

INS. CASE OWNER:

CHARTER

CC

180

2296, JH 459

LKK:

IDAC

Surveyor:

Huei Joe

DOI:

ASSIGNMENT

2/2/18

Date / Time:

2/2/18

Registered in Merimen:

2/2/18

Pre-assign / CCU / FTE



Insured Vehicle No.:

Site 829rk

Claim No.:

Name of Insured:

CPR

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A.:

20/1/18 (Thurs)

Place of Accident:

11 Taxi @

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Driver Tel No.:

(V/L: YES / NO )

Insured Liability: %

Final ? Yes / No

SHE 4946J



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMRT



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

P/R

S\$ 1,136.03

( 3 days)

Reduction:

77

%

Email

Call

FINAL SETTLEMENT

Date/Time:

8/1/19

Confirm with:

Lee Gek

Email

Call

Final Liability:

%

100

(Agreed / Assessed)

BOLA S/N No.:

77

If NO or B 28, Ass. Lia:

Repair Cost:

S\$ 1136.03

Loss of Rental (LOR):

S\$ 553.25

( 5 days)

&gt; #116.75

Loss of Use (LOU):

S\$ -

(\$ - x - days)

Loss of Income (LOI):

S\$ 200.00

(\$ 40 x 5 days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$ -

Medical:

S\$ -

Disbursement:

S\$ -

(e.g. Tow/ Independent)

Legal Cost

S\$ -

Total:

S\$ 1889.78

Global Sum S\$:

1889.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$ 1889.00

Name 1:

SMRT TAXIS Pte Ltd

Payee 2: (Strike if N.A.)

S\$ -

Name 2:

Payee 3: (Strike if N.A.)

S\$ -

Name 3:

DATE: House 21

REF: III

ASSIGNMENT

From: \_\_\_\_\_ Date: 21/12/18

Estimated Cost: \_\_\_\_\_

QC / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No: SHC 4946J

at Workshop m/s: SMRT  
Woodlands Depot

at \_\_\_\_\_

Insured: \_\_\_\_\_

Policy No: \_\_\_\_\_

Claims No: \_\_\_\_\_

Sum Insured: \_\_\_\_\_

Excess: \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its  
repair at the time of inspection.

N/S	O/S
	X

Bal. or Market Value: \_\_\_\_\_

IDAC Accident Report: \_\_\_\_\_

Consistent? Yes or No

GIA / PR Seen: \_\_\_\_\_

Consistent? Yes or No

Est. Repairs: 3 days Res: Yes or No

Lump Sum: \_\_\_\_\_ % 3 Val: Yes or No

CA / REV / REP. / 24 HRS 1up

Vehicle: IN / OUT

Date: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Veh No: SHC 4946J

Yr Regn: 13 May 2016

Type: M.Car / M.Cycle / Bus / Van / Lorry / Car / Prime Mover /

Truck / Trailer or

Make: Toyota Prius

CC: 1797

Colour: Maroon

A/C Insured / Std / NI / NA

Sp Reading: 182103

T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: JT0KN36U005768098

Gen. Cond: Good / Fair / Poor / Burnt

Steering: Good / Jammed / Leaked / Burnt or

Brake: Good / Jammed / Leaked / Burnt or

Modl: Nil / SRM / STD A/Rim or

Tyre Size: F: 195/65R15

R: \_\_\_\_\_

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or Falken

Front

Rear

R/Bal: 6 mm

R/Bal: 6 mm

L/Bal: 6 mm

L/Bal: 6 mm

D.O.A: 20/12/18

D.O.I: 21/12/18

Survey held at Smrt

Des. of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or

The U/C / Chassis frame / Body Structure affected due to collision.

Date / Time Action / Instruction

12/18/2080

P/P 1,136.03  
(Rev: 63,778.72/77.1.)

SHC 8292k

Date/Time, File Pass to?

☐ : Prel. Report  
☐ : Final Report

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

\_\_\_\_\_ \$ + RS. \_\_\_\_\_

Photos

Others

Add Fee: ☐ Site Insp (\$

☐ Interview (\$

☐ Tech. Invs (\$

☐ Weekend (\$

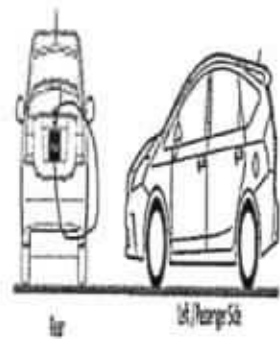
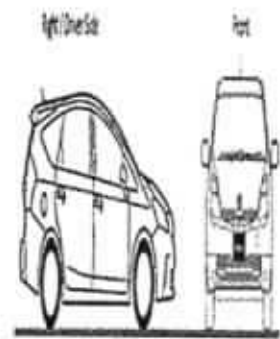
TOTAL

Report Format :

Lump Sum / I.B.I: (\$

Vic

Section A - Accident Details	
Registration Number	SHC4945J
Case Reference Number	TAX/12/18/2080
Registration Date	13/5/2018
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS
Name of Driver	JAHAYA BIN AMAD
Type of Accident	Head to Rear
Accident Date and Time	20/12/2018 7:40 AM
Accident Reported Date and Time	20/12/2018 9:31 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24099328
Special instruction to ARC, if any	TOWED \$40/ III
Prepared Date and Time	20/12/2018 3:26 PM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



front

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,085.00	\$300.00
Total Spray Cost	\$1,296.00	\$300.00
Total Spare Part Cost	\$2,307.75	\$478.03
Total Other Cost	\$416.00	\$60.00
<b>TOTAL COST</b>	<b>\$5,114.75</b>	<b>\$1,136.03 (P/P)</b>
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	6.0	3.0
Prepared / Adjusted By	Tuck Foo Kok	Hwee Jie (LKK) / III
ARC / Surveyor Sign Off Date	20/12/2018 4:08 PM	21/12/2018 3:52 PM
Signature		
Remarks	Initial estimate = 6 days Request number of days to extend 2 days	P/P photo before paint.

