

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

4/10/2022

Attn: ASHER SNG
Motor Claims Dept

LETTER OF DEMAND

Our Ref : SNA4968K (1181) Your Ref : -

Dear Sir,

VEHICLE # : SNA4968K
ACCIDENT INVOLVING : SNA4968K & SLX9810B ALONG 11 UNITY STREET CARPARK ON 7/7/22

COST OF REPAIR	\$1,600.00	(As agreed)
RENTAL	\$642.00	
LTA & GIA SEARCH	\$7.45	

COST OF REPAIR ADD GST 7% \$112.00

TOTAL \$2,361.45

Two Thousand Three Hundred Sixty-One 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 7/7/2022 INVOLVING SNA4968K SLX9810B

ALONG / AT

11 UNITY STREET CARPARK

I/We RAYMOND PHANG LEI MING (PENG LEIMING) (NRIC No. S8416325B)

of BLK 1001 BUKIT TIMAH ROAD #01-13

1. The owner of motor vehicle no. SNA4968K 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 3rd 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 3rd 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 7/7/2022



Signature of owner

(Company's stamp – if any)



Ryder Auto Pte Ltd

Signature of Witness

Name of Witness

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\$2,350.00** (Global Sum) for vehicle no. **SNA4968K** that was damaged pursuant to the accident which occurred on **07/07/2022** (date) along **11 UNITY STREET** (location) involving vehicle no/s **SLX9810B**. This is pursuant to the inspection conducted on **26/07/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **RAYMOND PHANG LEI MING (PENG LEIMING)** (the third party claimant”) of vehicle no. **SNA4968K** 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 **SNA4968K** (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 13 (day) of 4 (month) **2022** (year)


LKP

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.

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

4/10/2022

Attn: ASHER SNG
Motor Claims Dept

TAX INVOICE

Our Ref : SNA4968K (1181) Your Ref : -

Dear Sir,

VEHICLE # : SNA4968K
ACCIDENT INVOLVING : SNA4968K & SLX9810B ALONG 11 UNITY STREET CARPARK ON 7/7/22

COST OF REPAIR \$1,600.00 (As agreed)

COST OF REPAIR ADD GST 7% \$112.00

TOTAL \$1,712.00

One Thousand Seven Hundred Twelve 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)





UNIQUE TOURIST SERVICE (PTE) LTD

20, SIN MING LANE #08-51 MIDVIEW CITY SINGAPORE 573968
Tel: 6292 7656 Admin email: unigtour@singnet.com.sg

Co. Reg. No.: 197401067R
GST Reg. No.: M2-0019671-6

Mr Raymond Phang Lei Ming
Blk 1001 Bukit Timah Road
#01-13
Singapore 596288

TAX INVOICE

NO. **WP/202621**

Date: **01.08.2022**

DATE	PARTICULARS	@	\$	cts
------	-------------	---	----	-----

Rental of one unit Honda Odyssey 2.4 Auto
Registration no. SMN 708 P self driven as from
26.07.2022 at 0930 hrs to 29.07.2022 at 2230 hrs.

4 days at \$150.00 per day

Add GST at 7%
Amount Due

\$	600.00
\$	600.00
\$	42.00
\$	<u>642.00</u>

(SIN DOLLARS: SIX HUNDRED AND FORTY TWO ONLY)

Standard Rated Supplies:\$	600.00
Total Amount of GST:\$	42.00


AUTHORISED SIGNATURE



UNIQUE TOURIST SERVICE (PTE) LTD

20, SIN MING LANE #08-51 MIDVIEW CITY SINGAPORE 573968
Tel: 6292 7656 Admin email: uniqtour@singnet.com.sg

Co. Reg. No.: 197401067R
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AUTHORISED SIGNATURE



UNIQUE TOURIST SERVICE (PTE) LTD.

20, Sin Ming Lane, #08-51, Midview City, Singapore 573968

TEL: 6292 7656 EMAIL: uniqtour@singnet.com.sg

COMPANY REG NO: 197401067R

GST REG NO: M2-0019671-6

CAR RENTAL AGREEMENT

RA No. **23458**

VEHICLE NO.

