

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN3056761600

Claim No : SNM17D01054C02/5

Claimant : SMRT TAXIS PTE LTD

Amount : S\$1,100.00

SINGAPORE DOLLARS ONE THOUSAND ONE HUNDRED 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. : SHB 429S

Insured Vehicle No. : YP 2835P

Date of Loss : 16/02/2017

Place of Accident : CHUA CHU KANG CEMETERY PATH

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 : MEGALOW CONTRACTOR

Driver Name : BAY ENG KIANG

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) Global Sum (all in)

S\$ 1,100.00

=====

TOTAL . . . . . S\$ 1,100.00

=====

Claimant Name : \_\_\_\_\_

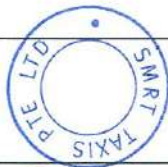
NRIC No : \_\_\_\_\_

3 KXXX706F

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

22 APR 2020



## **AUTHORIZATION TO ACT**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 (S)757705** (address), owner of **SHB 429S** (vehicle no.) hereby authorize **SMRT 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 **SHB 429S** that was damaged pursuant to the accident which occurred on **16/02/2017** (date) along **CHOA CHU KANG CEMETERY PATH** (location) involving vehicle no/s **YP 2835P** ("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 TAXIS PTE 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 22 (day) of April (month) 2020 (year)



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



Signed by "the workshop"  
(with chop)



AR REGISTERED

SMRT AUTOMOTIVE SERVICES PTE LTD  
60 Woodlands Industrial Park E4  
Singapore 757705  
Tel : 65 6866 2652  
Fax : 65 6368 7421  
www.smrt.com.sg

China Taiping Insurance  
c/o LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1  
#01-25 Paya Ubi Industrial Park  
Singapore 408933

Date : 06/04/2017

Our Ref.: TAX/02/17/2128/EB

Your Ref.: TBA

Dear Sirs,

ACCIDENT INVOLVING SHB429S AND YP2835P  
ON 16/02/2017 ALONG CHINESE CEMETERY PATH 11

LETTER OF CLAIM

We claim on behalf of SMRT TAXIS PTE LTD, owner/hirer of the vehicle Reg. No.: SHB429S. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	<u>\$769.40</u>
2. Loss of Use for _____ days @ S\$ _____/day	:	<u>                    </u>
3. Loss of Rental for <u>2</u> days @ S\$ <u>127.33</u> /day	:	<u>\$254.66</u>
4. Loss of Income for <u>2</u> days @ S\$ <u>60.00</u> /day	:	<u>\$120.00</u>
5. Police Report/ SAS Report/ LTA Search Fee	:	<u>\$5.00</u>
6. Survey Fee	:	<u>                    </u>
7. Others	:	<u>                    </u>
Total Claims :		<u>\$1149.06</u>

We enclose the following documents :

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Repair Invoice                        | <input checked="" type="checkbox"/> Letter of Authorisation |
| <input type="checkbox"/> Survey Report                                    | <input checked="" type="checkbox"/> LTA Search result       |
| <input type="checkbox"/> Photographs _____ pcs                            | <input checked="" type="checkbox"/> Others :                |
| <input type="checkbox"/> Investigation results                            | 1. <u>Laid-up Report</u>                                    |
| <input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income    | 2. <u>                                    </u>              |
| <input checked="" type="checkbox"/> Police / SAS report of <u>SHB429S</u> | 3. <u>                                    </u>              |

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

Yours sincerely,  
SMRT AUTOMOTIVE SERVICES PTE LTD

C.C

Eileen Bay  
For Manager, Claims  
Claims Department



Our Ref : TAX/02/17/2128/EB

Date : 13/03/2017

To : Claims Department

From : SMRT Taxis

ACCIDENT INVOLVING SHB429S AND YP2835P ON 16/02/2017 ALONG CHINESE CEMETERY PATH  
11

**CONFIRMATION OF TAXI RENTAL**

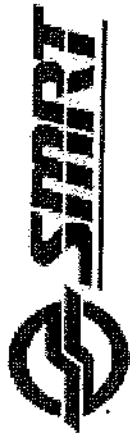
This is to confirm the daily taxi rental rate for taxi registration no. SHB429S is \$127.33/day.

Kindly proceed to recover any rental loss from the third party as a result of this accident.

