



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/01/18/2182

From: SMRT Taxis Pte Ltd

Date: 12/02/2018

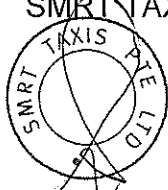
**ACCIDENT ON 31/01/2018 INVOLVING SHD 6420R & SHC 5132J
ALONG ALEXANDRA RD TOWARDS JALAN BUKIT MERAH**

This is to confirm that the daily rental rate for SHD 6420R 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



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. : IV180300770
Date : 28.03.2018
Vehicle No. : SHD6420R
Your Ref No. : TAX/01/18/2182
Our Ref No. : 24094389
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
Parts					
COVER, FR BUMPER	1.00	\$ 495.50	(25.00)	\$ 123.87	\$ 371.62
CLIPS PIECE, FRT & RR BUMPER	10.00	\$ 1.50	(25.00)	\$ 3.75	\$ 11.25
COVER, FR BUMPER LH	1.00	\$ 28.10	(25.00)	\$ 7.02	\$ 21.07
COVER, FR BUMPER RH	1.00	\$ 28.10	(25.00)	\$ 7.02	\$ 21.07
BRACKET, FR BUMPER	1.00	\$ 99.80	(25.00)	\$ 24.95	\$ 74.85
NUMBER PLATE	1.00	\$ 35.00	0.00	\$ 0.00	\$ 35.00
NUMBER PLATE FRAME	1.00	\$ 25.00	0.00	\$ 0.00	\$ 25.00
GRILLE SUB-ASSY	1.00	\$ 335.60	(25.00)	\$ 83.90	\$ 251.70
GRILLE, RADIATOR	1.00	\$ 165.00	(25.00)	\$ 41.25	\$ 123.75
EMBLEM ASSY FRONT	1.00	\$ 87.10	(25.00)	\$ 21.77	\$ 65.32
SUPPORT, FR BUMPER LH	0.00	\$ 82.30	(25.00)	\$ 0.00	\$ 0.00
SUPPORT, FR BUMPER RH	0.00	\$ 76.90	(25.00)	\$ 0.00	\$ 0.00
COVER ASSY, ENGINE	0.00	\$ 180.10	(25.00)	\$ 0.00	\$ 0.00
ABSORBER, FR BUMPER	1.00	\$ 70.30	(25.00)	\$ 17.57	\$ 52.72
ABSORBER, FR BUMPER LOWER	0.00	\$ 117.00	(25.00)	\$ 0.00	\$ 0.00
REINFORCEMENT FRONT LOWER	0.00	\$ 238.50	(25.00)	\$ 0.00	\$ 0.00
REINFORCEMENT FRONT UPPER	1.00	\$ 691.10	(25.00)	\$ 172.77	\$ 518.32
EXTENSION SUB-ASSY, LH	0.00	\$ 116.30	(25.00)	\$ 0.00	\$ 0.00
EXTENSION SUB-ASSY, RH	0.00	\$ 116.30	(25.00)	\$ 0.00	\$ 0.00
GUIDE, RADIATOR AIR,	0.00	\$ 93.90	(25.00)	\$ 0.00	\$ 0.00
HOOD SUB-ASSY	1.00	\$ 938.40	(25.00)	\$ 234.60	\$ 703.80
HINGE ASSY, HOOD, LH	1.00	\$ 57.00	(25.00)	\$ 14.25	\$ 42.75
HINGE ASSY, HOOD, RH	1.00	\$ 57.00	(25.00)	\$ 14.25	\$ 42.75
LOCK ASSY, HOOD	1.00	\$ 131.10	(25.00)	\$ 32.77	\$ 98.32
CABLE ASSY, HOOD	0.00	\$ 53.20	(25.00)	\$ 0.00	\$ 0.00
SEAL, HOOD TO FR END	0.00	\$ 24.40	(25.00)	\$ 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

