

EzLyna (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 22 December 2022 11:23 pm
To: Thiam Heng Huat; EzLyna (LKKAUTO)
Cc: Admin A; CS A Team
Subject: RE: III INSURED: SLM9297R OUR REF: SMN625U DOA: 09.12.22 *** LKK REF: CC4/III22012413/Kpa3
Attachments: Invoice SMN625U.pdf; receipt-20221212-141503.pdf; LOA.pdf

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 Lyna,

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: Thiam Heng Huat <thh176@yahoo.com>
Sent: Thursday, December 22, 2022 2:09 PM
To: Admin A <admin-a@lkkauto.com>
Subject: III INSURED: SLM9297R OUR REF: SMN625U DOA: 09.12.22

Dear Claims Team,

We refer to the above mentioned.

Attached is the repair invoice, LTA search receipt, letter of authorization and below are the items our client wish to claim from III.

| | |
|---------------------------|--------------------|
| 1. Repair costs | \$ 4,815.00 |
| 2. Loss of use for 6 days | 900.00 |
| 3. LTA search fee | 7.45 |
| | \$ 5,722.45 |

We hope to hear from you soon.

LETTER OF AUTHORISATION

To: THIAM HENG HUAT PTE LTD

RE: ACCIDENT ON 09.12.22 INVOLVING SMN 625U AND SLM 9297R

ALONG/AT SENTOSA GATEWAY

I/We TNG TECK KIAT NRIC/IDEN NO: S1385894B

OF BLK 95 WHAMPOA DRIVE #11-240 SINGAPORE 320095

1. The owner of motor vehicle no: SMN 625U hereby authorize **Thiam Heng Huat Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agreed to assign the whole proceeds my/our third party claim to **Thiam Heng Huat Pte Ltd**. My/our solicitors (to be appointed by **Thiam Heng Huat Pte Ltd** on my/our behalf) shall accept this as my/our irrevocable authority to pay the amount compensated direct to **Thiam Heng Huat Pte Ltd** after deduction of their cost on a solicitors & client basis. I/We undertake to co-operate fully with **Thiam Heng Huat Pte Ltd** and/or solicitors 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 all costs incurred.
2. I/We authorize **Thiam Heng Huat Pte Ltd** to sign all discharge voucher/indemnity forms and all necessary papers on my/our behalf in connection with the above claims.
3. 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 **Thiam Heng Huat Pte Ltd** or bank into our account and re-issue the cheque amount to **Thiam Heng Huat Pte Ltd**.

DATES THIS 12 DAY OF DECEMBER 2022

x


SIGNATURE OF OWNER


SIGNATURE OF WITNESS

NAME: Ngoh Shiro Woei

EXPRESS SETTLEMENT

VEHICLE DAMAGE DISCHARGE ONLY

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2022D0011692
Claimant Ref: SMN625U

My execution of this Discharge Voucher is in relation to my vehicle damage claim only and is without prejudice to any other rights or claim that I have arising from the same accident.

We/I, THIAM HENG HUAT PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 2,407.50 (repair cost), S\$ 180.00 (loss of use/rental), S\$ 7.45 (search fee), vehicle no. SMN625U that was damaged pursuant to the accident which occurred on 09/12/2022 (date) at SENTOSA GATEWAY (location) involving vehicle no. SLM9297R (insured vehicle). This is pursuant to the inspection conducted on 13/12/2022 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner TNG TECK KIAT ("the third party claimant") of vehicle no. SMN625U to 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SMN625U (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 2,594.95 to THIAM HENG HUAT PTE LTD.

