

COMFORTDELGRO ENGINEERING PTE LTD

REPAIR ESTIMATE

Date: 23.01.2019

Time: 11:16:21

Page: 8

COMPANY : THIRD PARTY'S CLAIMS (CAS)
CUSTOMER: 7010045
ADDRESS ; COMFORT TRANSPORTATION PTE LTD
383 SIN MING DRIVE
SINGAPORE SINGAPORE 575717
65508755

JOB NO : 305228717
REGN NO : SHC2194A
MILEAGE : 0000000000
MAKE : TOYOTA
MODEL : PRIUS HYBRID(C
DATE OF REGN : 20.09.2016
DATE/TIME IN : 20.10.2018 02:15
ACCIDENT DATE : 20.10.2018

JOB / PARTS DESCRIPTION		QTY	IND	UNIT-PRICE	DISC%	AMOUNT
0011	& BACK REST BUCKLE			0.00		
0012 20-204	REMOVE/REFIX UPHOLSTERY ASST REPAIR			50.00		

SUB-TOTAL : 3,304.74 ✓

TOTAL : 35,747.88

MVA NAME & SIGNATURE
DATE :


AUTHORISED : YES / NO
SURVEYOR NAME & SIGNATURE
DATE :

Service Request Details

Claim

S8M0103K

Reference

None 

Loss Date

October 20, 2018

Kalvin.

Request Date

October 22, 2018

Due Date

October 29, 2018

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Actions

Next Step

Agree to perform service

[Decline Work](#)[Accept Work](#)

Vehicle Information

Incident Vehicle Registration

SHC2194A

Make

TPVD TOYOTA

Model

PRIUS

Service Address

...

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD

No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

CHAN Kian Chuan

6568804269

kianchuan.chan@axa.com.sg

Additional Instructions

Messages

Invoices

History

Documents

Assessment

Metrics

Notes

New Message

TYPE



SENT

10/22/18 2:26 PM

FROM

CHAN Kian Chuan

SUBJECT

INVESTIGATION

BODY

WE WILL CONDUCT INVESTIGATION FOR THIS MATTER



Hsiao Tong (LKKAUTO)

From: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Sent: Monday, 8 July 2019 4:21 PM
To: Poh Kin (LKKAUTO)
Cc: Hsiao Tong (LKKAUTO); Asher Sng (LKKAUTO); KKLau; kianchuan.chan@axa.com.sg; William Tan Thoo Seng; Aileen Tan Lee Noi
Subject: Re: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18 - (PIR attached)
Attachments: img-708154543-0001.pdf
Importance: High

Dear Poh Kin

Attached PIR for your review. Kindly revert on our PD claim soonest, case long protracted.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Catherine Koh Mui Gek
Sent: Thursday, 9 May 2019 2:21 PM
To: pohkin@lkkauto.com
Cc: Asher Sng (LKKAUTO); kklau@lkkauto.com; William Tan Thoo Seng; Aileen Tan Lee Noi; kianchuan.chan@axa.com.sg
Subject: Re: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18

Dear Poh Kin

Kindly scroll down to the bottom of this email, it clearly stated video footage, PO/DO attached and to settle our PD claim as per BOLA S5.

To expedite settlement, we re-attached the above for your urgent attention into this long protracted case.

Please revert soonest.

Thank you.

Best Regards
Catherine Koh
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148733 | Fax : 62141843

From: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>
Sent: Tuesday, 7 May 2019 5:18 PM
To: William Tan Thoo Seng; Catherine Koh Mui Gek
Cc: KKLau; Aileen Tan Lee Noi; Asher Sng (LKKAUTO); Admin A
Subject: RE: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC4/ASM18019221/K1fa3
Your Ref: T1018/SHC2194A/WT(st)

Dear William,

We refer to the above matter and tele conversation.

Please be informed that we have instruction our principal to prepare mandate report for Our Principal to review the quantum on this matter.

As spoken over the phone, kindly furnish us a copy of the Indent order documents in order for us to quantify the number of days for Loss of Use and Loss of Income.

