



LKK Auto

Carson Hants

Attn: Vivian

SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel : 65 6866 2652
Fax : 65 6368 7421
www.smrt.com.sg

Date: 3.8.18

Our Ref.: Tax/06/18/2106/57

Dear Sirs,

ACCIDENT INVOLVING SIB 5465D & SJT 572 Z
ON 24/6/18 ALONG Jurong West Avenue 1

LETTER OF CLAIM

We claim on behalf of **SMRT TAXIS PTE LTD**, owner of motor taxi no.: SIB 5465D.

Your insured's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

| | | |
|--|---|--------------------|
| 1. Cost of Repair | : | \$ 3,289.31 |
| 2. Loss of Rental for <u>4 3/4</u> days @ S\$ <u>119.84</u> /day | : | \$ 569.24 |
| 3. Loss of Income for <u>4 3/4</u> days @ S\$ <u>60.00</u> /day | : | \$ 285.00 |
| 4. Police Report/ SAS Report/ LTA Search Fee | : | \$ - |
| 5. Survey Fee | : | \$ 7.00 |
| 6. Others | : | |
| Total Claims : | | \$ <u>4,150.55</u> |

We enclose the following documents:-

- | | |
|--|--|
| <input checked="" type="checkbox"/> Repair Invoice | <input checked="" type="checkbox"/> Vehicle laid-up report |
| <input checked="" type="checkbox"/> Police Report / SAS Report | <input checked="" type="checkbox"/> LTA Search result |
| <input checked="" type="checkbox"/> Letter of Authorisation | <input checked="" type="checkbox"/> Others : |
| <input type="checkbox"/> Investigation results | 1. <u>coloured photos</u> |
| <input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income | 2. _____ |

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 TAXIS PTE LTD**.

Yours sincerely,

SMRT AUTOMOTIVE SERVICES PTE LTD


Selena Tan
For Manager, Claims
Claims Department
Direct line: 6866 2653
Email address: tanselena@smrt.com.sg



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/QBE18011719/Vwb3

31 July 2018

Boon Van Dijk Egmond Andrew Harry

25 Corporation Rise

Singapore 618339

Dear Sir/Madam,

ACCIDENT INVOLVING SJT 5772Z & SHB 5465D ON 24/06/2018

We refer to the above accident where we are acting for QBE Insurance (Singapore) Pte Ltd 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 prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 13/08/2018, 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,

Vivian Lau,

Case Handler

DID: 6841 8625

FAX: 6741 4108

EMAIL: Vivianlau@lkkauto.com

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


AUTHORIZATION TO ACT

I, SMRT TAXIS PTE LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 (address), owner of SHB 5465D (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 SHB 5465D that was damaged pursuant to the accident which occurred on 24/06/2018 (date) along JURONG WEST AVE 1 (location) involving vehicle no/s SJT 5772Z ("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 TAXIS PTE 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 28th (day) of November (month) 2019 (year)




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





Signed by "the workshop"
(with chop)





Date: 26/6/18

Our Ref. No.:

Letter of Authorisation

I, LAU CHOON HOE (NRIC No.: 0230587/I) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHB 5465D hereby authorise **SMRT Automotive Services Pte Ltd ("AutoSvs")** to deal with all matters arising out of the accident between my taxi and SJT 5772 L happened on 0745 PM 24.6.18 along Jurong West Ave. 1

(the "Accident") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name

Lau Choon Hoe

Signature:



NRIC No.

0230587/I

Tel No.

98167114

Address

Blk 463 #10-570 Jurong West St 41 (640463)

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : TAX/06/18/2106/ST
Our Reference : VC011607

I/We, **SMRT TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **FOUR THOUSAND SIXTY AND CENTS FIFTY NINE ONLY (S\$4,060.59)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**BOON VAN DIJK EGMOND ANDREW HARRY**', over damage to my/our vehicle **SHB 5465D** from an accident involving **SJT 5772Z** at/along **JURONG WEST AVENUE 1**, which occurred on **24 JUNE 2018** at about **19:45hours**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**BOON VAN DIJK EGMOND ANDREW HARRY**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 28th of (month) November (year) 2019

Signature [Signature]
Selena Tan

Claimant's Name
198905369K
FIN/NRIC No.

