

INS. CASE OWNER:

CC 4 ARM / ARA170

24032, S pa39

LKK
IDAC

SMART
SYM005SR

Surveyor:

YNE

DOI:

19/12/17

Date / Time:

19/12/17

Registered in Merimen:

Pre-assign / CCU / FTE

SJW 6888B



Insured Vehicle No.:

Claim No.:

Name of Insured:

Dennis Teo Seow Ngoo

Policy No.:

Insured Tel No.:

HP:

94897549

Make / Model:

MBG2 6200

Excess Sec II :SS

D.O.A.:

21/1/17

Place of Accident:

Junction of Buyong Rd Turn in
Lakeland Road

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability: %

Final ? Yes / No



INSRS:
WSP:
Tel:
Liability:
RMKS:

SMART, W
(ARC)



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:



INSRS:
WSP:
Tel:
Liability:
RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):
Non-Reporting ltr (2nd):
Non-Reporting ltr (Final):
Notification ltr (if non-pickup):
Call OI:
After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup):
After call ltr to OI:
Authorisation To Act:
Release Voucher:
Final Repair Bill:
Car Rental Invoice:
Towing Invoice:
LTA / GIA:
Medical Bill:
PIR:
Mandate/Reject Instruction:
LOD:
Payment Breakdown Form:

Post-Repair Photos:
Others:

2/1/17 SHF 27 - x: SJW 6888B - x

04/1/17 OI in under AMKA account.

- To get video from TP.

5/3/17 TP has no video. RECEIVED 09 OCT 2018

31/7/18 @ 1240pm No video from OI, did not capture anything. Called OI, Mr Dennis. Confirm accident. OI said that there was a gap in front of TP. OI moved in & stepped. TP moved forward slowly & collided with his car. OI disputed car TP claim.

03-8-18 EVEN THOUGH BOTH PARTIES DO NOT HAVE FOOTAGE TO SUPPORT, BUT OI ALREADY STATED THAT HE MOVED REHT TO THE GAP OF 2 VEHICLES. OUR LIABILITY IS DOWN. TRY TO NEGOTIATE FOR SETTLEMENT

PRELIMINARY ADVICE

Date/Time:

21/1/17

Sent By:

ben

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

(days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

21/1/18

Confirm with:

ben

Email

Call

Final Liability:

%

100 (Agreed / Assessed)

BOLA S/N No. : 15

If NO or B 28, Ass. Lia:

Repair Cost:

SS

739.67

Loss of Rental (LOR):

SS

351.51

(3 days)

x \$117.17

Loss of Use (LOU):

SS

50

(\$ x 3 days)

1500

Loss of Income (LOI):

SS

1500

(\$ x 3 days)

1500

LOR only

LOU only

LOR + LOU

LOR + LOU

(Tick only one)

GIA/LTA Search

SS

5.00

Medical:

SS

5.00

Disbursement:

SS

5.00

(e.g. Tow/ Independent)

5.00

Legal Cost

SS

5.00

Total:

SS

1246.18

Global Sum SS:

1100.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

1100.00

Name 1:

SMRT Taxis Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

\$350.00



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 406933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
AXA INSURANCE PTE LTD		Ref : CC4/AXA17024032/Spa3		
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811		Date : 19-12-2017		
		Code : AXA2		
1. Policy Particulars :- THIRD PARTY CLAIM				
Insured Veh.	SJW 6888B	Veh. Inspected	SHF 2T	
Policy No.		Coverage (\$)	0.00	
Claim No.	S7M005SR	Excess (\$)	0.00	
Assign From		Assign Date	19/12/2017	
2. Vehicle Particulars & Condition				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
3. Conditions of Tyres				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
4. Description of Damages				
5. General Information				
Accident Date	07/12/2017	Inspection Date	19/12/2017	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
5a. Remarks				
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: S7M005SR

Our ref: CC4/AXA17024032/Spa3

Date: 21.12.2017

The Motor Claims Department
M/s AXA INSURANCE PTE LTD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

