

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number **SMB1343P**. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

| | |
|----------------|----------------|
| Cost of Repair | \$ 2050 |
| Loss of Use | \$825 |
| LTA search fee | \$7 |
| Total | \$ 2882 |

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 (AXA'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




AUTHORIZATION TO ACT

I, SMRT BUSES LTD (the third party claimant") of 6 ANG MO KIO STREET 62 SINGAPORE 569140 (address), owner of SMB 1343P (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 1343P that was damaged pursuant to the accident which occurred on 11/04/2018 (date) along FARRER ROAD/LUTHERAN ROAD (location) involving vehicle no/s SBA 3897E ("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 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 28 (day) of Jan (month) 2021 (year)



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





Signed by "the workshop"
(with chop)





AXA THIRD PARTY DIRECT SETTLEMENT

| | | |
|-------------------------|----------------------|-------------------|
| Vehicle No: | SBA 3897E (Insd veh) | Model: MAN NL320F |
| | SMB 1343P (TP veh) | |
| Date of Accident/ Time: | 11/04/2018 / 08:25 | |

| | | | |
|--|----------------------------------|----------|---|
| Repair Estimate | : \$ | 5,422.90 | |
| Final Repair Cost | : \$ | 2,050.00 | |
| Loss of Use | : \$ | 750.00 | 3 days at \$ 250 per day |
| Rental (if any) | : \$ | - | days at \$ per day |
| LTA / GIA Search Fee | : \$ | 7.00 | |
| Others: | : \$ | - | |
| | : \$ | | |
| Final Settlement Sum | : \$ | 2,807.00 | |
| Payee Name : SMRT BUSES LTD | | | |
| Is Third Party Workshop GIA Registered? [x] 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: <u>NIL</u> |
| | BOLA Liability: (%) | | Assessed Liability (*): (%) |
| * Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply. | | | |
| Remarks: | | | |

NOTE:

1. PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
2. THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
3. AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

Signature of workshop representative / Workshop stamp
 Name of Representative: Patrick Tan
 Date: 28/01/2021

Signature of Witness / Workshop stamp (if applicable)
 Name of Witness:
 Date: 28/01/2021

Signature of AXA's surveyor/representative
 Name of AXA's surveyor /Representative:
 Date: 28.01.21



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. : IV180500065
Date : 04.05.2018
Vehicle No. : SMB1343P
Your Ref No. : BUS/04/18/7022
Our Ref No. : 24095605
Terms : 30 Days

| Description | Qty | Unit Cost | Add % | (Discount) Amount | Amount |
|--|------|-----------|-------|-------------------|-------------|
| LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION | 1.00 | | | | \$ 2,050.00 |

GRAND TOTAL \$ 2,050.00

Remark :

Make/Model : MAN A22
Accident Date : 11.04.2018

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: | 13 Apr 2018 / 08:44:03 | Transaction Amount: | \$7.49 |
| Asset Type: | Vehicle | | |
| Asset ID: | SBA3897E | | |
| Transaction Type: | 18.32 Insurance Enquiry (GIRO Payment) | Channel: | External Agency |
| User ID: | ESASBAHO - BALQISH BINTE ABDUL HALIL | Business Transaction Reference No.: | 20180413084403461641 |

Search Date / Time: 11 Apr 2018 08:24:00

Insurance Company: AXA INSURANCE 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

21 NOVEMBER 2018

**NEO CHIN SENG
21 TAN KIM CHENG ROAD
#10-23
SINGAPORE 266621**

Dear Sir/Madam,

OUR REF : CC4/ASM18007145/Swa3

YOUR REF : SBA 3897E

**ACCIDENT INVOLVING SBA 3897E AND SMB 1343P ALONG LUTHERAN ROAD ON
11.04.2018**

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 SMB 1343P against your motor insurance policy.

Based on the accident report and accident scenario, it was reported that your vehicle had collided to the Third Party vehicle SMB 1343P. As such, liability may not be on your favour.

Please be informed that your No Claim Discount (NCD – if applicable) 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 vicalpeh@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 6256 3561 or email us at vicalpeh@lkkauto.com.

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

Yours sincerely,



Vivian
Case Handler
DID: 6841 8625
FAX: 6741 4108
Email: vivianlau@lkkauto.com

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

Asher Sng (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Wednesday, 27 January 2021 3:42 PM
To: Asher Sng (LKKAUTO)
Subject: FW: New message for service request 40319, vehicle number SMB1343P

1/27/21 3:26 PM *** pls proceed. Tks - HO Winnie

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)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Wednesday, 27 January, 2021 3:28 PM
To: Admin A <admin-a@lkkauto.com>
Subject: Fw: New message for service request 40319, vehicle number SMB1343P

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: winnie.ho@axa.com.sg <winnie.ho@axa.com.sg>
Sent: Wednesday, 27 January 2021 3:27 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Subject: New message for service request 40319, vehicle number SMB1343P

AXA Insurance has sent you a message for claim number S8M00DQP.

Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.

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