

Our Ref : SML7907X / TP#1711  
Your Ref : PD7700G / CC6/CTI22007909/Kpa3

**WITHOUT PREJUDICE**

Date : 15<sup>TH</sup> SEPT 2022

**China Taiping Insurance (Singapore) Pte Ltd**  
3 Anson Road  
#16-00 Springleaf Tower  
Singapore 079909

Attention: Motor Claims Department

**ACCIDENT INVOLVING SML7907X & PD7700G ON 15/08/2022  
ALONG PRINCE GEORGE'S PARK SLOPE**

We refer to the above captioned.

We are claiming the below followings:

- Cost of Repair (incl. of GST)	S\$ 3,103.00
- Loss of Use	S\$ 480.00 (\$120.00 x 04 Days)
- LTA / GIA Search	S\$ 2.00
<b>Grand Total</b>	<b>S\$ 3,585.00</b>

If you have any enquiries, please contact our representative, Mr. Joseph at 6481-1522 or email [joseph@ow.sg](mailto:joseph@ow.sg)

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

*This is a computer generated printout and no signature is required.*

TO WHOM IT MAY CONCERN

**AUTHORIZATION TO ACT**

I/~~We~~(owner) Kok Tai Hooi, Ashley ('the third-party claimant') of  
(Address) 140 Hillview Avenue #04-08 S669600 registered owner of  
(Vehicle Number) SML7907X hereby authorize ('the vehicle repairer workshop')  
**OPTIMA WERKZ PTE LTD** to act for me/us with respect of my/our claim for repair costs and /or  
rental and/or loss of use for my/our vehicle number SML7907X that was  
damaged pursuant to the accident which occurred on 15 AUG 2022 along Prince  
George's Park (up slope) involving vehicle number PD7700G.

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 full payment in the settlement of my/our  
claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 16 day of August year 2022.

  
\_\_\_\_\_  
Signature of Vehicle Registered Owner  
Company's stamp (if applicable)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMB1SNW00010722202 Claim No : SNM22D205768/C02/PD7700G/TANCHC

Claimant : KOK TAI HOOI ASHLEY (GUO DAHUI ASHLEY)

Amount : **S\$3,345.00**  
SINGAPORE DOLLARS THREE THOUSAND THREE HUNDRED FORTY FIVE 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. : SML7907X

Insured Vehicle No. : PD7700G

Date of Loss : 15/08/2022

Place of Accident : PRINCE GEORGE'S PARK

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 : READY GO TRADING

Driver Name : TAY HOCK LYE

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/ <del>Excess</del>	S\$	3,103.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	240.00
(4) <del>GIA/Police Reports/</del> Investigation Results/Search Fees	S\$	2.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
		=====
TOTAL . . . . .	<b>S\$</b>	<b>3,345.00</b>
		=====

Claimant Name : KOK TAI HOOI ASHLEY

NRIC No : S730 6495C

Signature : 

Date : 17/11/2022

# Optima Werkz Pte Ltd

10 Ang Mo Kio Industrial Park 2A #01-05, Singapore 568047

Tel: (+65) 6481 1522 Fax: (+65) 6481 1011

Co Reg & GST No: 201212455W

## TAX INVOICE

To: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Tel: 63896116  
Fax: 62221033

INV NO. : 322201096  
INVOICE DATE : 15/09/2022  
REF : TP#1711  
VEH NO. : SML7907X  
MAKE : MERCEDES BENZ  
CAR MODEL : A180 SE AUTO  
CURRENT MILEAGE:  
ADVISOR : TING AN  
TERMS : COD  
MECHANIC :

DESCRIPTION	QTY	UOM	Tax Code	U/P SGD	AMT SGD
LUMP SUM REPAIRS AS RECOMMENDED BY SURVEYOR	1	AMT	SR	2,900.00	2,900.00

Remarks: DOA: 15/08/2022@17:44HRS  
CLAIMANT: KOK TAI HOOI, ASHLEY / CHUA NYA NYA JANET  
TP VEH: PD7700G

Singapore Dollars: Three Thousand One Hundred Three Only

SUB TOTAL	SGD	2,900.00
GST 7.00%	SGD	203.00
<b>TOTAL</b>	<b>SGD</b>	<b>3,103.00</b>
<b>OUTSTANDING</b>	<b>SGD</b>	<b>3,103.00</b>

### Tax Legend:

SR - Standard Rated ZR - Zero Rated OS - Out of Scope

Tax	SR
Amount	2,900.00

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs. I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

- 1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.
- 3) Goods sold are not refundable/returnable.
- 4) Original Invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount



Opt for a more convenient and quicker way to pay via Bank Transfer or PayNow:  
Beneficiary Name: Optima Werkz Pte Ltd  
Beneficiary Bank Name: DBS Bank Ltd  
Bank Account No.:0039441282  
Swift Code: DBSSSGSG  
OR  
PayNow UEN: 201212455WDB1  
Note: Please include your invoice number under the reference section

### Customer Acknowledgement

For Optima Werkz Pte Ltd

Customer Name and Signature

Authorised Signature



## INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

PD7700G

Date of Accident

15/08/2022 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **China Taiping Insurance (Sing...**Period of Insurance ..... **03/07/2022 - 02/07/2023**Requested By ..... **KAITLYN CHIO (OPTIMA WERK...**Requested Date ..... **16/08/2022 10:22****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**

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Monday, 22 August 2022 12:45 PM  
**To:** connect3lau@gmail.com  
**Subject:** Claim Notification - ACCIDENT INVOLVING PD 7700G(CHINA TAIPING) AND SML 7907X AT/ALONG PRINCE GEORGE'S PARK ON 15/08/2022

22 Aug 2022

**READY GO TRADING**  
Driver: TAY HOCK LYE

[By Email Only]

Dear Sir/Madam,

**You Ref: PD7700G**  
**Our Ref: CC6/CTI22007909/Kpa3**  
**ACCIDENT INVOLVING PD 7700G(CHINA TAIPING) AND SML 7907X AT/ALONG PRINCE GEORGE'S PARK ON 15/08/2022**

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

We have received a claim from SML7907X against your motor 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.

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)

**RE: [SEEK MANDATE] - SNM22D205768/C02/PD7700G/TANCHC / FW: Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022**

Jenny Lew <jenny.lew@sg.cntaiping.com>

Tue 8/11/2022 4:29 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

Hi Hsiao Tong

Pls proceed as follows:

	Amount Revised
1. Cost of Repair (w/GST)	\$ 3,103.00 (\$2,900.00 + 7%GST)
2. Loss of Use (4days x \$120.00)	\$ 240.00 (4days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00
<b>Total</b>	<b>\$ 3,345.00</b>

Thank you.

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**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

**Jenny Lew**

Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

**Sent:** Friday, 30 September 2022 5:30 pm

**To:** Jacqueline Tan <jacqueline.tan@sg.cntaiping.com>

**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

**Subject:** [SEEK MANDATE] - SNM22D205768/C02/PD7700G/TANCHC / FW: Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your ref: **SNM22D205768/C02/PD7700G/TANCHC**

LKK ref : CC6/CTI22007909/Kpa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING PD7700G(CHINA TAIPING) AND SML7907X (TP) ON 15/08/2022**

We refer to the above matter.

The accident occurred when our bus rolled backward and hit onto third party front portion. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "OPTIMA WERKZ PTE LTD" at **\$3,345.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,414.03	\$ 3,103.00 (\$2,900.00 + 7%GST)
2. Loss of Use (4days x \$120.00)	\$ 480.00	\$ 240.00 (4days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 7,899.03</b>	<b><u>\$ 3,345.00</u></b>

Surveyor recommended 3days for repair + 1PRS = 4days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 29/09/2022 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

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:** Hsiao Tong (LKKAuto)

**Sent:** Monday, 22 August 2022 12:25 PM

**To:** 'Jacqueline Tan' <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

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

**Subject:** RE: SNM22D205768/C02/PD7700G/TANCHC / FW: Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022

Dear Jacqueline,

Attached is a copy of third party video as requested.

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:** Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Sent:** Monday, 22 August 2022 10:32 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM22D205768/C02/PD7700G/TANCHC / FW: Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022

Hi Hsiao Tong,

Enclosed OI SAS for your necessary action.

Please obtain VF from 3<sup>rd</sup> party since VF available.

*\*\*The file has been encrypted with a password which will be sent in a separate email.*

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Regards,

*Jacqueline Tan*

Senior Executive

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Thursday, 18 August 2022 5:16 pm

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Hsiao Tong <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jacqueline Tan <[jacqueline.tan@sg.cntaiping.com](mailto:jacqueline.tan@sg.cntaiping.com)>

**Subject:** O/R: SNM22D205768/C02/PD7700G/TANCHC / FW: Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022

Dear Sir,

Please note that officer in charge for this case is Jacqueline Tan.

Claim no SNM22D205768/C02/PD7700G/TANCHC.

Dear Jacqueline,

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](mailto: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](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 18 August 2022 4:49 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving PD7700G (OI : CTI - TBA) and SML7907X (TP : LKK REF - CC6/CTI22007909/Kpa3) on 15/08/2022

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SML 7907X at M/s Optima Werkz Pte Ltd on a WP basis and TP repairer proposed for a direct settlement

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

- Photographs of TP vehicle in its damaged condition

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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