Your prompt action will be very much appreciated.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



LKK
Auto
Consultants
Pte Ltd

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From: William Tan Thoo Seng [mailto:williamtan@cdge.com.sg]
Sent: Tuesday, 7 May 2019 9:37 AM
To: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: chris.chionhhs@axa.com.sg; KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>
Subject: Re: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18

Final reminder

Escalate to GIA
Video footage furnished on 04.03.19 ***
BOLA : 100%

Without Prejudice.

Dear Poh Kin

Preceding emails and our several telephone conversation refer.

In our email of 08.04.19, we informed you that by **15.04.19**, if we do not receive your offer, we will then escalate matter to GIA.

On the contrary, you simply tell us that you are still pending your Principal's investigation. **(???)**

Since, you do not wish to settle this matter as per BOLA scenario, we regret to inform you that we are escalating matter to GIA. **Unless you forward your offer by end day.**

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: Poh Kin (LKKAUTO) <pohkin@lkkauto.com>
Sent: Monday, 6 May 2019 4:08 PM
To: William Tan Thoo Seng
Cc: KKLau; Aileen Tan Lee Noi; Asher Sng (LKKAUTO); Admin A
Subject: RE: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC4/ASM18019221/K1fa3
Your Ref: SHC 2194A

Dear Sir/Madam,

We refer to the above matter and tele conversation.

Please be informed our principal still pending Investigation on this matter.

We will follow up with our Principal again and shall revert to you once our principal revert to us.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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



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From: William Tan Thoo Seng [<mailto:williamtan@cdge.com.sg>]

Sent: Monday, 8 April 2019 10:59 AM

To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>; kianchuan.chan@axa.com.sg

Cc: KKLau <kklau@lkkauto.com>; chris.chionhhs@axa.com.sg; Aileen Tan Lee Noi <aileentan@cdge.com.sg>

Subject: Re: Yr ref N.A. (SHD 957 Z - Transcab) vs SHC 2194 A D.O.A. 20.10.18

Another gentle reminder

Video footage forwarded on 04.03.19

BOLA S 5 : 100% ***

Without Prejudice.

Dear Poh Kin

Below emails refer.

This morning, we spoke. The video footage was forwarded to you on **04.03.19**. It clearly showed liability is 100% down on your driver.

Case has been protracted for another month. Without any delay, we urge you to settle matter as per BOLA S 5. (100%).

If we do not receive your offer by **15.04.19**, we regret to inform you that we will then escalate matter to GIA.

Kindly be informed that our taxi driver is chasing for settlement.

Looking forward to receive your offer.

Thank you.

Best Regards
William Tan
Claims Department | ComfortDelgro Engineering Pte Ltd
Off : 62148737 | Fax : 62141843

From: Poh Kin (LKKAuto) <pohkin@lkkauto.com>
Sent: Monday, 8 April 2019 10:19 AM
To: William Tan Thoo Seng
Cc: KKLau; Admin A
Subject: RE: Yr ref SHD957Z our taxi SHC2194A doa 20.10.18 - (attached video, PO/DO to substantiate the expanded downtime)

WITHOUT PREJUDICE
SAVE AS TO COSTS

Our Ref: CC4/ASM18019221/K1fa3
Your Ref: SHC 2194A

Dear William,

We refer to the above matter.

Please be informed our principal still pending Investigation on this matter.

We will revert to you once our principal revert to us.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

Best Regards,

Poh Kin, Chong (Mr) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2132 | email: pohkin@lkkauto.com | fax: 6741-4108

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From: William Tan Thoo Seng [<mailto:williamtan@cdge.com.sg>]
Sent: Thursday, 21 March 2019 5:09 PM
To: Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>

Subject: Re: Yr ref SHD957Z our taxi SHC2194A doa 20.10.18 - (attached video, PO/DO to substantiate the expanded downtime)

Gentle reminder

Video footage forwarded on 04.03.19

BOLA S 5 : 100%

Without Prejudice.

Dear Poh Kin

Below email refers.

