

Bevan Lim (LKK Auto)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 29 March 2018 2:10 PM
To: Admin A; Shirley Hiew (LKK Auto)
Cc: Chong Boon Sen; Alfred Toh; Hsiao Tong (LKKAuto); KKLau
Subject: RE: REQUEST MANDATE APPROVAL - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017 / OUR REF: SNM17D7131C03

LKK'S REF: CC3/CTI17023921/Sya3
CTI'S REF: SNM17D07131C02/1 (SKG9981S)

Dear Jas and/or Officer-In-Charge

We refer to the above matter.

Please proceed to resolve the property damage claim at \$3,757.10.

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

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From: Jas Khine (LKKAuto) [mailto:jaskhine@lkkauto.com]
Sent: Monday, March 12, 2018 5:59 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Subject: FW: REQUEST MANDATE APPROVAL - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017 / OUR REF: SNM17D7131C03

Dear Sir,

Further to the below matter.

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

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: Wednesday, 28 February 2018 7:01 PM
To: 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>
Cc: 'alfred.toh@sg.cntaiping.com' <alfred.toh@sg.cntaiping.com>; 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>
Subject: REQUEST MANDATE APPROVAL - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017 / OUR REF: SNM17D7131C03

Dear Sir,

Further to the below matter.

We proposed to offer to repairer "**SMRT AUTOMOTIVE SERVICES PTE LTD**" as follows:

	Claimed Amount	Revised Amount	
Cost of Repair	\$ 6,869.40	\$ 3,050.00	
Loss of rental (\$73.83 x 5 days)	\$ 369.15	\$ 332.24	(\$73.83 x 4.5 days)
Loss of income (\$82.19 x 5 days)	\$ 410.95	\$ 369.86	(\$82.19 x 4.5 days)
LTA Search Fee	\$ 5.00	\$ 5.00	
Total	\$ 7,654.50	\$ 3,757.10	

Our surveyor recommended 3 working days + 1/2 day downtime + 1 weekend.

*** income statement supported.

Kindly advise 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: Jas Khine (LKKAuto)
Sent: Thursday, 1 February 2018 3:21 PM

To: 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>
Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017 / OUR REF: SNM17D7131C03

Dear Boon Sen,

Enclosed herewith a copy of video footage obtained from TP as requested.

As per video, TP is turning within his own lane and stopped to give way the pedestrian and being hit by insured from behind.

Therefore, liability is against OI and we had informed to insured accordingly. Insured have no further issue and agree to let us settle at best terms.

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: Chong Boon Sen [<mailto:boonsen.chong@sg.cntaiping.com>]
Sent: Thursday, 1 February 2018 3:00 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>
Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017 / OUR REF: SNM17D7131C03
Importance: High

Dear Jas/Shirley,

We have received Third Party Injury claim, and note that TP has video.

Pls assist to request and provide the third party video for our Third party injury assessment.

Thank you.

Regards,
Chong Boon Sen
Claims Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID: 63896171
Fax: 62247175
Email: boonsen.chong@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Jowyn Tay

Sent: Wednesday, 20 December, 2017 10:39 AM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>

Cc: Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jowyn Tay <jowyn.tay@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving SKG9981S (OI : SNM17D07131C02/1) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017

Importance: High

Dear Jas &/or Shirley,

Refer to the said matter.

Please refer to the attached documents.

Thank you.

Regards,

Jowyn Tay

Deputy Claims Executive

Motor Division

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00

Springleaf Tower

Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6174

Fax: 6224 7175 / 6224 7478

Email: claimsdept@sg.cntaiping.com

jowyn.tay@sg.cntaiping.com

Website: www.sg.cntaiping.com

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 18 December, 2017 5:00 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Jowyn Tay <jowyn.tay@sg.cntaiping.com>; Jas Khine (LKKAuto) <jaskhine@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SKG9981S (OI : CTI - TBA) AND SHF366T (TP : CC3/CTI17023921/Sya3) on 14/12/2017

WITHOUT PREJUDICE

Dear Jowyn,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SHF 366T at 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)

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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 : 10 JAN 2018

Our Ref.: TAX/12/17/2080/EB

Your Ref.: TBA

Dear Sirs,

ACCIDENT INVOLVING SHP366T AND SKG9981S
ON 14/12/17 ALONG Hougang Ave 4

LETTER OF CLAIM

We claim on behalf of SMRT TAXIS PTE LTD, owner/hirer of the vehicle Reg.
No.: SHP366T. 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>\$3050.00</u>
2. Loss of Use for _____ days @ S\$ _____/day	:	_____
3. Loss of Rental for <u>5</u> days @ S\$ <u>73.83</u> /day	:	<u>\$369.15</u>
4. Loss of Income for <u>5</u> days @ S\$ <u>82.19</u> /day	:	<u>\$410.95</u>
5. Police Report/ SAS Report/ LTA Search Fee	:	<u>\$5.00</u>
6. Survey Fee	:	_____
7. Others	:	_____
Total Claims :		<u>\$3835.10</u>

