



AUTOMOTIVE REPAIR CENTRE PTE LTD
38 WOODLANDS INDUSTRIAL PARK E1
#05-18 SINGAPORE 757700
TEL: 64688834 / FAX: 64622278
E-MAIL: info@automotiverepaircentre.com.sg

China Taiping Insurance (Singapore) Pte Ltd
Attn: Motor Claims Dept

Dear Sir/ Madam

LETTER OF DEMAND

ACCIDENT INVOLVING VEHICLE NO SMX2929C & GBH6409A
ALONG SUNTEC CITY SHOPPING MALL (LOT 1372, GREEN ZONE) ON
02/05/2022.

We understand that you are the insurer of vehicle GBH6409A.

I/We wish to inform you that my/our vehicle SMX2929C have been completed repairs to my/our satisfaction by M/s AUTOMOTIVE REPAIR CENTRE PTE LTD. I/We therefore propose to claim from your as follows:

1.	Cost of Repair	S\$ 5,831.50 (w/GST 7%)
2.	Loss of Use (S\$60.00 x total 07 days)	S\$ 420.00
	* 04 approved days	
	* 03 additional days required from date of accident prior to survey	
3.	LTA Search Fee/GIA Reports	S\$ 2.00
	TOTAL	S\$ 6,253.50

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



07/06/2022

LETTER OF AUTHORISATION

I/We, ZALUENIAH BINTI SALANI ("claimant") of 138 MARSILING ROAD #08-2016 S(730138) (address), owner of SMX2929C (vehicle no.) hereby authorize **Automotive Repair Centre Pte Ltd** ("the workshop"), to act on behalf of me/us with respect to my/our claim for repair costs and/or rental and/or loss of use ("claim") for my/our vehicle no. SMX2929C that was damaged pursuant to the accident occurred on 02/05/2022 (date) along SUNTEC CITY SHOPPING MALL, LOT 1372 (location) involving vehicle no/s R3H6409A ("the accident").

I/We further authorize the workshop to settle my/our above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my/our claim with payment cheque/s being made in favour of the workshop.

I/We further acknowledge that any settlement the workshop may reach on my/our behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 02 (day) of 05 (month) 2022 (year)



Signed by "the claimant"
(with chop if applicable)



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSNW00009952200 Claim No : SNM22D202983/C02/GBH6409A/THAMYL

Claimant : ZALENAH BINTE SALANI

Amount : **S\$6,133.50**
SINGAPORE DOLLARS SIX THOUSAND ONE HUNDRED THIRTY THREE AND
CENTS 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. : SMX2929C
Insured Vehicle No. : GBH6409A

Date of Loss : 02/05/2022
Place of Accident : SUNTEC CITY SHOPPING MALL (LOT 1372, GREEN ZONE)

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 : HONG HENG FOOD SUPPLY
Driver Name : SONG XIEFENG

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\$	5,831.50
(3) Loss of Use/Rental/ Earning	S\$	300.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL	S\$	6,133.50
	=====	

Claimant Name : ZALENAH BINTE SALANI

NRIC No : 732J

Signature : 

Date : 19/10/2022

This Discharge Voucher applies strictly for claimant's claim for property damages only and does not constitute a full discharge for any other claims or further claims whatsoever present or future that may manifest arising directly or indirectly from this accident.
This Settlement terms herein is without an admission of liability on the part of the claimant and/or his driver and the settlement terms and should not be used as evidence in any related suits or claims arising from this accident.



AUTOMOTIVE REPAIR CENTRE PTE LTD

Company Reg No: 201312913C GST Reg No: 201312913C

38 Woodlands Industrial Park E1 #05-18 Singapore 757700

Tel: 6468 8834 Fax: 6462 2278

Email: info@automotiverepaircentre.com.sg



PayNow UEN: 201312913C

Bill To:

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
3 ANSON ROAD
#16-00
SPRINGLEAF TOWER
SINGAPORE 079909

Tax Invoice No: 00003997

Date: 7/6/2022

Reference: SMX2929C

Page: 1

No	DESCRIPTION	AMOUNT
1	COST OF REPAIR (L/S)	\$5,450.00
Customer Signature & Co. Stamp		Sub-Total: \$5,450.00 GST @ 7%: \$381.50 Amount Due: \$5,831.50

This is an electronically generated invoice, no signature is required

INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

GBH6409A

Date of Accident

02/05/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **China Taiping Insurance (Sing...**

Period of Insurance **08/01/2022 - 07/01/2023**

Requested By **Lin Shujuan (Automotive Repa...**

Requested Date **04/05/2022 13:23**

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**

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Sunday, 22 May 2022 20:17
To: jiawan2012@gmail.com
Subject: ACCIDENT INVOLVING GBH 6409A AND SMX 2929C ON 02/05/2022

Our Ref: CC6/CTI22004234/ea3

22 May 2022

HONG HENG FOOD SUPPLY

Dear Sir/Madam,

ACCIDENT INVOLVING GBH 6409A AND SMX 2929C ON 02/05/2022

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 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher Sng
Case Handler
DID: 6841 6051
Email: ashersng@lkkauto.com

c.c. China Taiping Insurance (Singapore) Pte Ltd
(Motor Claims Dept)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 21 October 2022 5:06 PM
To: 'Pauline Tham'
Cc: Admin A; Claims Dept of CTI
Subject: RE: [MANDATE REQUEST] RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

Dear Sirs,

For an update, we have settled the matter at \$6,133.50(all-in) with third party. The breakdown is as follows: -

1. Cost of Repair (w/GST)	\$ 5,831.50
2. Loss of Use (5days x \$60.00)	\$ 300.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 6,133.50

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: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Tuesday, 11 October 2022 9:35 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [MANDATE REQUEST] RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

Hi Asher

Please proceed.

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | 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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From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, August 16, 2022 10:52 AM
To: Pauline Tham <pauline.tham@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: [MANDATE REQUEST] RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

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Your ref : SNM22D202983/C02/GBH6409A/THAMYL
Our ref : CC6/CTI22004234/Rea3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured exit from parking lot and hit third party parked vehicle. We are of the opinion that BOLA scenario 23 is applicable for this matter. Liability is not in our insured's favour. We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **AUTOMOTIVE REPAIR CENTRE PTE LTD** " at **\$6,253.50 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 10,293.40	\$ 5,831.50
2. Loss of Use (7days x \$60)	\$ 420.00	\$ 420.00 (7days x \$60)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,715.40	\$ 6,253.50

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 16/08/2022 is only for mandate purpose.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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

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

Sent: Wednesday, 25 May 2022 18:25

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

Dear Pauline,

We refer to the above matter.

Enclosed for your perusal is:

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

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: Pauline Tham

Sent: Thursday, May 12, 2022 5:06 PM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

Hi Mei Kwan

Attached.

Password to send separately.

Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

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, May 12, 2022 12:11 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: RE: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

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Dear Sir/ Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report and claim ref 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: Monday, 9 May, 2022 12:21 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

Subject: O/R: SNM22D202983/C02/GBH6409A/THAMYL / FW: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

Dear Sir,

Please note that officer in charge for this case is Pauline Tham.

Claim no SNM22D202983/C02/GBH6409A/THAMYL.

Dear Pauline,

Pls revert LKK.

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.

Thank you

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: Sunday, 8 May 2022 10:20 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBH6409A (OI : CTI - TBA) and SMX2929C (TP : LKK REF - CC6/CTI22004234/ea3) on 02/05/2022

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Automotive Repair Centre Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

Note : no survey done yet.

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

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

To check availability of the case handler, you may contact the undersigned.

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