

Jas Khine (LKKAUTO)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Friday, 16 March 2018 10:10 AM
To: Jas Khine (LKKAUTO); Admin A
Cc: Alfred Toh; Hwang Shiang Yi; KKLau; Olivia Lau (LKKAUTO); Hsiao Tong (LKKAUTO)
Subject: RE: MANDATE REQUEST...Accident Involving GT7184T (OI : SNM17D06547C02/4) AND TIB1120M (TP : LKK REF - CC3/CTI17022184/R1ya3) on 10/11/2017

Follow Up Flag: Follow up
Flag Status: Completed

LKK REF - CC3/CTI17022184/R1ya3
CTI REF - SNM17D06547C02/4 (GT7184T)

Dear Jas

We refer to your email pertaining to the above matte.

Please proceed to offer/negotiate/resolve claim as follow:

Cost of repairs	\$2,500.00
Loss of us (\$325.00 x 2 days)	\$ 650.00
LTA Search fee	<u>\$ 5.00</u>
Total	\$3,155.00
	=====

We await your payment advice to enable Boon Sen to act accordingly.

Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte Ltd
3 Anson Road
#15-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID : +65 6389 6183
FAX: +65 6224 7175/6224 7478
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com
Website: www.sg.cntaiping.com

Disclaimer :

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From: Jas Khine (LKKAUTO) [mailto:jaskhine@lkkauto.com]
Sent: Tuesday, March 13, 2018 1:05 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: MANDATE REQUEST...Accident Involving GT7184T (OI : SNM17D06547C02/4) AND TIB1120M (TP : LKK REF - CC3/CTI17022184/R1ya3) on 10/11/2017

Dear Sir,

Further to the below matter.

Kindly advise your mandate approval for our further negotiating and settlement as TP repairer is chasing us.

Thank you.

Best Regards,
Jas Khine | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jas Khine (LKKAuto)
Sent: Monday, 5 March 2018 11:08 AM
To: claimsdept@sg.cntaiping.com
Cc: 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; 'alfred.toh@sg.cntaiping.com' <alfred.toh@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GT7184T (OI : CTI - TBA) AND TIB1120M (TP : LKK REF - CC3/CTI17022184/R1ya3) on 10/11/2017

Dear Boon Seng,

Further to the below matter.

This is a case of where OI rear ended to TP vehicle.

We did clarify with OI the nature of accident, he agreed to settle and aware of NCD issue.

Summary to offer to repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" is as follows:

	Claimed Amount	Revised Amount
Cost of Repairer	\$ 3,382.83	\$ 2,500.00
Loss of use (\$350 x 2 days)	\$ 700.00	\$ 700.00
LTA Search Fee	\$ 5.00	\$ 5.00
Total	\$ 4,087.83	\$ 3,205.00

Surveyor recommended 2 working days.

Kindly let us have your instruction/approval/comments if any.

Thank you.

Best Regards,
Jas Khine | Case Handler

LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 21 November 2017 3:39 PM
To: claimsdept@sg.cntaiping.com
Cc: Irene.tay@sg.cntaiping.com; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving GT7184T (OI : CTI - TBA) AND TIB1120M (TP : LKK REF - CC3/CTI17022184/R1ya3) on 10/11/2017

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We have inspected TP vehicle TIB 1120M at M/s SMRT Automotive Services Pte Ltd - Woodlands.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Jas and she can be contacted at DID: 6841 2928.

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

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Friday, 16 March, 2018 11:03 AM
To: 'Jas Khine (LKKAuto)'
Cc: CS A Team; Admin A
Subject: Pend DV \$3155 : BUS/11/17/7025/AW - ACCIDENT INVOLVING 17 METRES BUS TIB1120M AND GT7184T ON 10 NOV 2017 ALONG JUNCTION OF YISHUN AVE 2 AND YISHUN CENTRAL .

BUS/11/17/7025/AW

Without Prejudice. Save as to Costs.

Dear Jas,

Offer of \$3155 is accepted. Please let us have China Taiping's DV soon. Thank you.

Audrey Woo
Claims Department
DID : 6866 2651
FAX : 6368 7421
Email : audrey@smrt.com.sg
SMRT Buses Ltd
6 Ang Mo Kio Street 62 Singapore 569140



From: Jas Khine (LKKAuto) [mailto:jaskhine@lkkauto.com]
Sent: Friday, 16 March, 2018 10:58 AM
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Cc: CS A Team; Admin A
Subject: RE: BUS/11/17/7025/AW - ACCIDENT INVOLVING 17 METRES BUS TIB1120M AND GT7184T ON 10 NOV 2017 ALONG JUNCTION OF YISHUN AVE 2 AND YISHUN CENTRAL .

WITHOUT PREJUDICE

Dear Audrey,

Further to the below matter.

