

Hsiao Tong (LKKAuto)

From: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)
<SiauChin.Chan@stridespremier.com.sg>
Sent: Wednesday, March 5, 2025 3:22 PM
To: 'claims@aaplpro.com'
Cc: Tan Wei Teck (StridesASvcs/Ins & Claims/Bus); Chong Fei Yuan
(StridesMSvcs/Finance/Fin Cont); Chan Shu Xian (StridesASvcs/Ins & Claims)
Subject: OUR REF:BUS/03/24/5001(LONPAC) - ACCIDENT ON 01.03.2024 INVOLVING
SMB1644X AND GBF4980P ALONG Mattar Rd to Aljunied Rd
Attachments: GEARS.pdf; BUS GIA.PDF; BUS INVOICE.pdf

WITHOUT PREJUDICE

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1644X.
Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,164.12
Loss of Use	\$825.00 (3 days x \$275.00)
GEARS search fee	\$2.18
Total	\$1,991.30

We enclose the following documents.

- 1) Repair Invoice
- 2) GIA report
- 3) GEARS Search Fee

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

AUTHORIZATION TO ACT

I, **SMRT BUSES LTD** (the third party claimant") of 60 Woodlands Industrial Park #4 S757705 (address), owner of **SMB 1644X** (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 1644X** that was damaged pursuant to the accident which occurred on **01/03/2024** (date) along **MATTAR ROAD TO ALJUNIED ROAD** (location) involving vehicle no/s **GBF 4980P** ("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 20 (day) of March (month) 2025 (year)


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




Signed by "the workshop"
(with chop)





LONPAC INSURANCE BHD

CLAIM NO : 23/24/24/VC05/028891
DATE : 20 MARCH 2025

DISCHARGE VOUCHER

I/We, SMRT BUSES LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of GBF4980P the sum of Singapore Dollar One Thousand Five Hundred Forty One and Cents Thirty Only (**\$1,541.30**) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SMB1644X and GBF4980P on 01/03/2024 along/at MATTAR ROAD TO ALJUNIED ROAD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ NATURAL PLASTIC & MOULD INDUSTRIES AND/OR HO KAH LENG**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to "SMRT BUSES LTD".

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



Signature of vehicle owner/Date

SMRT Buses Ltd 20/03/2025
Name of vehicle owner /Date

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD
SINGAPORE 739484

Tax Invoice

GST Reg No. : M200951557
CRN : 199004280Z
Invoice No. : IV250200124
Date : 25.02.2025
Vehicle No. : SMB1644X
Your Ref No. : BUS/03/24/5001
Our Ref No. : 24122165
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
COVER, HEADLAMP: FRT, LH, FOR MAN A22 BUS	1.00	\$ 974.70	100.00	\$ 974.70	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 538.00	0.00	\$ 0.00	\$ 538.00
TOTAL BEFORE GST					\$ 1,068.00
ADD GST @ 09 %					\$ 96.12
GRAND TOTAL					\$ 1,164.12

Remark :

Make/Model : MAN A22
Accident Date : 01.03.2024

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 (Feb 26, 2025 11:54 GMT+8)

Authorised Signature
for Strides Premier Automotive Services Pte. Ltd.

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

GBF4980P

Date of Accident

01/03/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **23/11/2023 - 22/11/2024**Requested By **BALQISH BINTE ABDUL HALIL (...)**Requested Date **04/03/2024 09:51**

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: Thursday, March 20, 2025 9:19 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] -LONPAC REF: 23/24/24/VC05/028891 - Survey SMB1644X ***
LKK REF: CD/LPC24080376/Tpa3

Dear Sirs,

For an update, we have settled the matter at \$1,541.30(all-in) with third party.

1. Cost of Repair (w/GST)	\$ 1,164.12 (\$1,068.00 + 9%GST)
2. Loss of Use (1.5days x \$250.00)	\$ 375.00
3. LTA/GIA Search Fee	\$ 2.18
Total	\$ 1,541.30

We are currently pending for signed DV from third party and will proceed to close file on DV received.

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: GERALD POH WEE BIN <GERALDPOH@lonpac.com>
Sent: Thursday, March 13, 2025 10:12 AM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] -LONPAC REF: 23/24/24/VC05/028891 - Survey SMB1644X *** LKK REF: CD/LPC24080376/Tpa3

Lonpac External - General

Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed but for Loss of Use but for Loss of Use, start from 500.00 up to \$550.00 if necessary.

