

INS. CASE OWNER:

CC 4 / AXA1800

LKK:

IDAC:

Surveyor:

YWP

DOI:

ASSIGNMENT

Date / Time:

21/7/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

586 1643H

Name of Insured:

ALF GEF MANETTE TAN

Insured Tel No.:

HP:

Excess Sec II : \$

D.O.A.:

15/7/17

Is driver the owner?

(YES / ☒ NO)

Nature of Accident:

If NO, Driver Name / Age:

YEW SOI PHOON

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

STMOU1XV | 31283

Policy No.:

GB16316

Make / Model:

TOYOTA

Place of Accident:

RTE MEAR YON BARN RO BKIT

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

Insured Liability:

%

Final ? Yes / No

SMB 5017E



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMRT



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/Time

21/7/18

ms

16/3/18

GMB 5017E - F

SMB 1643H - F

\* Smartclaim

called oi no response  
oi called in confirm accident details  
oi collected to bring then collected with  
TP, inform about TP claim and  
quasi of NCB issues. Left sent to oi

RECEIVED 11 MAY 2013

STAGE	DATE / PIC
Non-Reporting ltr (1st):	
Non-Reporting ltr (2nd):	
Non-Reporting ltr (Final):	
Notification ltr (if non-pickup):	
Call OI:	7 BEVAN
After call ltr to OI:	
Documentation Check List:	Handler Typist
Notification ltr (if non-pickup):	<input type="checkbox"/>
After call ltr to OI:	<input checked="" type="checkbox"/>
Authorisation To Act:	<input checked="" type="checkbox"/>
Release Voucher:	<input checked="" type="checkbox"/>
Final Repair Bill:	<input checked="" type="checkbox"/>
Car Rental Invoice:	<input type="checkbox"/>
Towing Invoice:	<input type="checkbox"/>
LTA / CIA:	<input checked="" type="checkbox"/>
Medical Bill:	<input type="checkbox"/>
PIR:	<input type="checkbox"/>
Mandate/Reject Instruction:	<input checked="" type="checkbox"/>
LOD:	<input type="checkbox"/>
Payment Breakdown Form:	<input type="checkbox"/>
Post-Repair Photos:	<input type="checkbox"/>
Others:	<input type="checkbox"/>

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	SS	( ) days	Reduction: %
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	%	100	(Agreed / Assessed) BOLA S/N No.:
Repair Cost:	SS	2122.00	
Loss of Rental (LOR):	SS	( ) days	
Loss of Use (LOU):	SS	900.00 (\$300 x 3 days)	
Loss of Income (LOI):	SS	(\$ x days)	
LOR only <input type="checkbox"/> LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LOI <input type="checkbox"/>	(Tick only one)	
GIA/LTA Search:	SS	5.00	
Medical:	SS		
Disbursement:	SS	(e.g. Tow/ Independent)	
Legal Cost:	SS		
Total:	SS	3027.00	Global Sum SS:
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	SS	3027.00	Name 1: SMRT BUSES LTD
Payee 2: (Strike if N.A.)	SS		Name 2:
Payee 3: (Strike if N.A.)	SS		Name 3:

REF:

Signature

## ASSIGNMENT

From:

Date:

Estimated Cost:

OO / TP / WS / TP RES / OD RES / EVA / INV / MV

To Inspect Vehicle No:

at Workshop m/s

of

Insured:

Policy No.

Claims No.

Sum Insured:

Excess:

(Client's Record)

Make of Veh:

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.

Bal. or Market Value:

IDAC: Accident Report:

Consistent? : Yes or No

GIA / PR Seen:

Consistent? : Yes or No

Est. Repairs:

3

days

Res.: Yes or No

Lump Sum:

%

3 Val.: Yes or No

CA / REV / REP. / 24HRS

Vehicle: IN / OUT

Date:

Person Contacted:

Date / Time / Action / Instruction

\$222.00 (Red. \$ 1898.00 / 471)

Date/Time, File Pass to?

Date/Time, File Return to?

