

Vic (LKKAuto)

From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Friday, 7 December, 2018 12:15 PM
To: Admin A; Vivian Lau (LKKAuto); Bevan Lim (LKK Auto)
Cc: SG AXA Insurance SM Changi Travel Services Pte Ltd; kianchuan.chan (kianchuan.chan@axa.com.sg)
Subject: LOD to AXA - SMRT BUS/07/18/7022/AW - Accident involving SMB1399D and SLC1076S on 19 July 2018 along Woodlands Avenue 3
Attachments: img-Z07120202-0001.pdf
Importance: High

SMRT Ref : BUS/07/18/7022/AW
AXA Ref : SLC1076S

Dear AXA c/o LKK,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1399D. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 527
Loss of Use (1 Day x \$350, 18 metres Bendy Bus)	\$ 350
LTA search fee	\$ 7
Total	\$ 884

We enclose the following documents,

- Repair Invoice
- LTA Search
- GIA report
- Survey Report and Bus Photos to be furnished by AXA's own appointed surveyor LKK.
- CCTV Faulty, No Footage available.

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



AUTHORISATION TO ACT

I/We, **SMRT BUSES LTD** (“the third party claimant”) of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1399D** (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 1399D** that was damaged pursuant to the accident which occurred on **19/07/2018** (date) along **WOODLANDS AVE 3** (location) involving vehicle no/s **SLC 1076S** (“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 05 (day) of Aug (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:	SLC 1076S (Insd veh)	Model: MAN NL320F A22 - 10518cc
	SMB 1399D(TP veh)	
Date of Accident/ Time:	19/07/2018	

Repair Estimate	: \$	854.00	
Final Repair Cost	: \$		
Loss of Use	: \$		days at \$ per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$		
Others:	: \$		
	: \$		
Final Settlement Sum (Global Sum)	: \$	830.00	

Payee Name : **SMRT BUSES LTD**

is Third Party Workshop GIA Registered? YES NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability _____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: _____
 BOLA Liability: _____ (%) Assessed Liability (*): **100** (%)

* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks:

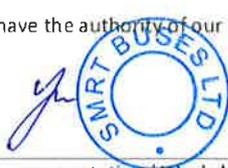
NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- 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.
- 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: **Jimmy Foo**
 Date: **05/08/21**

Signature of Witness / Workshop stamp (if applicable)
 Name of Witness: **Tan Lee Gok**
 Date: **05/08/21**



MTH

Signature of AXA's surveyor/representative:
 Name of AXA's surveyor /Representative:
 Date: **10/08/2021**



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. : IV181100438
Date : 23.11.2018
Vehicle No. : SMB1399D
Your Ref No. : BUS/07/18/7022
Our Ref No. : 24097700
Terms : 30 Days

Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Labour					
TO REPAIR FRONT RIGHT PORTION	1.00	\$ 265.00	0.00	\$ 0.00	\$ 265.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 262.00	0.00	\$ 0.00	\$ 262.00
GRAND TOTAL					\$ 527.00

Remark :

Make/Model : MAN A22
Accident Date : 19.07.2018

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorized Signature
for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time:	19 Jul 2018 / 17:23:04		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SLC1076S		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20180719172304532263

Search Date / Time: 19 Jul 2018 06:36:00
Insurance Company: AXA INSURANCE PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Vic (LKKAuto)

From: Vic (LKKAuto)
Sent: Monday, 17 December, 2018 3:19 PM
To: Jcyh66@gmail.com
Cc: Admin A; Vic (LKKAuto)
Subject: YOUR REF: SLC 1076S_ACCIDENT INVOLVING SLC 1076S AND SMB 1399D ALONG WOODLANDS AVENUE 3 ON 19.07.2018



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

17 DECEMBER 2018

CHEONG YONG HENG
BLOCK 715 WOODLANDS DRIVE 70
#07-148
SINGAPORE 730715

By Post and By Email

Dear Sir/Madam,

OUR REF : CC4/ASM18015200/T1hb3
YOUR REF : SLC 1076S
ACCIDENT INVOLVING SLC 1076S AND SMB 1399D ALONG WOODLANDS AVENUE 3 ON 19.07.2018

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 M/s SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SMB 1399D against your motor insurance policy.

Based on the accident report and accident scenario and pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant. Unless proven otherwise.

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)
- 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.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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Service Request Details

Claim

S8M00P7T

Reference

CC4/ASM18015200/ub3 

Loss Date

19 July 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Report Date

20 Aug 2018 9:39:00 AM

Request Date

20 August 2018

Due Date

20 August 2019

Services

Pending verification - Direct Settlement

Actions

Next Step

PAST DUE: Report that your work is blocked, and modify the Expected Completion Date.

Complete Work

Vehicle Information

Incident Vehicle Registration #

SMB1399D

Make

TPVD MAN

Model

BUS

Service Address

'''

Primary Contact/Insured

CHEONG YONG HENG

BLOCK 715, WOODLANDS DRIVE 70, 07-148, 730715, Singapore

+6598173394

jcyh66@gmail.com

Claim Handler

NG Stacey

stacey.ng@axa.com.sg

Additional Instructions

- Messages3
- Invoices
- History
- Documents
- Assessment
- Metrics
- Notes

New Message

TYPE



SENT

16/2/21 10:13 AM

1076S(OI) & SMB 1399D(TP) ON 19/07/2018]

BODY

PLEASE PROCEED



TYPE



SENT

16/2/21 10:00 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

<TP - Mandate IA> - S8M00P7T [ACCIDENT INVOLVING SLC 1076S(OI) & SMB 1399D(TP) ON 19/07/2018]

BODY

Liability: 100%. Insured filtered into third party...



TYPE



SENT

8/2/21 10:45 PM

FROM

NG Stacey

SUBJECT

FILE REVIEW, ANY UPDATE?

BODY

/



TYPE



SENT

30/7/20 12:02 PM

FROM

NG Stacey

SUBJECT

Video shared

BODY

Dear Hsiao Tong Video shared, thks



TYPE



SENT

30/7/20 10:28 AM

FROM

LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT

RE: File Review- Pls update claim status

BODY

Hi Stacey, Apologised for late response. We were i...



FROM NG Stacey

SUBJECT **File Review- Pls update claim status**

BODY /



TYPE 

SENT 20/8/19 1:08 AM

FROM NG Stacey

SUBJECT **FILE REVIEW. ANY UPDATE?**

BODY /



TYPE 

SENT 17/12/18 3:44 PM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT **<IA> S8M00P7T ACCIDENT INVOLVING VEHICLES SLC 1076S(OI) AND SMB 1399D(TP) ON 19/07/2018**

BODY Dear Stacey, We refer to the subject matter. Pleas...



TYPE 

SENT 30/11/18 4:16 PM

FROM NG Stacey

SUBJECT **PLS UPDATE STATUS**

BODY /



TYPE 

SENT 20/8/18 2:35 PM

FROM NG Stacey

SUBJECT **Proceed DS**

BODY Based on OID report, TP cut into his lane. Potenti...