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. : IV180300770
Date : 28.03.2018
Vehicle No. : SHD6420R
Your Ref No. : TAX/01/18/2182
Our Ref No. : 24094389
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
SUPPORT S/A UPPER	1.00	\$ 364.90	(25.00)	\$ 91.22	\$ 273.67
SUPPORT S/A LH	1.00	\$ 237.00	(25.00)	\$ 59.25	\$ 177.75
SUPPORT SUB-ASSY LOWER	0.00	\$ 397.40	(25.00)	\$ 0.00	\$ 0.00
SUPPORT, RADIATOR UPPER LH	1.00	\$ 76.70	(25.00)	\$ 19.17	\$ 57.52
UNIT, HEADLAMP , LH	1.00	\$2558.90	(10.00)	\$ 255.89	\$ 2303.01
COMPUTER SUB-ASSY, HEADLAMP, LH NO.1	0.00	\$ 486.40	(10.00)	\$ 0.00	\$ 0.00
SEAL SUB-ASSY, LH	0.00	\$ 50.20	(25.00)	\$ 0.00	\$ 0.00
BATTERY	1.00	\$1584.90	(10.00)	\$ 158.49	\$ 1426.41
CLAMP SUB-ASSY, BATTERY	0.00	\$ 41.40	(25.00)	\$ 0.00	\$ 0.00
CLAMP, BATTERY, NO.2	0.00	\$ 43.30	(25.00)	\$ 0.00	\$ 0.00
SEAL, RADIATOR TO LH	0.00	\$ 24.80	(25.00)	\$ 0.00	\$ 0.00
GUIDE, RADIATOR AIR , LH	0.00	\$ 58.80	(25.00)	\$ 0.00	\$ 0.00
BLOCK ASSY, FUSIBLE LINK	0.00	\$ 99.80	(10.00)	\$ 0.00	\$ 0.00
BLOCK, JUNCTION	0.00	\$ 15.80	(10.00)	\$ 0.00	\$ 0.00
AIR CON CONDENSER ASSY	0.00	\$1317.70	(25.00)	\$ 0.00	\$ 0.00
RADIATOR ASSY	0.00	\$1841.10	(25.00)	\$ 0.00	\$ 0.00
FENDER SUB-ASSY, FR , LH	1.00	\$ 933.10	(25.00)	\$ 233.27	\$ 699.82
EMBLEM, SIDE PANEL (HYBRID)	1.00	\$ 52.90	(25.00)	\$ 13.22	\$ 39.67
PROTECTOR, FR FENDER LH	0.00	\$ 90.40	(25.00)	\$ 0.00	\$ 0.00
LINER, FR FENDER, LH	0.00	\$ 194.30	(25.00)	\$ 0.00	\$ 0.00
BRACE SUB-ASSY, FENDER APRON , LH	0.00	\$ 282.70	(25.00)	\$ 0.00	\$ 0.00
APRON ASSY, FRONT FENDER , LH	0.00	\$ 171.20	(25.00)	\$ 0.00	\$ 0.00
MEMBER, FR APRON TO COWL SIDE UPPER FRONT LH	0.00	\$ 106.30	(25.00)	\$ 0.00	\$ 0.00
MEMBER, FR APRON TO COWL SIDE LOWER FRONT LH	0.00	\$ 60.90	(25.00)	\$ 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

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. : IV180300770
Date : 28.03.2018
Vehicle No. : SHD6420R
Your Ref No. : TAX/01/18/2182
Our Ref No. : 24094389
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
PANEL SUB-ASSY, FRONT DOOR LH	1.00	\$1249.60	(100.00)	\$1249.60	\$ 0.00
STICKER DECAL SMRT (DOOR)	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
COOLANT	0.00	\$ 12.30	0.00	\$ 0.00	\$ 0.00
UNIT, HEADLAMP , RH	1.00	\$2558.90	(10.00)	\$ 255.89	\$ 2303.01
Sub-Total					\$ 9800.15

Labour

TO REPAIR FRONT PORTION	1.00	\$ 600.00	0.00	\$ 0.00	\$ 600.00
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Others

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 TOP UP A/C GAS	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIX FAN AUXILIARY, AIR CON CONDENSER	0.00	\$ 200.00	0.00	\$ 0.00	\$ 0.00
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
TOWING CHARGE	1.00	\$ 40.00	0.00	\$ 0.00	\$ 40.00
TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO REPSRAY FRONT HOOD	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT SUPPORT PANEL	1.00	\$ 150.00	0.00	\$ 0.00	\$ 150.00
TO RESPRAY FRONT FENDER LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT DOOR LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY APRON PANEL LH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00

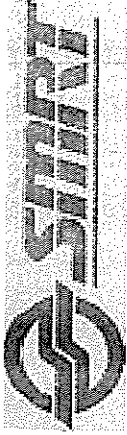
GRAND TOTAL \$ 11,480.15

Remark :

Make/Model : PRIUS4
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.