1)

Report Format:

Lump Sum / I.B.I. (\$

☐: Prel. Report☐: Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation:

S + RS

Pickup

Colors

TOTAL

Add Fee:

☐: Site Insp (\$☐: Interview (\$☐: Tech. Insp (\$☐: Weekend (\$

Veh No:

SMB 5017E

Tr Regn:

1/11/14

Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or

Make:

Alexander Dennis

Env 0500

cc 5899

Colour

White, Colow

A/C: Insured / Std / NI / NA

Sp. Reading

228389

T/Radio: Insured / Std / NI / NU

Eng/No:

C/No:

3FD76CLR515M12306

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Inorder / Jammed / Leaked / Burnt or

Brake: Inorder / Jammed / Leaked / Burnt or

Mod: NII / S/Rim / STD A/Rim or

Tyre Size:

F: 305/70R17

R:

BS / DUN / EXNOVA / GY / FS / LZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Continental

Front

Rear

R/Bal.

6

mm

R/Bal.

6

L/Bal.

6

mm

L/Bal.

6

D.O.A.

17/9/17

D.O.A.

12/2/18

Survey held at

SMAT

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision



# 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/ASM18003322/yb3

8 SHENTON WAY #24-01  
AXA TOWERS SINGAPORE 068811

Date : 21-02-2018



Code : ASM

## 1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SGH 1643H	Veh. Inspected	SMB 5017E
Policy No.		Coverage (\$)	0.00
Claim No.		Excess (\$)	0.00
Assign From		Assign Date	21/02/2018

## 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	17/09/2017	Inspection Date
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705	

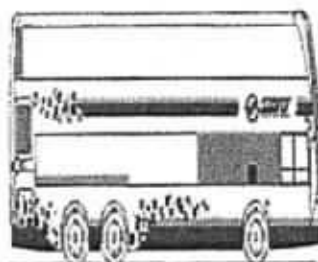
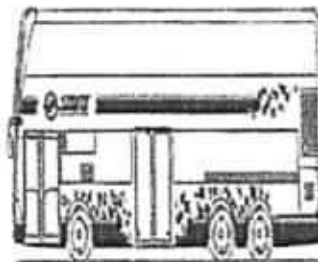
## 5a. Remarks

A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.
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## SMRT Accident Vehicle Repair Estimates

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

Reg. No : SMB5017E  
 Ref. No : BUS/09/17/5018  
 Reg. Date : 01/11/2014  
 Vehicle Type : DOUBLE DECK  
 Make : ALEXANDER DENNIS  
 Model : ENVIRO 500  
 Name of Driver : Zheng Jun  
 Type of Accident : SIDE SWIPE  
 Date / Time of Accident : 17/09/2017 05:55:00 PM  
 Accident Reported Date / Time : 18/09/2017 12:00:00 AM  
 Surveyor is Required? : Yes  
 Survey by : AXA  
 Vehicle is Towed Back? : No  
 Towed Back Date/Time : 01/01/2000  
 Replacement Vehicle issued? : No  
 Accident Repair Job Card No : 000024094778  
 Special Instruction to ARC, if any :  
 SMB5017E - RIGHT REAR PORTION  
 SJG1643H (TP) - INSURED WITH AXA.  
 Prepared Date : 20/09/2017 05:30:15 PM





Auto  
Consultants  
Pte Ltd

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

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 13/11/2018

### Survey Details:

Date of loss	17/09/2017
Date of appointment	21/02/2018
Date of survey	22/02/2018
Location of survey	SMRT Automotive

### Vehicle Details:

Claim Type:	Third party / <del>Own Damage</del>
Vehicle number	SMB 5017E
Make and Model	Alexander Dennis Enviro 500 8849cc
Date of registration	01/11/2014
Excess	N.A.
Market Value	N.A.
Part Rebate	N.A.
Nett Loss	N.A.

### Repair details:

Initial Estimate	\$4,020.00
------------------	------------

### Proposed/Revised repair cost:

Parts	N.A.
Check items (estimate)	-
Labour	\$2,122.00
<b>Total</b>	<b>\$2,122.00</b>
Lump Sum(if applicable)	N.A.

