



## Munich Autocare Pte Ltd

60 Jalan Lam Huat, #02-02/03 Carros Centre, Singapore 737869

Telephone (+65) 6255 2288 Facsimile (+65) 6265 5388

Co. Reg. No: 201832250M GST Reg. No: 201832250M

Our Ref: MA/SMA138C/ALLIANZ/TP/AT  
Yours Ref: CC4/AIS22006420/KGA3

14 Nov 2022

Allianz Insurance Singapore Pte Ltd  
79 Robinson Road  
#09-01  
Singapore 068897

**Attn: Motor Claims Dept**

Dear Sirs/ Mdm

**ACC INVLG SMA138C & YP9266K ALONG ADAM ROAD ON 03/07/2022.**

We are the repairers of vehicle nos. SMA138C and understand that you were the insurer of vehicle nos. YP9266K involved in the aforesaid accident. Our investigations reveal that the accident was caused by the negligence of the vehicle insured by you. As such, we are looking to you for reimbursement calculated as follows;

1) Repair Costs	S\$ 31,064.00
2) GIA Receipt	S\$ 7.45
3) Loss of Use (\$150.00 x 16 days)	S\$ 2,400.00
4) PRI (\$150.00 x 2 days)	S\$ 300.00
<b>TOTAL:</b>	<b>S\$ 33,771.45</b>

To substantiate our claim, we enclosed the following;

- Final Bill
- Letter of Authorization
- SAS Report
- LTA Receipt

We look forward to your favorable reply in due course.

**Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.**

Yours faithfully



Angela Tan  
Motor Claims Executive  
Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)  
Mobile No: 9644 3110

Your Ref: CC4/AIS22006420/KGA3

Date : 04.07.2022

Allianz Insurance Singapore Pte. Ltd.

79 Robinson Road

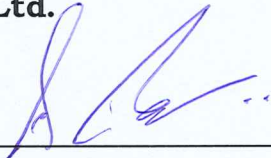
#09-01

Singapore 068897

## LETTER OF AUTHORITY

I/We, **NG AH HUA** NRIC NO: **S1635840A** hereby authorize (s) **Munich Autocare Pte Ltd** to provide further instructions on my behalf relating to the said claims and as such, all future correspondence should be addressed to **60 Jalan Lam Huat #07-43 Carros Centre, Singapore 737869.**

I hereby authorized the cheque payment to be issued in favour of **M/s Munich Autocare Pte Ltd.**

Claimant's Signature :   
Name : NG AH HUA  
NRIC : S1635840A  
Date : 06/07/2022

Witness By :   
Name :   
NRIC :   
Date : 06/07/2022

\*Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.

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Company Reg. No.: 201832250M | GST Reg. No.: 201832250M

## Tax Invoice

**ALLIANZ INSURANCE SINGAPORE PTE LTD**

Inv No. : BPINV22110047  
Invoice Date : 14 Nov 2022  
Ref : BPWJ2211046  
Terms : COD  
Veh. No. : SMA138C

#	Description	Qty	UOM	U/P	Amt
1	RAD AIR DUCT BMW X3 FRT TOP	1.00		216.10	216.10
2	BOOT EMBLEM BMW X3 G01-S-DRIVE 201	1.00		159.50	159.50
3	BUMPER SPOILER BMW X3 GO1 REAR	1.00		790.00	790.00
4	BATTERY CABLE BMW G01	1.00		319.00	319.00
5	BOOT BMW X3 G01	1.00		1,700.00	1,700.00
6	BOOT EMBLEM BMW X3 G01	1.00		94.25	94.25
7	BOOT EMBLEM BMW X3	1.00		108.75	108.75
8	T/LAMP BMW X3 GO1 R/LH	1.00		401.35	401.35
9	T/LAMP BMW X3 G01 R/RH	1.00		401.35	401.35
10	T/LAMP BMW X3 G01 R/LH	1.00		508.40	508.40
11	T/LAMP BMW X3 G01 R/RH	1.00		508.40	508.40
12	BUMPER BMW X3 G01 REAR	1.00		1,539.85	1,539.85
13	EX PIPE CHROME BMW X3 G01 R/LH=RH	1.00		152.25	152.25
14	BONNET EMBLEM BMW X3 G01 BMW	1.00		101.50	101.50
15	BONNET EMBLEM BMW X3 G01	1.00		1,901.40	1,901.40
16	RAD GRILLE BMW X3 G01 LH	1.00		166.75	166.75
17	RAD GRILLE BMW X3 G01 RH	1.00		166.75	166.75
18	BOOT INNER TRIM BMW X3 G01	1.00		961.40	961.40
19	FRONT BUMPER	1.00		1,406.25	1,406.25

