

Our ref: SKV636U  
Your ref: \_\_\_\_\_

Date: 26 APR 2023

**Direct Settlement**

To: Allianz

Singapore \_\_\_\_\_

Attn: Motor Claims Department

Re: **Accident Involving Motor Vehicle Nos.** SKV636U & S1815CD  
**At/Along** Have lock Road **On** 22 FEB 2023 @ 0845

I am the owner of vehicle no. SKV636U that was involved in an accident with your insured vehicle no. S1815CD of the above accident.

As the accident was caused by your insured negligent/inconsiderate driving, thus I am claiming from you for the following: -

1. Cost of Repairs	\$ <u>5444.94</u>
2. Loss of Use / Rental ( <u>5</u> days @ \$ <u>108</u> per day)	\$ <u>540</u>
3. LTA/GIA Search Fee	\$ _____
4. GIA Report Fee	\$ _____
5. Others	\$ _____
<b>Total: \$ <u>5,984.94</u></b>	

I hereby give you fourteen (14) days to comply with the above, failing which, I shall instruct my solicitor to commence legal action against you. If you have any queries, please contact the representative of **CYCLE & CARRIAGE INDUSTRIES PTE LTD** at Telephone No: 67714336 (Mr Go Chee Han) / 67714304 (Ms Amanda Ang).

**I hereby give full authority to CYCLE & CARRIAGE INDUSTRIES PTE LTD and their representative to negotiate/comprise settlement of the above claim on my behalf.**

Your co-operation and immediate attention to the above is greatly appreciated. I hereby look forward to hearing from you soon.

Yours faithfully





**Name & Signature**

Address: C/o. 188 Pandan Loop Singapore 128378  
Cc: Mr Go Chee Han/ Ms Amanda Ang  
E-mail: cheehan.go@cyclecarriage.com.sg / amanda.ang@cyclecarriage.com.sg  
Fax No. 67795383

## LETTER OF AUTHORIZATION

To: Allianz  
\_\_\_\_\_  
\_\_\_\_\_  
Singapore \_\_\_\_\_

Attn.: Motor Claims Department

Dear Sir / Mdm,

MOTOR ACCIDENT INVOLVING SKV636U. (OWNER'S  
VEHICLE NO.) AND 81815CD (3RD PARTY'S VEHICLE NO.)  
ON 22 FEB 2022 (DATE) AT 0845 (TIME)  
AT/ALONG Havelock Road (ROAD)

I am the registered owner of SKV636U. (Vehicle No.).

I hereby authorize CYCLE & CARRIAGE INDUSTRIES PTE LIMITED and its agents or any person(s) authorized by Cycle & Carriage Industries Pte Limited to do all or any of the followings:

- Submit, resolve and make any claims which I may have against the 3<sup>rd</sup> party insurers; and/or
- Execute and sign discharge voucher, indemnity forms and all necessary documents in connection with and arising from the above claim.

All payment towards settlement of my claim should be made in favor of CYCLE & CARRIAGE INDUSTRIES PTE LIMITED.



Registered Owner's Signature

(Company stamp & authorized signature if it is a company-registered vehicle)

Name : Shanti Bhattacharya MRS Tany Jean-Louis

NRIC No. : S334D

Date : 22 FEB 2022



# Mercedes-Benz

Cycle & Carriage  
Industries Pte Limited  
Authorised Dealer  
Company No. 196400367W  
GST Reg No. MR-8500111-X

## TAX INVOICE

Invoice Name & Address	Owner Name & Vehicle Info
ALLIANZ INSURANCE SINGAPORE PTE. LTD. MOTOR CLAIM DEPARTMENT 79 ROBINSON ROAD #09-01 SINGAPORE 068897  Contact No 67143369 	Cust No/Name /Shanti Bhattacharya Mrs Tauvy J Reg No/Reg Date SKV636U / 28/08/2015 Date In/Mileage 24/03/2023/ 98554 Chassis No WDD2050402R083891 Engine No 27491030409180 Make/Model MB/MB C 180 SEDAN (W205) "AVANTGARDE / A Colour/Trim 027 755 Tenorite Gr/ 041 118 Alpaca grey