SHF 2T

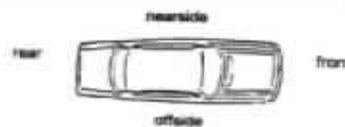
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 19.12.2017 at the premises of M/s SMRT Automotive Services Pte Ltd (Woodlands) and have the following to report:-

Workshop Estimate Amount	: S\$	2,979.35
Revised Estimate Amount	: S\$	739.67
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

Description of Damage:

The vehicle sustained damages at the
N/S Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 2.0 days

Yours faithfully,

SEBASTIAN YEANG
Licensed Appraiser

21-12-17 / 12:27

21-12-17 / 16:27

SMRT Accident Vehicle Repair Estimates

19-12-17 / 16:27

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHF2T
 Ref. No : TAX/12/17/2046
 Reg. Date : 03/11/2017
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS4
 Name of Driver : ZERIS DOUGLAS
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 07/12/2017 09:25:00 PM
 Accident Reported Date / Time : 08/12/2017 12:00:00 AM
 Surveyor is Required? : Yes
 Survey by : Sebastian
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024093662
 Special Instruction to ARC, if any :
 SJW6888B - AXA P/P
 AFTER PAINT PHOTO FOR CHECK ITEM AND REPLACE ITEM PLEASE CALL SURVEYOR SEBASTIAN (LKK)
 & Email : sebastianyeang @lkkauto.com HP:90036121
 Prepared Date : 18/12/2017 09:29:38 AM



Recording Camera

☒ ☐

Radio Antenna

☒ ☐

1st witness

Date 17-12-17

2nd witness

Date

Vehicle to Wega Date In: 20/12 Towing: _____
 Time In: 1330 Driver: 797
 Wega Job No: 1404/12
 Vehicle sent to SMRT Date In: 21-12-2017 Towing: _____
 Time In: 10-45 Driver: _____
 Received by (SMRT): _____

QC 21/12/17

13.48 P955

Chassis No : JTDKB3FU103573728

Mileage

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 338.00	200.00
Total Spray Painting Charges	: 936.00	450.00
Total Material Charges	: 39.67	39.67
Other Charges	: 460.00	50.00
TOTAL	: 1,773.67	739.67
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	2.00 /
Prepared / Adjusted By	:	SEBASTIAN (LKK)
Arc / Surveyor Sign Off Date	: 18/12/2017 03:48:55 PM	19/12/2017 04:27:41 PM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 18/12/2017 03:48:55 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No	: QN-1801-0159	Invoice No	:
Quotation Date	: 6/1	Invoice Date	:
Invoice Amount	:	Prepared Date	:

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR LH FRONT PORTION	338.00 ✓	200.00 ✓
Total Labour	338.00	200.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	378.00 ✓	200.00 /
TO RESPRAY FRONT FENDER LH	378.00 ✓	200.00 /
TO RESPRAY VIEW MIRROR	180.00 ✓	50.00 /
Total Spray Painting & Panel Beating	936.00	450.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0.00
TO REMOVE AND REFIX WING MIRROR	120.00	30.00 /
TO REPLACE SUNDRY PARTS	100.00	20.00 ✓
TO WASH AND VACUUM	60.00	0.00
Total Other Costs	460.00	50.00

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommended	Surveyor Approved	Photos Attached
52119479 62			COVER, FR BUMPER	R 1	495.50	100.00	0.00	Replace	Repair	No R
53802471 00			FENDER SUB-ASSY, FR, LH	R 1	933.10	100.00	0.00	Replace	Repair	No R
75374471 40			EMBLEM, SIDE PANEL (HYBRID)	✓ 1	52.90	25.00	39.67	Replace	Replace	No ✓ NG
87945470 60A1			COVER, OUTER MIRROR, LH	R 1	89.50	100.00	0.00	Replace	Repair	No R
TOTAL MATERIALS								39.68	39.67	
TOTAL MATERIALS(Discounted)								39.67	39.67	

