



Auto  
Consultants  
Pte Ltd

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

03 DECEMBER 2018

**ROHAIZAN B MUSTAFA  
97 THOMSON RIDGE  
SINGAPORE 574679**

Dear Sir/Madam,

**OUR REF : CC3/AIG18020225/Nhb3**

**YOUR REF : SCW 8920K**

**ACCIDENT INVOLVING SCW 8920K AND SHB 5323E ALONG UPPER THOMSON ROAD ON 27.10.2018**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SHB 5323E 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 SHB 5323E. As such, liability may not be on your favour unless proven otherwise.

Please be informed that your No Claim Discount (NCD – if any) 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 defense, please reply to us within 10 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](mailto:vicalpeh@lkkauto.com) within 10 days from the date of this letter **if not provided at AIG'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)



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- 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 AIG's prior knowledge and consent.

This letter should **not** be regarded as a waiver by AIG 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), AIG 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](mailto:vicalpeh@lkkauto.com).

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

Yours sincerely,



Vic Alpeh  
Case Handler  
DID: 6841 2096  
FAX: 6741 4108  
Email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, SMRT TAXIS PTE LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705 (address), owner of SHB 5323E (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 5323E that was damaged pursuant to the accident which occurred on 27/10/2018 (date) along UPPER THOMSON ROAD (location) involving vehicle no/s SCW 8920K ("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 5 (day) of August (month) 2019 (year)



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



Signed by "the workshop"  
(with chop)



**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$5,081.42 (Repair Cost), S\$1,247.82 (Loss of Use/Rental), S\$7.00 (Disbursement) for vehicle no. SHB 5323E that was damaged pursuant to the accident which occurred on 27/10/2018 (date) along UPPER THOMSON ROAD (location) involving vehicle no/s SCW 8920K.

This is pursuant to the inspection conducted on 30/10/2018 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SMRT TAXIS PTE LTD ("the third party claimant") of vehicle no. SHB 5323E make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".


We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SHB 5323E (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 5 (day) of August (month) 2019 (year)

  
NAZ  
Signed by appointed surveyor

  
Signed by "the workshop" (with chop)

\*\*\* This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.



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. : IV181200022  
Date : 03.12.2018  
Vehicle No. : SHB5323E  
Your Ref No. : TAX/10/18/2117  
Our Ref No. : 24098525  
Terms : 30 Days

| Description                                     | Qty   | Unit Cost | Add %    | (Discount) Amount | Amount    |
|---|-------|-----------|----------|-------------------|-----------|
| <b>Parts</b>                                    |       |           |          |                   |           |
| COVER, RR BUMPER ASSY                           | 1.00  | \$ 423.90 | (25.00 ) | \$ 105.97         | \$ 317.93 |
| CLIPS PIECE, FRT & RR BUMPER                    | 10.00 | \$ 1.50   | (25.00 ) | \$ 3.75           | \$ 11.25  |
| PAD, RR BUMPER, RH & LH , 1                     | 2.00  | \$ 3.80   | (25.00 ) | \$ 1.90           | \$ 5.70   |
| PAD, RR BUMPER, RH & LH , 2                     | 2.00  | \$ 3.80   | (25.00 ) | \$ 1.90           | \$ 5.70   |
| PAD, RR BUMPER, RH & LH , 3                     | 2.00  | \$ 3.80   | (25.00 ) | \$ 1.90           | \$ 5.70   |
| SEAL, RR BUMPER ARM, RH & LH                    | 0.00  | \$ 11.00  | (25.00 ) | \$ 0.00           | \$ 0.00   |
| SENSOR REVERSE                                  | 0.00  | \$ 180.00 | 0.00     | \$ 0.00           | \$ 0.00   |
| PIXEL STICKER                                   | 2.00  | \$ 60.00  | 0.00     | \$ 0.00           | \$ 120.00 |
| REAR BUMPER REINFORCEMENT                       | 1.00  | \$ 318.80 | (25.00 ) | \$ 79.70          | \$ 239.10 |
| FILLER, RR BUMPER , LH                          | 1.00  | \$ 119.90 | (25.00 ) | \$ 29.97          | \$ 89.93  |
| 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   |
| LENS & BODY ASSY , RR BUMPER , LH               | 1.00  | \$ 486.80 | (10.00 ) | \$ 48.68          | \$ 438.12 |
| GUARD, RR BUMPER, LOWER                         | 1.00  | \$ 558.30 | (25.00 ) | \$ 139.57         | \$ 418.73 |
| PAD, RR BUMPER, CTR                             | 3.00  | \$ 2.20   | (25.00 ) | \$ 1.65           | \$ 4.95   |
| TAIL GATE PANEL SUB-ASSY, BACK DOOR             | 0.00  | \$ 929.60 | (25.00 ) | \$ 0.00           | \$ 0.00   |
| TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY    | 1.00  | \$ 891.20 | (25.00 ) | \$ 222.80         | \$ 668.40 |
| EMBLEM SUB-ASSY REAR                            | 1.00  | \$ 46.30  | (25.00 ) | \$ 11.57          | \$ 34.73  |
| TAIL GATE MOULDING GLASS, BACK DOOR             | 0.00  | \$ 29.70  | (25.00 ) | \$ 0.00           | \$ 0.00   |
| TAIL GATE DAM, BACK DOOR GLASS UPPER ADHESIVE   | 0.00  | \$ 27.90  | (25.00 ) | \$ 0.00           | \$ 0.00   |
| TAIL GATE MOULDING LOWER GLASS , BACK DOOR      | 0.00  | \$ 19.70  | (25.00 ) | \$ 0.00           | \$ 0.00   |
| TAIL GATE MOULDING LOWER GLASS , BACK DOOR , LH | 0.00  | \$ 29.90  | (25.00 ) | \$ 0.00           | \$ 0.00   |
| TAIL GATE MOULDING LOWER GLASS ,                | 0.00  | \$ 29.90  | (25.00 ) | \$ 0.00           | \$ 0.00   |