Thank you



For Manager  
SMRT Taxis Pte Ltd



Accident Vehicle Laid-Up Report

Registration No. : SHB429S                      Accident Case No. : TAX/02/17/2128  
Make / Model : TOYOTA PRIUS                      Ref. No. : 24087984

Date and Time Vehicle off-road for Accident Repair : 22.02.2017 10:15:00  
Date and Time Repair Completed : 24.02.2017 13:26:01

Remarks :

Generated by : POHSUAN

Printed on : 27.02.2017





SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV170300234  
Date : 09.03.2017  
Vehicle No. : SHB429S  
Your Ref No. : TAX/02/17/2128  
Our Ref No. : 24087984  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
<b>Parts</b>					
BUMPER, REAR: FOR TOYOTA PRIUS TAXI	1.00	\$ 458.60	(100.00)	\$ 458.60	\$ 0.00
BUMPER CLIPS	0.00	\$ 1.61	(25.00)	\$ 0.00	\$ 0.00
COVER, BUMPER LIP: R/RH, FOR TOYOTA PRIUS	0.00	\$ 118.10	(25.00)	\$ 0.00	\$ 0.00
BUMPER SEAL, RR RH	0.00	\$ 65.70	(25.00)	\$ 0.00	\$ 0.00
RETAINER, BUMPER: SIDE, R/RH, TOYOTA PRIUS	0.00	\$ 94.80	(25.00)	\$ 0.00	\$ 0.00
SENSOR REVERSE	0.00	\$ 180.00	(0.00)	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	(0.00)	\$ 0.00	\$ 120.00
TAIL LAMP BRACKET, RH	0.00	\$ 30.70	(25.00)	\$ 0.00	\$ 0.00
LAMP, TAIL: RH, FOR TOYOTA PRIUS TAXI	0.00	\$ 557.80	(10.00)	\$ 0.00	\$ 0.00
FENDER RR/RH	1.00	\$ 766.80	(100.00)	\$ 766.80	\$ 0.00
SMRT LOGO	1.00	\$ 7.80	(0.00)	\$ 0.00	\$ 7.80
STICKER DECAL 6555 8888	1.00	\$ 21.60	(0.00)	\$ 0.00	\$ 21.60
LINER, FENDER: R/RH, FOR TOYOTA PRIUS TAXI	0.00	\$ 141.30	(25.00)	\$ 0.00	\$ 0.00
TYRE: 195/65R15, FOR TOYOTA PRIUS TAXI	0.00	\$ 126.74	(0.00)	\$ 0.00	\$ 0.00
RIM, TYRE: FOR TOYOTA PRIUS TAXI	0.00	\$ 1490.20	(25.00)	\$ 0.00	\$ 0.00
QUARTER GLASS RR/RH	0.00	\$ 846.50	(25.00)	\$ 0.00	\$ 0.00
SEALANT W/SCREEN	0.00	\$ 37.00	(0.00)	\$ 0.00	\$ 0.00
Sub-Total					\$ 149.40
<b>Labour</b>					
TO REPAIR RH REAR PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00

**Others**

Authorised Signature  
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

### Tax Invoice

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV170300234  
Date : 09.03.2017  
Vehicle No. : SHB429S  
Your Ref No. : TAX/02/17/2128  
Our Ref No. : 24087984  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$ 0.00	\$	20.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$	0.00
TO REMOVE & REFIT REAR QUARTER GLASS RH	0.00	\$ 120.00	0.00	\$ 0.00	\$	0.00
TO PROVIDE LABOUR & MATERIAL FOR SOLAR FILM (NET)	0.00	\$ 125.00	0.00	\$ 0.00	\$	0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	0.00	\$ 120.00	0.00	\$ 0.00	\$	0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$	0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	0.00	\$ 120.00	0.00	\$ 0.00	\$	0.00
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$	200.00
TO RESPRAY REAR FENDER RH	1.00	\$ 200.00	0.00	\$ 0.00	\$	200.00
TO RESPRAY RIM	0.00	\$ 180.00	0.00	\$ 0.00	\$	0.00
GRAND TOTAL						\$ 769.40

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 16.02.2017

N.B. Payment by cheque should be crossed and  
made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## SINGAPORE ACCIDENT STATEMENT

### IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy ability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. This report will be forwarded by the insurers of the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### ACCIDENT STATEMENT

Date Of Report	17/02/2017 16:56
Date Of Accident	16/02/2017 08:55
Exact Location Of Accident	CHINESE CEMETERY PATH 11
Country/State of Loss	Singapore