Authorized Signature
for SMRT Automotive Services Pte Ltd



Accident Vehicle Laid-Up Report

Registration No. : SHD6420R Accident Case No. : TAX/01/18/2182
Make / Model : TOYOTA PRIUS GEN4 Ref. No. : 24094389

Date and Time Vehicle off-road for Accident Repair : 31.01.2018 09:55:00
Date and Time Repair Completed : 09.02.2018 14:09:57

Remarks :

Generated by : POHSUAN
Printed on : 09.02.2018

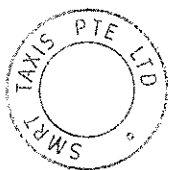
SKETCH PLAN

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:

31/1/2018 0922hrs

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

31/1/2018

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 13:20
Date Of Accident	31/01/2018 09:20
Exact Location Of Accident	ALEAXANDRA ROAD TOWARDS JALAN BUKIT MERAH
Country/State of Loss	SINGAPORE

DETAILS OF OWN VEHICLE

Vehicle Registration Number	SHD6420R
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

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	LAU CHEE CHOON
NRIC No	S2199031J
Date Of Birth	30/05/1969
Occupation	OUTDOOR
Date Of Driving Pass	12/09/1994
Driving Experience	23 YEARS AND 4 MONTHS
Gender	MALE
Mobile Number	
Fax Number	
Contact Number	
EMail Address	NOEMAIL

Address	93 HENDERSON ROAD 07-234
Postcode	150093
Was driver an employee of the Insured's Company	NO
If No, Relationship of the Driver with the Insured	OTHER - NOEMAIL
Vehicle Registration Number of Driver's Own Vehicle	-
	-
Insurance Company of Driver's Own Vehicle	-
	-
	-

General Information of the Accident

Type Of Accident	COLLISION - MAJOR/MINOR RD
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 STRAIGHT ALONG ALEXANDRA ROAD TOWARDS JALAN BUKIT MERAH. SUDDENLY A VEHICLE SHC5132J(TRANSCAB) MADE A RIGHT TURN FROM THE OPPOSITE DIRECTION TOWARDS ALEXANDRA HOSPITAL. AS SUCH MY TAXI COLLIDED ONTO THE LEFT PORTION OF THE VEHICLE

Attachment(s)

Are accident photos available for attachment?	YES
Was there any video captured by Car Camera?	YES
Remarks/ Reasons:	FILE TOO LARGE
Was there any audio recorded?	NO

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number	SHC5132J
Vehicle Make/Model/Colour	TRANSCAB
Details Of Properties	
Vehicle Category	TAXI
Name of Driver	CHEW KIM CHUAN
NRIC/Passport Number	S1628849G
Contact Number	97919010
Address	
Postcode	
Insurance Company Name	
Nature Of Damage	
No. Of Passenger (Including Driver)	



Date: 31/1/2018

Our Ref. No.:

Letter of Authorisation

I, Lau Chee Choon (Name) (NRIC No.: Sz199031J) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHD 6420R hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and SHC 5132J happened on 0922 hrs 31/1/18 along Alexandra Alexandra Rd towards Jln Bt. Merah, (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

Lau Chee Choon

Signature:

Travis 31/1/2018

NRIC No.

Sz199031J

Tel No.

93276994

Address

Blk 93 #07-234

Henderson Rd S'pore 150093

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 14:32
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:SHD6420R - Survey (AXA)
Attachments: 2182 - 6420.pdf; SHD6420R.pdf

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHD6420R** within 48 hours according to GIA guide line, involving your insured **SHC5132J**

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



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 14:35
To: Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
Subject: RE:SHD6420R - Survey (AXA) - CAS201802012469148

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
- 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 for direct assistance.

Best Regards,
Claims Service Team
AXA Insurance Pte Ltd

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