SMN 708 P

MAKE/MODEL

HONDA ODYSSEY

NAME OF HIRER

MR. RAYMOND PHANG LEI MING

ADDRESS

BLK 1001 BUKIT TIMAH ROAD

01-13

SINGAPORE

596288

OFFICE TEL

RES TEL

HP

98768494

NAMED DRIVER

MR. RAYMOND PHANG LEI MING

OCCUPATION

NATIONALITY

S'POREAN

PASSPORT / NRIC

S 8416325B

DATE OF BIRTH

050684

DRIVING LIC NO.

S 8416325B

PLACE OF ISSUE

S'PORE

DATE PASS/EXPIRY

210504

ADDITIONAL NAMED DRIVER

ADDRESS

SINGAPORE

OFFICE TEL

RES TEL

HP

OCCUPATION

NATIONALITY

PASSPORT / NRIC

DATE OF BIRTH

DRIVING LIC NO.

PLACE OF ISSUE

DATE PASS/EXPIRY

BY INITIATING MARK "X" HIRER AGREE TO PAY THE FOLLOWINGS

A. COLLISION DAMAGE WAIVER (CDW) AT \$ PER DAY / WEEK / MONTH "X"

B. SURCHARGE OF \$ FOR USE IN MALAYSIA FROM TO "X"

THE HIRER IS RESPONSIBLE FOR ANY DAMAGES UP TO THE EXTENT OF TOTAL LOSS OF CAR, LOSS OF INCOME AND COST OF RECOVERY OF VEHICLE IF THE CAR IS DRIVEN INTO MALAYSIA WITHOUT PRIOR CONSENT FROM THE COMPANY.

COMPULSORY EXCESS, DOLLAR

\$ 1200/-

NOTE:

HIRER IS LIABLE FOR ALL PARKING & TRAFFIC VIOLATIONS.

YOUR ATTENTION IS DRAWN TO TERMS & CONDITIONS

PRINTED OVERLEAF.

DATE OUT

260722

TIME OUT

0930 HRS

PETROL OUT

E

1/4

1/2

3/4

F

DATE IN

290722

TIME IN

2230 HRS

PETROL IN

E

1/4

1/2

3/4

F

RENTAL RATES:

\$

¢

MONTHLY @ \$

WEEKLY @ \$

DAILY @ \$

C.D.W. FEE

PETROL CONSUMPTION

DELIVERY CHARGE

COLLECTION CHARGE

SUB-TOTAL

GST @ 7%

RENTAL DEPOSIT

TOTAL:

DEPOSIT REFUND

PAYMENT BY: BILL CO / CREDIT CARD / CASH

ATTENDED BY:

OF UNIQUE TOURIST SERVICE (PTE) LTD

DECLARATION

I HEREBY DECLARE THAT NO MOTOR ACCIDENT HAD OCCURED DURING MY HIRE OF YOUR MOTOR VEHICLE AS STATED IN THE ABOVE MENTIONED SCHEDULE * OR TO ANY SUBSTITUTED VEHICLE AS STATED IN THE MEMORANDUM DATED.

FOR SINGAPORE DRIVE ONLY

REPLACEMENT VEHICLE NO:

1. ON TIME
2. ON TIME
3. ON TIME

DATE:

SIGNATURE OF HIRER

DATE:

SIGNATURE OF HIRER

UNIQUE TOURIST SERVICE PTE LTD
20 SIN MING LANE #08-51, MIDVIEW CITY
SINGAPORE 573968

Co's Registration No. 197401067R
GST Registration No. M2-0019671-6

Ryder Auto Pte Ltd
2 Kaki Bukit Avenue 2
02-19/22 AutoHub @ Kaki Bukit
Singapore 417921

Tax Invoice No. 225607

Date: 02.08.2022

Rental of one unit Honda Odyssey 2.4 Auto
SMN 708 P self driven by Mr Raymond Phang Lei Ming
as from 26.07.2022 at 0930 hrs to 29.07.2022 at 2230 hrs.

4 days at \$150.00 per day

\$ 600.00

\$ 600.00

Add GST at 7%

\$ 42.00

Amount Due

\$ 642.00

(SIN DOLLARS: SIX HUNDRED AND FORTY TWO ONLY)

Standard Rated Supplies:\$ 600.00

Total Amount of GST:\$ 42.00

Authorised Signature

Remarks : SNA 4968 K

Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 07 Jul 2022 / 09:59:22

Receipt Date/Time : 07 Jul 2022 / 09:59:21

Tax Invoice/Receipt

Receipt No. : ITNET-00000-220707-000662

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (\$\$)	GST Amount (\$\$)	Amount After GST (\$\$)
Result of Insurance Enquiry - SLX9810B As at 06 Jul 2022/23:45:00 Insurance Co: AIG ASIA PACIFIC INSURANCE PTE. LTD.				
1	Insurance Enquiry - SLX9810B Enquiry Fee 20220707095901301160	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	n8v1xy21		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.