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

39.67 /
 + 200.00 /
 + 500.00 /

 739.67 /

Sebastian
 10/1/18

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHF2T
 Ref. No : TAX/12/17/2046
 Reg. Date : 03/11/2017
 Vehicle Type : TAXI
 Make : TOYOTA PRIUS
 Model : PRIUS4
 Name of Driver : ZERIS DOUGLAS
 Type of Accident : SIDE SWIPE
 Date / Time of Accident : 07/12/2017 09:25:00 PM
 Accident Reported Date / Time : 08/12/2017 12:00:00 AM
 Surveyor Is Required? : Yes
 Survey by :
 Vehicle is Towed Back? : No
 Towed Back Date/Time :
 Replacement Vehicle issued? : No
 Accident Repair Job Card No : 000024093662
 Special Instruction to ARC, if any :
 SJW6888B
 Prepared Date : 18/12/2017 09:29:38 AM



LKK Auto Consultants hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

Sebastian.

19/12/2017.

- Part by part repair.
- Photo After Paint.

90086121

sebastianyang@lkkauto.com.

Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : JTDKB3FU103573728

Mileage

0

Work Shop :

Repair Completed Date / Time :

Summary of Repair Estimates

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges	: 338.00	0.00
Total Spray Painting Charges	: 936.00	0.00
Total Material Charges	: 1,245.35	1,245.35
Other Charges	: 460.00	0.00
TOTAL	: 2,979.35	0.00
Lum Sum Total	: 0.00	0.00
No. of Repair Days	: 3.00	0.00
Prepared / Adjusted By	:	2 days
Arc / Surveyor Sign Off Date	: 18/12/2017 03:48:55 PM	01/01/1900 12:00:00 AM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 18/12/2017 03:48:55 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No :	Invoice No :
Quotation Date :	Invoice Date :
Invoice Amount :	Prepared Date :

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
REPAIR LH FRONT PORTION	338.00	0.00 200
Total Labour	338.00	0.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
REPSRAY FRONT BUMPER	378.00	0.00 200
RESPRAY FRONT FENDER LH	378.00	0.00 200
RESPRAY VIEW MIRROR	180.00	0.00 50
Total Spray Painting & Panel Beating	936.00	0.00

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
CHECK WIRING AND SYSTEM FUNCTION	80.00	0.00 X
APPLY RUST-PROOFING ON AFFECTED REA	100.00	0.00 X
REMOVE AND REFIX WING MIRROR	120.00	0.00 30
REPLACE SUNDRY PARTS	100.00	0.00 20
WASH AND VACUUM	60.00	0.00 X
Total Other Costs	460.00	0.00

3305

Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock No	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Recommendation	Surveyor Approved	Photos Attached
1119479			COVER, FR BUMPER	1	495.50	25.00	371.62	Replace	Replace R	No
1802471			FENDER SUB-ASSY, FR , LH	1	933.10	25.00	699.82	Replace	Replace R	No
3374471			EMBLEM, SIDE PANEL (HYBRID)	1	52.90	25.00	39.67	Replace	Replace ✓ARC	No
1945470			COVER, OUTER MIRROR, LH	1	89.50	25.00	67.12	Replace	Replace R	No
TOTAL MATERIALS							1,178.25	1,178.23		
TOTAL MATERIALS(Discounted)							1,245.35	1,245.35		

Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Part Name	Qty	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	LT Check
TOTAL SUPPLEMENTARY MATERIALS									

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 5 March 2018 3:35 PM
To: 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)'
Subject: RE: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg
Attachments: POLICE REPORT_SJW 6888B.pdf

Without Prejudice

Hi Lee Gek,

We refer to the above matter.

Please be informed that our insured driver disputed liability on this matter. Attached here with a copy of our insured driver accident report for your easy reference.

