

## Hsiao Tong (LKKAuto)

**From:** Karen Chan Siau Chin (StridesASvcs/Ins & Claims/Bus)  
<SiauChin.Chan@stridespremier.com.sg>  
**Sent:** Monday, 12 August 2024 5:21 PM  
**To:** Claims Dept of CTI  
**Cc:** Tan Wei Teck (StridesASvcs/Ins & Claims/Bus); Chong Fei Yuan (Strides Automotive Services Pte Ltd); Balqish Binte Abdul Halil (StridesASvcs/Ins & Claims/Bus)  
**Subject:** OUR REF:BUS/07/24/5015(CHINATAIPING)- ACCIDENT ON 06.07.2024 INVOLVING SG5874A AND SLZ4581J ALONG Junction of Bukit Batok West Ave 5 and Bukit Batok West Ave 2  
**Attachments:** BUS INVOICE.pdf; GEARS.pdf; BUS SAS.pdf

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WITHOUT PREJUDICE

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5874A. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses:

Cost of Repair	\$ 14,606.00
Loss of Use	\$ 2,100.00 (6 days x \$350.00/day)
Gears	\$ 2.18
<b>Total</b>	<b>\$16,708.18</b>

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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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.

## AUTHORISATION TO ACT

I/We, SMRT BUSES LTD ("the third party claimant") of 60 Woodlands Industrial Park E4  
(address), owner of SG 5874A (vehicle no.) hereby authorize STRIDES PREMIER 8(757705  
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. SG 5874A  
that was damaged pursuant to the accident which occurred on 06/07/2024 (date) along  
JUNCTION OF BUKIT BATOK WEST AVE 5 & BUKIT BATOK WEST AVE 2  
AFTER BS: 40371 (location) involving vehicle no/s SLZ 4581J ("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 Oct (month) 2024 (year)



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



Signed by "the workshop"  
(with chop)

BUS/07/24/5015

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00042942402 Claim No : SNM24D203901/SLZ4581J/C02/LEWLC

Claimant : SMRT BUSES LTD

Amount : **S\$16,108.18**SINGAPORE DOLLARS SIXTEEN THOUSAND ONE HUNDRED EIGHT AND  
CENTS EIGHTEEN 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. : SG5874A

Insured Vehicle No. : SLZ4581J

Date of Loss : 06/07/2024

Place of Accident : JUNCT OF BUKIT BATOK WEST AVE 5 &amp; BUKIT BATOK WEST AVE 2

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 : TAN NGAK CHAI

Driver Name : TAN YOU JIA

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/ <del>Excess</del>	S\$	14,606.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	1,500.00
(4) <del>GIA/Police Reports/</del> Investigation Results/Search Fees	S\$	2.18
(5) Medical Reports/Expenses	S\$	
(6) <del>Survey Fees/P.T. Fees/Towing</del>	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		<b>S\$ 16,108.18</b>

Claimant Name : SMRT Buses LtdNRIC No : 1XXXXX292D

Signature :



Date :

30/10/2024

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD  
SINGAPORE 739484

## Tax Invoice

GST Reg No. : M200951557  
CRN : 199004280Z  
Invoice No. : IV240800072  
Date : 08.08.2024  
Vehicle No. : SG5874A  
Your Ref No. : BUS/07/24/5015  
Our Ref No. : 24121807  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 13,400.00

TOTAL BEFORE GST	\$	13,400.00
ADD GST @ 09 %	\$	1,206.00
GRAND TOTAL	\$	14,606.00

Remark :

Make/Model : MAN A95  
Accident Date : 06.07.2024

### 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.

· 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

*Garvin Rozario*

Garvin Rozario (Aug 11, 2024 14:25 GMT+8)

Authorised Signature

for Strides Premier Automotive Services Pte. Ltd.


## INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

SLZ4581J

Date of Accident

06/07/2024 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **China Taiping Insurance (Sing...**Period of Insurance ..... **03/05/2024 - 02/05/2025**Requested By ..... **BALQISH BINTE ABDUL HALIL (...)**Requested Date ..... **08/07/2024 16:32**

## 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)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 6 August 2024 1:30 PM  
**To:** TANYOUJIE@HOTMAIL.COM; YOUJIATAN6@GMAIL.COM  
**Subject:** ACCIDENT INVOLVING SLZ4581J(CHINA TAIPING) AND SG5874A AT/ALONG BUKIT BATOK WEST AVE 5 TOWARDS BRICKLAND RD (BUKIT BATOK WEST AVE 5 TRAFFIC JUNCTION) ON 06/07/2024

**TAN NGAK CHAI** [By Email Only]  
DRIVER: TAN YOU JIA

Dear Sir/Madam,

**You Ref: SLZ4581J**  
**Our Ref: CD/CTI24070180/Epa3**  
**ACCIDENT INVOLVING SLZ4581J(CHINA TAIPING) AND SG5874A AT/ALONG BUKIT BATOK WEST AVE 5 TOWARDS BRICKLAND RD (BUKIT BATOK WEST AVE 5 TRAFFIC JUNCTION) ON 06/07/2024**

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 SG5874A against your motor insurance policy.