Address

60 Woodlands Industrial Park E4
Singapore 757705
Tel: 65 6482 3888 Fax: 65 6368 7481
www.smrt.com.sg

Company stamp if applicable

Witness's Signature [Signature]
Joey Gan
Witness's Name

SXXXX159D
FIN/NRIC No.

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6534 5356)

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

 60 WOODLANDS INDUSTRIAL PARK E4
 SINGAPORE 757705

Tax Invoice

 GST Reg No. : MR-8500001-7
 CRN : 199004280Z
 Invoice No. : IV180700108
 Date : 06.07.2018
 Vehicle No. : SHB5465D
 Your Ref No. : TAX/06/18/2106
 Our Ref No. : 24096688
 Terms : 30 Days

| Description | Qty | Unit Cost | Add % | (Discount) Amount | Amount |
|---|------|-----------|----------|-------------------|-------------------|
| Parts | | | | | |
| PANEL SUB-ASSY, REAR DOOR , LH | 1.00 | \$1243.90 | (100.00) | \$1243.90 | \$ 0.00 |
| MOULDING ASSY, BODY ROCKER PANEL , LH | 1.00 | \$ 576.00 | (100.00) | \$ 576.00 | \$ 0.00 |
| PANEL SUB-ASSY, FENDER REAR LH | 1.00 | \$ 824.80 | (100.00) | \$ 824.80 | \$ 0.00 |
| LID ASSY, FUEL FILLER OPENING | 1.00 | \$ 164.10 | (25.00) | \$ 41.02 | \$ 123.07 |
| TYRE | 0.00 | \$ 126.74 | 0.00 | \$ 0.00 | \$ 0.00 |
| WHEEL, DISC | 1.00 | \$1555.10 | (25.00) | \$ 388.77 | \$ 1166.32 |
| LINER, REAR FENDER , LH | 0.00 | \$ 135.80 | (25.00) | \$ 0.00 | \$ 0.00 |
| LENS & BODY, REAR COMBINATION LAMP , LH | 0.00 | \$ 438.10 | (10.00) | \$ 0.00 | \$ 0.00 |
| COVER, RR BUMPER ASSY | 1.00 | \$ 423.90 | (100.00) | \$ 423.90 | \$ 0.00 |
| FILLER, RR BUMPER , LH | 1.00 | \$ 119.90 | (25.00) | \$ 29.97 | \$ 89.92 |
| RETAINER, RR BUMPER, LH | 0.00 | \$ 111.50 | (25.00) | \$ 0.00 | \$ 0.00 |
| SEAL, RR BUMPER , LH | 0.00 | \$ 85.20 | (25.00) | \$ 0.00 | \$ 0.00 |
| PIXEL STICKER | 2.00 | \$ 60.00 | 0.00 | \$ 0.00 | \$ 120.00 |
| Sub-Total | | | | | \$ 1499.31 |
| Labour | | | | | |
| TO REPAIR LH REAR PORTION | 1.00 | \$ 600.00 | 0.00 | \$ 0.00 | \$ 600.00 |
| Others | | | | | |
| TOWING CHARGE | 1.00 | \$ 50.00 | 0.00 | \$ 0.00 | \$ 50.00 |
| TO APPLY RUST-PROOFING ON AFFECTED AREA | 1.00 | \$ 50.00 | 0.00 | \$ 0.00 | \$ 50.00 |
| TO DO WHEEL ALIGNMENT / TYRE BALANCING | 1.00 | \$ 60.00 | 0.00 | \$ 0.00 | \$ 60.00 |
| TO REMOVE AND REFIT TYRE RIM | 1.00 | \$ 60.00 | 0.00 | \$ 0.00 | \$ 60.00 |