We would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 5 February 2018 10:01 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$ 739.67
Loss of rental	\$ 410.10 (\$117.17 x 3½ days)
Loss of income	\$ 210.00 (\$60.00 x 3½ days)
LTA search fee	\$ 5.00
	<u>\$1364.77</u>
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, hirer's Letter of Authorisation and LTA search for your perusal.

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Monday, 5 March 2018 5:31 PM
To: Hsiao Tong (LKKAuto)
Subject: Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg
Attachments: POLICE REPORT_SJW 6888B.pdf

Dear Hsiao Tong,

The video footage is not available. However your insured had admitted that he has cut into our taxi's lane. If your insured is not at fault, why would our passenger who is not related to our driver scolded him. Anyway, you may request your insured for the cctv since he has an in-car camera.

Please let us know if you are prepared to settle our claim. Thanks.

Regards

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



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 05/03/2018 15:35
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg

Without Prejudice

Hi Lee Gek,

We refer to the above matter.

Please be informed that our insured driver disputed liability on this matter. Attached here with a copy of our insured driver accident report for your easy reference.

We would like to request a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 5 February 2018 10:01 AM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$ 739.67
Loss of rental	\$ 410.10 (\$117.17 x 3½ days)
Loss of income	\$ 210.00 (\$60.00 x 3½ days)
LTA search fee	\$ 5.00
	<u>\$1364.77</u>
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, hirer's Letter of Authorisation and LTA search for your perusal.

We have notified AXA on 19/12/17 at 8.40am and our taxi was surveyed on 19/12/17 at 4.27pm. We attach the emails for your perusal.

Please let us hear from you soon.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



<< <SEEK MANDATE> - S7M005SR [ACCIDENT INVOLVING SJW 6888B(OI) & SHF 2T(TP) ON 07/12/2017]

Type

 Question

Message

Liability: 100%. Insured changed lane and collided with third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate up to \$1,246.18(all-in). IA with mandate had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 12 Sept 2018

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199807198R

81 TRIAVE L, #02-28 PAVAN INDUSTRIAL PARK, SINGAPORE 489933 TEL : (065) 62563561 FAX : (065) 62564319

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 12.09.2018

Survey Details:

Date of loss	07.12.2017
Date of appointment	19.12.2017
Date of survey	19.12.2017
Location of survey	SMRT Automotive Services Pte Ltd

Vehicle Details:

Claim Type:	Third party
Vehicle number	SHF 2T
Make and Model	Toyota Prius (1798cc)
Date of registration	03.11.2017
Excess	NIL
Market Value	
Parf/COE Rebate	
Nett Loss	

Repair details:

Initial Estimate	\$ 2,979.35
------------------	-------------

Proposed/Revised repair cost:

Parts	\$ 39.67
Check items (estimate)	NIL
Labour	\$ 700.00
Supplementary	NIL
Total	\$ 739.67
Lump Sum(if applicable)	NIL

Number of days for repair	<u>2</u>
---------------------------	----------



Audit
Consultants
Pte Ltd

Company Registration No. 189607198R

51 CREAVEY 1, #02-25 PAYA UBIN INDUSTRIAL PARK, SINGAPORE 409033 TEL : (065) 62563561 FAX : (065) 62564333

Date: 12.09.2018

Remarks:

--

Mandate:

Liability(TP)	100%	
Proposed repair cost	\$ 739.67	
Loss of use	NIL	
Loss of rental	\$ 351.51	(3days x \$117.17)
Loss of income	\$ 150.00	(3days x \$50.00)
LTA/GIA search fees	\$ 5.00	
Others	NIL	
Proposed Total	\$ 1,246.18	



Re:RE: <SEEK MANDATE> - S7M005SR [ACCIDENT INVOLVING SJW 6888B(OI) & SHF 2T(TP) ON 07/12/2017]

Type

🔍 Question

Message

Mandate approved

Reply

Hsiao Tong (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Thursday, 4 October 2018 12:47 PM
To: Hsiao Tong (LKKAUTO)
Subject: URGENT / FINAL REMINDER Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg

Dear Hsiao Tong,

As spoken today, we confirm settlement at \$1,100.00 (all in). Please let us have your DV. Thanks.