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SHB429S
Insured/Policyholder	
Name Of Registered Owner	SMRT TAXIS PTE LTD
Co Reg No	198905369K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	Office-80000000
<b>Vehicle Particulars</b>	
Manufacturer	TOYOTA
Model	PRIUS TAXI-1.8 (A)
Exact Purpose for which vehicle was being used at time of accident	HIRE AND REWARD
Are you claiming under your own insurance policy for repair to your vehicle?	No
If No, Please state action to be taken	Third Party
Vehicle Category	Taxi
<b>Insurance Company</b>	
Name of Insurance Company	First Capital Insurance Ltd
Type Of Coverage	Third Party Fire and/or Theft
Fleet Policy	Yes
Policy Number	D-IIO27591MFSH
Cover Note Number	
<b>Driver</b>	
Name of Driver	MOHAMMED LATIFF BIN MOHAMMED ALI
NRIC No	S1753066F
Date Of Birth	30/01/1966
Occupation	Outdoor
Date Of Driving Pass	26/11/1997
Driving Experience	19 Years And 2 Months
Gender	Male
Mobile Number	
Fax Number	
Contact Number	
Email Address	NOEMAIL



Address

Postcode

Was driver an employee of the Insured's Company No

If No, Relationship of the Driver with the Insured Other - HIRER

Vehicle Registration Number of Driver's Own Vehicle

Insurance Company of Driver's Own Vehicle

### General Information of the Accident

Type Of Accident Side Swipe- Opposite Direction

Weather Conditions Clear

Road Surface Dry

### Other Information

Was any foreign vehicle involved in this accident? No

Was any body injured in the Accident? No

Was any other material or property damaged? Yes

I have been approached by unknown person(s) soliciting/offering accident claims assistance. No

Number of Passengers (Including Driver) 1

### Details of Police Action

Was the accident reported to the police? No

If Yes, Please state which Police Station

Was notice of intended Prosecution given? No

If Yes, against whom?

### Circumstances of Accident

MY TAXI WAS STATIONARY ALONG THE ROAD SIDE AFTER MY PASSENGER HAD ALIGHTED. SUDDENLY THE VEHICLE YP2835P FROM THE OPPOSITE DIRECTION SQUEEZE THROUGH FROM MY RIGHT SIDE AND COLLIDED ONTO THE RIGHT REAR PORTION OF MY TAXI.

### Attachment(s)

Are accident photos available for attachment? Yes

Was there any video captured by Car Camera? No

Was there any audio recorded? No

### DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number YP2835P

Vehicle Make/Model/Colour

Details Of Properties

Name of Driver

NRIC/Passport Number

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

### Details of Witness

Name

Phone Number

Email Address

Describe Circumstances of the Accident

Diagram illustrating the circumstances of the accident:

Cemetery,

TAXI

LORRY

Cemetery,

Declaration

We declare the foregoing particulars are true in every respect.



*[Signature]*

17/02/17.

*[Signature]* 17/2/17

Policyholder's Signature / Date & Time

Driver's Signature (If driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

## SKETCH PLAN

### IMPORTANT NOTICE

1. Please report **correctly** the details of the accident to speed up the claims process.
2. This Form must be **completed by the Policyholder and/or the Authorised Driver**.
3. Information provided must be as **truthful and accurate as possible**. Any wilful misrepresentation or withholding of material facts may allow insurance companies to **repudiate policy liability**.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. **Any false reporting may be referred to the Police for investigation.**
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.

### 8. Consent under the Personal Data Protection Act (PDPA)

I understand, acknowledge, agree and consent that:

(a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' lawyers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:

(i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;

(ii) investigating the accident and/or my claims;

(iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;

(iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or

(v) complying with applicable law in administering, processing, handling and/or dealing with my claims.

(collectively the "Purposes")

(b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' lawyers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and

(c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their lawyers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.



*[Signature]*

17/02/17

*[Signature]*

Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

Sketch Plan

Grid area for sketch plan.





