

CHENG HOE MOTOR PTE LTD

Blk 1019, Yishun Industrial Park A, #01-374/382, Singapore 768761

Tel: 67556142 Fax: 67557719 Email: chmotor@singnet.com.sg

.18 JUN 2023

Your Ref:

THE MOTOR CLAIMS DEPT ALLIANZ INSURANCE SINGAPORE PTE LTD Singapore WITHOUT PREJUDICE

Dear Sir / Madam

T/ACCIDENT INVOLVING M/V SLP9996R & SJQ717H ON 16/08/2022 ALONG BLK 216 YISHUN ST. 21 CAR PARK.

We are authorized by the owner of SLP9996R for his/her/their above claims.

As you are the insurer of SJQ717H, we therefore wish to seek your compensation. Quantum of the claims as follow:-

COST OF REPAIR	:	S\$	3516.02	(As recommended by your appointed
4.0				surveyor)
LOSS OF USE (4 x \$80/day)	:	S\$	320.00	
HIRE OF VEHICLE	:	S\$	0.00	
SURVEY FEE	:	S\$	0.00	
LTA SEARCH	:	S\$	2.00	
GIA SEARCH	:	S\$	0.00	
OTHERS	:	S\$	0.00	
		S\$	3838.02	

Copies of all the relevant documents are enclosed.

Please advise settlement within ten (10) days.

Thank you.

Yours faithfully,

<u>LETTER OF AUTHORISATION</u> (FOR PROPERTY DAMAGE CLAIM ONLY)

Re:	Motor Insurance Claim SLP9996R						
	in respect of the traffic accident on 16/08/2022 at/along BLK 216 YISHUN ST. 21 CAR PARK						
	avalong Devi one harry of the file						
	I/We, LIM HIAP KIAN						
	NRICS6830673F of BLK 647 YISHUN STREET 61 , #08-370						
	S(7606 4 7)						
	owner of motor vehicle SLP9996R, insured by TOKIO MARINE						
	INSURANCE under policy no. 22 - MS005805-R03						
	hereby authorise M/s CHENG HOE MOTOR PTE LTD on Blk 1019 Yishun						
	Industrial Park A #01-374 Singapore 768761, to act as my/our representative in						
	my/our claim against the owner /driver of motor vehicleSTQ717Hin respect						
	of the above-mentioned accident.						
	I/We further authorise that any payment due to me/us from the aforesaid claim is to be						
	directed to my/our abovenamed representative.						
	And I/We hereby indemnify my/our abovenamed representative against any claim						
	and/or damage which may arise from any action taken on my/our behalf.						
	I/We affirm all the above by my/our signature below.						

Signed:

Date

Cheng Hoe Motor Pte Ltd

Blk 1019, Yishun Industrial Park A #01-374/382, Singapore 768761 TEL: 67556142 (YIS) FAX: 67557719 (YIS) Email: chmotor@singnet.com.sg GST:201001158E RCB NO:201001158E

M/S:

ALLIANZ INSURANCE SINGAPORE PTE LTD

79 ROBINSON ROAD #09-01 SINGAPORE 068897

TEL:

67143369

ATTN: Motor Claim Department

WS Ref:

TP/ALLIANZ

Claim Type:

Third Party

Accident Date:

16/08/2022

TP Veh Reg No: SJQ717H

TAX INVOICE

NO:

CL8221129

Date:

08 Dec 2022

Policy No:

22-MS005805-R03

Veh Reg No:

SLP9996R

Make/Model:

HONDA

SHUTTLE 1.5G A

Job No:

JC1606123

Description	1	Quantity	List Price S\$	PAGE:1 Amount S\$
To Supply all replaced parts, all necessary and agreed labour & miscellaneous charges.		1 PC	S\$ 3,286.00	S\$ 3,286.00
(As recommended by your appointed surveyor)				

Total S\$ 3,286.00 230.02 Add GST @ 7% S\$ 3,516.02 Total Amount payable

For Cheng Hoe Motor Pte Ltd

E. && O. E.

AUTHORISED SIGNATURE

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SJQ717H

Date of Accident

16/08/2022

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance Allianz Insurance Singapore P...

Period of Insurance 13/04/2022 - 12/04/2023

Requested By PHUA LIAN HUA (CHENG HOE ...

Requested Date 18/08/2022 15:34

Payment details

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13**

Total Amount Due (GST Inclusive): \$\$2

General Insurance Association

Records Management Centre GST Registration No: **M400017735**

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)

Sent: Monday, 3 July 2023 8:26 AM **To:** June Phua (Cheng Hoe Motor)

Cc: Admin A

Subject: RE: ACCEPTANCE- LOD- - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22

*** LKK REF: CC4/AIS22008505/pa3

'WITHOUT PREJUDICE' SAVE AS TO COSTS

Dear Sirs

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at \$\frac{\\$\\$3,758.02(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.