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



From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: 03/10/2018 17:08
To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE: URGENT / FINAL REMINDER Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured)
Our Ref: TAX/12/17/2046/lg

Without Prejudice

Hi Lee Gek,

Apologise for late response.

We have our principal instruction to offer at a global sum of **\$1,000.00(all-in)**.

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hsiao Tong (LKKAUTO)
Sent: Wednesday, 12 September 2018 10:12 AM
To: 'Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)' <LeeGek@smrt.com.sg>
Subject: RE: URGENT / FINAL REMINDER Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured)
Our Ref: TAX/12/17/2046/lg

Hsiao Tong (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Monday, 5 February 2018 10:01 AM
To: CS A Team; Admin A
Subject: Re: Accident on 7/12/2017 involving SHF 2T & SJW 6888B (AXA insured) Our Ref: TAX/12/17/2046/lg
Attachments: 12 17 2046.pdf

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$ 739.67
Loss of rental	\$ 410.10 (\$117.17 x 3½ days)
Loss of income	\$ 210.00 (\$60.00 x 3½ days)
LTA search fee	\$ 5.00
	<u>\$1364.77</u>
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi, hirer's Letter of Authorisation and LTA search for your perusal.

We have notified AXA on 19/12/17 at 8.40am and our taxi was surveyed on 19/12/17 at 4.27pm. We attach the emails for your perusal.

Please let us hear from you soon.

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





Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

28 AUG 2018

DENNIS TEO SEOW NGEE
38 TREVOSE CRESCENT
#01-19
SINGAPORE 297722

Dear Sir/ Mdm

OUR REF : CC4/ASM17024032/Spa3
YOUR REF : GA148465 (SJW 6888B)
ACCIDENT INVOLVING SJW 6888D AND SHF 2T ALONG/AT JUNCTION OF BUYONG RD TURNING INTO CAVENAGH RD ON 07/12/2017

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMRT AUTOMOTIVE SERVICE PTE LTD acting on behalf of the owner of SHF 2T against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that there is certainly a portion of liability on us as your vehicle changed into third party's lane. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to chewht@lkkauto.com within 10 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6742 3197 or email us at chewht@lkkauto.com.

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely



Chew Hsiao Tong

Case Handler

DID: 6742 3197

FAX: 6741 4108

EMAIL: chewht@lkkauto.com

Cc *AXA Insurance Pte Ltd*
(Motor Claims Dept)


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 2T** (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 2T** that was damaged pursuant to the accident which occurred on **07/12/2017** (date) along **BUYONG ROAD TOWARDS CTE** (location) involving vehicle no/s **SJW 6888B** ("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 5 (day) of Oct (month) 2018 (year)

A handwritten signature is written over a circular stamp. The stamp contains the text "SMRT TAXIS PTE LTD" around the perimeter and "Q11" in the center.

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

A handwritten signature is written over a circular stamp. The stamp contains the text "SMRT AUTOMOTIVE SERVICES PTE LTD" around the perimeter and "Q11" in the center.

Signed by "the workshop"
(with chop)




Date: 08/12/2017

Our Ref. No.:

Letter of Authorisation

I, DOUGLAS ZERI (NRIC No.: S7029174F) the registered hirer / (relief driver) contract hirer of SMRT taxi registration number S4F 2T hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and SJW 6888B happened on 07 DEC 2017 9.26 PM along BUYONG ROAD TOWARDS CTE (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: DOUGLAS ZERI Signature: 
NRIC No.: S7029174F
Tel No.: 96680056
Address: 664A PUNGGOL DRIVE
#13-204 S(821664)



redefining / insurance

CLAIM REF : S7M005SR
INSURED : DENNIS TEO SEOW NGE

DISCHARGE VOUCHER

We, SMRT Automotive Services Pte Ltd confirm that by letter of authorisation dated 08.12.2017, we are authorised to and do hereby give this discharge for ourselves and on behalf of SMRT Taxis Pte Ltd and the Hirer, Douglas Zeris of vehicle no. SHF 2T.