Number of days for repair	<u>3</u>
---------------------------	----------



Auto  
Consultants  
Pte Ltd

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

**Remarks:**

*Dear Stacey, please refer to TP CCTV screenshots Part 1 and Part 2 uploaded. The screenshots are consistent with OID's account of the accident, where it appears that OID lose control of the vehicle. OID is the cause of the accident. We proposed to settle at 100% liability. OID agreed to let AXA handle. Regards, Olivia.*

**Mandate:**

<b>Liability(TP)</b>	<b>100%</b>
Proposed repair cost	\$2,122.00
Loss of use	-
Loss of rental (3 days x \$300.00)	\$900.00
Loss of income	-
Total (@ 100%)	\$3,022.00
LTA search fees	\$5.00
Others	-
<b>Proposed Total</b>	<b>\$3,027.00</b>

(TP asking for 3 x \$350.00)

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

Chassis No : Mileage : 0  
Work Shop : Repair Completed Date / Time : 01/01/2000

**Summary of Repair Estimates**

	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Charges :	2,120.00	1,060.00
Total Spray Painting Charges :	1,900.00	1,062.00
Total Material Charges :	0.00	0.00
Other Charges :	0.00	0.00
<b>TOTAL :</b>	<b>4,020.00</b>	<b>2,122.00</b>
<b>Lum Sum Total :</b>	<b>0.00</b>	<b>0.00</b>
No. of Repair Days :	4.00	3.00 /
Prepared / Adjusted By :		SEBASTIAN
Arc / Surveyor Sign Off Date :	26/02/2018 03:29:15 PM	23/02/2018 02:23:56 PM



Prepared / Adjusted Date :

Remarks :

Prepared Date : 20/02/2018 04:49:46 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 :

Section D - Details of Repair Estimates

Part 1 - Labour Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPAIR RHS CTR PORTION	2,120.00	1,060.00
Total Labour	2,120.00	1,060.00

Part 2 - Spray Painting & Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1,900.00	1,062.00
Total Spray Painting & Panel Beating	1,900.00	1,062.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Other Costs		

1060  
+ 1062  
-----  
2122

Submission  
17/3/18



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
TOTAL MATERIALS										
TOTAL MATERIALS(Discounted)								0.00	0.00	

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									

SMB 5017E DOA 17/09/2017 DOR 01/11/2014

IA calculation: 13/11/2018 (Olivia)

		Revised	Cross	Check
1	N.A.	N.A.	N.A.	N.A.
2				
3				
4				
7				
8				

		Revised	Cross	Check
1	2,120.00	1,060.00		
		1,060.00		
1	1,900.00	1,062.00		
		1,062.00		

After 20%	N.A.	N.A.	N.A.
Labour	2,122.00		
Total	2,122.00		

TP DOA	17/09/2017	SUN	1730
Tp Veh in	N.A.	-	-
Tp write	N.A.	-	-
AXA assign	21/02/2018	WED	0900
DOI	22/02/2018	THU	-
Tp Veh out	N.A.	-	-


LKK recc	3 days
TP asking	3 days

## Service Request Details

Claim

S7M001XV

Reference

None 

Loss Date

September 17, 2017

Request Date

February 21, 2018

Due Date

February 21, 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

LKK AUTO CONSULTANTS PTE LTD (TP) 

### Actions

Next Step

Finish the work

[Complete Work](#)[More](#) 

### Vehicle Information

Incident Vehicle Registration #

SMB5017E

Make

TPVD MERCEDES-BENZ

## Service Address

## Primary Contact/Insured

TAN AIK GEK JANETTE  
24C ST MICHAEL'S ROAD, 327986, Singapore

janetteyew@gmail.com

## Claim Handler

TAN Wancong

tan.wancong@axa.com.sg

Additional Instructions

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)

Document Type

Document SubType

[+ Upload Documents](#)

NAME

 Accident Statement

TYPE

Reports &amp; Statement

SUB-TYPE

AUTHOR

Merimen

DATE UPLOADED

NAME

 EMAIL WITH TP GIA & ESTIMATE.msg

TYPE

Forms / Claim Documents

SUB-TYPE

Estimate / Quotation

AUTHOR

KUMAR Shailendra

RE: any update?