finalized - Hwee Jie

## Section C - Quotation and Accident Invoice Details

Quotation Number	QN-1812-0554	Invoice Number	
Quotation Date	27.12.2018	Invoice Date	
Invoice Amount		Prepared Date	

## Section D - Details of Repair Estimates

## Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REPAIR RH REAR PORTION	\$845.00	\$200.00 ✓
TO REPAIR REAR END PANEL	\$250.00	\$100.00 ✓
<b>Total Labour</b>	<b>\$1,095.00</b>	<b>\$300.00</b>

## Part 2 - Spray Painting &amp; Panel Beating Related Works

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO RESPRAY REAR FENDER RH	\$378.00	\$0.00
TO RESPRAY BUMPER BEAM	\$180.00	\$0.00
TO RESPRAY REAR BUMPER	\$378.00	\$200.00 ✓
TO RESPRAY REAR PANEL	\$180.00	\$0.00
TO RESPRAY REAR PANEL	\$180.00	\$100.00 ✓
<b>Total Spray Painting &amp; Panel Beating</b>	<b>\$1,296.00</b>	<b>\$300.00</b>

## Part 3 - Other Costs - Accident and Accident Repair Related Expense

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO APPLY RUST-PROOFING ON AFFECTED AREA	\$100.00	\$0.00
TO CHECK WIRING AND SYSTEM FUNCTION	\$80.00	\$20.00 ✓
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	\$120.00	\$0.00
TO WASH AND VACUUM	\$60.00	\$0.00
TOWING CHARGE	\$56.00	\$40.00 ✓
<b>Total Other Costs</b>	<b>\$416.00</b>	<b>\$60.00</b>

## Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
			SMRT LOGO nm	0.00	\$7.80	0.00	\$0.00	Replace	Not Given X
		52562-47010	TAIL LAMP BRACKET RH nm	0.00	\$30.70	0.00	\$0.00	Replace	Check X
		61604-47090	FENDER RR/RH R	0.00	\$766.80	0.00	\$0.00	Replace	Check X
		58307-47060	END PANEL R	0.00	\$802.10	0.00	\$0.00	Replace	Check X
		52015-47050	ARM SUB-ASSY, RR BUMPER RH nm	0.00	\$139.60	0.00	\$0.00	Replace	Check X
			PIXEL STICKER nrc	2.00	\$60.00	0.00	\$120.00	Replace	Replace ✓
		52023-12240	BUMPER REINFORCEMENT REAR nm	0.00	\$205.70	0.00	\$0.00	Replace	Check X
		52159-47905	BUMPER REAR DEF	1.00	\$458.60	25.00	\$343.95	Replace	Replace ✓
		52575-47020	BUMPER SIDE RETAINER RR/RH nm	0.00	\$94.80	0.00	\$0.00	Replace	Check X
		76087-47020	BUMPER LIP COVER RR/RH nm	1.00	\$118.10	100.00	\$0.00	Replace	Repair ✓
		52161-16010	BUMPER CLIPS nrc	10.00	\$1.61	25.00	\$12.08	Replace	Replace ✓

		52016-47030	ARM SUB-ASSY, RR BUMPER LH <i>mm</i>	0.00	\$139.60	0.00	\$0.00	Replace	Check <i>Y</i>
			SENSOR REVERSE <i>m</i>	0.00	\$180.00	0.00	\$0.00	Replace	Not Given <i>X</i>
		52501-47021	BUMPER SEAL, RR RH <i>mm</i>	0.00	\$65.70	0.00	\$0.00	Replace	Not Given <i>X</i>
			STICKER DECAL 6555 6868 <i>mm</i>	0.00	\$21.60	0.00	\$0.00	Replace	Not Given <i>X</i>
Total					\$2,892.71		\$476.03		

Added Spare Parts / Material Usage After Surveyor Signed off										
Part Number	Portion	Stock Number	Part Name	Quantity	List Price \$	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check	
Total										

476.03  
 + 300.00  
 + 360.00  


---

 1136.03

7/2/18 - Finalized P/P repair \$1,136.03/- 3days.

Huan Jia - LKK  
*ms*

# REQUEST FOR SUPPLYMENT PARTS

Contractor:	WEGA ENGINEERING PTE LTD		
Accident Case Number	744/12/18/2080	Date of Collection	24/12/18
Vehicle No	SHC 4946 J	Date of Request	24/12/18
Vehicle Model	TOYOTA PRIUS	Number of Days to Extend (If any)	1 DAY.

S/N	Part Number	Part Description	Quantity	Unit Price
	5268169, 10, 11 72	To Repair Rear Bnd Panel		<del>\$250.00</del> \$100
		To Respray Rear Bnd Panel		<del>\$150.00</del> \$100

<<<Please submit photographs for damaged parts>>>

24/12/18

I, (Name)

CHIA

(Position)

Do solemnly and sincerely declare that:- Supplementary Parts are raised for replacement for the aforesaid vehicle.

.....

Signature of person making this declaration

[To be signed in front of an authorised witness]

I acknowledge that this declaration is true and correct, and I make it with the understanding and belief that a person who makes a false declaration is liable to the damages of perjury.

