singapore 417883
Tel: 9616 8988 (Ah Boon)

CASH SALE

No. _____

Sold to: _____

*SMW 2036 J*Date: *19/2/22***CROWN**

Item	Quantity	Description	Unit Price	Amount
		<i>Waterfront Walk to</i>		<i>\$60</i>
		<i>Auto Hub</i>		
		<i>+ \$100</i>		
		<i>Pd: \$160 - 21/2/22</i>		
E. & O. E.			Sub Total :	
			GST Tax :	
			Total :	<i>\$ 60</i>

Issued by: _____

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 1 March 2022 12:36 PM
To: josephchung97@gmail.com
Subject: Claim Notification - ACCIDENT INVOLVING SMP 7194P (CHINA TAIPING) AND SMW 2036J AT/ALONG VIVO CITY CARPARK ON 19/02/2022

01 March 2022

Mr Chung Chiu Wo
Driver: Chung Farn Ping

[By Email Only]

Dear Sir/Madam,

You Ref: SMP7194P

Our Ref: CC6/CTI22001640/Aps3

ACCIDENT INVOLVING SMP 7194P (CHINA TAIPING) AND SMW 2036J AT/ALONG VIVO CITY CARPARK ON 19/02/2022

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 SMW2036J 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 favour as your driver was making a right turn and collided with third party who was driving straight. 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.

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: Wednesday, 20 July 2022 2:42 PM
To: 'Tan Kah Leong'
Cc: Claims Dept of CTI; Admin A
Subject: RE: [Seek Mandate]- SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

Dear Sirs/Mdm,

For an update, we have settled the matter at a global sum of \$8,400.00(all-in).

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 |

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

S(408933)

From: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Sent: Tuesday, 5 July 2022 9:51 AM
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]- SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

[Confidential]

Dear Hsiao Tong,

We refer to your email below.

Please proceed to offer up to \$8,447.45(all-in).

Please keep us posted for us to act accordingly.

Thank you.

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

Tan Kah Leong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6224 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 21 June 2022 11:39 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Seek Mandate]- SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

[Confidential]

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Dear Sirs/Mdm,

We refer to our email dated 13/05/2022.

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: Hsiao Tong (LKKAuto)
Sent: Friday, 13 May 2022 9:02 AM
To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

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

Subject: [Seek Mandate]- SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

Your ref: **SNM22D201271/C02/SMP7194P/TANKL**

LKK ref : CC6/CTI22001640/Aps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMP7194P(CHINA TAIPING) AND SMW2036J(TP) ON 19/02/2022

We refer to the above matter.

The accident occurred when our driver was making a right turn and collided with third party who was driving straight. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "RYDER AUTO PTE LTD" at **\$8,447.45(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$24,739.08	\$ 7,811.00 (\$7,300.00 + 7%GST)
2. Loss of Use (10days x \$80.00)	\$ 800.00	\$ 540.00 (9days x \$60.00)
3. LTA/GIA Search Fee	\$ 36.45	\$ 36.45
4. Towing Fee	\$ 60.00	\$ 60.00
Total	\$25,635.53	<u>\$ 8,447.45</u>

Surveyor recommended 7days for repair + 1Sunday + 1PRS = 9days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 12/05/2022 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 |

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

S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 21 April 2022 1:45 PM

To: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

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

Subject: RE: SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

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: Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>

Sent: Wednesday, 23 February 2022 3:46 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: SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - SNM22D201271/C02/TANKL) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

[Confidential]

Dear Su Li,

We refer to your email below.

Attached is our insured's accident report for your necessary action.

Please seek our mandate before any claims settlement.

Thank you.

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

Tan Kah Leong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6193 | F: (65) 6224 7175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Wednesday, February 23, 2022 3:36 PM
To: suli@lkkauto.com; Admin A <admin-a@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM22D201271/C02/SMP7194P/TANKL / FW: Direct Settlement - Accident Involving SMP 7194P (OI : CTI - TBA) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

Dear all,

Please note that officer in charge for this case is Tan Kah Leong.

Claim no SNM22D201271/C02/SMP7194P/TANKL.

Dear Kah Leong,

Pls revert LKK.

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 | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 23 February 2022 9:46 am
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 SMP 7194P (OI : CTI - TBA) and SMW 2036J (TP : LKK REF - CC6/CTI22001640/ps3) on 19/02/2022

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Dear Sir / Madam,

We refer to the above matter.

We have received a new assignment from M/s RYDER AUTO PTE LTD 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