Kindly forward your offer and settle as per BOLA scenario.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

From: Catherine Koh Mui Gek

Sent: Monday, 4 March 2019 3:30 PM

To: kklau@lkkauto.com

Cc: William Tan Thoo Seng

Subject: Yr ref SHD957Z our taxi SHC2194A doa 20.10.18 - (attached video, PO/DO to substantiate the expanded downtime)

Dear Mr Lau

Our LOD of 1.2.19 refers.

Attached video footage, PO/DO to substantiate the expanded downtime for your review.

Kindly settle our PD claim as per BOLA S5.

Thank you.

Best Regards

Catherine Koh

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148733 | Fax : 62141843

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**SINGAPORE
POLICE FORCE**



Traffic Police
10 Ubi Avenue 3
Singapore 408865
Tel +65 6547 6904
Fax +65 6547 6259
www.police.gov.sg

Your Ref :
Our Ref : TP/IP/59525/2018

Date : 2 JULY 2019

CHENG SIM CHUA
APT BLK 134 BEDOK NORTH STREET 2
#09-105
SINGAPORE 460134

Dear Sir/Mdm,

**TRAFFIC ACCIDENT INVOLVING MOTOR TAXI SHC2194A AND MOTOR TAXI SHD957Z
ALONG STILL ROAD JUNCTION CHANGI ROAD ON 20.10.2018 AT ABOUT 2:21 A.M.**

I refer to the above accident.

- 2 We have completed our investigations. Our investigation shows that an offence of **Driving without reasonable consideration of the Road Traffic Act, Chapter 276** was disclosed against the driver of **SHD957Z** and said driver had been charged in court for the said offence.
- 3 Please be informed that our decision does not preclude you from pursuing civil claims.

Yours faithfully,

SHAHRUL NIZAM
for HEAD INVESTIGATION
TRAFFIC POLICE
SINGAPORE POLICE FORCE

NP 510

> Back to OneMotoring

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Company
Owner ID:	3821R
Vehicle Details	
Vehicle No.:	SHC2194A
Vehicle to be Exported:	Yes
Intended Deregistration Date:	23 Oct 2018
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS HYBRID 1.8 CVT
Primary Colour:	Blue
Manufacturing Year:	2016
Engine No.:	2ZRR919788
Chassis No.:	JTDKB3FU703529765
Maximum Power Output:	90.0 kW (120 bhp)
Open Market Value:	\$31,008.00
Original Registration Date:	20 Sep 2016
First Registration Date:	20 Sep 2016
Transfer Count:	0
Actual ARF Paid:	\$5,000.00
Intended PARF Rebate Details	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	19 Sep 2024
PARF Rebate Amount:	\$3,750.00
Intended COE Rebate Details	
COE Expiry Date:	19 Sep 2024
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	8
PQP Paid:	\$42,672.00
COE Rebate Amount:	\$31,511.00
Total Rebate Amount:	\$35,261.00
Message	
Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.	

The information contained herein is correct as at 23 Oct 2018

OK

Estimated Taxi Price : \$ 94673.60

Less 60% of ARF : \$ 94673.60 - \$ 3000.00
= \$ 91673.60

Estimated Full life span Depreciation: \$ 91673.60 X $\frac{71}{96}$ Months
= \$ 67800.27

(A) Estimated Buy Value : \$ 67800.27 + \$ 3000.00 = \$ 70800.27

(B) JHA Rebate : \$ 35261.00

(C) Estimated Net Value : \$ 70800.27 - \$ 35261.00
= \$ 35539.27

TP Veh	SHC2194A
Date of Reg	20.09.2016
DOA	20.10.2018
COE Expiry Date	19.09.2024

\$

(I) Estimated Book Value

Unit Cost	40,660.00
Import Duty	6,201.60
Registration Fee	140.00
PQP Paid	42,672.00
ARF Paid	5,000.00
Estimated Per Taxi Purchase Price	<u>94,673.60</u>
Estimated Per Taxi Purchase Price	94,673.60
Less 60% of ARF Paid	<u>3,000.00</u>
Estimated Full Lifespan Depreciation	<u>91,673.60</u>
Estimated Full Lifespan Depreciation	91,673.60
Times Balance Life (71/96 months)	<u>67,800.27</u>
Add 60% of ARF Paid	<u>3,000.00</u>
Estimated Book Value	<u><u>70,800.27</u></u>