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
WA000001	Credit	15/04/2023/ 14:44	CH	371 / Go Chee Han	63178	28188195

Description of Goods / Services	Qty	Unit Price S\$	Amount S\$
Z REQUEST Customer Request			F.O.C.
M BPNSUN POLICY NO/ACC DATE : 2100426537-07 // 22-2-2023 DRIVE IN/TP VEH NUMBER : 22-2-2023 // S1815CD - ALLIANZ DATE IN/DATE SURVEY: 24-3-2023 // RASUL - LKK DIRECT SETTLEMENT BY: 9-3-2023 // EZLYNA - LKK			
A BPILAB DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH.			960.00
A BPIRES RESpray REAR BUMPER		0.05	800.00
A BPILAB USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. NETT		0.10	380.00
A BPILAB CHECK REAR LIGHTING SYSTEM AND WATER TEST FOR ANY LEAKAGE. NETT			120.00
X REAR BUMPER	1.00	1889.77	1889.77
X REAR BUMPER LOWER BLACK TRIM	1.00	283.67	283.67
X REAR BUMPER CHROME MOULDING	1.00	326.71	326.71
X RIVET FOR BUMPER	10.00	5.34	53.40
X LH/REAR BUMPER CHROME MOULDING	1.00	114.03	114.03
X RH/REAR BUMPER CHROME MOULDING	1.00	114.03	114.03
<i>Guarantee Your Warranty, Maintain with Cycle &amp; Carriage!</i>			

Parts	2,781.61	Nett	5,041.61
Labour	2,260.00	8% GST on	5041.61
Standard Menu	0.00		
Specialist Job	0.00		
Diagnostics Job	0.00	Total Payable	5,444.94
Sundry/Others	0.00	Paid	0.00
Total(w/o GST)	5,041.61	Total Due	5,444.94

Payment should be made strictly by NETS, credit cards or PayNow (via QR code or UEN) only. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.



and Mercedes-Benz are trademarks of Mercedes-Benz Group AG

Pandan Loop Service Center  
188 Pandan Loop  
Singapore 128378  
Tel: 6298 1818  
Fax: 6779 5383  
www.mercedes-benz.com.sg

# Tax Invoice

# chan's

www.chans.com.sg

**CHAN'S & SONS ENTERPRISE**

Company Reg No:51936900M

363 Sembawang Road, Goodlink Park,

Singapore - 758379

Email: admin@chans.com.sg

Tax Invoice No:  
**INV0302822023-03**

Dated:  
**March 30, 2023**

Rental Agreement No:  
**RA 013921 2023-03**

Terms of Payment:  
**Due upon receipt**

**Customer Reference:**  
SKV636U (Allianz, Upsize)

**Notes:**  
SKV636U (Allianz, Upsize)

**Customer Details**  
**SHANTI BHATTACHARYA MRS TAUVEY JEAN-LOUIS**  
NO.42 KIM YAM ROAD #25-01 Singapore 239347

**Executive Name:**C&C HAN

S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SLC3519T	*Upsize Model : Toyota Wish 1.8 (A)  - Shanti Bhattacharya Mrs Tauvy Jean-Louis	2023-03-24	2023-03-28 (Incl)	5 Days	100.00	500.00
							500.00

**GST 8% (8%)** **40.00**

Amount in words :  
**Five Hundred Forty Singapore Dollar (SGD)**

**Total (SGD)** **540.00**

**Declaration:**  
Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**

**For CHAN'S & SONS ENTERPRISE**

**This is a Computer generated document.**  
**No signature is required.**

**Income Terms**  
Terms



## RENTAL AGREEMENT

Hirer's Name <b>SHANTI BHATTACHARYA / TANYU JEAN-LOUIS</b>		Date of Birth <b>20 Feb 1962</b>	Passport/ Nric No. <b>S1563334D</b>	Nationality
Address <b>42 Kim Yam Rd.</b>		Occupation	Driving Licence No.	Date of Expiry
<b>#25-01</b>	Postal Code <b>239347</b>	Contact No.	Mobile Phone No. <b>97779549</b>	
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No.	Date of Expiry
	Postal Code	Contact No.	Mobile Phone No.	

