

Hsiao Tong (LKKAuto)

From: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)
<SiauChin.Chan@stridespremier.com.sg>
Sent: Monday, 9 September 2024 4:38 PM
To: Admin A; CS A Team
Cc: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus); Balqish Binte Abdul Halil (StridesASvcs/Ins & Claims/Bus); Chong Fei Yuan (StridesMSvcs/Finance/Fin Cont)
Subject: OUR REF:BUS/06/24/5028(CHINA TAIPING) - ACCIDENT ON 21.06.2024 INVOLVING SMB5890A AND SKZ2740S ALONG Aft BS:43991 (Opp BLK 635A) junction of woodlands Rd and KJE Exit
Attachments: GEARS.pdf; BUS INVOICE.pdf; BUS GIA.PDF

WITHOUT PREJUDICE

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB5890A. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses:

Cost of Repair	\$ 1,349.42
Loss of Use	\$ 1,400.00 (4 days x \$350.00/day)
LTA	\$ 2.18
Total	\$ 2,751.60

We enclose the following documents,

- 1) Repair Invoice
- 2) GIA Report
- 3) GEARS Search

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Best Regards,
Karen Chan
Claims Department
Tel: 6556 3523

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AUTHORISATION TO ACT

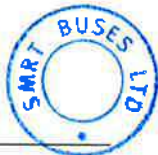
I/We, **SMRT BUSES LTD** ("the third party claimant") of **209 KRANJI ROAD (S) 739484** (address), owner of **SMB 5890A** (vehicle no.) hereby authorize **STRIDES PREMIER AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. **SMB 5890A** that was damaged pursuant to the accident which occurred on **21/06/2024** (date) along **AFTER BS: 43991(OPP BLK 635A) JUNCTION OF WOODLANDS RD AND KJE EXIT** (location) involving vehicle no/s **SKZ 2740S** ("the accident").


I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of **SMRT BUSES LTD**.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 30 (day) of Dec (month) 2024 (year)


Signed by "the third party claimant"
(with chop if applicable)




Signed by "the workshop"
(with chop)



MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00002992407 Claim No : : SNM24D203618/SKZ2740S/C02/LEWLC

Claimant : SMRT BUSES LTD

Amount : **S\$2,251.60**

SINGAPORE DOLLARS TWO THOUSAND TWO HUNDRED FIFTY ONE AND
CENTS SIXTY 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. : SMB5890A

Insured Vehicle No. : SKZ2740S

Date of Loss : 21/06/2024

Place of Accident : AFT BS:43991(OPP BLK 634A) JUNCTION OF WOODLANDS RD

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 : YIP YEW HOONG

Driver Name : YIP YEW HOONG

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/ Excess /	S\$	1,349.42
(3) Loss of Use/ Rental/Earning	S\$	900.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	2.18
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees/Towing	S\$	
(7) Cost including Disbursement	S\$	
TOTAL		S\$ 2,251.60

Claimant Name: SMRT Buses Ltd



NRIC No : 1XXXXX292D

Signature :

Date : 30.12.2024

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD
SINGAPORE 739484

Tax Invoice

GST Reg No. : M200951557
CRN : 199004280Z
Invoice No. : IV240900008
Date : 03.09.2024
Vehicle No. : SMB5890A
Your Ref No. : BUS/06/24/5028
Our Ref No. : 24122129
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
BUMPER,CORNER:R/H, FOR ADL E500 DD BUS	1.00	\$1181.40	100.00	\$1181.40	\$ 0.00
DOVE,FRONT PANEL:FOR ADL E500 DD BUS	1.00	\$7732.80	100.00	\$7732.80	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REPAIR RH PORTION	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 708.00	0.00	\$ 0.00	\$ 708.00

TOTAL BEFORE GST	\$ 1,238.00
ADD GST @ 09 %	\$ 111.42
GRAND TOTAL	\$ 1,349.42

Remark :

Make/Model : MAN A95
Accident Date : 21.06.2024

Payment Instructions

· By Cheque: Crossed and made payable to "Strides Premier Automotive Services Pte. Ltd." with invoice no. indicated on the reverse side. No receipt will be issued unless requested.

· Account Name : Strides Premier Automotive Services Pte.Ltd.
· Bank Name : DBS Bank Ltd - SGD
· Bank Account No.: 018-008617-4
· Swift Code : DBSSSGSG

Chuah Yeow Seng
Chuah Yeow Seng (Sep 6, 2024 13:08 GMT+8)

Authorised Signature
for Strides Premier Automotive Services Pte. Ltd.


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SKZ2740S

Date of Accident

21/06/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance China Taiping Insurance (Sing...

Period of Insurance 16/01/2024 - 15/01/2025

Requested By BALQISH BINTE ABDUL HALIL (...)

