

Carine Kek Phei Ser

From: Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)
<SiauChin.Chan@stridespremier.com.sg>
Sent: Friday, 20 December 2024 3:18 pm
To: III (Letter of Demand)
Cc: Chong Fei Yuan (StridesMSvcs/Finance/Fin Cont); Balqish Binte Abdul Halil (StridesASvcs/Ins & Claims/Bus); Tan Wei Teck (StridesASvcs/Ins & Claims/Bus)
Subject: [EXTERNAL] - OUR REF:BUS/10/24/8013(III) - ACCIDENT ON 22.10.2024 INVOLVING SBS3200X AND PD1064Z ALONG BS: 27211 (Lee Wee Nam Lib)
Attachments: BUS GIA.pdf; BUS INVOICE.pdf; GEARS.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

EXTERNAL EMAIL - This email was sent by a person from outside your organization. Exercise caution when clicking links, opening attachments or taking further action, before validating its authenticity.

Secured by Check Point

Your attachment(s) were cleaned by Check Point Sandblast Threat Extraction.

[Click here](#) to restore the original(s) or contact your system administrator.

You may be required to authenticate, in that case follow these instructions:

1. You will be directed to a page where you would be requested to specify your email address.
2. An email with verification code will be sent to you.
3. Copy the code and return to the attachment recovery page.
4. The email with original attachments will be released to your mailbox.

Please exercise discretion when requesting to release suspicious attachments.

WITHOUT PREJUDICE

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SBS3200X.

Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$3,869.50
Loss of Use	\$1,750.00 (5 days x \$350.00)
Gears Search	\$2.18
Total	\$5,621.68

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

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.

AUTHORIZATION TO ACT

We/I, SMRT BUSES LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SBS 3200X (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 SBS 3200X that was damaged pursuant to the accident which occurred on 22/10/2024 (date) along BS:27211 (LEE WEE NAM LIB) (location) involving vehicle no/s PD 1064Z ("the accident").

We/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 31 (day) of Jan (month) 2025 (year)



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



Signed by "the workshop"
(with chop)

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2024D0012547
Claimant Ref: SBS3200X

We/I, Strides Premier Automotive Services 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\$ 3,869.50 (repair cost), S\$ 1,200.00 (loss of use/rental), S\$ 2.18 (search fee), vehicle no. SBS3200X that was damaged pursuant to the accident which occurred on 22/10/2024 (date) at BS: BS: 27211 (Lee Wee Nam Lib) (location) involving vehicle no. PD1064Z (insured vehicle). This is pursuant to the inspection conducted on 04/11/2024 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SMRT BUSES LTD ("the third party claimant") of vehicle no. SBS3200X 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 SBS3200X (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\$ 5,071.68 to SMRT BUSES LTD.

Dated this 31 day of Jan 2025

CLAIMANT:

Signature:



Signed by "the workshop" (with chop)

Name:

Karen Chan

NRIC:

SXXXX056Z

Address:

60, Woodlands Industrial PE4
S757705

Nationality:

Occupation:

WITNESS:

Signature:



Signed by appointed Surveyor

Name:

LKK Auto Consultants Pte Ltd

NRIC:

199607198R

Address:

51 Ubi Avenue 1
#02-25 Paya Ubi Ind. Park S(408933)

Nationality:

Occupation:

Customer Code : 3000472

SMRT BUSES LTD

28 SOON LEE ROAD
Singapore 628083

Tax Invoice

Inv No. : AWLIV24120021

Date : 12 Dec 2024

Ref : BUS/10/24/8013

WS Job : AWLJ24110039

Terms : 30 Days

Veh No. : SBS3200X

#	Description	Qty	UOM	Unit Price	M/D	Amt
<u>Labour</u>						
1	LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00		3,550.00	0.00	3,550.00
Subtotal:						S\$ 3,550.00

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

Subtotal : S\$ 3,550.00
GST 9.0% : S\$ 319.50
Total : S\$ 3,869.50


JF (Dec 12, 2024 16:43 GMT+8)
Authorised Signature
for **Strides Premier Automotive Services Pte Ltd**

E. & O.E


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

PD1064Z

Date of Accident

22/10/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **India International Insurance ...**

Period of Insurance **19/10/2024 - 18/10/2025**

Requested By **BALQISH BINTE ABDUL HALIL (...)**

Requested Date **03/11/2024 21:47**

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**

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	04 Nov 2024 18:37	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	04 Nov 2024 18:37	Clm Veh Model Changed	(205893) VOLVO B9TL 9.4 D AUTO TURBO ABS (A).	[A] HOW MEI KWAN
3	04 Nov 2024 18:37	Clm Created	Reg No: SBS3200X. Acct Date: 2024/10/22. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: Strides Premier Automotive Services Pte. Ltd. (Woodlands)	[A] HOW MEI KWAN
4	04 Nov 2024 18:37	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	04 Nov 2024 18:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/13	[A] HOW MEI KWAN
6	04 Nov 2024 18:37	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	04 Nov 2024 18:37	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
8	04 Nov 2024 18:37	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
9	05 Nov 2024 15:29	Clm Dtl Modified	Insured Name: -> COMFORTDELGRO BUS PTE LTD. Insured ID: -> 199607256W.	[A] HOW MEI KWAN
10	06 Nov 2024 11:21	Adj Mandate Request	Cur.Req:0.00:PODS LIABILITY: 100%. INSURED DRIVER CHANGED LANE AND HIT 3RD PARTY BUS.	[A] CHEW HSIAO TONG
11	06 Nov 2024 15:00	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2024/11/13	[I] Priya
12	06 Nov 2024 15:00	Adj Mandate Set	Approved:0.00.	[I] Priya
13	09 Jan 2025 13:53	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	09 Jan 2025 13:53	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	09 Jan 2025 13:53	Clm Dtl Modified	JPJ Reg. Date: -> 2012/08/30.	[A] JOANNE LEE KHANG MIN
16	09 Jan 2025 13:53	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	09 Jan 2025 17:17	Adj Mandate Request	Cur.Req:5621.68:Liability: 100% *Quantum: \$5,621.68 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
18	10 Jan 2025 10:31	Adj Mandate Set	Approved:5621.68.	[I] Priya
19	10 Jan 2025 10:32	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2024/11/13. Mandate Remarks: please ensure tax invoice should in the name of India international	[I] Priya
20	10 Jan 2025 10:32	Adj Mandate Set	Approved:5621.68:please ensure tax invoice should in the name of India international	[I] Priya

Date From

Date To

Audit TypeNone

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
3266377	05 Nov 2024 09:20:49	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SBS3200X	PD1064Z	12.00
3310189	09 Jan 2025 13:53:58	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SBS3200X	PD1064Z	12.00