

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN134221704 Claim No : SNM18D01881C02/1(cbs)

Claimant : SMRT BUSES LTD

Amount : S\$3,450.00  
SINGAPORE DOLLARS THREE THOUSAND FOUR HUNDRED FIFTY 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. : SMB 3519L

Insured Vehicle No. : GX 9001D

Date of Loss : 09/04/2018

Place of Accident : BUKIT BATOK WEST AVENUE 6

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 : EZ AIR-CON & ELECTRICAL SERVICES

Driver Name : LEE CHOW HUAT

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) Global Sum (all in) S\$ 3,450.00

TOTAL . . . . . S\$ 3,450.00

Claimant Name : SMRT Buses Ltd  NRIC No : 1982022920

Signature :  Date : 27.04.2020


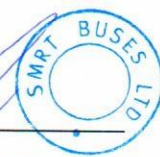
## **AUTHORISATION TO ACT**



I/We, **SMRT BUSES LTD** ("the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705** (address), owner of **SMB 3519L** (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 3519L** that was damaged pursuant to the accident which occurred on **09/04/2018** (date) along **BUKIT BATOK WEST AVENUE 6** (location) involving vehicle no/s **GX 9001D** ("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 claimant, **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 27 (day) of April (month) 2020 (year)

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

  
  
Signed by "the workshop"  
(with chop)

## Vic (LKKAUTO)

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**From:** Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>  
**Sent:** Friday, 12 October, 2018 9:09 AM  
**To:** Thin Thin (LKKAUTO); Admin A; 'claimsdept@sg.cntaiping.com'  
**Cc:** Vivian Lau (LKKAUTO); Hsiao Tong (LKKAUTO)  
**Subject:** URGENT Reminder ! China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109  
**Attachments:** img-507110830-0001.pdf  
**Importance:** High

SMRT : BUS/04/18/5012/AW  
LKK : CC3/CTI18006753/R1ub3  
China Taiping : GX9001D

Dear Thin Thin (LKK),

LOD had been issued since 7 May 2018.

*We have not heard from LKK or China Taiping for the past 5 months at all.*

Please let us have China Taiping's offer to settle/DV soon. Thanks !

**Audrey Woo** | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



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From: Shu Pei (LKKAUTO) [mailto:shupe@lkkauto.com]  
Sent: Monday, 7 May, 2018 8:24 PM  
To: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)  
Cc: Admin A; Thin Thin (LKKAUTO)  
Subject: FW: LOD to China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109  
Importance: High

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/CTI18006753/R1ub3	Thin Thin

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

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From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) [mailto:audrey@smrt.com.sg]

Sent: Monday, 7 May 2018 11:23 AM

To: Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Subject: LOD to China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109

Importance: High

SMRT : BUS/04/18/5012/AW

China Taiping : GX9001D

Dear Motor Claims Officer,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB3519L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 2800
Loss of Use ( 2 Days x \$350 Double Decker Bus )	\$700
LTA search fee	\$7
Total	\$ 3507

We enclose the following documents,

- Repair Invoice
- GIA report
- LTA Search
- Accident Scene Photos
- 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 email. 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





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. : IV180400592  
Date : 26.04.2018  
Vehicle No. : SMB3519L  
Your Ref No. : BUS/04/18/5012  
Our Ref No. : 24095518  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,800.00
GRAND TOTAL					\$ 2,800.00

Remark :

Make/Model : ENVIRO 500  
Accident Date : 09.04.2018

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:	10 Apr 2018 / 11:24:42		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	GX9001D		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180410112442370216

Search Date / Time: 09 Apr 2018 18:00:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

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

[Enquire Related Logs](#)

[Back to List](#)





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/CTI18006753/R1hb3**

29 MARCH 2019

**EZ AIR-CON & ELECTRICAL SERVICES**  
51 BUKIT BATOK CRESCENT  
#02-22 UNITY CENTRE  
SINGAPORE 658077  
ATTN: THE MANAGEMENT

**By Post and By Email**

Dear Sir/Madam,

**ACCIDENT INVOLVING GX 9001D AND SMB 3519L ON 09/04/2018**

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,



Vic Alpeh  
DID: 6841 2096  
FAX: 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

c.c. *China Taiping Insurance (Singapore) Pte Ltd*  
*(Motor Claims Dept)*  
[Ezelectrical88@gmail.com](mailto:Ezelectrical88@gmail.com)  
*(Email)*



## Vic (LKKAuto)

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**From:** Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Sent:** Wednesday, 22 April, 2020 2:14 PM  
**To:** Vic (LKKAuto); Admin A; Jasper Chua (LKK Auto)  
**Cc:** Ben Tang; Claims Dept of CTI; Alfred Toh; Chee So Chow; Hsiao Tong (LKKAuto)  
**Subject:** RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3 ) on 09.04.2018

**LKK REF - CC3/CTI18006753/R1hb3**  
**CTPIS REF SNM18D01881C02/1(ben)**

Dear Vic

Please proceed to offer \$3,457.00 (GS) to resolve the property damage claim.