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**Ref** : BPWJ2211046  
**Terms** : COD  
**Veh. No.** : SMA138C

#	Description	Qty	UOM	U/P	Amt
20	ROOF AIR BAG BMW X3 G01 LH	1.00		1,270.00	1,270.00
21	72127396862	1.00		1,270.00	1,270.00
22	SEAT BELT BMW X3 G01 F/RH	1.00		1,120.80	1,120.80
23	ROOF LINING BMW X3 G01	1.00		2,018.00	2,018.00
24	BOOT RUBBER BMW X3 G01	1.00		268.25	268.25
25	SEAT BELT BRACKET BMW X3 G01F/RH	1.00		416.00	416.00
26	EX PIPE BKT BMW X3 R/LH	1.00		277.50	277.50
27	EX PIPE BKT BMW X3 R/RH	1.00		57.00	57.00
28	BUMPER REINF BKT BMW X3 F/LH=RH	1.00		98.60	98.60
29	BUMPER REINF BMW X3 FRT TOP	1.00		711.25	711.25
30	BUMPER REINF BMW X3 REAR	1.00		850.00	850.00
31	PARKING SENSOR HARNESS BMW X3 REAR	1.00		401.60	401.60
32	BUMPER SPOILER BMW X3 FRT	1.00		790.00	790.00
33	BOOT LOCK BMW X3	1.00		302.50	302.50
34	BRAKE AIR DUCT BMW X3 F/LH	1.00		93.00	93.00
35	RAD AIR DUCT BMW X3 FRT CTR TOP	1.00		275.50	275.50
36	BUMPER REINF BMW X3 REAR BOTTOM	1.00		120.00	120.00
37	BUMPER GRILLE INNER BASE BMW X3 FRT	1.00		127.60	127.60
38	BUMPER UNDER COVER BMW X3 FRT	1.00		240.00	240.00

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**Terms** : COD  
**Veh. No.** : SMA138C

#	Description	Qty	UOM	U/P	Amt
39	RAD AIR DUCT BMW X3 FRT CTR BOT	1.00		203.00	203.00
40	BUMPER UNDER COVER BMW X3 REAR CHROME	1.00		360.00	360.00
41	BUMPER BKT BMW X3 R/LH CTR	1.00		181.25	181.25
42	BUMPER BKT BMW X3 R/RH CTR	1.00		181.25	181.25
43	BUMPER TOW COVER BMW X3 REAR	1.00		65.25	65.25
44	REVERSE SENSOR VW BMW X3 FRT/RR	2.00		156.00	312.00
45	REVERSE SENSOR VW BMW X3 FRT/RR	1.00		137.75	137.75
46	BUMPER REFLECTOR BMW X3 R/LH	1.00		108.00	108.00
47	BUMPER REFLECTOR BMW X3 R/RH	1.00		0.00	0.00
48	TAIL LAMP TRIM RH	1.00		137.50	137.50
49	FRONT RADIATOR AIR DUCT	1.00		142.10	142.10
50	FRONT BUMPER ABSORBER	1.00		104.00	104.00
51	B+ JUNCTION	1.00		241.55	241.55
52	AIRBAG COMPUTER UNIT	1.00		1,770.00	1,770.00
53	LESS 5%	1.00		-1,312.72	-1,312.72
54	RIVET BOOT BMW X3 REAR	4.00		10.50	42.00
55	REAR BUMPER CLIPS SET	12.00		7.00	84.00
56	REAR TAILGATE WINDSCREEN SEALANT WITH PRIMER SET	1.00		40.00	40.00
57	FRONT BUMPER CLIP SET	12.00		7.00	84.00

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**Invoice Date** : 14 Nov 2022  
**Ref** : BPWJ2211046  
**Terms** : COD  
**Veh. No.** : SMA138C

#	Description	Qty	UOM	U/P	Amt
58	BP-Labour for welding realign accident front portion bumper, bonnet, fender LH/RH, winds sub frame and all necessary etc	1.00		600.00	600.00
59	BP-Labour for dismantle & reifx front seat RH and tensioner RH & buckle RH	1.00		120.00	120.00
60	BP-Labour for dismantle roof lining and install all electrical compartment, control units and side compartment trim board to replace right side cushion air bag LH/RH	1.00		150.00	150.00
61	BP-Labour for conduct re-programme and resetting of air bag seats belts reset and ECU system to clear fault code	1.00		200.00	200.00
62	BP-Labour for remove and refix rear windscreen glass	1.00		120.00	120.00
63	BP-Labour for rust-proofing of the affected areas	1.00		60.00	60.00
64	BP-Labour for remove and refix battery terminal cable (plus pole)	1.00		50.00	50.00
65	Towing Charge	1.00		60.00	60.00
66	BP-Labour for respray accident front portion, bonnet, bumper, fender LH/RH, chassis member LH/RH and necessary etc	1.00		800.00	800.00
67	BP-Labour for welding realign accident rear portion bumper, tailgate, fender RH/LH, winds sub frame and all necessary etc	1.00		700.00	700.00
68	BP-Labour for respray accident rear portions, tailgate, bumper, fender LH/RH, chassis member LH/RH and necessary etc	1.00		800.00	800.00
69	BP-Labour for check electrical wiring system of rear section for proper function including adjustment of rear tailgate & taillamp LH/RH and front headlamp LH/RH	1.00		40.00	40.00
70	BP-Labour for dismantle & renew reverse sensor and parking sensor	1.00		60.00	60.00