 Authorised Signature
 for SMRT Automotive Services Pte Ltd

Tax Invoice

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

 60 WOODLANDS INDUSTRIAL PARK E4
 SINGAPORE 757705

 GST Reg No. : MR-8500001-7
 CRN : 199004280Z
 Invoice No. : IV180700108
 Date : 06.07.2018
 Vehicle No. : SHB5465D
 Your Ref No. : TAX/06/18/2106
 Our Ref No. : 24096688
 Terms : 30 Days

| Description | Qty | Unit Cost | Add % | / (Discount) Amount | Amount |
|---|------|-----------|-------|---------------------|-----------|
| (SPRAYING PURPOSE) | | | | | |
| TO REMOVE / REFIT SEAT | 0.00 | \$ 120.00 | 0.00 | \$ 0.00 | \$ 0.00 |
| TO REMOVE & REFIT FUEL TANK | 0.00 | \$ 120.00 | 0.00 | \$ 0.00 | \$ 0.00 |
| TO TRANSFER DOOR MECHANISM | 1.00 | \$ 50.00 | 0.00 | \$ 0.00 | \$ 50.00 |
| TO TEST AND REFIX REVERSE SENSOR SYSTEM | 0.00 | \$ 120.00 | 0.00 | \$ 0.00 | \$ 0.00 |
| TO REPLACE SUNDRY PARTS | 1.00 | \$ 20.00 | 0.00 | \$ 0.00 | \$ 20.00 |
| TO WASH AND VACUUM | 0.00 | \$ 60.00 | 0.00 | \$ 0.00 | \$ 0.00 |
| TO RESPRAY REAR DOOR LH | 1.00 | \$ 200.00 | 0.00 | \$ 0.00 | \$ 200.00 |
| TO RESPRAY ROCKER PANEL MOULDING | 1.00 | \$ 100.00 | 0.00 | \$ 0.00 | \$ 100.00 |
| TO RESPRAY REAR FENDER LH | 1.00 | \$ 200.00 | 0.00 | \$ 0.00 | \$ 200.00 |
| TO RESPRAY FUEL LID COVER | 1.00 | \$ 100.00 | 0.00 | \$ 0.00 | \$ 100.00 |
| TO RESPRAY RIM | 0.00 | \$ 180.00 | 0.00 | \$ 0.00 | \$ 0.00 |
| TO REPSRAY REAR BUMPER | 1.00 | \$ 200.00 | 0.00 | \$ 0.00 | \$ 200.00 |
| TO RESPRAY FILLER RR BUMPER LH | 1.00 | \$ 100.00 | 0.00 | \$ 0.00 | \$ 100.00 |

GRAND TOTAL \$ 3,289.31

Remark :

 Make/Model : PRIUS4
 Accident Date : 24.06.2018

 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



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/06/18/2106

From: SMRT Taxis Pte Ltd

Date: 03/07/2018

**ACCIDENT WHICH INVOLVED SHB 5465D AND SJT 5772Z ON 24.6.2018
ALONG JURONG WEST AVE 1**

This is to confirm that the daily rental rate for SHB 5465D is \$119.84 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD





Accident Vehicle Laid-Up Report

Registration No. : SHB5465D

Accident Case No. : TAX/06/18/2106

Make / Model : TOYOTA PRIUS GEN4

Ref. No. : 24096688

Date and Time Vehicle off-road for Accident Repair : 24.06.2018 20:13:00

29.6.18

Date and Time Repair Completed : 29.06.2018 15:25:00

26.6.18

Remarks :