Date:

Our Ref. No.:

## Letter of Authorisation

I, MOHAMMED LATIFF BIN MOHAMMED ALI (NRIC No.: S1753066F) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHB 4295 hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and YP 2835P happened on 16/2/2017 @ along CHINESE CEMETARY PATH 11

(the "Accident") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name: MOHAMMED LATIFF BIN MOHAMMED ALI Signature:   
NRIC No.: S1753066F  
Tel No.: 816666401  
Address: #08-266, BUC 76, TOWER BUNGALOW PR.  
S100076

Text size + -

**Enquire Transaction History****Transaction History Details**

Log Date/Time:	22 Feb 2017 / 10:25:58		
Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	YP2835P		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20170222102558662019

Search Date / Time: 16 Feb 2017 08:57:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)

Land Transport Authority

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Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/CTH17003784/K1yb3

17 MARCH 2017

**MEGALOW CONTRACTOR**  
BLK 115 RIVERVALE WALK  
#06-15  
SINGAPORE 540115

Dear Sir/Madam,

**ACCIDENT INVOLVING YP 2835P & SHB 429S ALONG/AT CHOA CHU  
KANG CEMETERY PATH ON 16/02/2017**

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 27/03/2017, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please call us if you have further queries.

Yours faithfully,

Jas Khine  
Case Handler  
DID: 6841 2928  
FAX: 6741 4108  
Email: [jaskhine@lkkauto.com](mailto:jaskhine@lkkauto.com)

c.c. *China Taiping Insurance (Singapore) Pte Ltd*  
*(Motor Claims Dept)*

## Vic (LKKAUTO)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Wednesday, 22 April, 2020 2:10 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3  
**Attachments:** img-422135903-0001.pdf

Dear Vic,

We attach the duly signed amended DV for your necessary action. Please let us have III's payment for \$1,100.00 payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Wednesday, April 22, 2020 11:22 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Jasper Chua (LKK Auto); Vic (LKKAUTO)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Without Prejudice

Dear Lee Gek,

We thank you for the information.

Please find attached amended DV.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Wednesday, 22 April, 2020 11:19 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Jasper Chua (LKK Auto)

**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We just realised that your DV amount on top stated \$567.03 but the total amount below stated as \$1100.00. Please confirm the actual settlement sum as we can only accept \$1100. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Wednesday, April 22, 2020 11:10 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Jasper Chua (LKK Auto)

**Subject:** [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We attach the duly signed DV and ATA for your necessary action. Please let us have III's payment for \$1,100.00 payable to **SMRT TAXIS PTE LTD**.

Please let us know if you still need the hard copy as most people are now working from home and are unable to pass same to your surveyor.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Saturday, April 18, 2020 11:59 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Vic (LKKAuto); Jasper Chua (LKK Auto)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer further to your below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we are prepared to improve and increase our offer a global sum of **\$1,100.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA and **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT TAXIS PTE LTD**.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Monday, 16 December, 2019 4:09 PM  
**To:** Vic (LKKAUTO)  
**Cc:** CS A Team; Admin A  
**Subject:** [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lq) // LKK Ref: CC3/CTI17003784/K1hb3

**URGENT  
FINAL REMINDER**

Dear Vic,

Since we have provided the evidence, please let us know by **23<sup>rd</sup> December 2019** if your principal is agreeable to settle our claim at \$1,129.00 as counter-proposed. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 17/09/2019 10:46  
**To:** Vic  
**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lq) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We have given the video footage (captured by driver's mobile phone) on 10/9/2018. Same is attached and it clearly showed that our taxi was stationary and your insured's lorry tried to squeeze through the single lane and hit onto the right rear portion of our stationary taxi.

As such, we are not agreeable to accept your offer of \$567.03. We are only prepared to accept a global sum of \$1,129.00 (all in).

Please reconsider your offer and let us hear from you by **25<sup>th</sup> September 2019**. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd





---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 16/09/2019 18:00  
**To:** Vic  
**Subject:** RE: [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

Kindly ignore our email sent earlier at 17:50hrs. We will revert to you tomorrow as we are unable to access to our workshop PC as they closes at 5pm. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 16/09/2019 17:50  
**To:** Vic (LKKAuto)  
**Cc:** Admin A  
**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We will pass the original signed DV and ATA to your surveyor when he is here. Please let us have China Taiping's cheque for \$567.03 payable to **SMRT TAXIS PTE LTD**.

Thanks for the settlement especially those old cases.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** 10/09/2019 17:49  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** RE: [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer further to the below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we maintain our offer of a 50/50 settlement to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA an **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT TAXIS PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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---

**From:** Olivia Lau (LKKAuto)

**Sent:** Friday, 6 July, 2018 5:35 PM

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Poh Kin (LKKAuto)

**Cc:** CS A Team; Admin A

**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1fb3

LKK Ref: CC3/CTI17003784/K1fb3

Hi Lee Gek,

Thank you for your email. This case will be handled by Poh Kin.