(II) Adjusted LTA Rebate

PARF Rebate	
PQP Paid	
Times Balance Life (71/96 months)	<u> </u>
Adjusted COE Rebate	<u> </u>
PARF Rebate	
Add Adjusted COE Rebate	<u> </u>
Adjusted LTA Rebate	<u><u>35,261.00</u></u>

(Summary) Estimated Nett Value

Estimated Book Value	70,800.27
Less Adjusted LTA Rebate	35,261.00
Estimated Net Value	<u><u>35,539.27</u></u>

USER ID : C7953003
PAGE : 1

Rep

Asset No	SN.No	Bal. Exp. Price	Per. Nch. Dep	Bal. Dep. Value	Asset Description 1	Cost	Op. Acc. Dep	Cur. Year Dep	Accum. Dep	Net Book Value	Scrap value/Estimated
		\$	\$	\$		\$	\$	\$	\$	\$	Per. Refund
10035681	0		451.87	10,727.56	SD360SU TRH 14.09.2016 BASIC CUST W AUTOXON	40,669.20	7,229.91	2,711.22-	9,941.13-	10,728.07	1.00
10035681	1		68.89	4,684.52	SD360SU TRH 14.09.2016 IMPROV. CURT 200000031008	6,200.00	1,102.23-	413.34-	1,515.57-	4,684.43	0.00
10035681	2		22.22	1,510.96	SD360SU TRH 14.09.2016 ABF M000003100E	5,000.00	355.56-	133.34-	488.92-	4,511.10	3,070.00
10035681	3		474.13	32,240.84	SD360SU TRH 14.09.2016 CIE 80%	42,672.00	7,509.13-	2,864.86-	10,430.93-	32,241.07	0.00
10035681	4		0.00	0.00	SD360SU TRH 14.09.2016 CIE TOP LP	0.00	0.00	0.00	0.00	0.00	0.00
10035681	5		0.00	0.00	SD360SU TRH 14.09.2016 AIR CONDITIONER	0.00	0.00	0.00	0.00	0.00	0.00
10035681	6		0.00	0.00	SD360SU TRH 14.09.2016 PRINTER DIGITAL THERMAL	0.00	0.00	0.00	0.00	0.00	0.00
10035681	7		0.00	0.00	SD360SU TRH 14.09.2016 TALKMETER DIGITAL F1	0.00	0.00	0.00	0.00	0.00	0.00
10035681	8		1.56	106.08	SD360SU TRH 14.09.2016 VEH REG FEE	160.00	26.89-	9.34-	34.23-	105.77	0.00
			1,078.67	69,269.56		94,681.20	16,298.72-	6,112.64-	22,410.76-	72,270.44	
COE			474.13	32,240.84	Vehicle : Without T/M & CIE	52,009.20	8,712.59-	3,267.24-	11,979.83-	60,029.37	
Vehicle			544.54	37,028.72	Vehicle : Without T/M, With CIE Taximeter	94,681.20	16,298.72-	6,112.64-	22,410.76-	72,270.44	
			1,018.67	69,269.56		6.00	0.00	0.00	0.00	9.00	

Report ID : ZFYCYL32
DATE : 19.06.2019
TIME : 16:25:24

Comfort Transportation Plc
Vehicle NAV for Fleet Safety Division
AS AT 31.05.2019

USER ID : CIPR003
PAGE : 1

On Code : CTEL
License Pl.No : SH12290
Old Asset No :
Veh. Model : Toyota Prius Hybrid
Reg. Date : 23.08.2017
Cap. Date : 23.08.2017
Accident. Date : 14.06.2019
Veh. Age : 022