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## Tax Invoice

**ALLIANZ INSURANCE SINGAPORE PTE LTD**

Inv No. : BPINV22110047  
Invoice Date : 14 Nov 2022  
Ref : BPWJ2211046  
Terms : COD  
Veh. No. : SMA138C

#	Description	Qty	UOM	U/P	Amt
71	BP-Labour for remove & install luggage compartment and side fender inner trim to acilitate repair	1.00		60.00	60.00
72	BP-Labour for test rear portion water seepage	1.00		20.00	20.00

### Remarks:

LKK REF: CC4/AIS22006420/KGA3  
DOA: 3.7.2022

ALL PAYMENT SHOULD BE MADE PAYABLE TO MUNICH AUTOCARE PTE LTD  
BANK : UOB BANK  
BANK CODE : 7375  
BRANCH CODE : 001  
ACCOUNT NO. : 4513099651

Subtotal : S\$ 29,031.78  
GST 7.0% : S\$ 2,032.22  
**Total : S\$ 31,064.00**

*I agree to the price as listed above and affirm that the goods are received in good condition.*

For **Munich Autocare Pte Ltd**



(Customer's Signature and Company Stamp)

(Authorised Signature)

Land Transport Authority  
10 Sin Ming Drive  
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 05 Jul 2022 / 09:00:14

Receipt Date/Time : 05 Jul 2022 / 09:00:01

**Tax Invoice/Receipt**

Receipt No. : ITNET-00000-220705-000384

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - YP9266K				
As at 03 Jul 2022/12:56:00				
Insurance Co: ALLIANZ INSURANCE SINGAPORE PTE. LTD.				
1	Insurance Enquiry - YP9266K Enquiry Fee 20220705085911287680	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				
	rjc0ts4a--5J543056KL541143S		Credit Card	7.45
<b>Total</b>				7.45
<b>Cash Change</b>				0.00
<b>Tendered Amount</b>				7.45
<b>Excess Refundable Amount</b>				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.



## Hsiao Tong (LKKAuto)

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**From:** Angela Tan <angela.tan@munichautocare.com.sg>  
**Sent:** Thursday, 29 December 2022 9:37 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: THIRD PARTY CLAIM SMA138C & YP9266K ACCIDENT ON 3.7.2022  
**Attachments:** LOA.pdf

Dear Hsiao Tong,

As attached of LOA.

### **Bank account details**

Account Name:	Munich Autocare Pte Ltd
Bank Name:	United Overseas Bank
Bank Account No.:	451-309-965-1
Bank Branch:	451
Bank Code:	7375
Swift Code:	UOVBSGSG

Thank you.

Regards

**Angela Tan**

Motor Claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat

#06-41/42/43/54/55 & #07-43

Carros Centre

Singapore 737869



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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Thursday, 29 December 2022 8:10 AM  
**To:** Angela Tan <angela.tan@munichautocare.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: THIRD PARTY CLAIM SMA138C & YP9266K ACCIDENT ON 3.7.2022

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **S\$32,771.45 (all in)** in full and final settlement of all claims your client has or may have against Allianz Insurance Singapore and/or their insured arising out of this incident.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization / Warrant to Act** and your **Bank details** for us to process payment.

Please note that your client's receipt of the settlement sum or settlement sums shall constitute a full discharge of liability and waiver of any past, present or future claims your client may have against Allianz Insurance Singapore and/or our insured as a result of the accident on **03 July 2022**.

Please note that the clearance of this cheque / settlement sum or receipt of the successful electronic payment or payments constitutes your client's acceptance of payment and full discharge of liability.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>

**Sent:** Wednesday, 28 December 2022 1:11 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: THIRD PARTY CLAIM SMA138C & YP9266K ACCIDENT ON 3.7.2022

Dear Hsiao Tong,

We confirmed and acceptance offer.

Thank you.