Dated this 25 day of July, 2023

CLAIMANT:

Signature:


Name:

NRIC:

Address:

Nationality:

Occupation:


Signed by "the workshop" (with chop)

LEE LONG BEN

S846

176 SIN MING DR

#05-14 S(575721)

SINGAPORE PR

SENIOR SUPERVISOR

WITNESS:

Signature:


Name:

NRIC:

Address:

Nationality:

Occupation:


Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

Singapore

Surveyor

THIAM HENG HUAT PTE LTD

176 Sin Ming Drive
#05-14 Sin Ming AutoCare
Singapore 575721
Phone 82636295
GST registration number: 201605960N
Bill To:
INDIA INTERNATIONAL INSURANCE PL
64 CECIL STREET
#05-02 IOB BUILDING
SINGAPORE 049711

TAX INVOICE

DATE 22-Dec-22
Invoice No THH221224
Vehicle No SMN625U
Make/Model Renault Scenic
Date of Accident 9-Dec-22

| NO | DESCRIPTION | AMOUNT |
|-------|---|-------------|
| | Lump sum repair costs | 4,500.00 |
| | (Surveyor recommended repair days : 5 days) | |
| | | 4,500.00 |
| | 7% GST | 315.00 |
| | | \$ 4,815.00 |
| TOTAL | | \$ 4,815.00 |

THIAM HENG HUAT PTE LTD



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 12 Dec 2022 / 14:15:03

Receipt Date/Time : 12 Dec 2022 / 14:14:48

Tax Invoice/Receipt

Receipt No. : ITNET-00000-221212-002528

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 - SLM9297R As at 09 Dec 2022/19:10:00 Insurance Co: INDIA INT'L INS PTE LTD | | | | |
| 1 | Insurance Enquiry - SLM9297R | | | |
| | Enquiry Fee | 7.00 | 0.49 | 7.49 |
| | 20221212141352126178 | | | |
| 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 | | | | |
| 20221212141401150 | | Direct Debit: eNETS Debit (Internet Banking) | | 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.