For SMRT Staff

Acknowledge By	ARC Executive / Supervisor / SA	
Approval By	Surveyor / In-house Staff	
Parts Ordering	SMRT Store / Contractor Supply / Form 22 / WOC	Form22 / PO / WOC / Reservation / Number
Photo Submitted	YES / NO	Date of submission



## Case Details

**Case Reference Number :**  
TAX/12/18/2080

**Type of Repair :** Accident Repair

**Vehicle Registration Number :**  
SHC4946J

**Company Type :** SMRT Taxis Pte Ltd

**Estimation ID :** EST-5030-ID

**Assigned By :** Kok Wah Wong

**Insurance Company Name :** India International Insurance Pte Ltd

**Accident Date and Time :** 19/12/2018 11:40 PM

**Vehicle Age(In Months) :** 31

## Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

## Estimation Details

### Spare Part's Cost Detail

BOM Type	Costing Type	Portion	Material Number	SMRT Recommendation						Surveyor Approval			
				Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace
One Time Key In	Main			BUMPER REAR	1	458.60	458.60	25.00	343.95	Replace	1	343.95	Replace + DEF
One Time Key In	Main			BUMPER CLIPS	10	1.61	16.10	25.00	12.08	Replace	10	12.08	Replace + NEC
One Time Key In	Main			BUMPER REINFORCEMENT REAR	1	205.70	205.70	25.00	154.27	Replace	0	0.00	Check +
One Time Key In	Main			ARM SUB-ASSY, RR BUMPER LH	1	139.60	139.60	25.00	104.70	Replace	0	0.00	Check +
One Time Key In	Main			ARM SUB-ASSY, RR BUMPER RH	1	139.60	139.60	25.00	104.70	Replace	0	0.00	Check +
One Time Key In	Main			SENSOR REVERSE	1	180.00	180.00	0.00	180.00	Replace	0	0.00	Not Give +
One Time Key In	Main			PIXEL STICKER	2	60.00	120.00	0.00	120.00	Replace	2	120.00	Replace + NIS
Total Spare Part Cost									2,307.75		Surveyor Total	476.03	
Lump Sum Discount (%)									0.00		Lump Sum Dis (%)	0	
Final Spare Part Cost									2,307.75		Final Sur Total	476.03	

SMRT Recommendation											Surveyor Approval		
BOM Type	Costing Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace
One Time Key In	Main			BUMPER LIP COVER RR/RH	1	118.10	118.10	25.00	88.57	Replace	1	0.00	Repair *
One Time Key In	Main			BUMPER SEAL, RR RH	1	65.70	65.70	25.00	49.28	Replace	0	0.00	Not Give *
One Time Key In	Main			BUMPER SIDE RETAINER RR/RH	1	94.80	94.80	25.00	71.10	Replace	0	0.00	Check *
One Time Key In	Main			TAIL LAMP BRACKET, RH	1	30.70	30.70	25.00	23.02	Replace	0	0.00	Check *
One Time Key In	Main			END PANEL	1	602.10	602.10	25.00	451.58	Replace	0	0.00	Check *
One Time Key In	Main			FENDER RR/RH	1	766.80	766.80	25.00	575.10	Replace	0	0.00	Check *
One Time Key In	Main			SMRT LOGO	1	7.80	7.80	0.00	7.80	Replace	0	0.00	Not Give *
One Time Key In	Main			STICKER DECAL 6555 8888	1	21.60	21.60	0.00	21.60	Replace	0	0.00	Not Give *
Total Spare Part Cost									2,307.75		Surveyor Total	476.03	
Lump Sum Discount (%)									0.00		Lump Sum Dis (%)	0	
Final Spare Part Cost									2,307.75		Final Sur Total	476.03	

Labour's Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TO REPAIR RH REAR PORTION	845.00	200.00	
Total:		845.00	200.00	

Spray Cost Detail

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
Total:		1,116.00	200.00	

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1.	TO REPSRAY REAR BUMPER	378.00	200.00	
2	TO RESPRAY BUMPER BEAM	180.00	0	
3	TO RESPRAY REAR PANEL	180.00	0	
4	TO RESPRAY REAR FENDER RH	378.00	0	
<b>Total:</b>		<b>1,116.00</b>	<b>200.00</b>	

**Other Cost Detail**

S.No.	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	TOWING CHARGE	55.00	0	
2	TO CHECK WIRING AND SYSTEM FUNCTION	80.00	20.00	
3	TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0	
4	TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	120.00	0	
5	TO WASH AND VACUUM	60.00	0	
<b>Total:</b>		<b>416.00</b>	<b>20.00</b>	

**Summary**

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spare Part Detail	2,307.75	476.03
Total Labour Cost	845.00	200.00
Total Spray Painting	1,116.00	200.00
Other	416.00	20.00
Overall Total	4,684.75	896.03
Lump Sum Repair Option		
Lump Sum Total	0.00	896.03
Surveyor Approved Amount		896.03

## Estimator Assessment(\$)

## Surveyor Assessment(\$)

No of Repair Days\*

6

2

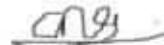
Remarks

P/P photo before paint.

Surveyor Name

Hwee Jie

Signature



Survey Date

21/12/2018

LKK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and  
is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

## Nivitha (LKK Auto)

---

**From:** Motor Claim - III <motorclaim@iii.com.sg>  
**Sent:** Friday, 21 December 2018 9:35 AM  
**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); 'sur@lkkauto.com'; Catherine Chong (LKK Auto)  
**Cc:** Sherini Pillai; Zuhaidah Samsuri  
**Subject:** RE: SHC4946J - Survey (III)  
**Attachments:** 2080 - 4946.pdf

q.alamg 21/12/18  
vehicle in  
person shanti  
sur@lkkauto.com

Dear Sir / Mdm,

Please conduct a survey on TP vehicle SHC4946J and let us have your report urgently.

