

**Joy Irene (LKKAUTO)**

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**From:** Joel Goh <joel.goh@eqinsurance.com.sg>  
**Sent:** Friday, 13 April 2018 11:20 AM  
**To:** Joy Irene (LKKAUTO)  
**Cc:** Admin A; CS A Team  
**Subject:** RE: Accident involving EQ -XB3787Z & TP-SHB7609T on 16 Jan 2014 (DM14HO00058-JG)

Dear Joy

Please proceed to resolve this matter at S\$19,116.20.

Best Regards,

**Joel Goh**  
Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6500 6772 | tel 65 6223 9433 ext 772 | fax 65 6223 4190  
www.eqinsurance.com.sg

 A Member of Citystate

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**From:** Janet Tan  
**Sent:** Thursday, April 12, 2018 10:08 AM  
**To:** Joel Goh  
**Cc:** JoyIrene@lkkauto.com; Admin A; CS A Team  
**Subject:** FW: Accident involving EQ -XB3787Z & TP-SHB7609T on 16 Jan 2014

Joel

For your necessary action.  
Thank you.

Regards,

**Janet Tan**  
Senior Executive | Claims



**EQ Insurance Company Limited**

5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110

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**From:** Joy Irene (LKKAuto) [mailto:JoyIrene@lkkauto.com]  
**Sent:** Tuesday, April 3, 2018 5:50 PM  
**To:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Subject:** Accident involving EQ -XB3787Z & TP-SHB7609T on 16 Jan 2014

RE-OPENED CASE  
Ref: (DM14H000058/JT) (DMCPHQ14-000034)

Dear Ms. Janet,

We refer to our e-mail correspondence below with Ms. Annabel.

We have submitted our report to your good-office due to no development from TP on 12.11.2015.

Now, we recently received TP claimant's LOD as they wanted to pursue their claim.

With further reference to Ms. Annabel's e-mail dated 03.09.2015., we were instructed at 100% as OI was charged for Inconsiderate Driving.

Thus, our summary to offer to repairer M/s **TRANS-CAB SERVICES PTE LTD** is as follows:

	TP CLAIMED	OUR REVISION TO OFFER
Cost of Repairs	\$ 58,913.14 (per estimate)(no GST)	\$ 17,280.50 (GST included)
Loss of Rental	\$ 1,951.68 (\$121.98 x 16 days)	\$ 1,829.70 (\$121.98 x 15 d
GIA/LTA Search Fee	\$ 6.00	\$ 6.00
<b>TOTAL</b>	<b>\$ 60,870.82</b>	<b>\$ 19,116.20</b>

10 days recommendation for repair+ weekends

Relevant supporting claim documents attached for your perusal and reference. You may also refer to our report previously submitted for reference.

For your approval.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Annabel Tan [<mailto:annabel.tan@eqinsurance.com.sg>]

**Sent:** Wednesday, 11 November 2015 2:20 PM

**To:** Joy Irene (LKK Auto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Cc:** Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Olivia Lau <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKK Auto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Subject:** RE: Accident involving XB3787Z & SHB7609T on 16 Jan 2014

Hi Joy,

Noted with thanks, please proceed.  
Thank you.

Regards,

**Annabel Tan**  
Assistant Manager, Claims

**EQ Insurance Company Limited**  
5 Maxwell Road,  
#17-00 Tower Block,  
MND Complex,  
Singapore 069110

DID: 6496 9115  
Tel: 6223 9433  
Fax: 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Joy Irene (LKK Auto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Wednesday, November 11, 2015 1:45 PM

**To:** Annabel Tan

**Cc:** Janet Tan; Olivia Lau; Admin A; Mei Kwan (LKK Auto)

**Subject:** RE: Accident involving XB3787Z & SHB7609T on 16 Jan 2014

Dear Ms. Annabel,

We refer to our e-mail correspondence below.

To date, we still have not receive TP's letter of demand with all its supporting claim documents.

TP also have not responded to our follow-ups made.

Since there is no development from TP with regards to their TP claim, we will temporarily close this almost one (1) year outstanding file and submit our report to your good-office.

In future, if there is any development from TP, we will update and inform you for our further handling.

Thank you.

Best Regards,

**Joy Irene** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | fax: 6741-4108

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

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**From:** Annabel Tan [<mailto:annabel.tan@eqinsurance.com.sg>]

**Sent:** Thursday, 3 September, 2015 5:28 PM

**To:** Joy Irene (LKK Auto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKK Auto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Precelia Ang <[precelia@lkkauto.com](mailto:precelia@lkkauto.com)>; Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>; Olivia Lau <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>

**Subject:** RE: Accident involving XB3787Z & SHB7609T on 16 Jan 2014

Hi Joy Irene,

Please proceed to attempt Direct Settlement at 100% in view of OID charged for Inconsiderate Driving. Update us thereafter for further instructions if TP still does not respond.

Thank you.