Regards

**Angela Tan**

Motor Claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat

#06-41/42/43/54/55 & #07-43

Carros Centre

Singapore 737869

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Tuesday, 26 July 2022 10:29 am  
**To:** 24HOURSRECOVERY@GMAIL.COM  
**Cc:** LOONGYICHONG97@GMAIL.COM  
**Subject:** <STANDARD LETTER> ACCIDENT INVOLVING YP 9266K / SMA 138C / OTHERS ON 03/07/2022>

**Importance:** High

26 JULY 2022

24 HOUR RECOVERY SERVICES  
DRIVER: LOONG YI CHONG

Dear Sir,

**OUR REF : CC4/AIS22006420/Kga3**  
**YOUR REF : YP 9266K**  
**ACCIDENT INVOLVING YP 9266K / SMA 138C / OTHERS ALONG ADAM ROAD TOWARDS FARRER ROAD ON 03/07/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, Allianz Insurance Singapore Pte. Ltd to deal with the third party claim against your policy.

We have received a third party claim(s) from **MUNICH AUTOCARE** acting on behalf of the owner of **SMA 138C** against your motor insurance policy.

This is a case of BOLA S28 (chain collision), your vehicle is at the last position.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

As Insurers, they shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 7 days from the date of this letter. Your intent must be formally expressed to Allianz and acknowledged by Allianz.

Your full co-operation in the handling of the claim is required and kindly submit the following to [ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com) within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- **Driver's driving license or foreign driving license (if any)**
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- **Copy of the letter of authorization**
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to Allianz or deliver it by hand to Allianz Customer Care Centre.

This letter should **not** be regarded as a waiver by Allianz of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third-party injury claim(s), we shall keep you informed of the final indemnity upon conclusion of the matter(s).



If you need any clarification, please do not hesitate to contact us at 6749 4274 or [ceciliachong@lkkauto.com](mailto:ceciliachong@lkkauto.com). Please quote our claim reference when you contact us that we can assist you more effectively.

cc Allianz Insurance Singapore Pte. Ltd

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | HP: 8891 1278 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



*Save the Earth. Print only when necessary.*

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Jul 2022 17:13	<b>Clm Veh Model Changed</b>	(203868) BMW X3 2.0 (A).	[I] Shanti Ramasamy
2	05 Jul 2022 17:13	<b>Clm Created</b>	Reg No: SMA138C. Policy No: SPMF1000000485. Acct Date: 2022/07/03. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ). Workshop: Munich Autocare Pte Ltd (HQ). Ins.Status => Incoming Claim	[I] Shanti Ramasamy
3	05 Jul 2022 17:15	<b>TP Ins Updated</b>	TPRegNo:24HOURRECOVERYSER -> YP9266K.	[I] Shanti Ramasamy
4	05 Jul 2022 17:17	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):Kenneth Kong	[I] Shanti Ramasamy
5	05 Jul 2022 17:17	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/15	[I] Shanti Ramasamy
6	05 Jul 2022 17:17	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[I] Shanti Ramasamy
7	05 Jul 2022 17:41	<b>Assignment 1st Accessed</b>		[A] NA MENG YAN
8	05 Jul 2022 17:51	<b>Adj Adjuster Assigned</b>	[None] -> KENNETH KONG	[A] NA MENG YAN
9	25 Jul 2022 16:45	<b>Clm Dtl Modified</b>	Claimant's ID: -> S1635840A.	[A] HOW MEI KWAN
10	25 Jul 2022 17:32	<b>Clm Dtl Modified</b>	Insured Name: 24HOURRECOVERYSER -> 24 HOUR RECOVERY SERVICES. Insured ID: -> 33929D.	[A] HOW MEI KWAN
11	13 Dec 2022 11:20	<b>Adj Mandate Request</b>	Cur.Req:32871.45:Liability: 100%.(BOLA 28). 3 VEHICLES CHAIN COLLISION. OID LAST CA R. We seek your mandate at \$32,871.45(ALL-IN). Kindly let us have your approval/instruction.	[A] CHEW HSIAO TONG
12	13 Dec 2022 15:19	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/15	[I] Chan Kian Chuan
13	13 Dec 2022 15:19	<b>Adj Mandate Set</b>	Approved:32871.45.	[I] Chan Kian Chuan

Date From  Date To  Audit Type

### ACTIVITY

No record

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
2814241	05 Jul 2022 17:17:18	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SMA138C	24HRSAISCL2 022-00003KC	xx.xx
2820769	22 Jul 2022 16:45:51	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SMA138C	Chan Kian Chuan	xx.xx
2820770	22 Jul 2022 16:45:59	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SMA138C	Chan Kian Chuan	xx.xx

