

Vivian Lau (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Friday, 5 October, 2018 9:30 AM
To: CS A Team; Admin A
Subject: Re: Accident on 24/7/2018 involving SHC 4755T & SDH 9928A (AXA's insured) Our
Ref: TAX/07/18/2120/lg
Attachments: TAX 07 18 2120.pdf

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2229.40
Loss of Rental	\$802.50 (6 days x \$133.75)
LTA Search Fee	\$7.00
Total	\$3038.90

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's Letter of Authorisation

Our hirer is claiming his injury and loss of income through his own lawyer.

We have notified AXA of PRS on 26/7/2018 at 10.13am and our taxi was surveyed on 26/7/2018 at 4.44pm. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





Auto
Consultants
Pte Ltd

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

08 October 2018

Ong He Tian
28A Toh Yi Road
Singapore 596507

Dear Sir/ Mdm

OUR REF : CC4/ASM1803637/Nwb3
YOUR REF : SDH 9928A

ACCIDENT INVOLVING SDH 998A & SHC 4755T ALONG EAST COAST PARK ON 24/07/2018

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 **SMRT Automotive Services Pte Ltd** acting on behalf of the owner of SHC 4755T against your motor insurance policy.

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.

Please be informed that your No Claim Discount (NCD) 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 intent must be formally expressed to us and acknowledged by us.

Your full co-operation in the handling of the claim is required and kindly submit the following to Vivianlau@lkkauto.com within 7 days **if not provided at our 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)
- 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



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

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 our 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 6841 8625 or email us at Vivianlau@lkkauto.com

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

Yours sincerely,

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

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




Date: 26/7/2018

Our Ref. No.:

Letter of Authorisation

I, TAN SOON CHIEW (NRIC No.: S8943042B) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHC4755T hereby authorise **SMRT Automotive Services Pte Ltd ("AutoSvs")** to deal with all matters arising out of the accident between my taxi and SDH9928A happened on 24/7/2018 2110H along TANJONG KATONG FLYOVER (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: TAN SOON CHIEW Signature: 
NRIC No.: S8943042B
Tel No.: 96342273
Address: 180A RIVERVALE CRESCENT #11-343
S(541186)

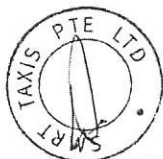
AUTHORISATION TO ACT

We, SMRT TAXIS PTE LTD ("the third party claimant") of No. 60 Woodlands Industrial Park E4, Singapore 757705 (address), owner of SHC 4755T (vehicle no.) hereby authorize SMRT Automotive Services Pte Ltd ("the workshop") to act for us with respect to our claim for repair costs and/or rental and/or loss of use ("claim") for our vehicle no. SHC 4755T was damaged pursuant to the accident which occurred on 24/07/2018 (date) along Tanjong Katong Flyover (location) involving vehicle no/s. SDH 9928A ("the accident").

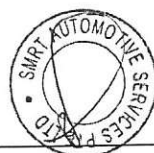
I further authorize the workshop to settle the above mentioned claim in a manner as they deem fit and the cheque is to be made in favour of **SMRT TAXIS PTE LTD**.

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 23 (day) of Nov (month) 2018 (year)



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



Signed by "the workshop"
(with company stamp)



redefining / insurance

CLAIM REF : S8M00PW4
INSURED : ONG HE TIAN

DISCHARGE VOUCHER

We, **SMRT Automotive Services Pte Ltd** confirm that by letter of authorisation dated 25 July 2018, we are authorised to and do hereby give this discharge for ourselves and on behalf of **SMRT TAXIS Pte Ltd** and the Hirer, **TAN SOON CHIEW** of vehicle no **SHC 4755T**.

Now we **SMRT Automotive Services Pte Ltd** for ourselves and the said Hirer and the driver jointly and severally:-

- agree to accept the sum of Singapore Dollars Two Thousand Nine Hundred only (S\$ 2,900.00) in the aggregate in full and final settlement of all claims of whatever kind including damages for personal injuries and/or damage to property that all and any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no **SDH 9928A** arising out of an accident with **SHC 4755T** on **14/07/2018**.
- declare that **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of the Insured vehicle shall not be liable for any further claim(s) whatsoever or howsoever present or future that any of us may have against **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. **SDH 9928A** arising directly/indirectly as a consequence of the accident and hereby give our full and final discharge.
- We hereby declare that I/we am/are the person(s) entitled to receive the above settlement and hereby undertake to indemnify **AXA INSURANCE PTE LTD** against any claim made or to be made in respect of this settlement.

It is understood and agreed that payment herein is made in favour of **SMRT TAXIS PTE LTD** is made without any admission of liability whatsoever on the part of **AXA INSURANCE PTE LTD** and/or their Insured and/or the driver of vehicle no. **SDH 9928A**.

Dated this 23 day of Nov 2018

Signed by

(AUTHORISED SIGNATORY)

Company Stamp



Witness :

Name :

I/C No :

Address :

60 Woodlands Industrial Park E4
Singapore 757705

Tel: 65 6482 3888 Fax: 65 6368 7421

www.smrt.com.sg

AXA Insurance Pte Ltd (Company Reg. No. 199903512M)
8 Shenton Way, #24-01 AXA Tower, Singapore 068811
Customer Centre #B1-01
Tel: +65 6880 4888 Fax: +65 6338 2522 Website: www.axa.com.sg

Our acceptance of your offer of settlement would not negate or prejudice our driver's right of recovery for his/her losses.