Authorised Signature  
for SMRT Automotive Services Pte Ltd



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. : IV181200022  
Date : 03.12.2018  
Vehicle No. : SHB5323E  
Your Ref No. : TAX/10/18/2117  
Our Ref No. : 24098525  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

| Description                                       | Qty  | Unit<br>Cost | Add<br>% | (Discount)<br>Amount | Amount            |
|---|------|--------------|----------|----------------------|-------------------|
| BACK DOOR , RH                                    |      |              |          |                      |                   |
| SEALANT W/SCREEN                                  | 0.00 | \$ 37.00     | 0.00     | \$ 0.00              | \$ 0.00           |
| TAIL GATE LOCK ASSY, BACK DOOR                    | 0.00 | \$ 452.10    | (10.00 ) | \$ 0.00              | \$ 0.00           |
| NAME PLATE (HYBRID) , LUGGAGE<br>COMPARTMENT DOOR | 1.00 | \$ 52.30     | (25.00 ) | \$ 13.07             | \$ 39.23          |
| NAME PLATE (PRIUS) , LUGGAGE<br>COMPARTMENT DOOR  | 1.00 | \$ 52.30     | (25.00 ) | \$ 13.07             | \$ 39.23          |
| TAIL GATE STRIKER ASSY, BACK DOOR                 | 0.00 | \$ 24.90     | (25.00 ) | \$ 0.00              | \$ 0.00           |
| TAIL GATE LOCK COVER , BACK DOOR                  | 0.00 | \$ 25.30     | (25.00 ) | \$ 0.00              | \$ 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          |
| END PANEL SUBASSY, BODY LOWER BACK                | 0.00 | \$ 629.80    | (25.00 ) | \$ 0.00              | \$ 0.00           |
| ADHESIVE:DIRECT GLAZING                           | 0.00 | \$ 37.00     | 0.00     | \$ 0.00              | \$ 0.00           |
| LENS & BODY, REAR COMBINATION LAMP<br>, LH        | 1.00 | \$ 438.10    | (10.00 ) | \$ 43.81             | \$ 394.29         |
| PANEL SUB-ASSY, FENDER REAR LH                    | 0.00 | \$ 824.80    | (25.00 ) | \$ 0.00              | \$ 0.00           |
| TROUGH, BACK DOOR , LH                            | 0.00 | \$ 99.80     | (25.00 ) | \$ 0.00              | \$ 0.00           |
| LINER, REAR FENDER , LH                           | 0.00 | \$ 135.80    | (25.00 ) | \$ 0.00              | \$ 0.00           |
| REAR BUMPER REINFORCEMENT                         | 1.00 | \$ 318.80    | (25.00 ) | \$ 79.70             | \$ 239.10         |
| FILLER, RR BUMPER , LH                            | 1.00 | \$ 119.90    | (25.00 ) | \$ 29.97             | \$ 89.93          |
|   |      |              |          | <b>Sub-Total</b>     | <b>\$ 3191.42</b> |
| <b>Labour</b>                                     |      |              |          |                      |                   |
| TO REPAIR REAR PORTION LH                         | 1.00 | \$ 700.00    | 0.00     | \$ 0.00              | \$ 700.00         |
| TO REPAIR REAR PORTION LH                         | 1.00 | \$ 300.00    | 0.00     | \$ 0.00              | \$ 300.00         |
| <b>Others</b>                                     |      |              |          |                      |                   |
| TO REPSRAY REAR BUMPER                            | 1.00 | \$ 200.00    | 0.00     | \$ 0.00              | \$ 200.00         |

