

Vivian Lau (LKKAUTO)

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 13 September, 2018 6:05 PM
To: Vivian Lau (LKKAUTO); Admin A
Cc: Elaine Cheong; Alfred Toh; Hsiao Tong (LKKAUTO)
Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI: SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

LKK REF - CC3/CTI18005701/Swa3
CTI REF - SNM18D01499C02/5 (GBE3745P)

Dear Vivian

We refer to your emails pertaining to the above matter.

You may proceed to resolve the property damage claim at \$7,832.46.

We await your payment advice to enable Elaine to act accordingly.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: +65 6389 6183
FAX: +65 6224 7478/6224 7175
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com
www.sg.cntaiping.com



Disclaimer :

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

From: Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]
Sent: Thursday, September 13, 2018 5:42 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; Elaine Cheong <elaine.cheong@sg.cntaiping.com>
Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI: SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

Dear Elaine,

We refer to the email below.

Please be informed that LTA is \$7.00 (enclosed)

We seek your approval to offer to TP repairer **SMRT Automotive Services Pte Ltd** is as follows:

	Amount Claimed	Amount Revised
1. Cost of Repair (+GST)	S\$ 7,975.85	S\$ 7,075.46
2. Loss of INCOME (\$ 250.00 x 3 days)	S\$ 825.00	S\$ 750.00 (Surveyor recommend 3 days)
3.LTA SEARCH	S\$ 7.00	S\$ 7.00
	S\$ 8,807.85	S\$ 7,832.46

Amount of claim at liability 100% S\$ 7,832.46

For your approval please

Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 31 July, 2018 4:52 PM

To: 'Claims Dept of CTI' <claimsdept@sg.cntaiping.com>

Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>; elaine.cheong@sg.cntaiping.com

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

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Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Tuesday, 12 June, 2018 5:56 PM

To: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; claimsdept@sg.cntaiping.com

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

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Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAUTO)

Sent: Thursday, 7 June, 2018 5:26 PM

To: 'Elaine Cheong' <elaine.cheong@sg.cntaiping.com>

Cc: Thin Thin (LKKAUTO) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

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Thank you

Best Regards,

Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Elaine Cheong [<mailto:elaine.cheong@sg.cntaiping.com>]

Sent: Thursday, 7 June, 2018 4:30 PM

To: Vivian Lau (LKKAUTO) <vivianlau@lkkauto.com>

Cc: Thin Thin (LKKAUTO) <thinthin@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - SNM18D01499C02/5) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

Dear Vivian,

We refer to your email of 07.06.18.

Please proceed to resolve the matter at \$7,830.46.

Thank you.

Regards,

Elaine Cheong

Executive (Motor Claims)
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID: 6389 6530
Fax: 6225 5879
Email: elaine.cheong@sg.cntaiping.com
Website: www.sg.cntaiping.com



From: Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]

Sent: Thursday, 7 June, 2018 2:15 PM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Thin Thin (LKKAUTO) <thinthin@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - TBA) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

Your Ref : SNM18D01499C02/3/LKKDS

Our Ref: CC3/CTI18005701/Swa3

Dear Elaine,

ACCIDENT INVOLVING GBE 3745P & SG 1043H ON 19/03/2018 ALONG T1 CHANGI AIRPORT

We refer to the above matter

This accident happened OI reversed hit TP (enclosed TP's photo)

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

We seek your approval to offer to TP repairer **SMRT Automotive Services Pte Ltd** is as follows:

	Amount Claimed	Amount Revised
1. Cost of Repair (+GST)	S\$ 7,975.85	S\$ 7,075.46
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For your approval please

Thank you

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Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Vivian Lau (LKKAuto)

Sent: Wednesday, 6 June, 2018 12:23 PM

To: claimsdept@sg.cntaiping.com

Cc: Elaine Cheong <elaine.cheong@sg.cntaiping.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>; 'Alfred Toh' <alfred.toh@sg.cntaiping.com>

Subject: RE: Direct Settlement - Accident Involving GBE3745P (OI : CAI - TBA) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

Your Ref : SNM18D01499C02/3/LKKDS

Our Ref: CC3/CTI18005701/Swa3

Dear Elaine,

ACCIDENT INVOLVING GBE 3745P & SG 1043H ON 19/03/2018 ALONG T1 CHANGI AIRPORT

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This accident happened OID reversed hit TP (enclosed TP's photo)

We have surveyed the vehicle, and relevant supporting documents was enclose for your perusal.

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For your approval please

Thank you

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Vivian Lau | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-8625 | email: Vivianlau@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)

Sent: Monday, 2 April, 2018 10:49 AM

To: claimsdept@sg.cntaiping.com

Cc: Jowyn Tay <jowyn.tay@sg.cntaiping.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Lucas Lee <lucas.lee@sg.cntaiping.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

Subject: Direct Settlement - Accident Involving GBE3745P (OI : CAI - TBA) and SG1043H (TP : LKK REF - CC3/CTI18005701/Swa3) on 19.03.2018

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

We had inspected TP vehicle SG 1043H at M/s SMRT Automotive Services Pte Ltd (Woodlands).

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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Vivian Lau (LKKAUTO)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Monday, 7 May, 2018 9:40 AM
To: Admin A; Vivian Lau (LKKAUTO); Zayyer (LKKAUTO)
Cc: Joel.Goh@sg.cntaiping.com
Subject: LOD to China Taiping - BUS/03/18/1030/AW - ACCIDENT INVOLVING 12M BUS SG1043H AND GBE3745P ON 19 MARCH 2018 ALONG CHANGI AIRPORT T3 BASEMENT.
Attachments: img-507092939-0001.pdf
Importance: High

SMRT : BUS/03/18/1030/AW

Dear Motor Claims Officer,

ACCIDENT INVOLVING 12M BUS SG1043H AND GBE3745P ON 19 MARCH 2018 ALONG CHANGI AIRPORT T3 BASEMENT.