Asset No	SA No	Bal. Dep. Mths	Per. Mch. Dep	Bal. Dep. Value \$	Asset Description 1	Cost \$	Op. Acc. Dep \$	Our. Year Dep \$	Accum. Dep \$	Net Book Value \$	Scrap Value/Estimated PARF Refund \$
10036950	0	068	451.11	30,675.48	SH12298 TPH 23.08.2017 BASIC CIST W AIRCON	40,600.48	7,668.79-	2,255.53-	9,924.32-	30,676.16	1.00
10036950	1	068	64.46	4,383.28	SH12298 TPH 23.08.2017 INSECT DUTY 206CMV329007	5,801.39	1,055.82-	322.30-	1,418.12-	4,383.27	0.00
10036950	2	068	22.22	1,510.56	SH12298 TPH 23.08.2017 ARP XCOMV329007	5,000.00	377.78-	111.11-	488.89-	4,511.11	3,000.00
10036950	3	068	403.56	27,442.08	SH12298 TPH 23.08.2017 CSE 80t	36,320.00	6,860.45-	2,017.78-	8,878.23-	27,441.77	0.00
10036950	4	000	0.00	0.00	SH12298 TPH 23.06.2017 CSE TOP UP	0.00	0.00	0.00	0.00	0.00	0.00
10036950	5	060	0.00	0.00	SH12298 TPH 23.08.2017 AIR CONDITIONER	0.00	0.00	0.00	0.00	0.00	0.00
10036950	6	068	0.00	0.00	SH12298 TPH 23.08.2017 PRINTER DIGITAL THERMAL	0.00	0.00	0.00	0.00	0.00	0.00
10036950	7	068	0.00	0.00	SH12298 TPH 23.08.2017 TAXIMETER DIGITAL FL	0.00	0.00	0.00	0.00	0.00	0.00
10036950	8	068	1.56	106.08	SH12298 TPH 23.08.2017 VEH REG FEE	140.00	26.45-	7.78-	34.23-	105.77	0.00
			942.91	64,117.88		87,861.87	16,029.29-	4,714.50-	20,743.79-	67,118.08	
			403.56	27,442.08	Vehicle : Without T/M & CSE	51,541.87	9,168.84-	2,696.72-	11,865.56-	39,676.31	
			539.35	36,675.80	Vehicle : Without T/M, With CSE	87,861.87	16,029.29-	4,714.50-	20,743.79-	67,118.08	
			942.91	64,117.88	Taximeter	0.00	0.00	0.00	0.00	0.00	

Cost of taxi = \$87,861.87

ARF 75% = \$ 3,750
(airthor Syssold)

Depreciation = cost of taxi - ARF 75% ÷ 96 months
= (\$87,861.87 - \$3,750) ÷ 96
= \$876.16

Book Value = \$876.16 X remaining months + ARF 75%
= \$876.16 X 74 + \$3,750
= \$68,585.84

Net Value = \$68,585.84 - \$31,783
= \$36,802.84

Ref

English (default) ▾

LKK AUTO CONSULTANTS PTE LTD (TP) ▾



SERVICE REQUESTS

MESSAGES

CLAIMS

<INVESTIGATION><S8M0103K> IA Mandate
uploaded

Type

Question

Message

Dear Kian Chuan, We refer to the above matter. As requested, Immediate Advice (with mandate) and supporting documents have been uploaded in SMART CLAIM for your kind attention. For your instruction please. Thank you. PohKin - 09/05/2019

Reply



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Immediate Advice

To : AXA Insurance Pte Ltd

Date: 9/5/2019

Survey Details:

Date of loss	20-Oct-18
Date of appointment	22-Oct-18
Date of survey	22-Oct-18
Location of survey	CDGE LOYANG

Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SHC2194A
Make and Model	TOYOTA PRIUS HYBRID 1.8 CVT
Date of registration	20-Sep-16
Parf Rebate	
Market Value	\$ -
Parf Rebate	\$ -
Nett Loss	\$ -

Repair details:

Initial Estimate	45,032.23
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Proposed/Revised repair cost:

Parts	\$ 32,443.27	List price-20%
Check items (estimate)	\$ -	
Labour	\$ 3,304.74	
Total	\$ 35,748.01	
Lump Sum(if applicable)	\$ -	

Number of days for repair	<u>14 days</u>
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