This claim will be handled by Ms Sherini.

\*Kindly upload this survey request email to merimen.

Thank You.

Best Regards,  
**Gabriel Wee**



64 Cecil Street; #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

---

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [mailto:BThaiyalN@smrt.com.sg]  
**Sent:** 21 December, 2018 9:06 AM  
**To:** Motor Claim - III <motorclaim@iii.com.sg>  
**Subject:** RE: SHC4946J - Survey (III)

Dear Sir / Mdm,

We agree to your proposal.



Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)



**From:** Motor Claim - III [<mailto:motorclaim@iii.com.sg>]  
**Sent:** 21/12/2018 09:03  
**To:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)  
**Subject:** RE: SHC4946J - Survey (III)

Dear Sir / Mdm,

We acknowledge receipt of your email.

We propose using one of the following motor surveyors:

- LKK Auto Consultants Pte Ltd
- Vicom Assessment Centre Pte Ltd

Please notify us within 02 days of receipt of this letter for surveyor agreed on or if you have any objections to the above list.

Best Regards,  
**Gabriel Wee**



64 Cecil Street, #05 - IOB Building  
Singapore 049711  
Tel: 6347 6100, Ext - 248

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) [<mailto:BThaiyalN@smrt.com.sg>]  
**Sent:** 21 December, 2018 8:37 AM  
**To:** Motor Claim - III <[motorclaim@iii.com.sg](mailto:motorclaim@iii.com.sg)>  
**Cc:** Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[TuckFoo@smrt.com.sg](mailto:TuckFoo@smrt.com.sg)>; Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[YeoPohsuan@smrt.com.sg](mailto:YeoPohsuan@smrt.com.sg)>; Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC) <[YewChung@smrt.com.sg](mailto:YewChung@smrt.com.sg)>; Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[ZhiYang.Phua@smrt.com.sg](mailto:ZhiYang.Phua@smrt.com.sg)>; Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[ngsiuching@smrt.com.sg](mailto:ngsiuching@smrt.com.sg)>; Chew Tuck Loong Kelvin (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)) <[ChewTuckLoongKelvin@smrt.com.sg](mailto:ChewTuckLoongKelvin@smrt.com.sg)>; Lim Kha Chiew (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[limkhachiew@smrtlan.com.sg](mailto:limkhachiew@smrtlan.com.sg)>; Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <[weisiong@smrt.com.sg](mailto:weisiong@smrt.com.sg)>; Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)) <[kimming.chin@smrt.com.sg](mailto:kimming.chin@smrt.com.sg)>  
**Subject:** RE: SHC4946J - Survey (III)

Dear Sir / Mdm

Kindly arrange to survey the vehicle **SHC4946J** within 48 hours according to GIA guide line, involving your insured **SHC8292K**

Taxi is in woodlands depots

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)



Kindly note that by submitting this claim to us, you are deemed to have agreed to us collecting, using, disclosing and processing your personal data, sharing your personal data with our service providers (located both inside and outside Singapore) and/or with other insurers in the general insurance industry, including the General Insurance Association of Singapore. This enables us to ensure proper processing, handling and/or dealing with your claim, which includes investigating the said claim, and complying with applicable laws. If you do not agree to the same, kindly let us know immediately.

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India International Insurance Pte Ltd.

Registration No. 198703792-K

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India International Insurance Pte Ltd.

Registration No. 198703792-K

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 Dec 2018 15:05	Clim Veh Model Changed	(204897) TOYOTA PRIUS TAXI 1.8 (A).	[A] HOW MEI KWAN
2	21 Dec 2018 15:05	Clim Created	Reg No: SHC4946J. Acct Date: 2018/12/20. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: S MRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
3	21 Dec 2018 15:05	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
4	21 Dec 2018 15:05	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/03	[A] HOW MEI KWAN
5	21 Dec 2018 15:05	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
6	21 Dec 2018 15:06	Label Added	(30653):Direct Settlement.	[A] HOW MEI KWAN
7	21 Dec 2018 15:06	Adj Adjuster Assigned	[None] -> ONG HWEE JIE	[A] HOW MEI KWAN
8	27 Dec 2018 12:46	Adj Mandate Request	Cur.Req:0.00:PODS LIABILITY: 100% REMARKS: BOLA 27 - OID rear-ended TP	[A] VIC ALPEH
9	28 Dec 2018 08:58	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/01/03	[I] Lalitha Krishnan
10	28 Dec 2018 08:58	Adj Mandate Set	Approved:0.00.	[I] Lalitha Krishnan
11	02 Sep 2019 16:34	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	02 Sep 2019 16:34	Clim Dtl Modified	Insured Name: -> -. Insured ID: -> -.	[A] JOANNE LEE KHANG MIN
13	02 Sep 2019 16:34	Clim Dtl Modified	JPJ Reg. Date: -> 2016/05/13.	[A] JOANNE LEE KHANG MIN
14	02 Sep 2019 16:34	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	10 Sep 2019 17:43	Adj Mandate Request	Cur.Req:1889.78:PODS Liability: 100% Quantum: (a)COR: \$1,136.03 + (b)LOR(5days x \$110.75): \$553.75 + (c)LOI(5days x \$40.00): \$200.00 = Total: \$1,889.78 Vehicle Model: Toyota Prius (1797cc) 3 recommendation repair days + 1Sunday + 1PRS = 5days F	[A] CHEW HSIAO TONG