On without prejudice basis, we have our Principal instruction to settle your client's claim as follow;

Cost Of Repair	\$	2,500.00
Loss of use (\$325.00 x 2 days)	\$	650.00
LTA Search Fee	\$	5.00
Total	\$	3,155.00

Kindly let us have your acceptance.

Thank you.



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

Via LKK

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road
#16-00 Springleaf Tower
Singapore 079909

Date : 30 January 2018

Our Ref. BUS/11/17/7025/AW

Dear Sirs,

ACCIDENT INVOLVING 17 METRES BUS TIB1120M AND GT7184T ON 10 NOV 2017 ALONG JUNCTION OF YISHUN AVE 2 AND YISHUN CENTRAL .

LETTER OF CLAIM

We claim on behalf of **SMRT BUSES LTD**, owner/hirer of the vehicle Reg. No.: TIB1120M. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 2500.00
2. Loss of Use for 2 days @ S\$ 350 /day	:	\$ 700.00
3. Loss of Rental for _____ days @ S\$ _____ /day	:	
4. Loss of Income for _____ days @ S\$ _____ /day	:	
5. Police Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
6. Survey Fee	:	
7. Others	:	
Total Claims :		\$ 3205.00

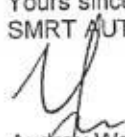
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We enclose the following documents :

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

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 BUSES LTD**

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD


Audrey Woo
For Manager, Claims
Claims Department

FR-AS-CLM-02 REV 2

Jas Khine (LKKAuto)

From: Jas Khine (LKKAuto)
Sent: Monday, 11 December, 2017 1:59 PM
To: 'EZEKIELTRADINGENTERPRISE@GMAIL.COM'
Subject: ACCIDENT INVOLVING GT 7184T & TIB 1120M ALONG/AT YISHUN AVE 2 (OPPOSITE NORTHPOINT) SHOPPING CENTRE ON 10/11/2017

Our Ref: CC3/CTI17022184/R1ya3

11 DECEMBER 2017

EZEKIEL TRADING ENTERPRISE

Dear Sir/Madam,

ACCIDENT INVOLVING GT 7184T & TIB 1120M ALONG/AT YISHUN AVE 2 (OPPOSITE NORTHPOINT) SHOPPING CENTRE ON 10/11/2017

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.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

This also refers to our earlier tele-conversation with Mr Joseph.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Thank you.

Best Regards,

Jas Khine | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jaskhine@lkkauto.com | fax: 6741-4108

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

SMRT Ref: BUS/11/17/7025/AW

AUTHORISATION TO ACT

I/We, SMRT BUSES LTD ("the third party claimant") of 6 ANG MO KIO STREET 62, SINGAPORE 569140 (address), owner of TIB 1120M (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. TIB 1120M that was damaged pursuant to the accident which occurred on 10/11/2017 (date) along YISHUN AVE 2 (OPPOSITE NORTHPOINT SHOPPING CENTRE) (location) involving vehicle no/s GT 7184T ("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 the 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 16 (day) of March (month) 2018 (year)





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





Signed by "the workshop"
(with chop)

CHQ \$3155 is to be issued to SMRT BUSES LTD

SMRT Ref: BUS/11/17/7025/AW

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN1723091700
Claimant : SMRT BUSES LTD

Claim No : SNM17D06547C02

Amount : S\$3,155.00
SINGAPORE DOLLARS THREE THOUSAND ONE HUNDRED AND FIFTY FIVE 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. : T1B 1120M
Insured Vehicle No. : GT 7184T

Date of Loss : 10/11/2017
Place of Accident : YISHUN AVE 2 (OPP NORTHPOINT SHOPPING CENTRE)

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 : EZEKIEL TRADING ENTERPRISE
Driver Name : TAYE WHYE SENG

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/Excess	S\$	2,500.00
(3) Loss of Use/Rental/Earning/Income	S\$	650.00
(4) GIA/Police Report Investigation Results/Search Fees	S\$	5.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL	S\$	3,155.00

Claimant Name : SMRT BUSES LTD  NRIC No : -

Signature : Audrey Wio  Date : 16 March 2018

CHQ \$3155 is to be issued to SMRT BUSES LTD.



Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



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. : IV180100594
Date : 26.01.2018
Vehicle No. : TIB1120M
Your Ref No. : BUS/11/17/7025
Our Ref No. : 24093227
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,500.00
GRAND TOTAL					\$ 2,500.00

Remark :

Make/Model : MERCEDES 0405G
Accident Date : 10.11.2017

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

Enquire Transaction History

Transaction History Details

Log Date/Time: 17 Nov 2017 / 16:23:47

Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	GT7184T		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20171117162347813031

Search Date / Time: 10 Nov 2017 13:07:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

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

Enquire Related Logs OK