We enclose the following documents :

- ☒ Repair Invoice
☐ Survey Report
☐ Photographs _____ pcs
☐ Investigation results
☒ Proof of ~~Loss of Use~~/Rental/Income
☒ Police/ SAS report of _____

- ☒ Letter of Authorisation
☒ LTA Search result
☒ Others :

1. Laid-up Report
2. Income Tax Assessment
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 TAXIS PTE LTD.

Yours sincerely,

SMRT AUTOMOTIVE SERVICES PTE LTD

c.c

Eileen Bay
For Manager, Claims
Claims Department
Email: eileenbay@smrt.com.sg

FR-AS-CLM-02 REV 2

Jas Khine (LKKAuto)

From: Jas Khine (LKKAuto)
Sent: Thursday, 18 January 2018 2:01 PM
To: 'JASON_ONGKK@YAHOO.COM.SG'
Subject: ACCIDENT INVOLVING SKG 9981S & SHF 366T ALONG/AT TRAFFIC JUNCTION HOUGANG AVE 4 / LOR LOW KOON ON 14/12/2017

Our Ref: CC3/CTI1702392/Sya3

18 JANUARY 2018

ONG KOK KEONG

Dear Sir/Madam,

ACCIDENT INVOLVING SKG 9981S & SHF 366T ALONG/AT TRAFFIC JUNCTION HOUGANG AVE 4 / LOR LOW KOON ON 14/12/2017

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 circumstances of the accident and available information in hand, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

This also refers to our tele-conversation earlier.

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/email.

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)



Date: 14/12/2012

Our Ref. No.:

Letter of Authorisation

I, Ang Soon Hai (NRIC No.: S17690992) the registered hirer / relief driver / contract hirer of SMRT taxi registration number S1F366T hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and S1K5 9981S happened on 14/12/12 09:40 a.m. along Hougang Ave 4 and upper Serangoon Rd cross junction. (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 Ang Soon Hai Signature: [Signature]
NRIC No. S17690992
Tel No. 98282671
Address 930 Hougang 2191 #06-81 S550926

AUTHORISATION TO ACT

I/We, **SMRT TAXIS PTE LTD** ("the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHF 366T** (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. **SHF 366T** that was damaged pursuant to the accident which occurred on **14/12/2017** (date) along **HOUGANG AVE 4 JUNCTION UPPER SERANGOON ROAD** (location) involving vehicle no/s **SKG 9981S** ("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 12 (day) of June (month) 2018 (year)



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



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN302381700

Claim No : SNM17D07131C02/1

Claimant : SMRT TAXIS PTE LTD

Amount : S\$3,757.10

DOLLARS THREE THOUSAND SEVEN HUNDRED FIFTY SEVEN AND CENTS
TEN 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. : SHF 366T

Insured Vehicle No. : SKG 9981S

Date of Loss : 14/12/2017

Place of Accident : JUNCTION OF HOUGANG AVENUE 4 AND UPPER SERANGOON ROAD

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 : ONG KOK KEONG
Driver Name : ONG KOK KEONG

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\$	3,050.00
(3) Loss of Use /Rental/Earning	S\$	702.10
(4) GIA/Police Reports/ 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\$	3,757.10
		=====

Claimant Name : _____

NRIC No : 81420706F

Signature : _____

Date : 28 JUN 2018



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



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. : IV180100056
Date : 04.01.2018
Vehicle No. : SHF366T
Your Ref No. : TAX/12/17/2080
Our Ref No. : 24093610
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) \$ Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00		\$	3,050.00

GRAND TOTAL \$ 3,050.00

Remark :

Make/Model : CHEVROLET EPICA 2.0
Accident Date : 14.12.2017

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



Our Ref : TAX/12/17/2080/EB

Date : 20/12/2017

To : Claims Department

From : SMRT Taxis Pte Ltd

ACCIDENT INVOLVING SHF366T AND SKG9981S ON 14/12/2017 ALONG HOUGANG AVE 4

CONFIRMATION OF TAXI RENTAL

This is to confirm the daily taxi rental rate for taxi registration no. **SHF366T** is S\$73.83/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. : SHF366T Accident Case No. : TAX/12/17/2080
Make / Model : CHEVROLET EPICA 2.0 VCDi Ref. No. : 24093610
Date and Time Vehicle off-road for Accident Repair : 14.12.2017 11:16:00
Date and Time Repair Completed : 19.12.2017 08:24:30

Remarks :

Generated by : POHSUAN
Printed on : 20.12.2017

Enquire Transaction History

Transaction History Details

Log Date/Time: 14 Dec 2017 / 14:55:52

Asset Type: Vehicle

Transaction Amount: \$5.35

Asset ID: SKG9981S

Transaction Type: 18.32 Insurance Enquiry
(GIRO Payment)

Channel: External Agency

User ID: ESASBAHO - BALQISH
BINTE ABDUL HALIL

Business Transaction Reference No.: 20171214145552233079

Search Date / Time: 14 Dec 2017 09:40:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

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

[Enquire Related Logs](#)

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