Based on the accident report and all the available information on hand, 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.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

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](mailto: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, 9 September 2024 3:08 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** RE: [SEEK MANDATE] - OUR REF: SNM24D203901/SLZ4581J/C02/LEWLC & YOUR REF. CD/CTI24070180/Epa, SG5874A, TPP DIRECT SETTLEMENT, D.O.A. 06.07.2024

[Confidential]

Hi Hsiao Tong

Please proceed as follows:

1. Cost of Repair (with 9% GST)	\$ 14,606.00 (\$13,400.00 + 9%GST)
2. Loss of Use	\$ 1,200.00 - \$1,800.00 (6days X \$200.00 - \$300.00)
3. LTA/ GIA Search Fee	\$ 2.18
<b>Total</b>	<b><u>\$ 15,808.18 - \$16,408.18</u></b>

Surveyor recommended 4days for repair + 1Sunday + 1PRS = 6days.

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

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 4 September 2024 9:16 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] - OUR REF: SNM24D203901/SLZ4581J/C02/LEWLC & YOUR REF. CD/CTI24070180/Epa, SG5874A, TPP DIRECT SETTLEMENT, D.O.A. 06.07.2024

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[Confidential]

Your ref: **SNM24D203901/SLZ4581J/C02/LEWLC**



LKK ref : CD/CTI24070180/Epa3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SLZ4581J(CHINA TAIPING) AND SG5874A(TP) ON 06/07/2024**

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he collided onto third party bus from behind.

We seek your approval to offer repairer **"STRIDES PREMIER AUTOMOTIVE SERVICES PTE LTD"** at **\$16,408.18 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 9% GST)	\$ 29,232.98	\$ 14,606.00 (\$13,400.00 + 9%GST)
2. Loss of Use (6days x \$350.00)	\$ 2,100.00	\$ 1,800.00 (6days X \$300.00)
3. LTA/ GIA Search Fee	\$ 2.18	\$ 2.18
<b>Total</b>	<b>\$ 31,335.16</b>	<b><u>\$ 16,408.18</u></b>

Surveyor recommended 4days for repair + 1Sunday + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 03/09/2024 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](mailto:chewht@lkkauto.com)

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, July 11, 2024 10:12 AM

**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: SNM24D203901/SLZ4581J/C02/LEWLC & YOUR REF. CD/CTI24070180/Epa, SG5874A, TPP DIRECT SETTLEMENT, D.O.A. 06.07.2024

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

Thank you.

Best Regards,  
**Mei Kwan** | Admin  
Third Party Direct Settlement  
**LKK Auto Consultants Pte Ltd**  
Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>  
**Sent:** Thursday, July 11, 2024 9:25 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM24D203901/SLZ4581J/C02/LEWLC & YOUR REF. CD/CTI24070180/Epa, SG5874A, TPP DIRECT SETTLEMENT, D.O.A. 06.07.2024

[Confidential]

Hi Mei Kwan / Hsiao Tong

Pls refer to attached insured SAS  [SNM24D203901 LKK DS](#)

Thank you.

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](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Wednesday, July 10, 2024 5:12 PM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** OUR REF: SNM24D203901/SLZ4581J/C02/LEWLC & YOUR REF. CD/CTI24070180/Epa, SG5874A, TPP DIRECT SETTLEMENT, D.O.A. 06.07.2024

[Internal]

WITHOUT PREJUDICE  
via EMAIL ONLY

Dear Jenny,

Please refer to the above subject.

Kindly **assist LKK Auto on D.S SG5874A** soonest possible.

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

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

Thank you

Angie Foo  
Claims Department

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, July 10, 2024 3:05 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SLZ4581J (OI : CTI - TBA) and SG5874A (TP : LKK REF - CD/CTI24070180/Epa) on 06.07.2024

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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](mailto:MeiKwan@lkkauto.com)