We await your payment advice to enable our Ben Tang to act accordingly.

### **NOTICE :**

**In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). . Any inconvenience caused is much regretted.**

**Best Regards**

**Alfred Toh**  
**Senior Executive**  
**Claims Department**  
**China Taiping Insurance (Singapore) Pte. Ltd.**  
**3 Anson Road #15-00 Springleaf Tower Singapore 079909**  
**DID: 65 6389 6183**  
**Email: [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)**  
**[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)**

**W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 TaipingSG**

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**From:** Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Sent:** Wednesday, April 22, 2020 1:11 PM  
**To:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Ben Tang <Ben.Tang@sg.cntaiping.com>  
**Cc:** Chong Boon Sen <boonsen.chong@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Subject:** RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3 ) on 09.04.2018

Dear Sir/Madam,

We refer to the below email.

Please be informed that TP repairer is chasing for settlement.

For your approval and/or further instructions please.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]

**Sent:** Tuesday, 11 February, 2020 3:02 PM

**To:** Vic (LKKAuto); Ben Tang

**Cc:** Chong Boon Sen; Alfred Toh; Admin A

**Subject:** RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3 ) on 09.04.2018

Dear All,

Please note that officer in charge – Ben Tang.

Dear Ben,

Fya/fyi

Thank you,  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Sent:** Monday, February 10, 2020 4:39 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Chong Boon Sen <[boonsen.chong@sg.cntaiping.com](mailto:boonsen.chong@sg.cntaiping.com)>; Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>  
**Subject:** RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3 ) on 09.04.2018  
**Importance:** High

Dear Alfred,

We refer to our below email.

Please be informed that TP had rejected our offer and counter proposed as per below email.

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,380.31	\$ 2,800.00
2. Loss of Rental (2days x \$350.00)	\$ 700.00	\$ 700.00
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 5,087.31	<b><u>\$ 3,507.00 @ Global Sum \$3,457.00 (all in)</u></b>

\*\*02 days recommendation for repair.

For your further instruction please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Vic (LKKAuto)

**Sent:** Thursday, 12 December, 2019 5:09 PM

**To:** Claims Dept of CTI

**Cc:** Chong Boon Sen; Alfred Toh; Admin A; Vic (LKKAuto)

**Subject:** RE: <RESEEK MANDATE> RE: OUR REF: SNM18D01881C02/1/LKKDS & YR SMB3519L (TP : LKK REF - CC3/CTI18006753/R1hb3 ) on 09.04.2018

Dear Alfred,

We refer to our below email.

Please be informed that TP had rejected our offer and counter proposed as per below email.

## Jasper Chua (LKK Auto)

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**From:** Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>  
**Sent:** April 27, 2020 5:48 PM  
**To:** Vic (LKKAuto); Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF CC3/CTI18006753/R1hb3  
**Attachments:** img-427173852-0001.pdf

WITHOUT PREJUDICE

Dear Vic,

Attached a copy of the duly signed DV as well as ATA for your perusal and necessary action. Original copies will be forwarded to your office shortly, thanks.

Regards,

*Patrick Tan*

Claims and Insurance Agency  
Direct line +65 6556 3522 | [tanweiteck@smrt.com.sg](mailto:tanweiteck@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140

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**From:** Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Wednesday, April 22, 2020 2:31 PM  
**To:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A; Vic (LKKAuto); Jasper Chua (LKK Auto)  
**Subject:** RE: China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF CC3/CTI18006753/R1hb3

WITHOUT PREJUDICE

Dear Audrey,

We refer further to your below email.

On a without prejudice basis and purely for an amicable settlement on a without admission of liability to our Insured's part, we have our principal's mandate and we are prepared to improve and increase our offer to a global sum of **\$3,450.00** (all in) to settle your client's claim.

If agreeable, kindly chop and sign the attached DV and ATA and **forward back the original signed hard copy to us (LKK)** for payment processing.

The above amount is to be made payable to **SMRT BUSES LTD.**

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]

**Sent:** Friday, 2 August, 2019 3:26 PM

**To:** Vic (LKKAuto); Admin A; 'claimsdept@sg.cntaiping.com'

**Subject:** China Taiping - SMRT BUS/04/18/5012/AW - Accident involving SMB3519L and GX9001D on 9 April 2018 along Bukit Batok West Ave 6 before bus stop no. 43371 / Blk 109 LKK REF  
CC3/CTI18006753/R1hb3

SMRT : BUS/04/18/5012/AW

LKK : CC3/CTI18006753/R1ub3

China Taiping : GX9001D

Without Prejudice. Save as to Costs.

Dear Vic,

The loss of use of a 12m bus is \$275 per day and \$350 per day for Double decker or 18m Bendy buses. Your offer of \$3300 would render loss of use per day as \$246.50, which is even lower than that of a 12m bus. As SMB3519L is a double decker, we regret that we are unable to accept your offer of \$3300. However for the sole purpose of speedy settlement, we would be willing to close off this case at \$3457.

**Please confirm settlement at \$3457 with revised DV.**