

Khanchna (LKK Auto)

From: Janice Goh Siew Geok <janice.goh@qbe.com>
Sent: Wednesday, 25 September 2019 2:41 PM
To: Khanchna (LKK Auto)
Cc: Admin A
Subject: RE: Mandate Request - Accident Involving SGH981T (OI : QBE - VC012140) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018

Hi Khanchna

Thank you for your email.

Please proceed to offer at \$3684.53.

Thank you.

Janice Goh

Executive, Claims

Claims | Asia

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

+65 6477 1243

Website LinkedIn Twitter



From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 25 September 2019 1:55 PM
To: Jenny Toh <jenny.toh@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Mandate Request - Accident Involving SGH981T (OI : QBE - VC012140) AND SHB5395Y (TP : LKK REF - CC3/QBE18022581/Jfb3) on 11.12.2018

YOUR REF – VC012140

LKK REF - CC3/QBE18022581/Jkb3s2

=====

Dear Ms. Jenny,

ACCIDENT INVOLVING VEHICLES SGH 981T (OI) & SHB 5395Y (TP) ON 11/12/2018

We refer to the above matter.

This is a head to rear end collision.

We had informed to the Insured company of the TP claim and NCD issues and they agreed to let Insurance handle.

In view of the above, we are of the view that BOLA 27 is applicable.

Summary to offer to repairer **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 10,860.20	\$ 2,353.05
Loss of Rental (\$115.56 x 8 days)	\$ 924.48	\$ 924.48 (\$115.56 x 8 days)
Loss of Income (\$60.00 x 8 days)	\$ 480.00	\$ 400.00 (\$50.00 x 8 days)
LTA Search Fee	\$ 7.00	\$ 7.00
TOTAL	\$ 12,271.68	\$ 3,684.53

Breakdown of days is as follows:

****5 days recommendation for repair +1 Sunday + 2 PRS = 8 days**

Relevant supporting claim documents are attached herewith for your perusal and reference.

For your approval and/or further instructions please.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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Poh Kin (LKKAUTO)

From: Poh Kin (LKKAUTO)
Sent: Thursday, 14 March 2019 4:56 PM
To: 'eileenfang@pnhgrp.com'
Cc: Admin A; 'engyc@pnhgrp.com'
Subject: ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SGH 981T AND SHB 5395Y ALONG GEYLANG ROAD ON 11.12.2018

Importance: High

Our Ref: CC3/QBE18022587/Jfb3

FANG RUIYAN
Policy Holder

Dear Sir/Madam,

ROAD TRAFFIC ACCIDENT INVOLVING VEHICLE NOS. SGH 981T AND SHB 5395Y ALONG GEYLANG ROAD ON 11.12.2018

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.

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.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 7 days from the date of this letter.

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.

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)



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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Date: 11/12/2018

Our Ref. No.:

Letter of Authorisation

I, Chan Ngian Heong (NRIC No.: S0751303-H) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number SHB 5395 Y hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and SGM 9817 happened on 13.11.18 along Geylang Rd around corner 25 (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: Chan Ngian Heong Signature: [Signature]
NRIC No.: S0751303-H
Tel No.: 9635 2610
Address: BKK 405, Ang Mo Kio Ave 10
#08-687 - (5) 560 405

cheque to SMRT TAXIS PTE LTD

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

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SHB 5395Y
Our Reference : VC012140

I/We, **SMRT TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **Three Thousand Four Hundred Eighty Four only (S\$3,484.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**FANG RUIYAN**, over damage to my/our vehicle **SHB 5395Y** from an accident involving **SHB 5395Y** and **SGH981T** at/along **Geylang Road**, which occurred on **11 December 2018** at about **13:45hrs**.

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 '**FANG RUIYAN**, 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) 26th of (month) September (year) 2019

Signature [Signature]

Seiena Tan

Claimant's Name

198905369K

FIN/NRIC No.

Address

60 Woodlands Industrial Park E4
Singapore 757705
Tel: 65 6482 3888 Fax: 65 6368 7421
www.smrt.com.sg

Company stamp if applicable



Witness's Signature

[Signature]

Witness's Name

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)



