

LOW KAR WOH KENNETH

c/o Blk 7 Sin Ming Industrial Estate

#01-76

Singapore 575642

Date: 08-06-2022

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
MOTOR CLAIMS DEPT.

3 ANSON ROAD

#16-00 SPRINGLEAF TOWER

SINGAPORE 079909

Dear Sir / Madam

ACCIDENT INVOLVING MOTOR VEHICLES SFS 3688A AND YQ4278D
ALONG SERVICE RD ALONG UPPER THOMSON RD ON 53-02-2022

I / We, the owner of Vehicle No. SFS 3688A which was involved in the above accident.

My / Our vehicle sustained damages as a result of the above said accident and I / we are now claiming against you for the followings:-

- | | | | |
|--------|---|---|------------------|
| 1. | Costs of repair | - | \$7490.00 |
| 2. | Loss-of-Use/Rental fees 5 Days (Per) | - | \$600.00 |
| 3. | Police / GIA report / LTA fees | - | \$7.45 |
| 4. | Surveyor report fees | - | |
| 5. | Others | - | |
| Total: | | | <u>\$8097.45</u> |

Please advise whether you are now prepare to settle my claims as outlined above.

I / We hereby authorise my / our repairers, M/s Alan's United Auto Pte. Ltd. and/or their representatives to negotiate/compromise settlement of my / our above claim on my / our behalf. If there is a settlement I / we further authorise you to pay whatever settlement sum to my / our repairers being the outstanding repair bill and incidentals due to them.

Your kind attention and prompt settlement is much appreciated.

Yours faithfully,



LETTER OF AUTHORITY

ACCIDENT INVOLVING SFS 3688A AND YQ 4278D
ALONG SERVICE RD ALONG UPPER THOMSON RD
ON 23-02-2022

BY THE LETTER OF AUTHORITY, I / We, LOW KAR HOH KENNETH
NRIC NO. S6930920H The owner of Vehicle No. SFS 3688A


Hereby irrevocably appoint Messrs **Alan's United Auto Pte. Ltd.** at Block 7, Sin Ming Industrial Estate, Sector C, #01-76, Singapore 575642, and/or their representative to process the Third Party claim on my/our behalf and to do all and/or any of the followings:-

1. To submit, negotiate/compromise and to resolve settlements of my/our above mentioned claim.
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favor of **Alan's United Auto Pte. Ltd.**
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever as they deem necessary for the purpose of settling my/our said claim.

I / We hereby declare that all the processing and documents done by virtue of this letter of authority on my/our behalf by my/our repairers or any person authorized by them shall be as good valid and effectual to all intends and purposes whatsoever as if the same had been done or executed by me/us in person.

I / We further confirm that the acceptance by Messrs **Alan's United Auto Pte. Ltd.** of the settlement amount constitute the full discharge of my/our claim(s) in respect of the above accident.

Signed on the 24 (day) 02 (month) 2022 (year)



Acknowledged by Owner
(company stamp if applicable)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNA00119112101 Claim No : SNM22D201370/C02/YQ4278D/KHONGLH

Claimant : LOW KAR WOH KENNETH

Amount : **S\$7,997.45**
SINGAPORE DOLLARS SEVEN THOUSAND NINE HUNDRED NINETY SEVEN
AND CENTS FORTY FIVE 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. : SFS3688A

Insured Vehicle No. : YQ4278D

Date of Loss : 23/02/2022

Place of Accident : SERVICE ROAD OF UPPER THOMSON ROAD NEAR UOB BANK

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 : MONZONE AIR-CONDITIONING PTE LTD

Driver Name : XU WANGJIAN

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) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	7,490.00
(3) Loss of Use/ Rental/Earning	S\$	500.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.45
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
		=====
TOTAL	S\$	7,997.45
		=====

Claimant Name : LOW KAR WOH KENNETH

NRIC No : S6930900H

Signature : 

Date : 10.02.2023

ALAN'S UNITED AUTO PTE. LTD.

Block 7, Sin Ming Industrial Estate, #01-76, Singapore 575642.

Tel: 6453 8686 (3 Lines) Fax: 6459 6550

Company Reg. No.: 201113667N

GST Reg. No.: 201113667N

No. : 16305

Vehicle Insured : YQ4278D
Accident Date : 23-Feb-2022

Date : 07-Jun-2022

Our Ref : 022035 (CHINA) / CHAN

PAGE : 1

LOW KAR WOH KENNETH
31 OLD UPPER THOMSON ROAD
Singapore 576224

ATTN: CHINA TAIPING INSURANCE (SINGAPORE) P/L
(MOTOR CLAIM DEPT)

FINAL REPAIR COST FOR LAND ROVER DISCOVERY SFS3688A
=====

To supply spare parts

To putty and spray replaced parts

To remove, cut-out damaged parts,
panel beating, welding, align,
refix and to renew above parts