Requested Date 24/06/2024 10:13

Payment details

Request Amount: **S\$2**

GST Amount: **S\$0.18**

Total Amount Due (GST Inclusive): **S\$2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 4 November 2024 2:15 PM
To: hoongyipyew@yahoo.com.sg
Subject: RE: CLAIM NOTIFICATION - ACCIDENT INVOLVING SKZ2740S(CHINA TAIPING) & SMB5890A ALONG/AT WOODLANDS ROAD TOWARDS STAGMONT RING ON 21/06/2024

Dear Sirs/Mdm,

For an update, third party had submitted a copy of video footage to show that your vehicle had cut into third party's lane and collided with third party's bus. We are of the view that we do not have a good defense towards the claim submitted by SMB5890A. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best term.

If you have any further evidence which can assist us to build a defence towards your case, please let us have them in writing within the next 10 days. After which, we would proceed to deal with the claim(s) (if any) at best submitted to us under the policy terms and conditions without further notice.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)
Sent: Wednesday, 28 August 2024 2:33 PM
To: 'hoongyipyew@yahoo.com.sg' <hoongyipyew@yahoo.com.sg>
Subject: CLAIM NOTIFICATION - ACCIDENT INVOLVING SKZ2740S(CHINA TAIPING) & SMB5890A ALONG/AT WOODLANDS ROAD TOWARDS STAGMONT RING ON 21/06/2024

YIP YEW HOONG [Email only]

Dear Sirs,

OUR REF : CD/CTI24080276/Tpa3

YOUR REF : SKZ2740S

ACCIDENT INVOLVING SKZ2740S(CHINA TAIPING) & SMB5890A ALONG/AT WOODLANDS ROAD TOWARDS STAGMONT RING ON 21/06/2024

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 SMB5890A against your motor 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.

If you have any further evidence which can assist us to build a defence towards your case, please let us have them in writing within the next 14 days. After which, we would proceed to deal with the claim(s) (if any) at best submitted to us under the policy terms and conditions without further notice.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

Hsiao Tong (LKKAuto)

From: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Monday, 16 December 2024 2:18 PM
To: Hsiao Tong (LKKAuto)
Cc: Admin A
Subject: RE: [SEEK MANDATE] - CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT

[Confidential]

Hi Hsiao Tong

Please proceed:

1. Cost of Repair (WITH GST)	\$ 1,349.42 (\$1,238.00 + 9%GST)
2. Loss of Use	\$ 900.00 (3days X \$300.00)
3. LTA/ GIA Search Fee	\$ 2.18
Total	\$ 2,251.60

Surveyor recommended 2days for repair + 1PRS = 3DAYS.

Regards,

Jenny Lew
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

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 3 December 2024 11:20 am
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT

[Confidential]

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[Confidential]

Your ref: **SNM24D203618/SKZ2740S/C02/LEWLC**
LKK ref : CD/CTI24080276/Tpa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SKZ2740S(CHINA TAIPING) AND SMB5890A(TP) ON 21/06/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he cut into third party's lane and collided with third party's bus.

We seek your approval to offer repairer "**STRIDES PREMIER AUTOMOTIVE SERVICES PTE LTD**" at **\$2,251.60(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (WITH GST)	\$ 11,828.90	\$ 1,349.42 (\$1,238.00 + 9%GST)
2. Loss of Use (4days x \$350.00)	\$ 1,400.00	\$ 900.00 (3days X \$300.00)
3. LTA/ GIA Search Fee	\$ 2.18	\$ 2.18
Total	\$ 13,231.08	<u>\$ 2,251.60</u>

Surveyor recommended 2days for repair + 1PRS = 3DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 29/10/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)

Sent: Tuesday, 10 September 2024 2:26 PM

To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>

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

Subject: RE: CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT

Dear Jenny,

Attached third party video footage for your easy reference.

Liability is not in our driver's favour as he cut into third party's lane and collided with third party's bus.

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 23 August 2024 12:17 PM
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT

Dear Jenny,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

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: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, August 20, 2024 4:40 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT
Importance: High

[Confidential]

Hi Mei Kwan / Hsiao Tong

Attached herewith the insured SAS ☐ [SNM24D203618](#)

Regards,

Jenny Lew

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

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, August 20, 2024 3:29 PM
To: Jenny Lew (CTPIS) <jenny.lew@sg.cntaiping.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: CTI REF: SNM24D203618/SKZ2740S/C02/LEWLC - LKK REF: CD/CTI24080276/Tpa3, SMB5890A | DOA: 21.06.2024 - TPP DIRECT SETTLEMENT

[Internal]

Dear Jenny,

Please refer to the above subject.

Kindly **assist LKK Auto on D.S.** soonest possible.

Please contact our claims department **Jenny Lew | DID: 6389 6172** the officer in charge or **6389 6116** should you require our assistance or clarification.

***Kindly quote our claim reference number when replying.**

Belinder Ng

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175 | F: (65) 6222 1033

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, August 19, 2024 5:55 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SKZ2740S (OI : CTI - TBA) and SMB5890A (TP : LKK REF - CD/CTI24080276/Tpa3) on 21.06.2024

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Dear Sir/ Madam,

We refer to the above matter.

We have received an assignment from TP repairer, M/s Strides Premier Automotive Services Pte Ltd and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- Estimated cost of repair

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

Please 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

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