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 16 AUG 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 |

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

S(408933)

From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Thursday, June 29, 2023 1:59 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: ACCEPTANCE- LOD- - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22 *** LKK REF:

CC4/AIS22008505/pa3

WITHOUT PREJUDICE

HI HT,

Your offer of S\$3758.02 is accepted.

Our bank details as below:(Allianz Ins already has our Bank Info)

Name of Bank	UOB
Account Number (please indicate numbers only, without dashes/hyphen)	3693031069
Name of Account Holder	CHENG HOE MOTOR PTE LTD
Email address (to which remittance advice will be sent)	chmotor@singnet.com.sg

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

From: Hsiao Tong (LKKAuto)

Sent: Monday, June 19, 2023 9:10 AM **To:** June Phua (Cheng Hoe Motor)

Cc: Admin A

Subject: RE: LOD- - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22 *** LKK REF: CC4/AIS22008505/pa3

Without Prejudice

Dear Sirs/Mdm,

We propose settlement as follows: -

•	ı ş	3,758.02
3. LTA/GIA Search Fee	Ś	2.00
2. Loss of Use (4days x \$60.00)	\$	240.00
1. Cost of Repair (w/GST)	\$	3,516.02

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: June Phua (Cheng Hoe Motor) < chmotor@singnet.com.sg>

Sent: Sunday, June 18, 2023 4:04 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: LOD- - SLP9996R, Allianz insured - SJQ717H, doa 16/8/22 *** LKK REF: CC4/AIS22008505/pa3

WITHOUT PREJUDICE

Dear Sir/Madam,

LOD + doc are attached.

Kindly acknowledge receipt and advise settlement soonest.

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

From: Hsiao Tong (LKKAuto)

Sent: Friday, October 7, 2022 12:28 PM **To:** June Phua (Cheng Hoe Motor)

Cc: Admin A

Subject: RE: ENQUIRY OF LIABILITY - SLP9996R, Allianz insured - SJQ717H, doa 16/8/22 *** LKK REF:

CC4/AIS22008505/pa3

Without Prejudice

Dear June,

Pls submit LOD & docs.

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: Hsiao Tong (LKKAuto)

Sent: Friday, 2 September 2022 3:04 PM

To: June Phua (Cheng Hoe Motor) < chmotor@singnet.com.sg>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: ENQUIRY OF LIABILITY - SLP9996R, Allianz insured - SJQ717H, doa 16/8/22 *** LKK REF:

CC4/AIS22008505/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

*Kindy arrange for survey.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: June Phua (Cheng Hoe Motor) < chmotor@singnet.com.sg>

Sent: Friday, 2 September 2022 3:01 PM

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

Subject: Fw: ENQUIRY OF LIABILITY - SLP9996R, Allianz insured - SJQ717H, doa 16/8/22 *** LKK REF:

CC4/AIS22008505/pa3

RE-SEND

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

From: June Phua (Cheng Hoe Motor)

Sent: Thursday, September 1, 2022 5:04 PM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: Re: ENQUIRY OF LIABILITY - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22 *** LKK REF:

CC4/AIS22008505/pa3

Hi Hsiao Tong,

Attached our client report, video footage and scene photos.

Pls advise on liability and any instruction for **DIRECT SETTLEMENT?**

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

From: Mei Kwan (LKKAuto)

Sent: Thursday, September 1, 2022 4:52 PM

To: June Phua (Cheng Hoe Motor) ; Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: RE: ENQUIRY OF LIABILITY - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22 *** LKK REF: CC4/AIS22008505/pa3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

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

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

From: June Phua (Cheng Hoe Motor) [mailto:chmotor@singnet.com.sg]

Sent: Thursday, September 1, 2022 4:22 PM

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

Subject: ENQUIRY OF LIABILITY - SLP9996R , Allianz insured - SJQ717H , doa 16/8/22

HI Mei Kwan,

Pls advise who is the claim handler of this case?

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

From: Claims Banca (Allianz Insurance Singapore)
Sent: Wednesday, August 31, 2022 7:38 PM
To: admin-a@lkkauto.com; Yan (LKK Auto)

Cc: June Phua (Cheng Hoe Motor); Chan, Kian Chuan (Allianz Insurance Singapore)

Subject: TP DS claim: [EXT] ENQUIRY OF LIABILITY - SLP9996R

Your ref: SLP9996R

Our ref: 2022 22006219KC-SJQ717H

Dear Sirs,

We hereby appoint our direct settlement partners LKK Auto Consultants Pte Ltd to conduct survey.

Kindly engage with them to arrange for survey.

Please download the documents from this link below (For Survey)

File: TP VIDEO.mp4, SJQ717H[OI].pdf, SLP9996R[TP-TOKIO].pdf

Link: https://filexchange.allianz.de/SecureDownload.aspx?id=f7e2d701-2cfb-484f-9651-89f44ba2aa77-d8fe40de90f7651a

Size: ~ 5 MByte, Download available until: 9/5/2022

Passwords will be sent in a separate email.