Add 7% GST : 7,000.00
490.00

Total : S\$ 7,490.00
=====

Singapore Dollars Seven Thousand Four Hundred
and Ninety Only



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 23 Feb 2022 / 16:26:26

Receipt Date/Time : 23 Feb 2022 / 16:26:26

Tax Invoice/Receipt

Receipt No. : ITNET-00000-220223-003169

Previous Receipt No. :

**S/N Item Description/
Business Transaction Reference
No.**

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - YQ4278D

As at 23 Feb 2022/14:00:00

Insurance Co: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

1 Insurance Enquiry - YQ4278D
Enquiry Fee
20220223162526622766

7.00	0.49	7.49
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Sub-Total	7.00	0.49	7.49
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Total Before Rounding	7.00	0.49	7.49
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Rounding Difference			0.04
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Total Amount Payable			7.45
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Paid By

411911XXXXXX6569	eNETS Credit Card	7.45
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Total		7.45
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Cash Change		0.00
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Tendered Amount		7.45
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Excess Refundable Amount		0.00
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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.

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Thursday, 3 March 2022 1:44 PM
To: michelle_yeoh@monzone-aircon.com
Subject: <STANDARD NOTIFICATION LETTER> OUR REF: CC6/CTI22001788/Kga3 *** ACCIDENT INVOLVING YQ 4278D & SFS 3688A ON 23/02/2022 ***

Importance: High

Our Ref: CC6/CTI22001788/Kga3

03 MARCH 2022

MONZONE AIR-CONDITIONING PTE LTD
DRIVER: XU WANGJIAN

Dear Sir/Madam,

ACCIDENT INVOLVING YQ 4278D & SFS 3688A ON 23/02/2022

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.

Based on the accident report and accident scenario, liability is down against us. 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 5 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)

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

Hsiao Tong (LKKAuto)

From: Lynn Khong <lynn.khong@sg.cntaiping.com>
Sent: Thursday, 12 January 2023 10:42 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; CS A Team
Subject: RE: [SEEK MANDATE] - SNM22D201370/C02/YQ4278D/KHONGLH / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

Hi Hsiao Tong,

Please proceed as mandate request.

Thank you

Regards,

Lynn Khong
Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6156 | F: (65) 6224 7175

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

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Wishing you and your family **abundance of happiness, prosperity, and success!**

HAPPY LUNAR NEW YEAR “兔” YOU!



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

Sent: Monday, 12 September 2022 11:51 am

To: Chee So Chow <sochow.chee@sg.cntaiping.com>

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

Subject: [SEEK MANDATE] - SNM22D201370/C02/YQ4278D/CHEESC / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

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: **SNM22D201370/C02/YQ4278D/CHEESC**

LKK ref : CC6/CTI22001788/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YQ4278D(CHINA TAIPING) AND SFS3688A(TP) ON 23/02/2022

We refer to the above matter.

The accident occurred when our insured driver reversed and collided onto third party parked vehicle . We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "ALAN'S UNITED AUTO PTE LTD " at **\$7,997.45(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,512.22	\$ 7,490.00 (\$7,000.00 + 7%GST)
2. Loss of Use (55days x \$120.00)	\$ 600.00	\$ 500.00 (5days x \$100.00)

3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 11,119.67	\$ 7,997.45

Surveyor recommended 4days for repair + 1PRS =5days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 26/08/2022 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: Chee So Chow [<mailto:sochow.chee@sg.cntaiping.com>]

Sent: Tuesday, 1 March 2022 9:30 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: SNM22D201370/C02/YQ4278D/CHEESC / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

[Confidential]

Hi Mei Kwan

Attached insured's SAS report as per request.

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.

Thanks and Best Regards

Chee So Chow

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

Main: (65) 6389 6116 | F: (65) 6222 5879

Email : claimsdept@sg.cntaiping.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, February 28, 2022 3:44 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: RE: SNM22D201370/C02/YQ4278D/CHEESC / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

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Dear So Chow,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 25 February, 2022 2:55 PM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: RE: SNM22D201370/C02/YQ4278D/CHEESC / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

Dear So Chow,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.*

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 25 February, 2022 10:26 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Chee So Chow <sochow.chee@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM22D201370/C02/YQ4278D/CHEESC / FW: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

Dear all,

Please note that officer in charge for this case is Chee So Chow.

Claim no SNM22D201370/C02/YQ4278D/CHEESC.

Dear So Chow,

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 24 February 2022 4:06 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Subject: Direct Settlement - Accident Involving YQ4278D (OI : CTI - TBA) AND SFS3688A (TP : LKK REF - CC6/CTI22001788/Kga3) on 23/02/2022

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 inspected TP vehicle SFS 3688A at M/s Alan's United Auto Pte Ltd - Sin Ming on 24/02/2022 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 get back to you on preliminary advice.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

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 | fax: 67414108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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