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Thursday, 12 January 2023 5:16 PM
To: devinong8@gmail.com
Cc: Admin A
Subject: RE: RE-SEND /ACCIDENT INVOLVING SLX9810B (AIG) AND SNA4968K AT/ALONG 11 UNITY STREET ON 07/07/2022

Dear Devin,

My apologies as accidentally used my ex-colleague's email address.

With warmest regards,
Ezlyna

From: Asher Sng (LKKAuto)
Sent: Thursday, 12 January 2023 5:13 PM
To: devinong8@gmail.com
Cc: Admin A <admin-a@lkkauto.com>
Subject: ACCIDENT INVOLVING SLX9810B (AIG) AND SNA4968K AT/ALONG 11 UNITY STREET ON 07/07/2022

Dear Sylvia Lee Siew Kian & Devin Ong Yong Ming,

ACCIDENT INVOLVING SLX9810B (AIG) AND SNA4968K AT/ALONG 11 UNITY STREET ON 07/07/2022

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 a claim from **SNA4968K** against your insurance policy.

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 07 days from the date of this letter.

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

**As per our tele conversation earlier today, will update you once we have obtained video footage from third party.*

Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	07 Jul 2022 22:58	Clm Dtl Modified	Claimant's Name: -> RAYMOND PHANG LEI MING (PENG LEIMING).	[A] HOW MEI KWAN
2	07 Jul 2022 22:58	Clm Veh Model Changed	(204808) HONDA VEZEL 1.5 (A).	[A] HOW MEI KWAN
3	07 Jul 2022 22:58	Clm Created	Reg No: SNA4968K. Acct Date: 2022/07/06. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Ryder Auto Pte Ltd (HQ)	[A] HOW MEI KWAN
4	07 Jul 2022 22:58	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	07 Jul 2022 22:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/07/19	[A] HOW MEI KWAN
6	07 Jul 2022 22:58	Adj Mandate Set	Approved:0.00.Reinspr:Adj decides.	[A] HOW MEI KWAN
7	07 Jul 2022 22:58	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	07 Jul 2022 22:58	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	07 Jul 2022 22:59	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	07 Jul 2022 22:59	Adj Adjuster Assigned	[None] -> ADRIAN LING	[A] HOW MEI KWAN
11	12 Jul 2022 14:22	Clm Dtl Modified	Claimant's ID: -> S8416325B.	[A] HOW MEI KWAN
12	12 Jul 2022 14:22	Clm Veh Model Changed	(204808) -> (206367) TOYOTA NOAH HYBRID 1.8 X CVT (A).	[A] HOW MEI KWAN
13	21 Jul 2022 14:24	Clm Registration Modified	Acct Date:2022/07/06->2022/07/07. Acct Time:00:00:00->01:15:00. Pol No:1800042188->1800042188-04.	[I] AIG OneClaim Integration User
14	04 Apr 2023 08:50	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	04 Apr 2023 08:50	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	04 Apr 2023 08:50	Clm Dtl Modified	JPJ Reg. Date: -> 2019/08/13.	[A] JOANNE LEE KHANG MIN
17	04 Apr 2023 08:50	Clm Details Notified		[A] JOANNE LEE KHANG MIN
18	04 Apr 2023 13:32	Adj Mandate Request	Cur.Reg:2361.45;Liability: 100% (BOLA 23) *Quantum: \$2,361.45 (all -in). Please refer to adjuster report for details / email to seek mandate . *For your approval please.	[A] Ezlyna
19	04 Apr 2023 14:06	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/07/19	[I] Lee, Ming-Yao
20	04 Apr 2023 14:06	Adj Mandate Set	Approved:2361.45.	[I] Lee, Ming-Yao

ACTIVITY

[13/07/2022 09:12] 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
2815448	07 Jul 2022 23:06:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SNA4968K	SLX9810B	11.00
2899245	16 Jan 2023 10:59:35	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SNA4968K	Ezlyna	xx.xx
2942936	04 Apr 2023 08:50:31	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SNA4968K	SLX9810B	11.00