### CHECK OUT

### CHECK IN

Date <b>24.3.23</b>	Time <b>9.48~</b>	Mileage	
Date <b>28.3.23</b>	Time <b>7pm</b>	Mileage	
		Remarks <b>ALLIANZ (upsized)</b>	

#### IMPORTANT NOTES:-

- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability – First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability – First \$2000 for any Third Party Accident Claim.
- Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- Hirer is responsible for all parking fines & traffic summons.
- Extension:- One day's advance notice is required otherwise no extension will be allowed.
- Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- Vehicle returned after office hour will be charged to the next working day.
- Hourly extension is charged at 1/5 of the daily rate.
- As preventive maintenance, please check water & engine oil daily.
- Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT		RATE (\$)	TOTAL (\$)
RATE	S	@	(021) + GST	500
DISCOUNT				
GST @ 8% GST				40
TOTAL				540
EXTENSION				
INV 30282 2023-03				
HSC				
Ref-8KX 6364				
DEPOSIT (refundable) S\$			NW	
CHANGED OVER FROM VEH.			DATE	

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.  
I/We declare that all information given on this form is true and accurate.

Hirer's Signature

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE

VEHICLE NO. <b>SLC 3519T</b>	MODEL <b>Toyota wish 1.8 (A)</b>
FROM	RETURN <small>*Estimate Date. For actual return see CHECK IN</small>

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 5.00PM. SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY

## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Tuesday, 6 June 2023 10:39 am  
**To:** Amanda Ang  
**Cc:** Admin A  
**Subject:** RE: E-VOUCHER / BANK DETAILS / OFFER /ACCIDENT INVOLVING SKV636U & S1815CD ON 22/02/2023 | YOUR REF: CC4/AIS23002090/ya3

**WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Amanda,

Solely for purposes of amicable settlement, we are agreeable to resolve the matter at **\$5,984.94** (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.

If the above offer is accepted, kindly confirm settlement by providing a copy of the **Letter of Authorization / Warrant to Act** and your **Bank details** for us to process payment.

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 **22-February-2023**.

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.

**\*Kindly provide bank details to us.**

Thank you.

Warmest Regards,

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.

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**From:** Amanda Ang <amanda.ang@cyclecarriage.com.sg>  
**Sent:** Monday, June 5, 2023 2:27 PM  
**To:** EzLyna (LKKAUTO) <ezlyna@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: OFFER /ACCIDENT INVOLVING SKV636U & S1815CD ON 22/02/2023 | YOUR REF: CC4/AIS23002090/ya3

Dear Ezlyna,

We refer to your email of 01/06/2023.

We write to confirm settlement of \$5,984.94, please send us your DV soon.

Thank you.

Regards,  
Amanda Ang

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**From:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>  
**Sent:** Thursday, June 1, 2023 3:07 PM  
**To:** Amanda Ang <[amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OFFER /ACCIDENT INVOLVING SKV636U & S1815CD ON 22/02/2023 | YOUR REF: CC4/AIS23002090/ya3

**This email was sent from outside of your organisation**

**Without Prejudice**

Dear Amanda,

We refer to the above matter.