Authorised Signature  
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd  
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Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

| Description   | Qty  | Unit<br>Cost | Add<br>% | / (Discount)<br>Amount | Amount    |
|---|------|--------------|----------|------------------------|-----------|
| TO RESPRAY BUMPER BEAM  | 0.00 | \$ 180.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO RESPRAY TAIL GATE  | 0.00 | \$ 378.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO RESPRAY TAILGATE OUTSIDE GARNISH   | 1.00 | \$ 100.00    | 0.00     | \$ 0.00                | \$ 100.00 |
| TO RESPRAY REAR PANEL   | 0.00 | \$ 180.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO RESPRAY TROUGH BACK DOOR LH  | 0.00 | \$ 180.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO RESPRAY REAR FENDER LH   | 0.00 | \$ 378.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO RESPRAY FILLER RR BUMPER LH  | 1.00 | \$ 30.00     | 0.00     | \$ 0.00                | \$ 30.00  |
| TO RESPRAY REAR FENDER LH   | 1.00 | \$ 200.00    | 0.00     | \$ 0.00                | \$ 200.00 |
| TO RESPRAY REAR PANEL   | 1.00 | \$ 100.00    | 0.00     | \$ 0.00                | \$ 100.00 |
| TO RESPRAY REAR FLOOR SIDE PANEL LH   | 1.00 | \$ 100.00    | 0.00     | \$ 0.00                | \$ 100.00 |
| TO CHECK WIRING AND SYSTEM FUNCTION   | 1.00 | \$ 30.00     | 0.00     | \$ 0.00                | \$ 30.00  |
| TO APPLY RUST-PROOFING ON AFFECTED<br>AREA                                    | 1.00 | \$ 40.00     | 0.00     | \$ 0.00                | \$ 40.00  |
| TO TRANSFER REAR TAILGATE MECHANISM   | 0.00 | \$ 120.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO REMOVE AND REFIX REAR WINDSCREEN   | 0.00 | \$ 240.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO REMOVE AND REFIT WIRE HARDESS  | 0.00 | \$ 120.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO TEST AND REFIX REVERSE SENSOR<br>SYSTEM                                    | 1.00 | \$ 20.00     | 0.00     | \$ 0.00                | \$ 20.00  |
| TO REMOVE AND INSTALL LUGGAGE<br>COMPARTMENT TRIM TO FACILITATE<br>REPAIR.    | 0.00 | \$ 120.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO INSPECT RR LIGHTING, MECHANISMS<br>& WATER TEST RR LIGHTING FOR<br>LEAKAGE | 1.00 | \$ 30.00     | 0.00     | \$ 0.00                | \$ 30.00  |
| TO REPLACE SUNDRY PARTS   | 0.00 | \$ 100.00    | 0.00     | \$ 0.00                | \$ 0.00   |
| TO WASH AND VACUUM  | 0.00 | \$ 60.00     | 0.00     | \$ 0.00                | \$ 0.00   |
| TOWING CHARGE   | 1.00 | \$ 40.00     | 0.00     | \$ 0.00                | \$ 40.00  |

Authorised Signature  
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
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## Tax Invoice

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Invoice No. : IV181200022  
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Vehicle No. : SHB5323E  
Your Ref No. : TAX/10/18/2117  
Our Ref No. : 24098525  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

| Description | Qty | Unit<br>Cost | Add<br>% | / (Discount)<br>Amount | Amount      |
|-------------|-----|--------------|----------|------------------------|-------------|
|             |     |              |          |                        |             |
| GRAND TOTAL |     |              |          |                        | \$ 5,081.42 |

Remark :

Make/Model : PRIUS4  
Accident Date : 27.10.2018

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/10/18/2117

From: SMRT Taxis Pte Ltd

Date: 08/11/2018

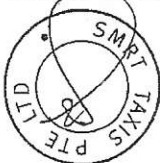
**ACCIDENT INVOLVING SHB 5323E & SCW 8920K ON 27/10/2018 ALONG UPPER THOMSON RD**

This is to confirm that the daily rental rate for SHB 5323E is \$121.98 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



## Laid Up Report

Accident Start Date : 01/10/2018  
Accident End Date : 26/12/2018

Date Generated : 26/12/2018  
User Name : OngHuaYen

| Case Reference Number | Vehicle Registration Number | Company Type       | Vehicle Make | Vehicle Model | Job Card Number | Date and Time (Accident Repair) | Date and Time (Repair Completed) |
|-----------------------|-----------------------------|--------------------|--------------|---------------|-----------------|---------------------------------|----------------------------------|
| TAX/10/18/2117        | SHB5323E                    | SMRT Taxis Pte Ltd | TOYOTA       | PRIUS4        | 24098525        | 28/10/2018 12:19 AM             | 14/11/2018 10:30 AM              |

## Enquire Transaction History

|                   |  |                                     |                      |
|-------------------|--|-------------------------------------|----------------------|
| Log Date/Time:    | 30 Oct 2018 / 11:22:08                 | Transaction Amount:                 | \$7.49               |
| Asset Type:       | Vehicle                                |                                     |                      |
| Asset ID:         | SCW8920K                               |                                     |                      |
| Transaction Type: | 18.32 Insurance Enquiry (GIRO Payment) | Channel:                            | External Agency      |
| User ID:          | ESASBAHO - BALQISH BINTE ABDUL HALIL   | Business Transaction Reference No.: | 20181030112208222185 |

Search Date / Time: 27 Oct 2018 11:30:00  
Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.  
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)