



SMRT Taxis Pte Ltd

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/01/18/2181

From: SMRT Taxis Pte Ltd

Date: 12/02/2018

**ACCIDENT ON 31/01/2018 INVOLVING SHB 1807C, SJU 2096B & SJL 5119C  
ALONG SLIP RD FROM BRADDELL RD TOWARDS LORONG 6 TOA PAYOH**

This is to confirm that the daily rental rate for SHB 1807C is \$114.49 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



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. : IV180300591  
Date : 23.03.2018  
Vehicle No. : SHB1807C  
Your Ref No. : TAX/01/18/2181  
Our Ref No. : 24094387  
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	(25.00 )	\$ 114.65	\$ 343.95
REINFORCEMENT, BUMPER: REAR, TOYOTA PRIUS	1.00	\$ 205.70	(25.00 )	\$ 51.42	\$ 154.27
ARM SUB-ASSY, RR BUMPER LH	1.00	\$ 139.60	(25.00 )	\$ 34.90	\$ 104.70
ARM SUB-ASSY, RR BUMPER RH	1.00	\$ 139.60	(25.00 )	\$ 34.90	\$ 104.70
SENSOR REVERSE	1.00	\$ 180.00	0.00	\$ 0.00	\$ 180.00
RETAINER, BUMPER: SIDE, R/LH, TOYOTA PRIUS	1.00	\$ 94.80	(25.00 )	\$ 23.70	\$ 71.10
RETAINER, BUMPER: SIDE, R/RH, TOYOTA PRIUS	1.00	\$ 94.80	(25.00 )	\$ 23.70	\$ 71.10
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
COVER, BUMPER LIP: R/LH, FOR TOYOTA PRIUS	1.00	\$ 72.20	(25.00 )	\$ 18.05	\$ 54.15
COVER, BUMPER LIP: R/RH, FOR TOYOTA PRIUS	1.00	\$ 118.10	(25.00 )	\$ 29.52	\$ 88.57
LIP, BUMPER: REAR, FOR TOYOTA PRIUS TAXI	1.00	\$ 228.90	(25.00 )	\$ 57.22	\$ 171.67
UNDER COVER SUB-ASSY, RR FLOOR	1.00	\$ 514.50	(25.00 )	\$ 128.62	\$ 385.87
PANEL, END: FOR TOYOTA PRIUS TAXI	1.00	\$ 602.10	(25.00 )	\$ 150.52	\$ 451.57
ADHESIVE: DIRECT GLAZING	1.00	\$ 37.00	0.00	\$ 0.00	\$ 37.00
PANEL, SPARE TYRE: FOR TOYOTA PRIUS TAXI	1.00	\$ 667.70	(100.00)	\$ 667.70	\$ 0.00
MEMBER SUB-ASSY, RR LH	0.00	\$ 174.10	(25.00 )	\$ 0.00	\$ 0.00
MEMBER SUB-ASSY, RR RH	0.00	\$ 174.10	(25.00 )	\$ 0.00	\$ 0.00
FLOOR PANEL RR/LH	0.00	\$ 102.00	(25.00 )	\$ 0.00	\$ 0.00
FLOOR PANEL RR/RH	0.00	\$ 209.90	(25.00 )	\$ 0.00	\$ 0.00
EXHAUST TAIL PIPE	0.00	\$ 656.20	(25.00 )	\$ 0.00	\$ 0.00

  
Authorized 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. : IV180300591  
Date : 23.03.2018  
Vehicle No. : SHB1807C  
Your Ref No. : TAX/01/18/2181  
Our Ref No. : 24094387  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
TAILGATE ASY	1.00	\$1007.90	(100.00)	\$1007.90	\$ 0.00
NAME PLATE (HYBRID)	1.00	\$ 51.90	(25.00 )	\$ 12.97	\$ 38.92
MOULDING BACK WINDOW, LOWER NO.1	0.00	\$ 29.40	(25.00 )	\$ 0.00	\$ 0.00
SEALANT W/SCREEN	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
TAIL GATE DOOR GLASS MOULDING, LH	0.00	\$ 29.40	(25.00 )	\$ 0.00	\$ 0.00
TAIL GATE DOOR GLASS MOULDING, RH	0.00	\$ 29.40	(25.00 )	\$ 0.00	\$ 0.00
SEALANT W/SCREEN	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
NUMBER PLATE FRAME	0.00	\$ 12.00	0.00	\$ 0.00	\$ 0.00
TAILGATE DOOR WEATHER STRIP	1.00	\$ 353.40	(25.00 )	\$ 88.35	\$ 265.05
END PANEL COVER, DECK TRIM HOLE	1.00	\$ 46.10	(25.00 )	\$ 11.52	\$ 34.57
END PANEL COVER, DECK TRIM, RR	1.00	\$ 121.10	(25.00 )	\$ 30.27	\$ 90.82
BOX, DECK FLOOR, RR	0.00	\$ 649.70	(25.00 )	\$ 0.00	\$ 0.00
BOX, RR FLOOR, BOARD	1.00	\$ 679.60	(25.00 )	\$ 169.90	\$ 509.70
FENDER RR/RH	1.00	\$ 766.80	(100.00)	\$ 766.80	\$ 0.00
LINER, FENDER:R/RH, FOR TOYOTA PRIUS TAXI	0.00	\$ 141.30	(25.00 )	\$ 0.00	\$ 0.00
BUMPER SEAL, RR RH	0.00	\$ 65.70	(25.00 )	\$ 0.00	\$ 0.00
SILL MEMBER PLATE RR/RH	0.00	\$ 57.50	(25.00 )	\$ 0.00	\$ 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
TAIL LAMP BRACKET, RH	1.00	\$ 30.70	(25.00 )	\$ 7.67	\$ 23.02
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					\$ 3330.13

