

AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way  
#08-06  
Singapore 079120

3/8/2022

Attn: ASHER SNG  
Motor Claims Dept

**LETTER OF DEMAND**

Our Ref : SLV9372J (1106) Your Ref :

Dear Sir,

VEHICLE # : SLV9372J  
ACCIDENT INVOLVING : SLV9372J & SKV9845Z ALONG PIE CHANGI BEFORE SERANGOON EXIT  
ON 15/3/22

COST OF REPAIR	\$6,100.00	(As agreed)
LOSS OF USE	\$1,080.00	{6 work days + 2 weekends + 1 day prs} x \$120
LTA & GIA SEARCH	\$7.45	

COST OF REPAIR ADD GST 7% \$427.00

TOTAL \$7,614.45

Seven Thousand Six Hundred Fourteen 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 15/3/2022 INVOLVING SLV9372J SKV9845Z SHB1233H

ALONG / AT

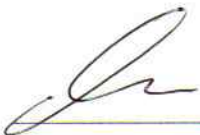
PIE (CHANGI) BEFORE SERANGOON EXIT

I/We NG KIT SIANG (NRIC No. S8138103H)

of APT BLK 459 SEGAR ROAD #07-175 S(670459)

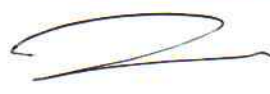
1. The owner of motor vehicle no. SLV9372J hereby authorise **Ryder Auto Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agree to assign the whole proceeds of my/our third party claim to **Ryder Auto Pte Ltd** including any claim for Loss of Use if a vehicle had been provided by **Ryder 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 15/3/2022



Signature of owner

(Company's stamp – if any)



Signature of Witness

Name of Witness

**Ryder Auto Pte Ltd**

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

"We/I, **RYDER AUTO 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\$6,527.00** (Repair Cost), **S\$560.00** (Loss of Use/Rental), **S\$7.45** (Disbursement) for vehicle no. **SLV9372J** that was damaged pursuant to the accident which occurred on **15/03/2022** (date) along **PIE CHANGI BEFORE SERANGOON EXIT** (location) involving vehicle no/s **SKV9845Z**. This is pursuant to the inspection conducted on **15/03/2022** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **NG KIT SIANG** (the third party claimant") of vehicle no. **SLV9372J** 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 **SLV9372J** (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 11 (day) of 1 (month) **2022** (year)



Lup

Signed by appointed surveyor

**Ryder Auto Pte Ltd**

Signed by "the workshop" (with chop)

*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*

2 Kaki Bukit Ave 2, #02-19 / 02-22 @ Kaki Bukit Auto Hub, Singapore 417921

Email: [ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)

Tel: 67418277 Fax: 67468277

**GST REG NUMBER: 201635107M**

AIG Asia Pacific Insurance Pte Ltd  
78 Shenton Way  
#08-06  
Singapore 079120

3/8/2022

Attn: ASHER SNG  
Motor Claims Dept

## TAX INVOICE

Our Ref : SLV9372J (1106) Your Ref :

Dear Sir,

VEHICLE # : SLV9372J  
ACCIDENT INVOLVING : SLV9372J & SKV9845Z ALONG PIE CHANGI BEFORE SERANGOON EXIT  
ON 15/3/22

COST OF REPAIR \$6,100.00 (As agreed)

COST OF REPAIR ADD GST 7% \$427.00

TOTAL \$6,527.00

Six Thousand Five Hundred Twenty-Seven 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 : 15 Mar 2022 / 10:35:46

Receipt Date/Time : 15 Mar 2022 / 10:34:58

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-220315-000978

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - SKV9845Z As at 15 Mar 2022/09:25:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SKV9845Z Enquiry Fee 20220315103355572137	7.00	0.49	7.49
<b>Sub-Total</b>		7.00	0.49	7.49
<b>Total Before Rounding</b>		7.00	0.49	7.49
<b>Rounding Difference</b>				0.04
<b>Total Amount Payable</b>				7.45
Paid By				
	462845XXXXXX0301	eNETS Credit Card		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.

**Asher Sng (LKKAuto)**

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**From:** Asher Sng (LKKAuto)  
**Sent:** Wednesday, 30 March 2022 10:37 PM  
**To:** cs8558cs@gmail.com  
**Subject:** ACCIDENT INVOLVING SKV 9845Z/ SLV 9372J / OTHERS ON 15/03/2022

**Our Ref: CC6/AIG22002365/Aea3**

30 March 2022

**MOHD HASHIM BIN ZAMZAM**

Dear Sir/Madam,

**ACCIDENT INVOLVING SKV 9845Z/ SLV 9372J / OTHERS ON 15/03/2022**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

Yours faithfully,

Asher Sng  
Case Handler  
DID: 6841 6051  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	15 Mar 2022 11:21	<b>Clm Dtl Modified</b>	Claimant's Name: -> NG KIT SIANG.	[A] HOW MEI KWAN
2	15 Mar 2022 11:21	<b>Clm Veh Model Changed</b>	(205462) HONDA SHUTTLE 1.5 G (A).	[A] HOW MEI KWAN
3	15 Mar 2022 11:21	<b>Clm Created</b>	Reg No: SLV9372J. Acct Date: 2022/03/15. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Ryder Auto Pte Ltd (HQ)	[A] HOW MEI KWAN
4	15 Mar 2022 11:21	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	15 Mar 2022 11:21	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/24	[A] HOW MEI KWAN
6	15 Mar 2022 11:21	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	15 Mar 2022 11:21	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	15 Mar 2022 11:21	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	15 Mar 2022 11:21	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
10	15 Mar 2022 11:21	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	15 Mar 2022 13:49	<b>Clm Dtl Modified</b>	Claimant's ID: -> SXXXX103H.	[A] HOW MEI KWAN
12	24 Mar 2022 08:48	<b>Clm Registration Modified</b>	Acct Time:00:00:00->09:45:00. Pol No:2100433348->2100433348-06.	[I] AIG OneClaim Integration User
13	11 Oct 2022 12:06	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
14	11 Oct 2022 12:06	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	11 Oct 2022 12:06	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2018/01/23.	[A] JOANNE LEE KHANG MIN
16	11 Oct 2022 12:06	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
17	18 Oct 2022 15:13	<b>Adj Mandate Request</b>	Cur.Req:7254.45:Liability: 100% (BOLA 28) *Quantum: \$7,254.45 (all-in). Please refer to adjuster report for details. *For your approval please.	[A] Ezlyna
18	24 Oct 2022 16:00	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/24	[I] Yong, Joanne
19	24 Oct 2022 16:00	<b>Adj Mandate Set</b>	Approved:7254.45.	[I] Yong, Joanne

Date From    Date To    Audit Type  

### ACTIVITY

[30/03/2022 22:34] Asher Sng Rong Yi:  
 Letter send to oi via email.  
 [30/03/2022 22:34] Asher Sng Rong Yi:  
 FILE REVIEW: 100% B:28 3VEH CC OI 2ND  
 [16/03/2022 09:54] HOW MEI KWAN:  
 OINR. To send out first letter.

### 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
2773746	15 Mar 2022 11:30:02	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SLV9372J	SKV9845Z	11.00
2854322	11 Oct 2022 12:06:46	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SLV9372J	SKV9845Z	11.00