Claim Audit

| AUDIT TRAIL | | | | |
|-------------|-------------------|-----------------------------------|---|---------------------------|
| No. | On | Audit | Remarks | By |
| 1 | 08 Dec 2022 13:44 | Clim Dtl Modified | Claimant's Name: -> I-SMILES SERVICES. | [A] NA MENG YAN |
| 2 | 08 Dec 2022 13:44 | Clim Veh Model Changed | (205856) CITROEN C4 GRAND PICASSO 1.6 I EHD I ETG6 HALOGEN (A). | [A] NA MENG YAN |
| 3 | 08 Dec 2022 13:44 | Clim Created | Reg No: SLZ1995T. Acct Date: 2022/12/04. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Goodfellas Auto Service Centre Pte Ltd (HQ) | [A] NA MENG YAN |
| 4 | 08 Dec 2022 13:44 | Adj Co Assigned | LKK Auto Consultants Pte Ltd (HQ): | [A] NA MENG YAN |
| 5 | 08 Dec 2022 13:44 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2022/12/19 | [A] NA MENG YAN |
| 6 | 08 Dec 2022 13:44 | Adj Mandate Set | Approved:0.00.Reinsp:Adj decides. | [A] NA MENG YAN |
| 7 | 08 Dec 2022 13:45 | Label Added | (517):PRI. | [A] NA MENG YAN |
| 8 | 08 Dec 2022 13:45 | Assignment 1st Accessed | | [A] NA MENG YAN |
| 9 | 09 Dec 2022 08:43 | Adj Adjuster Assigned | [None] -> MOHD RASUL | [A] Rajeswari |
| 10 | 12 Dec 2022 18:09 | Label Removed | (517):PRI,(30650):Non-Reporting. | [A] HOW MEI KWAN |
| 11 | 12 Dec 2022 18:12 | TP Ins Updated | TPRegNo:SML9538P -> SLM9297R. | [A] HOW MEI KWAN |
| 12 | 12 Dec 2022 18:12 | Clim Dtl Modified | Claimant's Name: I-SMILES SERVICES -> -. | [A] HOW MEI KWAN |
| 13 | 12 Dec 2022 18:12 | Clim Registration Modified | Reg No:SLZ1995T->SMN625U. Acct Date:2022/12/04->2022/12/09. Rep:206083->203942. | [A] HOW MEI KWAN |
| 14 | 12 Dec 2022 18:12 | Clim Veh Model Changed | (205856) -> (204808) HONDA VEZEL 1.5 (A). | [A] HOW MEI KWAN |
| 15 | 12 Dec 2022 18:26 | Label Added | (30653):Direct Settlement. | [A] HOW MEI KWAN |
| 16 | 12 Dec 2022 18:26 | Adj Adjuster Assigned | MOHD RASUL -> KENNETH KONG | [A] HOW MEI KWAN |
| 17 | 13 Dec 2022 14:09 | Clim Dtl Modified | Claimant's Name: - -> TNG TECK KIAT. Claimant's ID: -> S1385894B. | [A] HOW MEI KWAN |
| 18 | 13 Dec 2022 14:09 | Clim Registration Modified | Acct Time:07:00:00->19:00:00. | [A] HOW MEI KWAN |
| 19 | 13 Dec 2022 14:09 | Clim Veh Model Changed | (204808) -> (205506) RENAULT GRAND SCENIC IV 1.5 DCI EU6 (A). | [A] HOW MEI KWAN |
| 20 | 23 Dec 2022 10:57 | Adj Mandate Request | Cur Req:0.00:PODS Liability: 50% Remark: BOLA 18 applicable. Both parties alleged each other to encroached lane at the merging lanes. For your approval please. | [A] Ezlyna |
| 21 | 23 Dec 2022 12:09 | Adj Next Rpt Changed | Next Rpt:Final Rpt.Due Date:2022/12/19. Mandate Remarks: Dear Sir, please refer to insured accident report on the accident circumstances. Kindly request for the video footage from repairer. Thank you. | [I] Derrick Tan Ming Chye |
| 22 | 23 Dec 2022 12:09 | Adj Mandate Set | Approved:0.00:Dear Sir, please refer to insured accident report on the accident circumstances. Kindly request for the video footage from repairer. Thank you. | [I] Derrick Tan Ming Chye |
| 23 | 27 Dec 2022 14:52 | Adj Mandate Request | Cur Req:0.00:Cur Req:0.00:PODS Liability: 50% Remark: BOLA 18 applicable. Both parties alleged each other to encroached lane at the merging lanes. For your approval please. *There is no video footage from Third Party. | [A] Ezlyna |
| 24 | 28 Dec 2022 10:05 | Adj Next Rpt Changed | Cur Rpt:Final Rpt. Cur Due Date:2022/12/19. Mandate Remarks: agree to offer 50% | [I] Sundari Nagarajan |
| 25 | 28 Dec 2022 10:05 | Adj Mandate Set | Approved:0.00:agree to offer 50% | [I] Sundari Nagarajan |
| 26 | 10 Jan 2023 13:46 | Adj Rpt Initiated | | [A] JOANNE LEE KHANG MIN |

| AUDIT TRAIL | | | | |
|-------------|-------------------|----------------------|---|--------------------------|
| No. | On | Audit | Remarks | By |
| 27 | 10 Jan 2023 13:46 | Clm Dtl Modified | Insured ID: -> -. Claim Conclusion: -> 3. | [A] JOANNE LEE KHANG MIN |
| 28 | 10 Jan 2023 13:46 | Clm Dtl Modified | JPJ Reg. Date: -> 2019/07/24. | [A] JOANNE LEE KHANG MIN |
| 29 | 10 Jan 2023 13:46 | Clm Details Notified | | [A] JOANNE LEE KHANG MIN |
| 30 | 12 May 2023 07:38 | Adj Mandate Request | Cur.Req:2594.95:PODS Liability: 50% BOLA 18 *Quantum: \$2,594.95. Please refer to adjuster report for details. *For your approval please. | [A] Ezlyna |
| 31 | 12 May 2023 15:28 | Adj Mandate Set | Approved:2594.95. | [I] Sundari Nagarajan |

Date From

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 |
| 2881395 | 09 Dec 2022 10:46:00 | TP Case (Insurer) | Motor | LKK Auto Consultants Pte Ltd | India International Insurance Pte Ltd (HQ) | SLZ1995T | SML9538P | 11.00 |
| 2896113 | 10 Jan 2023 13:46:31 | OD/TP Case (Adjuster) | Motor | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ) | SMN625U | SLM9297R | 11.00 |