### Labour

TO REPAIR REAR PORTION	1.00	\$1000.00	0.00	\$ 0.00	\$ 1000.00
------------------------	------	-----------	------	---------	------------

Authorized 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. : IV180300591  
Date : 23.03.2018  
Vehicle No. : SHB1807C  
Your Ref No. : TAX/01/18/2181  
Our Ref No. : 24094387  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Others</b>					
TOWING CHARGE	1.00	\$ 90.00	0.00	\$ 0.00	\$ 90.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 40.00	0.00	\$ 0.00	\$ 40.00
TO ALIGN CHASSIS	0.00	\$ 350.00	0.00	\$ 0.00	\$ 0.00
REMOVE AND REPLACE BOTH RR EXHAUST MUFFLER	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
TO TRANSFER REAR TAILGATE MECHANISM	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIX REAR WINDSCREEN	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE & REFIT REAR QUARTER GLASS RH	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO INSPECT RR LIGHTING, MECHANISMS & WATER TEST RR LIGHTING FOR LEAKAGE	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO PROVIDE LABOUR & MATERIAL FOR ADVERTISEMENT STICKER(NET)	1.00	\$ 296.88	0.00	\$ 0.00	\$ 296.88
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY REAR PANEL	1.00	\$ 150.00	0.00	\$ 0.00	\$ 150.00
TO RESPRAY REAR SPARE TYRE PANEL	1.00	\$ 150.00	0.00	\$ 0.00	\$ 150.00
TO RESPRAY REAR MEMBER, LH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00

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

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV180300591  
Date : 23.03.2018  
Vehicle No. : SHB1807C  
Your Ref No. : TAX/01/18/2181  
Our Ref No. : 24094387  
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
TO RESPRAY REAR MEMBER, RH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY REAR FLOOR SIDE PANEL LH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY REAR FLOOR SIDE PANEL RH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY TAIL GATE	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

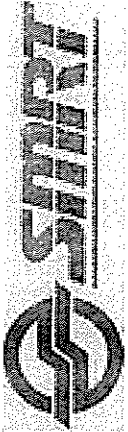
GRAND TOTAL \$ 5,867.01

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 31.01.2018

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



Accident Vehicle Laid-Up Report

Registration No. : SHB1807C

Accident Case No. : TAX/01/18/2181

Make / Model : TOYOTA PRIUS

Ref. No. : 24094387

Date and Time Vehicle off-road for Accident Repair : 31.01.2018 08:42:00

Date and Time Repair Completed : 12.02.2018 11:17:51

Remarks :

Generated by : POHSUAN

Printed on : 12.02.2018

C - SJL 5119C  
A - SHB 1807C  
B - SJU 2098B

BRADDELL ROAD

[illegible]

**DECLARATION**

I declare the foregoing to be true and correct.

**PT** **TAXIS** **SMRT**

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:

31/1/2018

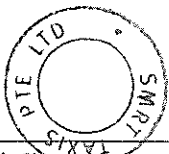
## SKETCH PLAN

### 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 lodgment 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.
- (d) my Personal Information will also be collected and used to compile claims history for the purpose of fraud detection, investigation and management in present and all future claims.
- (e) the information so collected under (d) above may be shared / disclosed:
  - (i) to all insurers and/or any other third parties that assist in evaluating, investigating, controlling or managing fraud, regulators, law enforcement and government agencies as reasonably required for the purposes stated, or
  - (ii) for complying with requirements under any regulations, laws or court orders.



