

**AIG Asia Pacific Insurance Pte Ltd**

78 Shenton Way

#09-16

Singapore 079120

Attn: Motor Claims Dept

Dear Sir/ Madam

ACCIDENT INVOLVING VEHICLE NO SMT9578G AND SFQ2646M ALONG  
Still Road ON 3/7/2022

We understand that you are the insurer of \_\_\_\_\_ vehicle.

We are instructed by the owner of motor vehicle (SMT9578G)  
Quak Chee Heong to write, negotiate and  
settle the claim on their behalf for the abovementioned accident. We therefore propose to  
claim from you as follows: -

1.	Cost of Repair	S\$ 1500
2.	Loss of Use/Rental	S\$ 256.80
3.	LTA Search Fee/GIA Reports	S\$
TOTAL		<u>S\$ 1756.80</u>

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



Signed by "the workshop"  
( with chop)

**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, Quack chee Heong (Guo Zhixiong) (the third party claimant") of Blk S15C, Tampines Central 7 #13-32 S523515 (address), owner of SMT 95789 (vehicle no.) hereby authorize Ceramic Works LLP ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no SMT95789 that was damaged pursuant to the accident which occurred on 3/7/2022 (date) along still road (location) involving vehicle no/s SFQ2646M ("the accident").

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

I further acknowledge that any settlement the workshop may reach on my 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 04 (day) of 07 (month) 20 22 (year)

  
\_\_\_\_\_

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

  
\_\_\_\_\_

Signed by "the workshop"  
(with chop)

PROFESSIONAL AUTOMOTIVE DETAILING  
**CERAMIC**  
• WORKS •

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

"We/I, CERAMIC WORKS LLP ("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\$1,620.00 (Global Sum) for vehicle no. SMT 9578G that was damaged pursuant to the accident which occurred on 03/07/2022 (date) along STILL ROAD (location) involving vehicle no/s SFQ2646M.

This is pursuant to the inspection conducted on 04/07/2022 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner QUEK CHEE HEONG(GUO ZHIXIONG) (the third party claimant") of vehicle no. SMT 9578G 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 SMT 9578G (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 26 (day) of 07 (month) 2023 (year)



Signed by appointed surveyor

A handwritten signature in black ink, appearing to be "Nicole", written over a horizontal line.

**CERAMIC**  
- WORKS -

Nicole  
Ceramic Works LLP

Signed by "the workshop" (with chop)



# Invoice

5 Jul 2022

Invoice No: IVS14466

**ISSUED BY**

Ceramic Works LLP

13 Kaki Bukit Road 4 #01-29 Bartley Biz Centre Singapore 417807

Contact: +65 81893233

**ISSUED TO**

ANDY QUEK CHEE HEONG

Contact: +65 92997429

Car Plate Number: SMT9578G

Brand: SKODA

Model:

Location: Kaki Bukit

## Charges

INFINITY WORKS - INFINITY Advance Package (4 layers CERAMIC DIAMOND 9H)-5 Years Warranty

\$1,050.00

All Packages comes with

- Decontaminating Foam wash
- Machine Polishing ( Stages depend on paint defect, scratch marks and swirl marks) to remove all paint defects
- Application of \* KB Diamond 9H\* ceramic coat on rims and brake calipers
- Application of \* KB GlassShield \* on all exterior glasses and side mirrors
- Application of \* KB NU Interior \* (plastic Coating) on all exterior plastics & trims
- Basic interior cleaning
- Tyre Shine dressing
- Full interior disinfectant treatment

REMOVE PPF

\$200.00

DENT REMOVAL

\$50.00

Rims Spray Paint

\$200.00

Sub-Total	\$1,500.00
Tax	\$0.00
Total	\$1,500.00

Currency: SGD

Payment Mode: Unpaid

**Terms and Conditions**

Terms and Conditions

\*All payment due upon receipt of Invoice.

\*No refund or transfer of packages purchased unless otherwise stated.



## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 8 November 2022 3:22 PM  
**To:** 068582@LANDBANK.COM.TW  
**Subject:** CLAIM NOTIFICATION - ACCIDENT INVOLVING SFQ2646M (AIG) AND SMT9578G AT/ ALONG STILL ROAD ON 03/07/2022

**LAND BANK OF TAIWAN**  
Driver: CHEN HUA-LUN

[By Email Only]

Dear Sir/Madam,

**Our Ref: CC6/AIG22006456/Aga3**

**You Ref: SFQ2646M**

**ACCIDENT INVOLVING SFQ2646M (AIG) AND SMT9578G AT/ ALONG STILL 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, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received third party claim from SMT9578G against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

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.

Please note that your No-Claim Discount (NCD) (if any) will be affected upon next renewal due to this Third-Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

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)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	06 Jul 2022 16:27	<b>Clm Dtl Modified</b>	Claimant's Name: -> QUEK CHEE HEONG(GUO ZHIXIONG). Claimant's ID: -> S7706846E.	[A] HOW MEI KWAN
2	06 Jul 2022 16:27	<b>Clm Veh Model Changed</b>	(206342) SKODA KODIAQ 1.4 (A).	[A] HOW MEI KWAN
3	06 Jul 2022 16:27	<b>Clm Created</b>	Reg No: SMT9578G. Acct Date: 2022/07/03. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: HL Assurance Pte Ltd (HQ). Workshop: ceramicworks (H Q)	[A] HOW MEI KWAN
4	06 Jul 2022 16:27	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	06 Jul 2022 16:27	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/18	[A] HOW MEI KWAN
6	06 Jul 2022 16:27	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	06 Jul 2022 16:27	<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	06 Jul 2022 16:27	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	06 Jul 2022 16:27	<b>Label Added</b>	(19):Fastlane.	[A] HOW MEI KWAN
10	06 Jul 2022 16:27	<b>Adj Adjuster Assigned</b>	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	17 Aug 2022 00:53	<b>Video Downloaded</b>	Downloaded TP Front AVF	[A] ADRIAN LING
12	17 Aug 2022 00:54	<b>Video Downloaded</b>	Downloaded OI Front AVF	[A] ADRIAN LING
13	08 Nov 2022 15:17	<b>Video Downloaded</b>	Downloaded TP Front AVF	[A] CHEW HSIAO TONG
14	08 Nov 2022 15:17	<b>Video Downloaded</b>	Downloaded OI Front AVF	[A] CHEW HSIAO TONG
15	28 Nov 2022 13:53	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
16	28 Nov 2022 13:53	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	28 Nov 2022 13:53	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2019/09/16.	[A] JOANNE LEE KHANG MIN
18	28 Nov 2022 13:53	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
19	30 Nov 2022 10:40	<b>Adj Mandate Request</b>	Cur.Reg:1714.00:Liability: 100%(OID GO STARIGHT ON THE LEFT-TURN ONLY LANE, CHANGED TO RIGHT LANE AND COLLIDED WITH TP) *Quantum: \$1,714.00 (all-in). Pls refer to adjuster report for details. *For your approval please	[A] CHEW HSIAO TONG
20	30 Nov 2022 11:25	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/07/18. Mandate Remarks: Mandate approved, amount not exceeding \$1,714.00 Docs incomplete, please provide LOR agreement, to get workshop to endorse ATA w company stamp	[I] Tam, Ivan-WK
21	30 Nov 2022 11:25	<b>Adj Mandate Set</b>	Approved:1714.00:Mandate approved, amount not exceeding \$1,714.00 Docs incomplete, please provide LOR agreement, to get workshop to endorse ATA w company stamp	[I] Tam, Ivan-WK
22	27 Jul 2023 11:11	<b>Clm Registration Modified</b>	Rep:210339->13000813.	[A] HOW MEI KWAN

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
2816002	10 Jul 2022 16:47:02	TP Case (Insurer)	Motor	LKK Auto Consultants	AIG Asia Pacific	SMT9578G	SFQ2646M	11.00

				Pte Ltd	Insurance Pte. Ltd. (Express)			
2817385	14 Jul 2022 12:45:22	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMT9578G	Tam, Ivan-WK	xx.xx
2817386	14 Jul 2022 12:45:32	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMT9578G	Tam, Ivan-WK	xx.xx
2874690	28 Nov 2022 13:53:56	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMT9578G	SFQ2646M	11.00