Kindly hold.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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



-----Original Message-----

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

Sent: Friday, 6 July, 2018 5:21 PM

To: CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Subject: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P  
(Our Ref: TAX/02/17/2128/lg)

URGENT

FINAL REMINDER

Dear All,

Despite providing the video footage and our reminder sent more than 6 months ago, to-date we have yet to hear from you regarding our email of 26/4/2017 (copy attached).

Please let us have your offer by 13th July 2018 otherwise we shall have no option but to write direct to your principal. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

## Vic (LKKAUTO)

---

**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Saturday, 18 April, 2020 9:57 AM  
**To:** Vic (LKKAUTO); Admin A  
**Cc:** Irene Tay; Claims Dept of CTI; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAUTO)  
**Subject:** Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017  
**Attachments:** VIDEO-2019-09-17-10-26-18.mp4  
**Importance:** High

LKK REF - CC3/CTI17003784/Khb3  
CTPIS REF – SNM17D01054C02/5(gzw/hsy/cml/thp)

Dear Vic

Please proceed to negotiate the property damage claim at best possible terms.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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---

**From:** Claims Dept of CTI  
**Sent:** Friday, April 17, 2020 10:17 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** FW: Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017  
**Importance:** High

Dear All,

Please note that officer in charge – Irene Tay

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

**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:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Friday, April 17, 2020 7:08 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017

**Importance:** High

Dear Sir/Madam,

We refer to the above matter.

Please be informed that TP had rejected our offer of 50/50 liability and insisted on a 100% liability in their favour.

TP had provided to us a copy of their client's video footage. TP repairer insisted that their client was stationary and that our Insured vehicle squeezed in and caused the collision.

In view of the above, we would like to settle the matter at best.

For your approval and/or further instructions if any.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Vic (LKKAUTO)  
**Sent:** Thursday, 5 March, 2020 10:34 AM  
**To:** Claims Dept of CTI  
**Cc:** Admin A; Vic (LKKAUTO); Alfred Toh  
**Subject:** Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017

Dear Sir/Madam,

We refer to the above matter.

Please be informed that TP had rejected our offer of 50/50 liability and insisted on a 100% liability in their favour.

TP had provided to us a copy of their client's video footage. TP repairer insisted that their client was stationary and that our Insured vehicle squeezed in and caused the collision.

In view of the above, we would like to settle the matter at best.

For your approval and/or further instructions if any.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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## Vic (LKKAUTO)

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Wednesday, 22 April, 2020 2:10 PM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3  
**Attachments:** img-422135903-0001.pdf

Dear Vic,

We attach the duly signed amended DV for your necessary action. Please let us have III's payment for \$1,100.00 payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Wednesday, April 22, 2020 11:22 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Jasper Chua (LKK Auto); Vic (LKKAUTO)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Without Prejudice

Dear Lee Gek,

We thank you for the information.

Please find attached amended DV.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Wednesday, 22 April, 2020 11:19 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Jasper Chua (LKK Auto)

**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We just realised that your DV amount on top stated \$567.03 but the total amount below stated as \$1100.00. Please confirm the actual settlement sum as we can only accept \$1100. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Wednesday, April 22, 2020 11:10 AM

**To:** Vic (LKKAuto)

**Cc:** Admin A; Jasper Chua (LKK Auto)

**Subject:** [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We attach the duly signed DV and ATA for your necessary action. Please let us have III's payment for \$1,100.00 payable to **SMRT TAXIS PTE LTD**.

Please let us know if you still need the hard copy as most people are now working from home and are unable to pass same to your surveyor.

Regards

Tan Lee Gek (DID: 6556 3548)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** Saturday, April 18, 2020 11:59 AM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Vic (LKKAuto); Jasper Chua (LKK Auto)  
**Subject:** RE: [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer further to your below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we are prepared to improve and increase our offer a global sum of **\$1,100.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA and **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT TAXIS PTE LTD**.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Monday, 16 December, 2019 4:09 PM  
**To:** Vic (LKKAUTO)  
**Cc:** CS A Team; Admin A  
**Subject:** [CTI]: URGENT / REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

**URGENT  
FINAL REMINDER**

Dear Vic,

Since we have provided the evidence, please let us know by **23<sup>rd</sup> December 2019** if your principal is agreeable to settle our claim at \$1,129.00 as counter-proposed. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 17/09/2019 10:46  
**To:** Vic  
**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We have given the video footage (captured by driver's mobile phone) on 10/9/2018. Same is attached and it clearly showed that our taxi was stationary and your insured's lorry tried to squeeze through the single lane and hit onto the right rear portion of our stationary taxi.