Policyholder's Signature  
Date & Time:

Driver's Signature  
(If driver is not the policyholder)  
Date & Time: 31/1/18

Reporting Centre Personnel's Signature  
Name:  
NRIC/FIN No.:



## 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 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	31/01/2018 10:40
Date Of Accident	31/01/2018 08:35
Exact Location Of Accident	BRADDELL ROAD SLIP ROAD TO LOR 6 TOA PAYOH
Country/State of Loss	SINGAPORE

### DETAILS OF OWN VEHICLE

Vehicle Registration Number	SHB1807C
<b>Insured/Policyholder</b>	
Name Of Registered Owner	SMRT TAXIS PTE LTD
Co Reg No	198905369K
Email Address	NOEMAIL
Mobile Phone No	
Alternative Phone No	OFFICE-80000000

### Vehicle Particulars

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

### Insurance Company

Name of Insurance Company	MS FIRST CAPITAL INSURANCE LTD
Type Of Coverage	THIRD PARTY FIRE AND/OR THEFT
Fleet Policy	YES
Policy Number	D-17087562MFSH
Cover Note Number	

### Driver

Name of Driver	OW LEONG SAN
NRIC No	S1708326J
Date Of Birth	15/02/1965
Occupation	OUTDOOR
Date Of Driving Pass	19/08/1993
Driving Experience	24 YEARS AND 5 MONTHS
Gender	MALE
Mobile Number	
Fax Number	
Contact Number	
Email Address	NOEMAIL

Address	847 WOODLANDS STREET 82 02-273
Postcode	730847
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	CHAIN COLLISION
Weather Conditions	CLEAR
Road Surface	DRY

#### Other Information

Was any foreign vehicle involved in this accident?	NO
Number of vehicles involved in the accident	
Was any body injured in the Accident?	NO
Was any injured conveyed to hospital by ambulance?	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

I WAS TRAVELLING ALONG THE SLIP ROAD OF BRADDELL ROAD TO LOR 6 TOA PAYOH AND HAD STOPPED DUE TO THE FRONT VEHICLE SJL5119C STOPPED AS TRAFFIC WAS CONGESTED AHEAD. A FEW SECOND LATER, SUDDENLY I FELT AN IMPACT FROM BEHIND, THE VEHICLE SJU2098B FROM BEHIND FAILED TO STOP AND COLLIDED ONTO THE REAR PORTION OF MY TAXI. THE GREAT IMPACT WAS THEN PUSHED MY TAXI SURGED FORWARD AND TOUCHED ONTO THE REAR OF THE FRONT VEHICLE SJL5119C.

#### 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	SJU2098B
Vehicle Make/Model/Colour	
Details Of Properties	
Vehicle Category	PRIVATE CAR
Name of Driver	TENG TAI YANG
NRIC/Passport Number	S7804164A
Contact Number	
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	



Date: 31/1/2018

Our Ref. No.:

## Letter of Authorisation

I, OW LEONG SAN (NRIC No.: S170832615) the registered hirer / ~~relief~~ driver / contract hirer of SMRT taxi registration number SHB1887C hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and TOYOTA YARIS, MY 5119C happened on 31/01/2018 @ 0835 am along Place Braddell Road (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 : OW LEONG SAN Signature: [Signature]  
NRIC No. : S170832615  
Tel No. : 9145 0003  
Address : BK 847 #02-293  
WOODLAND ST 82 S(720847).

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	31 Jan 2018 / 15:06:40	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SJU2098B		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180131150640158077

Search Date / Time: 31 Jan 2018 08:35:00  
Insurance Company: AXA INSURANCE PTE LTD  
Information displayed is correct as at the log date and time.

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

## **Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)**

---

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Sent:** 01/02/2018 14:01  
**To:** 'motor.survey@axa.com.sg'; 'cst@axa.com.sg'  
**Cc:** Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC/AR); Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Subject:** RE: SHB1807C - Survey (AXA)  
**Attachments:** SHB1807C.pdf; 2181 - 1807.pdf

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHB1807C** within 48 hours according to GIA guide line, involving your insured **SJU2098B**

Vehicle in Woodlands SMRT Depot

**P.S. Preferred surveyor LKK**

Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)  
6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



## **Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)**

---

**From:** No Reply <no.reply@axa.com.sg>  
**Sent:** 01/02/2018 14:02  
**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Subject:** RE: SHB1807C - Survey (AXA) - CAS201802012468963

Thank you for your email.

We will look into your enquiry and get back to you within 3-5 working days. We seek your understanding and patience should we take slightly longer to respond because of unusually high email volume.

Our operating hours are between 9.00am to 5.30pm Mondays-Fridays, excluding Public Holidays.

Some points to note:

- Enquiries on Health policies, please contact our colleagues at [customer.care.health@axa.com.sg](mailto:customer.care.health@axa.com.sg)
- To report a motor accident, please do so at any of our AXA Premium Workshops within 24 hours from the time of accident. You may refer to this link for our list of Premium Workshops.
- To all workshops/ third party lawyers, please email your survey request with supporting documents to [motor.survey@axa.com.sg](mailto:motor.survey@axa.com.sg) for direct assistance.

Best Regards,  
Claims Service Team  
AXA Insurance Pte Ltd

ref:\_00Db0Ky1f.\_5006F1a7OXX:ref

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.