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

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. : IV190500060
Date : 06.05.2019
Vehicle No. : SHB5395Y
Your Ref No. : TAX/12/18/2050
Our Ref No. : 24099221
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
REAR BUMPER REINFORCEMENT	1.00	\$ 318.80	(25.00)	\$ 79.70	\$ 239.10
COVER, RR BUMPER ASSY	1.00	\$ 423.90	(25.00)	\$ 105.97	\$ 317.93
REAR BUMPER REINFORCEMENT	0.00	\$ 318.80	0.00	\$ 0.00	\$ 0.00
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	2.00	\$ 11.00	(25.00)	\$ 5.50	\$ 16.50
RETAINER, RR BUMPER, RH	0.00	\$ 112.70	0.00	\$ 0.00	\$ 0.00
RETAINER, RR BUMPER, LH	0.00	\$ 111.50	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER , RH	0.00	\$ 85.20	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER , LH	0.00	\$ 85.20	0.00	\$ 0.00	\$ 0.00
GUARD, RR BUMPER, LOWER	1.00	\$ 558.30	(25.00)	\$ 139.57	\$ 418.73
COVER, GUARD RR BUMPER LOWER	1.00	\$ 14.80	(25.00)	\$ 3.70	\$ 11.10
FILLER, RR BUMPER , RH	0.00	\$ 119.90	0.00	\$ 0.00	\$ 0.00
FILLER, RR BUMPER , LH	0.00	\$ 119.90	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
END PANEL SUB-ASSY, BODY LOWER BACK	0.00	\$ 629.80	0.00	\$ 0.00	\$ 0.00
SEALANT SIKAFLEX	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
TAIL GATE PANEL SUB-ASSY, BACK DOOR	1.00	\$ 929.60	(100.00)	\$ 929.60	\$ 0.00
TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY	1.00	\$ 891.20	(100.00)	\$ 891.20	\$ 0.00
NAME PLATE (HYBRID) , LUGGAGE COMPARTMENT DOOR	1.00	\$ 52.30	(25.00)	\$ 13.07	\$ 39.23
NAME PLATE (PRIUS) , LUGGAGE COMPARTMENT DOOR	1.00	\$ 52.30	(25.00)	\$ 13.07	\$ 39.23

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

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. : IV190500060
Date : 06.05.2019
Vehicle No. : SHB5395Y
Your Ref No. : TAX/12/18/2050
Our Ref No. : 24099221
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
EMBLEM SUB-ASSY REAR	1.00	\$ 46.30	(25.00)	\$ 11.57	\$ 34.73
STICKER 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
TAIL GATE MOULDING GLASS, BACK DOOR	0.00	\$ 29.70	0.00	\$ 0.00	\$ 0.00
TAIL GATE DAM, BACK DOOR GLASS UPPER ADHESIVE	0.00	\$ 27.90	0.00	\$ 0.00	\$ 0.00
TAIL GATE MOULDING LOWER GLASS , BACK DOOR	0.00	\$ 19.70	0.00	\$ 0.00	\$ 0.00
TAIL GATE MOULDING LOWER GLASS , BACK DOOR , LH	0.00	\$ 29.90	0.00	\$ 0.00	\$ 0.00
TAIL GATE MOULDING LOWER GLASS , BACK DOOR , RH	0.00	\$ 29.90	0.00	\$ 0.00	\$ 0.00
SEALANT W/SCREEN	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
ANTENNA, ELECTRICAL KEY	0.00	\$ 60.30	0.00	\$ 0.00	\$ 0.00
SPOILER SUB-ASSY, REAR	0.00	\$1322.10	0.00	\$ 0.00	\$ 0.00
NUMBER PLATE FRAME	0.00	\$ 12.00	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 1283.05

Labour

TO REPAIR REAR END PANEL	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
TO REPAIR REAR PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00

Others

TO RESPRAY REAR PANEL	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FILLER RR BUMPER LH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FILLER RR BUMPER RH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY REAR PANEL	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd
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Vehicle No. : SHB5395Y
Your Ref No. : TAX/12/18/2050
Our Ref No. : 24099221
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
TO RESPRAY TAIL GATE	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
TO RESPRAY TAILGATE OUTSIDE GARNISH	1.00	\$ 80.00	0.00	\$	0.00	\$ 80.00
TO RESPRAY SPOILER	0.00	\$ 180.00	0.00	\$	0.00	\$ 0.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 30.00	0.00	\$	0.00	\$ 30.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	1.00	\$ 30.00	0.00	\$	0.00	\$ 30.00
TO TRANSFER REAR TAILGATE MECHANISM	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 30.00	0.00	\$	0.00	\$ 30.00
TO REMOVE AND REFIX REAR WINDSCREEN	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
TO INSPECT RR LIGHTING, MECHANISMS & WATER TEST RR LIGHTING FOR LEAKAGE	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
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
GRAND TOTAL						\$ 2,353.05

Remark :

Make/Model : PRIUS4
Accident Date : 11.12.2018

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



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/12/18/2050/ST

From: SMRT Taxis Pte Ltd

Date: 07.01.2019

**ACCIDENT INVOLVING SHB5395Y & SGH981T ON 11.12.2018
ALONG GEYLAND ROAD (NEAR LORONG 25)**

This is to certify that the daily rental rate for SHB5395Y is \$115.56

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 : 11/12/2018
Accident End Date : 11/01/2019

Date Generated : 21/05/2019
User Name : TanSelena

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/12/18/2050	SHB5395Y	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24099221	11/12/2018 3:28 PM	19/12/2018 3:28 PM

Enquire Transaction History

Transaction History Details

Log Date/Time:	12 Dec 2018 / 09:00:28	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SGH981T		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20181212090028877875

Search Date / Time: 11 Dec 2018 13:45:00
Insurance Company: QBE INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

Enquire Related Logs

OK