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. : IV180900296
Date : 20.09.2018
Vehicle No. : SHC4755T
Your Ref No. : TAX/07/18/2120
Our Ref No. : 24097223
Terms : 30 Days



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
DOOR:F/LH, FOR TOYOTA PRIUS TAXI	1.00	\$ 894.40	(100.00)	\$ 894.40	\$ 0.00
STICKER DECAL SMRT (DOOR)	1.00	\$ 60.00	(0.00)	\$ 0.00	\$ 60.00
DOOR LOCK FRT/LH	0.00	\$ 575.80	(25.00)	\$ 0.00	\$ 0.00
DOOR LOCK STRIKER	0.00	\$ 40.50	(25.00)	\$ 0.00	\$ 0.00
MOULDING BODY, LH	1.00	\$ 673.60	(100.00)	\$ 673.60	\$ 0.00
SILL MEMBER PLATE RR/LH	0.00	\$ 57.50	(25.00)	\$ 0.00	\$ 0.00
DOOR:R/LH, FOR TOYOTA PRIUS	1.00	\$ 954.50	(100.00)	\$ 954.50	\$ 0.00
HINGE UPPER LHR, DOOR	0.00	\$ 81.70	(25.00)	\$ 0.00	\$ 0.00
HINGE LOWER LHR, DOOR	0.00	\$ 72.20	(25.00)	\$ 0.00	\$ 0.00
CHECK ASSY, RR DOOR,	0.00	\$ 150.30	(25.00)	\$ 0.00	\$ 0.00
FENDER:R/LH, FOR TOYOTA PRIUS TAXI	1.00	\$ 766.80	(100.00)	\$ 766.80	\$ 0.00
SMRT LOGO	1.00	\$ 7.80	(0.00)	\$ 0.00	\$ 7.80
STICKER DECAL 6555 8888	1.00	\$ 21.60	(0.00)	\$ 0.00	\$ 21.60
TYRE:195/65R15, FOR TOYOTA PRIUS TAXI	0.00	\$ 126.74	(0.00)	\$ 0.00	\$ 0.00
RIM, TYRE: FOR TOYOTA PRIUS TAXI	0.00	\$1490.20	(25.00)	\$ 0.00	\$ 0.00
BUMPER, REAR: FOR TOYOTA PRIUS TAXI	1.00	\$ 458.60	(100.00)	\$ 458.60	\$ 0.00
BUMPER SEAL, RR LH	0.00	\$ 88.90	(25.00)	\$ 0.00	\$ 0.00
RETAINER, BUMPER: SIDE, R/LH, TOYOTA PRIUS	0.00	\$ 94.80	(25.00)	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	(0.00)	\$ 0.00	\$ 120.00
QUARTER GLASS RR/LH	0.00	\$ 168.10	(25.00)	\$ 0.00	\$ 0.00
SEALANT W/SCREEN	0.00	\$ 37.00	(0.00)	\$ 0.00	\$ 0.00
Sub-Total					\$ 209.40

Labour

Authorised Signature
for SMRT Automotive Services Pte Ltd



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

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. : IV180900296
Date : 20.09.2018
Vehicle No. : SHC4755T
Your Ref No. : TAX/07/18/2120
Our Ref No. : 24097223
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
TO REPAIR LH PORTION	1.00	\$ 800.00	0.00	\$	0.00	\$ 800.00
Others						
TOWING CHARGE	1.00	\$ 60.00	0.00	\$	0.00	\$ 60.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$	0.00	\$ 0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
TO TRANSFER DOOR MECHANISM	1.00	\$ 100.00	0.00	\$	0.00	\$ 100.00
TO REMOVE & REFIT REAR QUARTER GLASS LH	1.00	\$ 50.00	0.00	\$	0.00	\$ 50.00
TO PROVIDE LABOUR & MATERIAL FOR SOLAR FILM (NET)	0.00	\$ 125.00	0.00	\$	0.00	\$ 0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	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 REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$	0.00	\$ 0.00
TO RESPRAY FRONT 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 DOOR LH	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
TO RESPRAY REAR FENDER LH	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
TO RESPRAY RIM	1.00	\$ 50.00	0.00	\$	0.00	\$ 50.00
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
GRAND TOTAL						\$ 2,229.40

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 24.07.2018

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/07/18/2120

From: SMRT Taxis Pte Ltd

Date: 30/07/2018

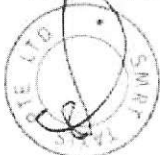
**ACCIDENT ON 24/07/2018 INVOLVING SHC 4755T & SDH 9928A
ALONG TANJONG KATONG ROAD SOUTH (TG KATONG FLYOVER) TO ECP**

This is to confirm that the daily rental rate for SHC 4755T is \$133.75 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



for Manager



LG

Accident Vehicle Laid-Up Report

Registration No. : SHC4755T	Accident Case No. : TAX/07/18/2120
Make / Model : TOYOTA PRIUS	Ref. No. : 24097223

Date and Time Vehicle off-road for Accident Repair : 24.07.2018 21:52:00
Date and Time Repair Completed : 30.07.2018 15:54:25

Remarks :

Generated by : POHSUAN

Printed on : 01.08.2018

Enquire Transaction History

Transaction History Details

Log Date/Time:	26 Jul 2018 / 08:28:28	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SDH19928A		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180726082828641314

Search Date / Time: 24 Jul 2018 21:10:00
Insurance Company: AXA INSURANCE PTE LTD
Information displayed is correct as at the log date and time.

Enquire Related Logs

OK