Type

Information

Message

Dear Stacey, apologies for my late reply. Please refer to TP CCTV screenshots Part 1 and Part 2 uploaded. The screenshots are consistent with OID's account of the accident, where it appears that OID lose control of the vehicle. OID is the cause of the accident. We proposed to settle at 100% liability at \$3,027.00 (LOU @ starting from \$300/day given TP is a double decker bus). OID agreed to let AXA handle. Regards, Olivia.

Reply



SERVICE REQUESTS

MESSAGES

CLAIMS



## Service Request Details

Claim S7M001XV

Reference CC4/ASM18003322/Smb3

Loss Date 17 September 2017

Request Date 26 July 2018

Due Date 21 February 2019

Vendor Name LKK AUTO CONSULTANTS  
PTE LTD (TP)

Type of Loss Third Party Vehicle Damage

Services Pending verification - Direct  
Settlement

## Actions

Next Step Finish the work

Complete Work

More

## Vehicle Information

Incident SMB5017E

Vehicle

Registration #

Make TPVD MERCEDES-BENZ

Model BUS

## Service Address

...

## Primary Contact/Insured

TAN AIK GEK JANETTE  
24C ST MICHAEL'S ROAD, 327986,  
Singapore

janetteyew@gmail.com

## Claim Handler



NG Stacey  
6568804351  
stacey.ng@axa.com.sg

## Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

[New Message](#)

TYPE	SENT	FROM	SUBJECT	BODY	
	15/11/18 11:41 AM	NG Stacey	Re:RE: any update?	Pls proceed	
	13/11/18 3:23 PM	LKK AUTO CONSULTANTS PTE LTD (TP)	RE: any update?	Dear Stacey, apologies for my late reply. Please r...	
	27/6/18 10:46 AM	NG Stacey	any update?	-	
	27/5/18 9:12 PM	NG Stacey	LOD SHARED	-	

TYPE	SENT	FROM	SUBJECT	BODY	
	21/2/18 11:06 AM	TAN Wancong	FYI - Insd has filed OD claim also	FYI - Insd has filed OD claim. OD surveyor has che...	



**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

AXA INSURANCE C/O LKK  
8 Shenton Way  
#27-01/02 AXA Tower  
Singapore 068811

Date : 9 April 2018  
SMRT Ref. BUS/09/17/5018/AW

Attention : Motor Claims Dept

Dear Sirs,

**ACCIDENT INVOLVING DOUBLE DECKER BUS SMB5017E AND SJG1643H ON 17 SEP 2017 ALONG PIE TOWARDS TOH GUAN ROAD EXIT.**

LETTER OF CLAIM

We claim on behalf of SMRT BUSES LTD, owner/hirer of the vehicle Reg. No.: SMB5017E. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 2,122.00
2. Loss of Use for 3 days @ S\$ 350 /day	:	\$ 1,050.00
3. Loss of Rental for days @ S\$ /day	:	
4. Loss of Income for days @ S\$ /day	:	
5. Police Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
6. Survey Fee	:	
7. Others	:	
Total Claims	:	\$ 3,177.00

=====

We enclose the following documents :

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

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD

Yours sincerely,  
SMRT AUTOMOTIVE SERVICES PTE LTD

  
Audrey Woo  
For Manager, Claims  
Claims Department

FR-AS-CLM-02 REV 2





Auto  
Consultants  
Pte Ltd

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

04 APRIL 2018

**TAN AIK GEK JANETTE  
24C ST MICHAEL'S ROAD  
SINGAPORE 327986**

Dear Sir/Madam,

**OUR REF : CC4/ASM18003322/Smb3  
YOUR REF : SJG 1643H  
ACCIDENT INVOLVING SJG 1643H AND SMB 5017E ALONG PIE NEAR TOH GUAN  
RD EXIT ON 17.09.2017**

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 M/s SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SMB5017E against your motor insurance policy.

Based on the accident report, accident scenario, it was reported that your vehicle had collided onto the Third Party vehicle SMB5017E. As such, liability is down against us.

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 7 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to [bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com) within 7 days from the date of this letter **if not provided at AXA's 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)



Auto  
Consultants  
Pte Ltd

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

- 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 6749 4274 or email us at [bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com).

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

Yours sincerely,

Bevan Lim  
Case Handler  
DID: 6749 4274  
FAX: 6741 4108  
Email: [bevanlim@lkkauto.com](mailto:bevanlim@lkkauto.com)

c.c. AXA Insurance Pte Ltd (AXA)  
(Motor Claims Dept)

SMRT Ref: BUS/09/17/5018/AW.

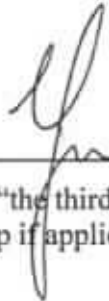
**AUTHORISATION TO ACT**

I/We, SMRT BUSES LTD ("the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4, SINGAPORE 757705 (address), owner of SMB 5017E (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. SMB 5017E that was damaged pursuant to the accident which occurred on 17/09/17 (date) along PIE NREAR TOH GUAN TOAD EXIT 30 (location) involving vehicle no/s SJG 1643H ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the SMRT BUSES LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 5 (day) of Dec (month) 20 18 (year)

Audrey Ww 



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

Signed by "the workshop"  
(with stamp)



redefining / insurance

SMRT Ref: Bus/09/17/5018/AN

CLAIM REF : S7M001XV  
INSURED : AIK GEK JANETTE TAN

DISCHARGE VOUCHER

We/I (SMRT BUSES LTD. 198202292D) hereby agree to accept the sum of dollars Three Thousand and Twenty Seven Only (S\$ 3,027.00 ) paid to us/me by AXA INSURANCE PTE LTD as full and final settlement of all claims of whatever kind including damages for personal injuries and damages to property that we/I may have against the said AXA INSURANCE PTE LTD or their Insured or the driver of motor vehicle no. SJG 1643H as a result of an accident along PIE NEAR TOH GUAN ROAD EXIT on 17/09/2017 of which we/I were/was the driver/ owner/ hirer/ passenger/rider/pillion/ insurer of motor vehicle no. SMB 5017E.

We/I hereby declare that the said insurer or owner and/or driver of insured vehicle shall not be liable for any further claim(s) whatsoever and whosoever present or future that we/I may have against the said Insurer, owner and/or driver of vehicle no. SJG 1643H in connection directly or indirectly with the said accident and give our/my full and final discharge.

We/I hereby declare that we/I are/am 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 without admission of liability whatsoever on the part of the said insurer, owner and/or driver of vehicle no. SJG 1643H.

Dated this 5 day of Dec 2018

Claimant's Signature

Andrew Wu Yn

NRIC no./ Company Stamp

SMRT BUSES LTD



Occupation/ Business

Claims

Address

B Apple Mall Street 62 86569140

Telephone No.

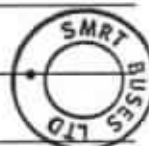
-

Witness's Name

WALISH

Witness's Signature

gm



Witness's NRIC No.

-



Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 1990042802  
Invoice No. : IV180300538  
Date : 21.03.2018  
Vehicle No. : SMB5017E  
Your Ref No. : BUS/09/17/5018  
Our Ref No. : 24094778  
Terms : 30 Days

Description	Qty	Unit Cost	Add	/ (Discount)	Amount
<b>Labour</b>					
TO REPAIR RHS CTR PORTION	1.00	\$1060.00	0.00	\$ 0.00	\$ 1060.00
<b>Others</b>					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$1062.00	0.00	\$ 0.00	\$ 1062.00

**GRAND TOTAL** \$ 2,122.00

Remark :

Make/Model : ENVIRO 500  
Accident Date : 17.09.2017

N.B. Payment by cheque should be crossed and  
made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorized Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	20 Sep 2017 / 17:14:52		
Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	SJG1643H		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHD - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20170920171452877397

Search Date / Time: 17 Sep 2017 17:55:00

Insurance Company: AXA INSURANCE PTE LTD

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

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


Please read through the [Privacy Statement](#), [Terms of Use](#) and [Disclaimer](#).  
 Please do not use the **Back** or **Forward** buttons on your browser as this may alter the results of the transactions.  
 Best viewed with IE 6.0 SP3 and above. 1024 X 768 resolution  
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 Last updated on 27 Aug 2017 at 01:09 AM

### THIRD PARTY EXPRESS SETTLEMENT (PAYMENT BREAKDOWN)

Vehicle No:	SJG 1643H (Insd veh)	Model:	TPVD MERCEDES-BENZ
	SMB 5017E (TP veh)		BUS
Date of Accident:	17/09/2017		

Global Sum Settlement	:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Repair Estimate	:	\$	4,020.00
Final Repair Cost	:	\$	2,122.00
Loss of Use	:	\$	900.00
Rental (if any)	:	\$	3days at \$300.00 per day
LTA / GIA Search Fee	:	\$	5.00

Others:	:	\$	0.00
---------	---	----	------

	:	\$	
Final Settlement Sum	:	\$	3,027.00

Is Third Party Workshop GIA Registered? ☐ YES ☒ 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 BUSES LTD	:	\$ 3,027.00

JOANNE LEE KHANG MIN  
LKK Auto Consultants Pte Ltd

03/01/2019  
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))

Service Request Details

Claim	S7M001XV
Reference	CC4/ASIM18003322/Sak3p2
Loss Date	17 September 2017
Request Date	26 July 2018
Due Date	
Vendor Name	LKK AUTO CONSULTANTS PTE LTD (TP)
Type of Loss	Third Party Vehicle Damage
Services	Pending verification - Direct Settlement

Actions

Next Step

Wait for Approve Invoice

View Remarks

Vehicle Information	
Incident Vehicle Registration #	SM85017E
Make	TPWD MERCEDES-BENZ
Model	BUS
Service Address	
...	

Primary Contact/Insured	
TAN AIK GEE, JANETTE	
24C ST MICHAEL'S ROAD, 327986, Singapore	
janetteyew@gmail.com	

Claim Handler	
NG Stacey	
6548804351	
stacey.ng@aaa.com.sg	

Additional Instructions

Messages Invoices History Documents Assessment Metrics Notes

Document Type

Document SubType

Upload Documents

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
Accident Statement	Reports & Statement		Mertimen	
LKKInvoice1 (2).pdf	Invoice	Surveyor/ Assessor expense	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019



NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 Payment Breakdown SHM-2017E.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 LOD.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 DISCHARGE VOUCHER.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 AUTHORISATION TO ACT FORM.pdf	Forms / Claim Documents	POA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	3 January 2019
 Mandate IA - CORRECT version.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 November 2018
 Mandate IA.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 November 2018
 TP CCTV snapshots_2.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	13 November 2018
 TP CCTV snapshots_1.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	13 November 2018
 Inspection Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 November 2018
 LETTER TO OI.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	1 June 2018
 LTA SEARCH.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	3 June 2018
 TP LOD.pdf	Legal	Letter of Demand/Notice of Proceedings	SHAM Kunal	10 April 2018



Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Parts

Add

Approved

Cancel

Revised Add

EDIT

SIR NO

QUAN

TITY

MATERIAL

SIDE

PART NAME

PART NUMBER

REPAIR/REPLACE (PARTS)

CONDITION

LIST PRICE

DEPL/ BTTRN

DISC QUMTY

SALV AGES

PART PRICE(NET)

ACTION (PARTS)

REMOVE

Labour

Add

Approved

Cancel

Revised Add

EDIT

SIR NO

REPAIR/REPLACE (LABOUR)

PART NAME

LABOUR KHR

LABOUR REPAIR

PAINT

ACTION (LABOUR)

COMMENT

REMOVE

1

1

TO REPAIR RHS CTR PORTION

1060

0

0

Approve

2

2

PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS

1062

0

0

Approve

Assessment Details

General & Workshop Details

Vehicle & Driver Details

Vehicle Condition

Taxes & Ratio

Parts & Labour

Miscellaneous

Summary

Add

Approve

Deny

Submit All

EDIT	SR NO	NAME	ACTION	AMOUNT	COMMENT	REMOVE
	1		Approve			

Assessment Details

General & Workshop Details		Vehicle & Driver Details		Vehicle Condition		Taxes & Fees		Parts & Labour		Miscellaneous		Summary		Claim Amount	
Claim Amount		\$2,122.00												\$2,122.00	
CATEGORY		ESTIMATE													
Labour		\$2,122.00												\$2,122.00	