Date From



Date To



Audit Type

None

Go

### ACTIVITY

[11/02/2019 14:55] VIC ALPEH:  
 PENDING TP LOD  
 [11/02/2019 14:55] VIC ALPEH:  
 FINALIZED COR P/P \$1,136.03 with 77 DAYS  
 [14/01/2019 16:51] VIC ALPEH:  
 Alert - Adj Mandate Approved (\$0.00) - SHC4946J - Claim Handler: Sherini Pillai  
 Approved:0.00.  
 [27/12/2018 12:46] VIC ALPEH:  
 Adj Mandate Request Cur.Req:0.00:PODS LIABILITY: 100% REMARKS: BOLA 27 - OID rear-ended TP  
 [27/12/2018 12:45] VIC ALPEH:  
 FILE REVIEWED. OID Mr Lee Xios Long Terrence reported that his taxi rolled forward and hit TP rear. Seek liability mandate to III by merimen.

### Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2266427	02 Sep 2019 16:34:33	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC4946J	SHC8292K	11.77

## Print Received Message

This mail is associated with :

\*SHC4946J (MCT18120589)  
[SHC8292K]

TP

SMRT TAXIS PTE LTD  
Dec 20 2018 7:00AM

[-]

SMRT Automotive Services Pte Ltd

**From** India International Insurance Pte Ltd (HQ) (III\_SG), sent on 11/09/2019 09:28 AM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1889.78) - SHC4946J - Claim Handler: Sherini Pillai

Approved:1889.78.

## Hsiao Tong (LKKAUTO)

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Friday, 4 October 2019 11:59 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** URGENT / FINAL REMINDER Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jpa3

Dear Hsiao Tong,

We are only prepared to accept \$1,889.00 (all in). Please let us have your DV. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** 24/09/2019 08:48  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A  
**Subject:** RE: URGENT / FINAL REMINDER Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jpa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$1,880.00(all-in).

Please confirm acceptance.

"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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Thursday, 19 September 2019 1:50 PM

**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** URGENT / FINAL REMINDER Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured)

Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jpa3

**URGENT**

**FINAL REMINDER**

Dear Hsiao Tong,

Please let us have your offer by **26<sup>th</sup> September 2019**, otherwise we will escalate the matter to GIA for their deliberation. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** 08/08/2019 16:31

**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Hsiao Tong (LKKAuto)

**Cc:** Admin A; Vic (LKKAuto)

**Subject:** RE: URGENT / 2nd REMINDER LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jpa3

Without Prejudice

Dear Lee Gek,

We refer to your below email.

Please be informed that this matter is now handled by Ms Hsiao Tong, and she will get back to you for an update/offer in due course.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicapeh@lkkauto.com](mailto:vicapeh@lkkauto.com) | fax: 6741-4108

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



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]

**Sent:** Thursday, 8 August, 2019 4:00 PM

**To:** Vic (LKKAuto)

**Subject:** URGENT / 2nd REMINDER LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jha3

**URGENT**

**2<sup>nd</sup> REMINDER**

Dear Vic,

Please let us have your offer by **20<sup>th</sup> August 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** 23/04/2019 15:22

**To:** Vic

**Subject:** URGENT / REMINDER LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured)  
Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jha3

**URGENT**

**REMINDER**

Dear Vic,

Please let us have your offer by **30<sup>th</sup> April 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd

**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** 07/03/2019 18:46  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Vic (LKKAuto)  
**Cc:** CS A Team; Admin A  
**Subject:** RE: LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg \*\*\* LKK REF: CC4/III18022916/Jha3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Lee Gek,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC4/III18022916/Jha3	Vic - 6841 2096

Our respective case handler will look into the matter and revert to you in due course.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>

**Sent:** Thursday, 7 March, 2019 2:40 PM

**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$1136.03
Loss of Rental	\$692.19 ( 6.25 days x \$110.75 )
Loss of Income	\$375.00 ( 6.25 day x \$60.00 )
<b>Total</b>	<b>\$2203.22</b>

We enclose the following documents:

- 1) Repair invoice

- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



## Hsiao Tong (LKKAUTO)

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Thursday, 7 March 2019 2:40 PM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 20/12/2018 involving SHC 4946J & SHC 8292K (India's insured) Our Ref: TAX/12/18/2080/lg  
**Attachments:** TAX 12 18 2080.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$1136.03
Loss of Rental	\$692.19 ( 6.25 days x \$110.75 )
Loss of Income	\$375.00 ( 6.25 day x \$60.00 )
<b>Total</b>	<b>\$2203.22</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd





SMRT AUTOMOTIVE SERVICES PTE LTD  
60 Woodlands Industrial Park E4  
Singapore 757705  
Tel : 65 6866 2647  
Fax : 65 6368 7421  
www.smrt.com.sg

India International Insurance Pte Ltd  
c/o LKK Auto Consultants Pte Ltd  
No. 51 Ubi Ave 1 #01-25  
Paya Ubi Industrial Park  
Singapore 408933

Date: 7 March 2019

Our Ref.: TAX/12/18/2080/LG

Attn: Hsiao Tong

Dear Sirs,

**ACCIDENT ON 20/12/2018 INVOLVING SHC 4946J & SHC 8292K (INDIA'S INSURED) ALONG SLIP RD OF TERMINAL 1 TAXI QUEUE**

LETTER OF CLAIM

We claim on behalf of SMRT Taxis Pte Ltd, the owner and the hirer of taxi no.: SHC 4946J. Your insured's negligent driving has caused the above accident. As a result, our clients have suffered the following losses:-