LETTER OF CLAIM

We claim on behalf of **SMRT BUSES LTD**, owner/hirer of the vehicle Reg. No.: SG1043H. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

- | | | |
|---|---|--------------------|
| 1. Cost of Repair | : | \$ 7,075.46 |
| 2. Loss of Use for 3 days @ S\$ 275 /day | : | \$ 825.00 |
| 3. Loss of Rental for _____ days @ S\$ _____ /day | : | |
| 4. Loss of Income for _____ days @ S\$ _____ /day | : | |
| 5. Police Report/ SAS Report/ LTA Search Fee | : | \$ 7.00 |
| 6. Survey Fee | : | |
| 7. Others | : | |
| Total Claims : | | \$ 7,907.46 |

=====

We enclose the following documents :

- | | |
|--|---|
| <input checked="" 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. _____ |

Survey report and damaged bus photos to be furnished by LKK (China Taiping's own appointed surveyor).

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**

Audrey Woo | DID : 6556 3521 | FAX : 6368 7421 | Email : audrey@smrt.com.sg | Claims
Department | SMRT BUSES LTD | 6 Ang Mo Kio Street 62 Singapore 569140





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/CTI18005701/Swa3

13 April 2018

Sinhua Hock Kee Trading (S) Pte Ltd
463 Tagore Industrial Ave
Teli Building
Singapore 787832

Dear Sir/Madam,

ACCIDENT INVOLVING GBE 3745P AND SG 1043H ON 19/03/2018

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Vivian Lau
Case Handler
DID: 6841 8625
FAX: 6741 4108
EMAIL: Vivianlau@lkkauto.com

c.c. *China Taiping Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

SMRT Ref: BUS/03/18/1030/AW

AUTHORISATION TO ACT

I/We, SMRT BUSES LTD ("the third party claimant") of 6 Ang Mo Kio Street 62
Singapore 569140 (address), owner of SG 1043H (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. SG 1043H
that was damaged pursuant to the accident which occurred on 19/03/2018 (date) along
CHANGI AIRPORT T1 (location) involving vehicle no/s GBE 3745P ("the accident").

CHQ to be issued to SMRT BUSES LTD.

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 14 (day) of Sep (month) 2018 (year)

Audrey
wa



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



Signed by "the workshop"
(with chop)

W

SMRT Ref:
Bus 03/18/1030/AW

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN1552591702

Claim No : SNM18D01499C02/5

Claimant : SMRT BUSES LTD

Amount : S\$ 7,832.46

Singapore Dollar Seven Thousand Eight Hundred Thirty Two and Cents Forty Six Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SG 1043H
Insured Vehicle No. : GBE 3745P

CHQ to be issued to SMRT BUSES LTD.

Date of Loss : 19/03/2018

Place of Accident : CHANGI AIRPORT TERMINAL 1 LOADING BAY

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : SINHUA HOCK KEE TRADING (S) PTE LTD
Driver Name : QUEK CHAM SENG

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$
(2) Cost of Repair/Excess	S\$ 7,075.46
(3) Loss of Use/Rental/Earning	S\$ 750.00
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$ 7.00
(5) Medical Reports/Expenses	S\$
(6) Survey Fees/P.T. Fees	S\$
(7) Cost including Disbursement	S\$
TOTAL	S\$ 7,832.46

Claimant Name:

SMRT BUSES LTD



NRIC No :

Signature :

[Handwritten Signature]
Audrey Ww

Date :

14 Sept 2018



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 : 199004280Z
Invoice No. : IV180400674
Date : 30.04.2018
Vehicle No. : SG1043H
Your Ref No. : BUS/03/18/1030
Our Ref No. : 24095251
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
WINDSCREEN:FRONT, FOR MB CITARO O530	1.00	\$3887.85	(10.00)	\$ 388.78	\$ 3499.06
ADHESIVE:DIRECT GLAZING	10.00	\$ 37.00	0.00	\$ 0.00	\$ 370.00
ACTIVATOR:1000ML PER CAN	1.00	\$ 80.00	0.00	\$ 0.00	\$ 80.00
PRIMER:250ML PER CAN	1.00	\$ 80.00	0.00	\$ 0.00	\$ 80.00
BRACKET:FOR IU	1.00	\$ 35.00	0.00	\$ 0.00	\$ 35.00
ARM,WIPER:LH, FOR MB O530 CITARO BUS	1.00	\$ 567.00	(10.00)	\$ 56.70	\$ 510.30
WIPER ARM ASSEMBLY:FOR MBO530 CITARO BUS	1.00	\$1029.00	(10.00)	\$ 102.90	\$ 926.10
STICKER:"SMRT" LOGO	1.00	\$ 75.00	0.00	\$ 0.00	\$ 75.00
Sub-Total					\$ 5575.46
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$1300.00	0.00	\$ 0.00	\$ 1300.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
GRAND TOTAL					\$ 7,075.46

Remark :

Make/Model : MB CITARO O530
Accident Date : 19.03.2018

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

Enquire Transaction History

Transaction History Details

Log Date/Time:	21 Mar 2018 / 20:22:22		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	GBE3745P		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180321202222844972

Search Date / Time: 19 Mar 2018 10:35:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

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