Now we SMRT Automotive Services Pte Ltd for ourselves and the said Hirer and the driver jointly and severally:-

- a) agree to accept the sum of Singapore Dollars One Thousand One Hundred One only (S\$1,100.00) in the aggregate in full and final settlement of all claims of whatever kind including damages for personal injuries and/or damage to property that all and any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. (SJW 6888B) arising out of an accident with (SHF 2T) on 07.12.2017.
- b) declare that **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of the Insured vehicle shall not be liable for any further claim(s) whatsoever or howsoever present or future that any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. SJW 6888B arising directly/indirectly as a consequence of the accident and hereby give our full and final discharge.
- c) We hereby declare that I/we am/are the person(s) entitled to receive the above settlement and hereby undertake to indemnify **AXA INSURANCE PTE LTD** against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made in favour of SMRT Taxis Pte Ltd is made without any admission of liability whatsoever on the part of **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. SJW 6888B.

Dated this 5 day of October 2018

Signed by _____
(AUTHORISED SIGNATORY)

Company Stamp _____

Witness : _____

Name : Tan Lee Gek

I/C No : 9142070615

Address : 60 Woodlands Industrial Park E4

Singapore 757705

Tel: 65 6482 3888 Fax: 65 6368 7421

www.smrt.com.sg

AXA Insurance Pte Ltd (Company Reg. No. 199903512M)
8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Customer Centre #B1-01
Tel: +65 6880 4888 Fax: +65 6338 2522 Website: www.axa.com.sg



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 : 1990042802
Invoice No. : IV180100206
Date : 10.01.2018
Vehicle No. : SHF2T
Your Ref No. : TAX/12/17/2046
Our Ref No. : 24093662
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
COVER, FR BUMPER	1.00	\$ 495.50	(100.00)	\$ 495.50	\$ 0.00
FENDER SUB-ASSY, FR , LH	1.00	\$ 933.10	(100.00)	\$ 933.10	\$ 0.00
EMBLEM, SIDE PANEL (HYBRID)	1.00	\$ 52.90	(25.00)	\$ 13.22	\$ 39.67
COVER, OUTER MIRROR, LH	1.00	\$ 89.50	(100.00)	\$ 89.50	\$ 0.00
Sub-Total					\$ 39.67
Labour					
TO REPAIR LH FRONT PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
Others					
TO CHECK WIRING AND SYSTEM FUNCTION	0.00	\$ 80.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIX WING MIRROR	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT FENDER LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY VIEW MIRROR	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00
GRAND TOTAL					\$ 739.67

Remark :

Make/Model : PRIUS4
Accident Date : 07.12.2017

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



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/12/17/2046

From: SMRT Taxis Pte Ltd

Date: 26/12/2017

**ACCIDENT ON 07/12/2017 INVOLVING SHF 2T & SJW 6888B
ALONG BUYONG ROAD TOWARDS CTE**

This is to confirm that the daily rental rate for SHF 2T is \$117.17 per day.

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

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Accident Vehicle Laid-Up Report

Registration No. : SHF2T Accident Case No. : TAX/12/17/2046
Make / Model : TOYOTA PRIUS GEN4 Ref. No. : 24093662

Date and Time Vehicle off-road for Accident Repair : 18.12.2017 09:25:00

Date and Time Repair Completed : 21.12.2017 13:54:43

Remarks :

Generated by : BTHAIYALN

Printed on : 27.12.2017

Enquire Transaction History**Transaction History Details**

Log Date/Time:	19 Dec 2017 / 08:29:51	Transaction Amount:	\$5.35
Asset Type:	Vehicle		
Asset ID:	SJW6888B		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHD - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20171219082951447533