1. Cost of Repair	:	\$1136.03
2. Loss of Rental for 6.25 days @ S\$110.75/day	:	\$ 692.19
3. Loss of Income for 6.25 days @ S\$60.00/day	:	\$ 375.00
4. Police Report/ SAS Report/ LTA Search Fee	:	\$ -
5. Survey Fee	:	_____
Total Claims		\$2203.22

We enclose the following documents:

<input checked="" type="checkbox"/> Repair Invoice	<input checked="" type="checkbox"/> Letter of Authorisation
<input type="checkbox"/> Survey Report	<input checked="" type="checkbox"/> LTA Search result
<input type="checkbox"/> Photographs _____ pcs	<input checked="" type="checkbox"/> Others :
<input type="checkbox"/> Investigation results	1. <u>vehicle laid-up report</u>
<input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income	2. <u>Discharge Voucher</u>
<input checked="" type="checkbox"/> Police / SAS report of <u>SHC 4946J</u>	3. _____

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT TAXIS PTE LTD**.

Yours sincerely,  
**SMRT AUTOMOTIVE SERVICES PTE LTD**

  
Tan Lee Gek  
For Manager, Claims  
Claims Department  
DID: 6866 2647  
Email: leegek@smrt.com.sg

## **AUTHORISATION TO ACT**

I/We, **SMRT TAXIS PTE LTD** ("the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHC 4946J** (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. **SHC 4946J** that was damaged pursuant to the accident which occurred on **20/12/2018** (date) along **SLIP ROAD TOWARDS TI TAXI QUEUE** (location) involving vehicle no/s **SHC 8292K** ("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 10 (day) of 04 (month) 2019 (year)



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



Signed by "the workshop"  
(with chop)



Date: 20/12/2018.

Our Ref. No.:

### Letter of Authorisation

I, JAHAYA BIN AMAD (NRIC No.: S7043378-H) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number SHC 4946-J hereby authorise **SMRT Automotive Services Pte Ltd** ("AutoSvs") to deal with all matters arising out of the accident between my taxi and SHC 8292-K (CONFORT) happened on 20/12/2018 @ 0740 am along Slip Road of Terminal 1 Taxi A - (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: JAHAYA B. AMAD Signature: [Signature] 20/12/2018  
NRIC No.: S7043378-H 0930 am  
Tel No.: 9837 9443  
Address: BLK 894D, WOODLANDS DRIVE 50  
#06-37 (733894)

## EXPRESS SETTLEMENT

### DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MCT18120589  
Claimant Ref: SHC 4946J

We/I, SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 1,889.00 (Global Sum) ~~on 20/12/2018~~ ~~vehicle no. SHC 4946J~~ ~~that was damaged pursuant to the accident which occurred on 20/12/2018~~ (date) at SLIP ROAD TOWARDS T1 TAXI QUEUE (location) involving vehicle no. SHC 8292K (insured vehicle). This is pursuant to the inspection conducted on 21/12/2018 (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. SHC 4946J to 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SHC 4946J (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 1,889.00 to SMRT TAXIS PTE LTD

Dated this 10 day of Oct 2019

CLAIMANT:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:

Signed by "the workshop" (with chop)

Tan Lee Tiel  
8xxxx706F

WITNESS:

Signature:

Name:

NRIC:

Address:

Nationality:

Occupation:



OH3

Signed by appointed Surveyor

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

\*\*\* 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 : 1990042802  
Invoice No. : IV190200104  
Date : 14.02.2019  
Vehicle No. : SHC4946J  
Your Ref No. : TAX/12/18/2080  
Our Ref No. : 24099328  
Terms : 30 Days

Description	Qty	Unit Cost	Add \$	(Discount) Amount	Amount
<b>Parts</b>					
BUMPER REAR	1.00	\$ 458.60	(25.00)	\$ 114.65	\$ 343.95
BUMPER CLIPS	10.00	\$ 1.61	(25.00)	\$ 4.02	\$ 12.08
BUMPER REINFORCEMENT REAR	0.00	\$ 205.70	0.00	\$ 0.00	\$ 0.00
ARM SUB-ASSY, RR BUMPER LH	0.00	\$ 139.60	0.00	\$ 0.00	\$ 0.00
ARM SUB-ASSY, RR BUMPER RH	0.00	\$ 139.60	0.00	\$ 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
BUMPER LIP COVER RR/RH	1.00	\$ 118.10	(100.00)	\$ 118.10	\$ 0.00
BUMPER SEAL, RR RH	0.00	\$ 65.70	0.00	\$ 0.00	\$ 0.00
BUMPER SIDE RETAINER RR/RH	0.00	\$ 94.80	0.00	\$ 0.00	\$ 0.00
TAIL LAMP BRACKET, RH	0.00	\$ 30.70	0.00	\$ 0.00	\$ 0.00
END PANEL	0.00	\$ 602.10	0.00	\$ 0.00	\$ 0.00
FENDER RR/RH	0.00	\$ 766.80	0.00	\$ 0.00	\$ 0.00
SMRT LOGO	0.00	\$ 7.80	0.00	\$ 0.00	\$ 0.00
STICKER DECAL 6555 8888	0.00	\$ 21.60	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 476.03
<b>Labour</b>					
TO REPAIR RH REAR PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO REPAIR REAR END PANEL	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
<b>Others</b>					
TO REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY BUMPER BEAM	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY REAR PANEL	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
TO RESPRAY REAR FENDER RH	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00