27.6.18

28.6.18

29.6.18

43/4

Generated by : POHSUAN

Printed on : 01.07.2018

Enquire Transaction History

Transaction History Details

| | | | |
|-------------------|--|-------------------------------------|----------------------|
| Log Date/Time: | 26 Jun 2018 / 09:49:36 | | |
| Asset Type: | Vehicle | Transaction Amount: | \$7.49 |
| Asset ID: | SJT57722 | | |
| Transaction Type: | 18.32 Insurance Enquiry (GIRO Payment) | Channel: | External Agency |
| User ID: | ESASBAHD - BALQISH BINTE ABDUL HALIL | Business Transaction Reference No.: | 20180626094936760333 |

Search Date / Time: 24 Jun 2018 19:45:00
Insurance Company: QBE INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Asher Sng (LKKAUTO)

From: Jenny Toh <jenny.toh@qbe.com>
Sent: Thursday, 21 November 2019 1:43 PM
To: Asher Sng (LKKAUTO)
Cc: claims-singapore
Subject: [VC011607] Direct Settlement - Accident Involving SJT5772Z (OI : QBE - TBA) and SHB5465D (TP : LKK REF - CC3/QBE18011719/Vwb3) on 24.06.2018
Attachments: EMAIL TO WSP.pdf; TP LOD.pdf; LKK INSPECTION.pdf; LKK ADJUSTMENT.pdf; LKK SURVEY PHOTO.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Our ref: VC011607

Hi Asher

Kindly proceed with the settlement.

regards

Jenny Toh

Senior Assistant

Claims / Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6224 6633 | +65 6477 1225

[Website](#) [LinkedIn](#) [Twitter](#)



From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Sent: Thursday, 21 November 2019 12:25 PM

To: Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SJT5772Z (OI : QBE - TBA) and SHB5465D (TP : LKK REF - CC3/QBE18011719/Vwb3) on 24.06.2018

Your ref : VC011607

Our ref : CC3/QBE18011719/Veb3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured make a left turn into the main road and hit third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$4,060.59 (all-in)**.

The summary is as follows: -

| | Amount Claimed | Amount Revised |
|---|----------------|--------------------------------|
| 1. Cost of Repairs | \$ 9,823.04 | \$ 3,289.31 |
| 2. Loss of Rental (4.75days x \$119.84) | \$ 569.24 | \$ 539.28 (4.5days x \$119.84) |
| 3. Loss of Income (4.75days x \$60) | \$ 285.00 | \$ 225.00 (4.5days x \$50) |
| 4. LTA Search Fee | \$ 8.00 | \$ 7.00 |
| | | Total : \$ 4,060.59 |

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Jenny Toh <jenny.toh@qbe.com>

Sent: Tuesday, 24 July 2018 2:31 PM

To: Shu Pei (LKKAuto) <shupe@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving SJT5772Z (OI : QBE - TBA) and SHB5465D (TP : LKK REF - CC3/QBE18011719/Vwb3) on 24.06.2018

Our ref: VC011607

Dear Shu Pei

Please find attached as per requested.

regards

Jenny Toh
Senior Assistant, Claims
QBE Emerging Markets – Singapore

QBE Insurance (Singapore) Pte Ltd
Phone: +65 6477 1225
Email: jenny.toh@qbe.com
Visit us on the web at www.qbe.com.sg



From: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]
Sent: Tuesday, 24 July, 2018 2:05 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving SJT5772Z (OI : QBE - TBA) and SHB5465D (TP : LKK REF - CC3/QBE18011719/Vwb3) on 24.06.2018

WITHOUT PREJUDICE

Dear Sir /Madam,

We refer to the above matter.

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

Thank you.

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 | 5(408933)

From: Shu Pei (LKKAuto)
Sent: Wednesday, 27 June 2018 6:45 PM
To: 'Jenny Toh' <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: Direct Settlement - Accident Involving SJT5772Z (OI : QBE - TBA) and SHB5465D (TP : LKK REF - CC3/QBE18011719/Vwb3) on 24.06.2018

WITHOUT PREJUDICE

Dear Sir /Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHB 5465D at M/s SMRT Automotive Services Pte Ltd - Woodlands.

Enclosed for your perusal is:

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

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.

Thank you.

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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