We have our principal's instruction to offer as follows:

1. Cost of Repair (w/GST) Part By Part	\$ 5,444.94
2. Loss of Rental (5 days x \$100) w/GST	\$ 540.00
<b>Total</b>	<b>\$ 5,984.94</b>

Kindly confirm acceptance & E-voucher will follow shortly. Thank you

With warmest regards,  
Ezlyna  
LKK Auto Consultants Pte Ltd

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**From:** Amanda Ang <[amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)>  
**Sent:** Wednesday, April 26, 2023 6:14 PM  
**To:** EzLyna (LKKAuto) <[ezlyna@lkkauto.com](mailto:ezlyna@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** ACCIDENT INVOLVING SKV636U & S1815CD ON 22/02/2023 | YOUR REF: CC4/AIS23002090/ya3

Dear Sirs,

**THIRD PARTY DIRECT SETTLEMENT CLAIM** (By email only)

We refer to the above.

Please find LOD attached for your kind attention.

Thank you.

Best regards,

**Amanda Ang**

Mercedes-Benz Body Care & Repair

Cycle & Carriage Singapore

188 Pandan Loop Singapore 128378

T: +65 6206 1818 · DID: +65 6771 4304

[www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

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## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Tuesday, 28 February 2023 11:03 AM  
**To:** youngkim0118@gmail.com  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING S1815CD (ALLIANZ) AND SKV636U AT/ALONG SAIBOO STREET TURN LEFT TO HAVELOCK ROAD ON 22/02/2023

Dear Kim Young Jun,

**You Ref: S1815CD**  
**Our Ref: CC4/AIS23002090/ya3**  
**ACCIDENT INVOLVING S1815CD (ALLIANZ) AND SKV636U AT/ALONG SAIBOO STREET TURN LEFT TO HAVELOCK ROAD ON 22/02/2023**

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 claim from **SKV636U** 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.

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.

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](mailto: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 me.

Thank you.

Best Regards,

**EzLyna Eng** | Case Handler




**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto: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	26 Feb 2023 23:42	<b>Clm Dtl Modified</b>	Claimant's Name: -> SHANTI BHATTACHARYA MRS TAUUVY JEAN-LOUIS. Claimant's ID: -> S1563334D.	[A] HOW MEI KWAN
2	26 Feb 2023 23:42	<b>Clm Veh Model Changed</b>	(205121) MERCEDES-BENZ C180 1.6 Avantgarde (R17 LED) (A).	[A] HOW MEI KWAN
3	26 Feb 2023 23:42	<b>Clm Created</b>	Reg No: SKV636U. Acct Date: 2023/02/22. Claim Type: TP. Insurer: Allianz Insurance Singapore Pte. Ltd. (HQ), TP Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG), Workshop: Cycle & Carriage Industries Pte Ltd (Pandan Loop)	[A] HOW MEI KWAN
4	26 Feb 2023 23:42	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	26 Feb 2023 23:42	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2023/03/07	[A] HOW MEI KWAN
6	26 Feb 2023 23:42	<b>Adj Mandate Set</b>	Approved:5000.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	26 Feb 2023 23:42	<b>Adj Adjuster Assigned</b>	[None] -> MOHD RASUL	[A] HOW MEI KWAN
8	27 Feb 2023 13:37	<b>Clm Dtl Modified</b>	Insured Name: -> KIM YOUNG JUN.	[A] HOW MEI KWAN
9	27 Feb 2023 13:37	<b>Clm Registration Modified</b>	Pol No:->SP2004251073.	[A] HOW MEI KWAN
10	05 May 2023 11:34	<b>Adj Mandate Request</b>	Cur.Req:0.00:Liability: 100%. BOLA 27, insured rear-ended third party. We seek your mandate at \$5,984.94 (claim LOR). TP-Mandate IA had been uploaded in Merimen. Kindly let us have your approval/instruction.	[A] Ezlyna
11	16 May 2023 19:06	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2023/03/07	[I] Faiz Rosli
12	16 May 2023 19:06	<b>Adj Mandate Set</b>	Approved:5984.94.	[I] Faiz Rosli

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
2921617	26 Feb 2023 23:42:23	TP Case (Insurer)	Motor	Allianz Insurance Singapore Pte. Ltd. (HQ)	Allianz Insurance Singapore Pte. Ltd. (HQ)	SKV636U		xx.xx