Best Regards

GERALD POH
CLAIMS EXECUTIVE
300 BEACH ROAD #17-04/06 THE CONCOURSE
SINGAPORE 195555
TEL NO. 62507388 ext- 255

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Thursday, 13 March 2025 8:33 am

To: GERALD POH WEE BIN <GERALDPOH@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: [SEEK MANDATE] -LONPAC REF: 23/24/24/VC05/028891 - Survey SMB1644X *** LKK REF: CD/LPC24080376/Tpa3

Lonpac External - General

Caution: This email is from an external sender. **DO NOT** click links or open attachments if you do not recognize the sender.

Your ref: **23/24/24/VC05/028891**

Our ref : CD/LPC24080376/Tpa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBF4980P(LONPAC) AND SMB1644X(TP) ON 01/03/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he was coming out from slip road and collided with third party.

We seek your approval to offer repairer **"STRIDES PREMIER AUTOMOTIVE SERVICES PTE LTD"** at **\$1,716.30(all-in).**

The summary is as follows: -



	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 2,700.69	\$ 1,164.12 (\$1,068.00 + 9%GST)
2. Loss of Use (3days x \$275.00)	\$ 825.00	\$ 550.00 (2days x \$275.00)
3. LTA/GIA Report Search Fee	\$ 2.18	\$ 2.18
Total	\$ 3,527.87	<u>\$ 1,716.30</u>

Surveyor recommended 1day for repair + 1PRS = 2days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 12/03/2025 is only for mandate purpose.

Kindly let us have your approval / instruction.

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)

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Friday, August 23, 2024 12:36 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REF: 23/24/24/VC05/028891 - Survey SMB1644X *** LKK REF: CD/LPC24080376/Tpa3

Dear Sir / Madam,

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

Please note that our officer in charge is HT.

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

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, August 23, 2024 6:14 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REF: 23/24/24/VC05/028891 - Survey SMB1644X *** LKK REF: CD/LPC24080376/Tpa3

Lonpac External - General

Lonpac External - General

Dear Mei Kwan,

Attached copy of OI report.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Thursday, August 22, 2024 10:50 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REF: 23/24/24/VC05/028891 - Survey SMB1644X *** LKK REF: CD/LPC24080376/Tpa3

Lonpac External - General

Dear Sir / Madam,

We refer to the above matter.

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

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)

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Sent: Thursday, August 22, 2024 2:40 PM

To: CHARMAINE KONG <charmainekong@lonpac.com>; assignments <assignments@lkkauto.com>;
Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REF: 23/24/24/VC05/028891 - Survey SMB1644X

Dear Charmaine,

Thank you for the assignment.

Best Regards,

Hueh Yin | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Thursday, August 22, 2024 2:35 PM

To: assignments <assignments@lkkauto.com>; Jeong Choon Hwee (StridesASvcs/ARO/Woodlands WS/Woodlands WS)
<ChoonHwee.Jeong@stridespremier.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; AutoSvs-ARC (Bus) <AutoSvs-ARCBus@smrt.com.sg>

Subject: FW: REF: 23/24/24/VC05/028891 - Survey SMB1644X

Lonpac External - General

Lonpac External - General

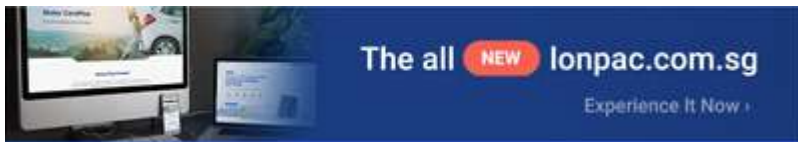
REF: 23/24/24/VC05/028891 (Gerald's case)

Dear Hueh Yin (LKK),

FYNA please.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Jeong Choon Hwee (StridesASvcs/ARO/Woodlands WS/Woodlands WS)

<ChoonHwee.Jeong@stridespremier.com.sg>

Sent: Thursday, August 22, 2024 2:22 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: AutoSvs-ARC (Bus) <AutoSvs-ARCBus@smrt.com.sg>

Subject: Survey SMB1644X

Hi,

Kindly arrange to survey the vehicle **SMB1644X** within 48 hours according to GIA guideline, involving your insured **GBF4980P**.

Bus currently in for survey.

Insurance Company : Lonpac

Regards,
Edy Jeong
9154 1195

DISCLAIMER This electronic mail message and any files transmitted with it are intended exclusively for the individual or entity to which it is addressed. The message, together with any attachment, may contain confidential and/or privileged information. Any unauthorized review, use, printing, saving, copying, disclosure or distribution is strictly prohibited. If you, the reader are not the intended recipient, please do not disclose, disseminate, circulate, copy or use any of the information contained in this email. Please notify us immediately and delete the email and destroy any printed copy.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.