Thank you.

Best regards,

Shanti. R
Claims Service
Allianz Insurance Singapore Pte. Ltd. | UEN 201903913C
79 Robinson Road #09-01 | Singapore 068897
Phone: +65 6395 3836 | www.allianz.sg



This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential and

or privileged information. If you are not the intended recipient, please do not read, copy, use or disclose the contents of this communication to others and notify the sender immediately. Then please delete the e-mail and any copies of it. Thank you.

P Please consider the environment before printing this e-mail.

From: June Phua (Cheng Hoe Motor) < chmotor@singnet.com.sg>

Sent: Wednesday, August 31, 2022 5:24 PM

To: Claims Banca (Allianz Insurance Singapore) < claims@allianz.com.sg>

Subject: [EXT] ENQUIRY OF LIABILITY - SLP9996R

Dear Sir/Madam,

OUR CLIENT - SLP9996R

DOA : 16/8/22 @1900hrs

YOUR INSURED : SJQ717H

Attached our client report.

Kindly advise as below:-

- 1) Please advise who is the OIC of this case?
- 2) Has your insured's driver file the report and are you agree on DIRECT SETTLEMENT?

Thank you.

Rgds June

Cheng Hoe Motor Pte Ltd

Tel: 67556142 Fax: 67557719

Email- chmotor@singnet.com.sg

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)

Sent: Friday, 2 September 2022 8:47 AM **To:** Desmondwongjun@gmail.com

Subject: Claim Notification - ACCIDENT INVOLVING SJQ717H & SLP9996R ALONG BLK 215

YISHUN ST 21 OSCP ON 16/08/2022

02 Sept 2022

DESMOND WONG JUN [Email only]

Dear Sirs,

OUR REF : CC4/AIS22008505/pa3

YOUR REF : SJQ717H

ACCIDENT INVOLVING SJQ717H & SLP9996R ALONG BLK 215 YISHUN ST 21 OSCP ON 16/08/2022

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

We have received a third party claim(s) from SLP9996R against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your 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.

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 chewht@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 to confirm that the driver is allowed to drive the vehicle.
- 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 customerservice@allianz.com.sg 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 as at 6742 3197 or chewht@lkkauto.com. Please quote our claim reference when you contact us that we can assist you more effectively.

Thank you.

Best Regards,

 $\textbf{Hsiao Tong, Chew (Ms)} \mid \textbf{Case Handler}$

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)

Claim Audit

□ AUDIT TRAIL							
No.	. On	Audit	Remarks	Ву			
1	31 Aug 2022 22:11	Clm Dtl Modified	Claimant's Name: -> LIM HIAP KIAN. Claimant's ID: -> S6830673F.	[A] HOW ME			
2	31 Aug 2022 22:11	Clm Veh Model Changed	(205462) HONDA SHUTTLE 1.5 G (A).	[A] HOW ME: KWAN			
3	31 Aug 2022 22:11	Clm Created	Reg No: SLP9996R. Acct Date: 2022/08/16. Claim Type: TP. Insurer: Allianz Insurance Singap ore Pte. Ltd. (HQ). TP Insurer: Tokio Marine Insurance Singapore Ltd (HQ). Workshop: Cheng Hoe Motor Pte Ltd (Yishun)	[A] HOW ME			
4	31 Aug 2022 22:11	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN			
5	31 Aug 2022 22:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/09	[A] HOW ME			
6	31 Aug 2022 22:11	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW ME			
7	31 Aug 2022 22:12	Adj Adjuster Assigned	[None] -> KENNETH KONG	[A] HOW ME: KWAN			
8	01 Sep 2022 16:47	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG			
9	01 Sep 2022 17:28	Clm Registration Modified	Pol No:->SP2001574331.	[I] Chan Kiar Chuan			
10	27 Sep 2022 08:47	Adj Mandate Request	Cur.Req:4165.47:Liability: 100%. Insured driver reversed out from parking lot and collided with third party who was on main driveway. We seek your mandate at \$3,883.47(if claim LOU) / \$4,165.47(if claim LOR).	[A] CHEW HSIAO TONG			
11	27 Sep 2022 09:40	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/09/09. Mandate Remarks: approved LOU at \$50 per day	[I] Chan Kiar Chuan			
12	27 Sep 2022 09:40	Adj Mandate Set	Approved:4165.47:approved LOU at \$50 per day	[I] Chan Kiar Chuan			
	Date F	rom	Date To Audit Type None	Go			

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	
2837201	31 Aug 2022 22:11:48	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SLP9996R		xx.xx	
2837202	31 Aug 2022 22:16:55	Video Upload	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SLP9996R	HOW MEI KWAN	xx.xx	