As such, we are not agreeable to accept your offer of \$567.03. We are only prepared to accept a global sum of \$1,129.00 (all in).

Please reconsider your offer and let us hear from you by **25<sup>th</sup> September 2019**. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd





---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 16/09/2019 18:00  
**To:** Vic  
**Subject:** RE: [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

Kindly ignore our email sent earlier at 17:50hrs. We will revert to you tomorrow as we are unable to access to our workshop PC as they closes at 5pm. Thanks.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 16/09/2019 17:50  
**To:** Vic (LKKAuto)  
**Cc:** Admin A  
**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

Dear Vic,

We will pass the original signed DV and ATA to your surveyor when he is here. Please let us have China Taiping's cheque for \$567.03 payable to **SMRT TAXIS PTE LTD**.

Thanks for the settlement especially those old cases.

Regards  
Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



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**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]  
**Sent:** 10/09/2019 17:49  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** RE: [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1hb3

WITHOUT PREJUDICE

Dear Lee Gek,

We refer further to the below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we maintain our offer of a 50/50 settlement to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA and **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT TAXIS PTE LTD.**

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Olivia Lau (LKKAuto)

**Sent:** Friday, 6 July, 2018 5:35 PM

**To:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Poh Kin (LKKAuto)

**Cc:** CS A Team; Admin A

**Subject:** [CTI]: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P (Our Ref: TAX/02/17/2128/lg) // LKK Ref: CC3/CTI17003784/K1fb3

LKK Ref: CC3/CTI17003784/K1fb3

Hi Lee Gek,

Thank you for your email. This case will be handled by Poh Kin.

Kindly hold.

Best Regards,

**Olivia Lau** | Admin Manager

**LKK Auto Consultants**

phone: 6256-3561 | email: [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com) | fax: 6741-4108

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



-----Original Message-----

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:LeeGek@smrt.com.sg>]

Sent: Friday, 6 July, 2018 5:21 PM

To: CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Subject: URGENT / FINAL REMINDER Re: Accident on 16/2/2017 involving SHB 429S & YP 2835P  
(Our Ref: TAX/02/17/2128/lg)

URGENT

FINAL REMINDER

Dear All,

Despite providing the video footage and our reminder sent more than 6 months ago, to-date we have yet to hear from you regarding our email of 26/4/2017 (copy attached).

Please let us have your offer by 13th July 2018 otherwise we shall have no option but to write direct to your principal. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

## Vic (LKKAUTO)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Saturday, 18 April, 2020 9:57 AM  
**To:** Vic (LKKAUTO); Admin A  
**Cc:** Irene Tay; Claims Dept of CTI; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAUTO)  
**Subject:** Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017  
**Attachments:** VIDEO-2019-09-17-10-26-18.mp4  
**Importance:** High

LKK REF - CC3/CTI17003784/Khb3  
CTPIS REF – SNM17D01054C02/5(gzw/hsy/cml/thp)

Dear Vic

Please proceed to negotiate the property damage claim at best possible terms.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Best Regards

Alfred Toh  
Senior Executive  
Claims Department  
China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: 65 6389 6183  
Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)  
[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG

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**From:** Claims Dept of CTI  
**Sent:** Friday, April 17, 2020 10:17 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** FW: Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017  
**Importance:** High

Dear All,

Please note that officer in charge – Irene Tay

### **NOTICE :**

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Thank you  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

**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:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Friday, April 17, 2020 7:08 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017

**Importance:** High

Dear Sir/Madam,

We refer to the above matter.

Please be informed that TP had rejected our offer of 50/50 liability and insisted on a 100% liability in their favour.

TP had provided to us a copy of their client's video footage. TP repairer insisted that their client was stationary and that our Insured vehicle squeezed in and caused the collision.

In view of the above, we would like to settle the matter at best.

For your approval and/or further instructions if any.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAUTO)  
**Sent:** Thursday, 5 March, 2020 10:34 AM  
**To:** Claims Dept of CTI  
**Cc:** Admin A; Vic (LKKAUTO); Alfred Toh  
**Subject:** Direct Settlement - Accident Involving YP2835P (OI : CAI - SNM17D01054C02/5) and SHB429S (TP : LKK REF - CC3/CTI17003784/Khb3) on 16.02.2017

Dear Sir/Madam,

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For your approval and/or further instructions if any.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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