  
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 : 1990042802  
Invoice No. : IV190200104  
Date : 14.02.2019  
Vehicle No. : SHC4946J  
Your Ref No. : TAX/12/18/2080  
Our Ref No. : 24099328  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
TOWING CHARGE	1.00	\$ 40.00	0.00	\$ 0.00	\$ 40.00
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 REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL					\$ 1,136.03

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 20.12.2018

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

Authorised Signature  
for SMRT Automotive Services Pte Ltd



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/12/18/2080

From: SMRT Taxis Pte Ltd

Date: 27/12/2018

**ACCIDENT INVOLVING SHC 4946J & SHC 8292K ON 20/12/2018 ALONG SLIP ROAD TOWARDS TERMINAL 1 TAXI STAND**

This is to confirm that the daily rental rate for SHC 4946J is \$110.75 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



## Laid Up Report

Date Generated : 02/01/2019  
User Name : LeeOak

Accident Start Date : 02/12/2018  
Accident End Date : 01/01/2019

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)
TAX12/18/2090	SHC4946J	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24099328	2012/2018 7:49 AM	26/12/2018 10:46 AM

## ...CLAIM SUBFOLDER...(Pending for Survey Report)

Direct Settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	02 Sep 2019 <a href="#">Edit Reg</a>		21 Dec 2018 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$1,136.03</b> <a href="#">Edit Estimates</a>	<b>S\$1,136.03</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
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CLAIM SUBFOLDER DETAILS		[Created by adjuster]
Insured:	COMFORT TRANSPORTATION PTE LTD, Co. Reg. No.: 199303821R	
Main Claimant:	SMRT TAXIS PTE LTD, Co. Reg. No.: 198905369K	
Vehicle Reg. No.:	SHC4946J	Date of Loss: 20/12/2018 07:00 - :59 [31 Months and 7 Days From LTA Reg Date (Man Yr)]
Claim Type:	TP / MCT18120589	Policy/Cover Note No.: MCOM0015
Vehicle Reg. No. (Insured):	SHC8292K	Policy No. (Claimant): D-18090213MFSH
		Excess:
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628	
Handling Insurer:	India International Insurance Pte Ltd (HQ) - Tel: 63476100 ... [Handled by Sherini Pillai]	
Claimant's Insurer:	MS First Capital Insurance Ltd (HQ) - Tel: 62222311	
Adjuster:	LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by ONG HWEE JIE] ... [Final Rpt due 03/01/2019]	

ASSOCIATED MAIL RECEIVED	<a href="#">View All</a>	<a href="#">Compose Case Mail</a>
<ul style="list-style-type: none"> <li>III_SG (11/09/2019): Alert - Adj Mandate Approved (S\$1889.78) - SHC4946J - Claim Handler: Sherini Pillai</li> <li>III_SG (28/12/2018): Alert - Adj Mandate Approved (S\$0.00) - SHC4946J - Claim Handler: Sherini Pillai</li> </ul>		

ALL ASSOCIATED TASKS		<a href="#">View All</a>	<a href="#">Search Tasks</a>	<a href="#">Create New Task</a>	<a href="#">Complete</a>				
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

## Claim Documents

\*SHC4946J (MCT18120589)  
[SHC8292K]  
TP  
SMRT TAXIS PTE LTD  
Dec 20 2018 7:00AM  
[COMFORT TRANSPORTATION PTE LTD]  
SMRT Automotive Services Pte Ltd

Upload Documents   Upload Photos   Compose New Letter			View <span>View in Browser</span>	
<b>Photos/Images</b>			3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
2	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
3	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
4	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
5	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
6	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
7	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
8	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
9	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
10	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
11	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
12	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
13	24/12/18 09:17	General View	Load JPG	<input checked="" type="checkbox"/>
14	24/12/18 13:53	Dismantled Parts	Load JPG	<input checked="" type="checkbox"/>
15	24/12/18 13:53	Dismantled Parts	Load JPG	<input checked="" type="checkbox"/>
16	24/12/18 13:53	Dismantled Parts	Load JPG	<input checked="" type="checkbox"/>
17	24/12/18 13:53	Dismantled Parts	Load JPG	<input checked="" type="checkbox"/>
18	24/12/18 13:53	Dismantled Parts	Load JPG	<input checked="" type="checkbox"/>
19	28/12/18 11:12	Replacement Part Photo	Load JPG	<input checked="" type="checkbox"/>
20	28/12/18 11:12	Replacement Part Photo	Load JPG	<input checked="" type="checkbox"/>
21	28/12/18 11:12	Replacement Part Photo	Load JPG	<input checked="" type="checkbox"/>
<b>Documentation</b>			1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	21/12/18 15:06	ACKNOWLEDGEMENT EMAIL TO III DD 21.12.2018	Load PDF	
2	21/12/18 15:06	TP GIA REPORT	Load PDF	
3	24/12/18 14:59	TP ESTIMATE - MARKED	Load PDF	
4	03/09/19 14:50	RENTAL MILEAGE	Load PDF	
5	03/09/19 14:50	RENTAL RECEIPT	Load PDF	
6	25/10/19 08:51	WORKSHOP INVOICE	Load PDF	
7	25/10/19 08:51	AUTHORISATION TO ACT FORM	Load PDF	
8	25/10/19 08:51	DISCHARGE VOUCHER	Load PDF	
9	25/10/19 08:51	LOD	Load PDF	
No	Finalized On	India International Insurance Pte Ltd (HQ)	Thumbnail	Print
1	24/12/18 09:01	Singapore Accident Statement	Load PDF	

## Documents Checklist

<a href="#">Reset</a> <a href="#">Save</a> <a href="#">Print</a>
<b>DOCUMENTS CHECKLIST</b> There are no document checklists configured.
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>

Show Remarks To: ☐ Handling Insurer  
Note: Remarks are private unless you show it to other parties.