Regards,

**Annabel Tan**

**Assistant Manager, Claims**

**EQ Insurance Company Limited**

5 Maxwell Road,  
#17-00 Tower Block,  
MND Complex,  
Singapore 069110

DID: 6496 9115

Tel: 6223 9433

Fax: 6223 4190

[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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**From:** Joy Irene (LKK Auto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Wednesday, September 02, 2015 11:16 AM

**To:** Annabel Tan; Admin A; Mei Kwan (LKK Auto)

**Cc:** Precelia Ang; Janet Tan; Olivia Lau

**Subject:** RE: Accident involving XB3787Z & SHB7609T on 16 Jan 2014

Dear Ms. Annabel,

We refer to your e-mail below dated 01.09.2015.

For an update, we had made our offer of liability at 50% to TP since 22.04.2014. However, at present, we receive no response from their side.

We also have not received their Letter of Demand (LOD) for their claim and no follow-up made from their side.

We kept reminding them every round table meeting we have since last year, but no action is being made by TP for their claim.

To date, we are waiting indefinitely for their LOD and response.

We wish to close this more than six (6) months outstanding file and submit our wp report to your good-office.

In future, if TP would still want to pursue their claim with substantial evidence presented, we will update and inform you for our further handling.

Please advise if we may proceed to submit our report to your good-office.

Thank you.

Best Regards,

**Joy Irene** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [jovirene@lkkauto.com](mailto:jovirene@lkkauto.com) | fax: 6741-4108

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

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**From:** Annabel Tan [<mailto:annabel.tan@eqinsurance.com.sg>]

**Sent:** Tuesday, 1 September, 2015 3:00 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Mei Kwan (LKK Auto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Precelia Ang <[precelia@lkkauto.com](mailto:precelia@lkkauto.com)>; Sharon Yee <[sharonyee@lkkauto.com](mailto:sharonyee@lkkauto.com)>; Janet Tan <[janet.tan@eqinsurance.com.sg](mailto:janet.tan@eqinsurance.com.sg)>

**Subject:** Accident involving XB3787Z & SHB7609T on 16 Jan 2014

**OUR REF** : DM14HO00058JT (FILE REVIEW)

**YOUR REF** : CC3/EQ1400597/KSA3

Dear Mei Kwan,

We refer to the above matter and the last correspondence from our office on 14 January 2014.

Please let us have an update on the file and if there are other correspondence after 14 January 2014, we would appreciate if you could also forward to us for our tracking and file completeness.

Thank you.

Regards,

**Annabel Tan**  
**Assistant Manager, Claims**

**EQ Insurance Company Limited**  
5 Maxwell Road,  
#17-00 Tower Block,  
MND Complex,  
Singapore 069110

DID: 6496 9115  
Tel: 6223 9433  
Fax: 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

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TC : Joy Irene

**Trans-Cab Services Pte Ltd**

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

Our Ref : AAD1401-067

Your Ref : XB3787Z

Date : 05.April 2018

**EQ INSURANCE LIMITED**

Dear Sir/Madam,

**ACCIDENT INVOLVING SHB7609T AND XB3787Z ON 06/01/14 03:30 AM ALONG TPE TO SLE**

It appears that the above accident was caused by your insured's negligence. We, therefore seeking compensation from you for our financial loss as itemized below :-

1.	Cost of Repair (inclusive of 7% GST)	\$	17,280.50
2.	Loss of Rental for <u>16</u> days @ \$ <u>121.98</u> per day	\$	1,951.68
3.	Loss of Income for <u>-</u> days @ \$ <u>-</u> per day	\$	0.00
4.	LTA Search Fee	\$	6.00
5.	Survey Fee	\$	0.00
	Total	\$	19,238.18

We enclose a copy of the following documents for your consideration :-

GIA report lodged by our driver	Rental rate and mileage records
Certificate of Insurance	Authorization To Act
Original final repair bill	LTA Search Fee

**Kindly let us have the discharge voucher within the next 14 days, failing which we shall proceed to hand over the conduct of this matter to our solicitors without further reference to you.**

Yours Faithfully  
Trans-Cab Services Pte Ltd

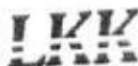


Jasmine Tan

General Manager

Tel No. : 6603 1250 (DID)

Note : Please email any further correspondence to [claims@transcab.com.sg](mailto:claims@transcab.com.sg) (6603 1259)



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC3/EQ114000597/Ksa3

20 January 2014

**SAM LIAN EQUIPMENT SERVICES PTE LTD**  
13 Jurong East Street 13  
#04-263  
Singapore 600131

Dear Sir/Madam,

**ACCIDENT INVOLVING XB 3787Z & SHB 7609T ON 06/01/2014**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 30/1/2014, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Zayer

Case Handler

DID: 6749 9635

FAX: 6741 4108

Email: [zayer@lkkauto.com](mailto:zayer@lkkauto.com)

Case Handler

c.c. **EQ INSURANCE COMPANY LIMITED**  
(Motor Claims Dept)



**Trans-Cab Services Pte Ltd**

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

**Authorization To Act**

We, Trans-cab Services Pte Ltd of Company Registration No. 200303878K hereby authorize Trans-cab Auto Services Pte Ltd to act on behalf to claim for all losses incurred for the accident involving SHB7609T and XB3787Z along TPE TO SLE on 06/01/14 03:30 AM.

In addition, we also hereby authorize the above payment to be made in favour of Trans-cab Auto Services Pte Ltd upon settlement.

Dated this 26 (day) of February 2018

Yours Faithfully

Trans-Cab Services Pte Ltd



Jasmine Tan

General Manager

To : Joy Irene

**Trans-Cab Auto Services Pte Ltd**

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel: 6287 6666

Fax: 6287 7764

Co. Reg. No.: 201019626G

GST Reg. No.: 201019626G

**Tax Invoice / Debit Note**

**TO:**  
**EQ INSURANCE COMPANY LIMITED**  
5 Maxwell Road  
#17-00 Tower Block, MND Complex  
069110 Singapore  
  
ATTENTION:

**INVOICE NO.** : INV1803-021  
**DATE** : 8. March 2018  
**REFERENCE NO** : AAD1401-067  
**TERMS** :  
**DUE DATE** : 8. March 2018  
**PAGE** : 1

NO.	CODE	DESCRIPTION	QTY	UNIT PRICE	AMOUNT
1.	6050101	Sales - Repair(Lump Sum)-SHB7609T-DOA:6.1.2014	1	17,280.50	17,280.50

**Total SGD Excl. GST : 16,150.00**

**7% GST : 1,130.50**

**Total SGD Incl. GST : 17,280.50**

\*\*\*\* SEVENTEEN THOUSAND TWO HUNDRED EIGHTY AND FIFTY SGD ONLY

\*\*\*\*

- 1) All cheques should be crossed and made payable to "Trans-Cab Auto Services Pte Ltd"
- 2) Please quote our Invoice Number during payment.
- 3) We reserve the right to charge interest @ 1.5% per month on overdue invoice.
- 4) Any dispute as to the accuracy, charges etc of this invoice must be communicated within 10 days from the date hereof failing which it shall be deemed to have been unconditionally accepted.

**E. & O. E.**

**THIS IS A COMPUTER GENERATED INVOICE WHICH REQUIRES NO SIGNATURE**

**Trans-Cab Services Pte Ltd**

No. 2 Ang Mo Kio Street 63

Tel No.: 6287 6666 Fax No. 6281 1400

Co./GST Reg. No. 200303878K

26 February, 2018

To Whom It May Concern

Dear Sir / Madam,

Accident on 06/01/14 03:30 AM at TPE TO SLE

1. We refer to the above-mentioned accident and wish to inform that Trans-Cab Services Pte Ltd is the registered owner of the taxi bearing vehicle registration no. SHB7609T. The taxi was hired to NEO YEE HWANG @ LIANG YOUHUA a registered hirer-operator of Trans-Cab Services Pte Ltd at the time of occurrence of the aforementioned accident at a rental rate \$121.98 per day (inclusive of GST).
2. Please be advised that the Taxi is insured with FIRST CAPITAL INSURANCE LIMITED on a third party basis at the material time of the accident.
3. Please liaise with us directly for any settlement of claims in respect of the said accident.

Yours faithfully,

Jasmine Tan

General Manager

*This is a computer generated print-out. No signature is required.*

**Trans-Cab Auto Services Pte Ltd**

No. 2 Ang Mo Kio Street 63 Singapore 569111

Tel No.: 6287 6666 Fax No. 6287 7764

Co./GST Reg. No. 201019626G

06-01-2014

Dear Sir/Madam,

Please be informed that the taxi was undergo accident repair in the workshop as follow:

Date In	Date Out	Vehicle No.
<b>Accident No.</b>	AAD1401-067	<b>Accident Date</b> 06-01-2014
6/1/2014	21/1/2014	SHB7609T

Yours Faithfully,

**Trans-Cab Auto Services Pte Ltd**



**Jasmine Tan**

**General Manager**

Text size + -

**Enquire Vehicle & Owner Information ( Vehicle No. XB3787Z As At 06 Jan 2014 / 03:30:00 )**

**Law Firm Search Details**

Search Reason: Insurance claim in relation to traffic accident

Law Firm Case No.: TCS(ANDREA)SHB7609T

**Current Owner Details**

Owner ID Type: Company

Owner ID: 198801589R

Owner Name: SAM LAIN EQUIPMENT SERVICES PTE LTD

Registered Address Type: Private Residential (Condo Apt or House) / Shopping / Office Complexes

Registered Block/House No.: 25

Registered Street Name: WOODLANDS INDUSTRIAL PARK E2

Registered Unit No.: -

Registered Building Name: NORDIX

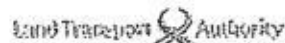
Registered Postal Code: 757459

**Current Vehicle Details**

Vehicle No.: XB3787Z

Make Description/Model: NISSAN / CKB450BTNT

Insurance Company Name: EQ INSURANCE COMPANY LTD



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