Search Date / Time: 07 Dec 2017 21:25:00

Insurance Company: AXA INSURANCE PTE LTD

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

Enquire Related Logs OK

THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJW 6888B (Insd veh)	Model:	TOYOTA PRIUS
	SHF 2T (TP veh)		
Date of Accident:	07/12/2017		

Global Sum Settlement	:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	:	\$	3,305.00
Final Repair Cost	:	\$	739.67
Loss of Token Sum	:	\$	150.00
Rental (if any)	:	\$	351.51
LTA / GIA Search Fee	:	\$	5.00

Others:	:	\$	0.00
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	:	\$	
Final Settlement Sum (Global Sum)	:	\$	1,100.00

Is Third Party Workshop GIA Registered? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO (Kindly indicate below)	
A) For Non GIA Registered Workshop:	Agreed Liability _____ 100 (%)
B) For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: _____
BOLA Liability: _____ (%)	Assessed Liability (*): _____ (%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.	
Remarks _____	

Payment Instruction: Payee's Breakdown			
1)	SMRT TAXIS PTE LTD	:	\$ 1,100.00

JOANNE LEE KHANG MIN
LKK Auto Consultants Pte Ltd

11/10/2018
Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
AXA INSURANCE PTE LTD		Ref : CC4/ASM17024032/Spa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:CYNTHIA LOH		Date : 11-10-2018 Code : ASM	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	SJW 6888B	Veh. Inspected	SHF 2T
Policy No.	GA148465	Coverage (\$)	0.00
Claim No.	S7M005SR	Excess (\$)	0.00
Assign From		Assign Date	19/12/2017
2. Vehicle Particulars & Condition			
Make & Model	TOYOTA PRIUS	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	JTDKB3FU103573728	Colour	MAROON
Odometer	17249	Steering	IN ORDER
Brakes	IN ORDER	Modification	NIL
General	GOOD		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	195/65 R15	YOKOHAMA	6 mm
L/H Front Tyre	195/65 R15	YOKOHAMA	6 mm
R/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm
L/H Rear Tyre	195/65 R15	YOKOHAMA	6 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE N/S BODY. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	07/12/2017	Inspection Date	19/12/2017
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			
5b. Estimate Days of Repair			
ESTIMATED NORMAL PERIOD FOR REPAIR:		2 Working Days	

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHF 2T

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	REPLACEMENT OF PARTS			
1	EMBLEM, SIDE PANEL (HYBRID) (DISC 25%) (CONSISTENT)	NECESSARY	52.90	39.67
1	COVER, FR BUMPER (CONSISTENT)	TO REPAIR SEE LABOUR	495.50	-
1	FENDER SUB-ASSY, FR, LH (CONSISTENT)	TO REPAIR SEE LABOUR	933.10	-
1	COVER, OUTER MIRROR, LH (CONSISTENT)	TO REPAIR SEE LABOUR	89.50	-
			1,571.00	39.67
	LABOUR			
	PANEL BEATING & BODY WORK. INCLUSIVE OF THE REPAIR OF COVER, FR BUMPER, FENDER SUB-ASSY, FR, LH AND COVER, OUTER MIRROR, LH .		338.00	200.00
	SPRAY PAINT.		936.00	450.00
	TO CHECK WIRING AND SYSTEM FUNCTION.	NOT NECESSARY	80.00	-
	TO APPLY RUST-PROOFING ON AFFECTED AREA.	NOT NECESSARY	100.00	-
	TO REMVE AND REFIX WING MIRROR.		120.00	30.00
	TO REPLACE SUNDRY PARTS.		100.00	20.00
	TO WASH AND VACUUM.	NOT NECESSARY	60.00	-
			1,734.00	700.00
	GRAND TOTAL		3,305.00	739.67
	RECOMMENDED COST OF REPAIRS			739.67

Report Ref No. CC4/ASM17024032/Spa3q2

YEANG WAI KEEN

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.