## LKK Auto Consultants Pte Ltd (Co Reg No: 199807198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park  
Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

## VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC4/III18022916/JPA3Q2

Date: 25/10/2019

## REFERENCE

Handling Insurer: India International Insurance Pte Ltd Policy No: MCOM0015  
 Claimant SHC4946J Insured Vehicle No: SHC8292K  
 Vehicle No : SHC4946J  
 Date of Loss: 20/12/2018 Nature of Claim: TP Claim No: MCT18120589

## DESCRIPTION &amp; IDENTIFICATION OF VEHICLE

Reg No: SHC4946J  
 Make & Model: TOYOTA PRIUS TAXI, 1.8 (A) Engine No: 2ZR6597932  
 Reg. Date: 13/05/2016 (Man. Year: 2015) Chassis No: JTDKN36U005768098  
 Colour: Maroon Odometer: 182103 km  
 Engine Capacity: 1797 cc  
 Market Value/New Car Price: N/A  
 Sum Insured (S\$): Market Value/New Car Price

## CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes  
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

## CONDITION OF TYRES

Front Tyre Size: 195/65 R15 Rear Tyre Size: 195/65 R15  
 Front Left Side: Falken 6 mm Rear Left Side: Falken 6 mm  
 Front Right Side: Falken 6 mm Rear Right Side: Falken 6 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	2,967.20	476.03	2,491.17	83.96
Miscellaneous Items	0.00	0.00	0.00	
Labour	2,807.00	660.00	2,147.00	76.49
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>5,774.20</b>	<b>1,136.03</b>	<b>4,638.17</b>	<b>80.33</b>
+ Loss of Use (5.0 x S\$40.00/day) (S\$)		200.00		
+ Car Rental (5.0 x S\$110.75/day) (S\$)		553.75		
<b>Nett Liability (S\$)</b>		<b>1,889.78</b>		
<b>Global Sum Settlement (S\$)</b>		<b>1,889.00</b>		

## INSPECTION

Date of Assignment: 21/12/2018  
 Date Inspected: 21/12/2018 Inspected At: SMRT Automotive Services Pte Ltd  
 (Woodlands)  
 60 Woodlands Industrial Park E4  
 Singapore 757705  
 Estimated Period of Repair: 3.0 days

Adjuster: ONG HWEE JIE

Manager: CHEW HSIAO TONG

*NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.*

## REPAIR DETAILS

## Reference

<b>Part Source:</b>	MRM-SG	Version: 1.0 (Last Synchronised: 03 Sep 2019)
<b>Parts:</b>	144	TOYOTA PRIUS TAXI 1.8 (A) (Catalogue:Merimen Singapore 1.0)
<b>Labour:</b>	Repairer's	(Price-denominated Standard List)
<b>Print Code:</b>	(Unsubmitted, no print-code for SHC4946J)	
<b>Validity:</b>	These estimates are valid only if they contain the print code (above) on all estimate pages, running page numbers with the END OF ESTIMATES marker on the last estimate page	
<b>Further Info:</b>	Items/values not in reference catalogue are prefixed with an asterisk *.	

## Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*BUMPER REAR (DISC 25%)	Deformed	458.60 F	*343.95 F
2	1		*BUMPER CLIPS (DISC 25%) (10 PCS)	Necessary	16.10 F	*12.08 F
3	2		*PIXEL STICKER (SN)	Necessary	120.00 F	*120.00 F
4	1		*SMRT LOGO	Not Necessary	7.80 F	*- F
5	1		*TAIL LAMP BRACKET RH	Not Necessary	30.70 F	*- F
6	1		*ARM SUB-ASSY ,RR BUMPER RH	Not Necessary	139.60 F	*- F
7	1		*BUMPER REINFORCEMENT REAR	Not Necessary	205.70 F	*- F
8	1		*BUMPER SIDE RETAINER RR/RH	Not Necessary	94.80 F	*- F
9	1		*ARM SUB-ASSY ,RR BUMPER LH	Not Necessary	139.60 F	*- F
10	1		*SENSOR REVERSE	Not Necessary	180.00 F	*- F
11	1		*BUMPER SEAL ,RR RH	Not Necessary	65.70 F	*- F
12	1		*STICKER DECAL 6555 8888	Not Necessary	21.60 F	*- F
13	1		*FENDER RR/RH	Repair	766.80 F	*- F
14	1		*END PANEL	Repair	602.10 F	*- F
15	1		*BUMPER LIP COVER RR/RH	Repair	118.10 F	*- F
Total Parts (S\$)					2,967.20	476.03

F=Franchise part.

Report was unsubmitted during this print-out.

## Recommended Miscellaneous Items

There are no new miscellaneous items selected.

## Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	PANEL BEATING & BODY WORK	New	1,095.00	300.00
2	SPRAY PAINT	New	1,296.00	300.00
3	TO APPLY RUST-PROOFING ON AFFECTED AREA	New	100.00	0.00
4	TO CHECK WIRING AND SYSTEM FUNCTION	New	80.00	20.00
5	TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR	New	120.00	0.00
6	TO WASH AND VACUUM	New	60.00	0.00
7	TOWING CHARGE	New	56.00	40.00
Gross Labour Cost (\$\$)			2,807.00	660.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >