



LKK Auto

SMRT AUTOMOTIVE SERVICES PTE LTD  
60 Woodlands Industrial Park E4  
Singapore 757705  
Tel : 65 6866 2652  
Fax : 65 6368 7421  
www.smrt.com.sg

Date: 24.2.19

Our Ref.: Tax/12/18/2079/57

Dear Sirs,

ACCIDENT INVOLVING SHB 5158R & SLA 446A  
ON 20.12.18 ALONG Henderson Rd junction, Bukit Merah Central

LETTER OF CLAIM

We claim on behalf of SMRT TAXIS PTE LTD, owner of motor taxi no.: SHB 5158R.  
Your insured's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 2,394.13
2. Loss of Rental for <u>6 3/4</u> days @ S\$ <u>112.35</u> /day	:	\$ 758.36
3. Loss of Income for <u>6 3/4</u> days @ S\$ <u>60.00</u> /day	:	\$ 405.00
4. Police Report/ SAS Report/ LTA Search Fee	:	\$ 7.00
5. Survey Fee	:	\$ -
6. Others	:	
Total Claims :		<u>\$3,564.49</u>

We enclose the following documents:-

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Repair Invoice                     | <input checked="" type="checkbox"/> Vehicle laid-up report |
| <input checked="" type="checkbox"/> Police Report / SAS Report         | <input checked="" type="checkbox"/> LTA Search result      |
| <input checked="" type="checkbox"/> Letter of Authorisation            | <input type="checkbox"/> Others :                          |
| <input type="checkbox"/> Investigation results                         | 1. _____   |
| <input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income | 2. _____   |

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

  
Selena Tan  
For Manager, Claims  
Claims Department  
Direct line: 6866 2653  
Email address: tanselena@smrt.com.sg

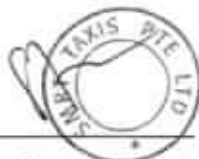
## AUTHORIZATION TO ACT

I, SMRT TAXIS PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB 5158R (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 5158R that was damaged pursuant to the accident which occurred on 20/12/2018 (date) along HENDERSON ROAD JUNCTION BUKIT MERAH CENTRAL (location) involving vehicle no/s SLA 446A ("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 9th (day) of December (month) 2019 (year)



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



Signed by "the workshop"  
(with chop)

## DISCHARGE VOUCHER

Without Prejudice  
Save As to Costs

Your Reference : TAX/12/18/2079/ST  
Our Reference : VC012276

I/We, **SMRT TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **THREE THOUSAND THREE HUNDRED SEVENTY FIVE AND CENTS TWENTY THREE ONLY (S\$3,375.23)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**CHUA CHEE YONG**', over damage to my/our vehicle **SHB 5158R** from an accident involving **SLA 446A** at/along **HENDERSON ROAD JUNCTION BUKIT MERAH CENTRAL**, which occurred on **20/12/2018** at about **07:30hours**.

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 '**CHUA CHEE YONG**', 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) 9th of (month) December (year) 2019

Signature   
Selena 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   
Witness's Name S XXXX352I  
FIN/NRIC No. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Address

Please return to:  
General Claims Department  
QBE Insurance (Singapore) Pte Ltd  
1 Raffles Quay  
#29-10 South Tower  
Singapore 048583  
Fax: 6534 5356



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. : IV190100474  
Date : 25.01.2019  
Vehicle No. : SHB5158R  
Your Ref No. : TAX/12/18/2079  
Our Ref No. : 24099327  
Terms : 30 Days

Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
<b>Parts</b>					
SENSOR REVERSE	1.00	\$ 180.00	0.00	\$ 0.00	\$ 180.00
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
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	2.00	\$ 11.00	(25.00 )	\$ 5.50	\$ 16.50
SEAL, RR BUMPER , RH	0.00	\$ 85.20	0.00	\$ 0.00	\$ 0.00
FILLER, RR BUMPER , RH	1.00	\$ 119.90	(100.00)	\$ 119.90	\$ 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
RETAINER, RR BUMPER, RH	0.00	\$ 112.70	0.00	\$ 0.00	\$ 0.00
STOPPER, RR BUMPER, RH & LH	1.00	\$ 4.30	(25.00 )	\$ 1.07	\$ 3.23
REAR BUMPER GROMMET SCREW	1.00	\$ 2.20	(25.00 )	\$ 0.55	\$ 1.65
REAR BUMPER REINFORCEMENT	0.00	\$ 318.80	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
PAD, RR BUMPER, CTR	3.00	\$ 2.20	(25.00 )	\$ 1.65	\$ 4.95
CLIP , FLOOR UNDER COVER , NO.1	0.00	\$ 2.60	0.00	\$ 0.00	\$ 0.00
CLIP , FLOOR UNDER COVER , NO.2	0.00	\$ 3.20	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , RH	0.00	\$ 169.50	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER CENTER	0.00	\$ 222.60	0.00	\$ 0.00	\$ 0.00
TAIL GATE PANEL SUB-ASSY, BACK DOOR	0.00	\$ 929.60	0.00	\$ 0.00	\$ 0.00
TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY	1.00	\$ 891.20	(100.00)	\$ 891.20	\$ 0.00

  
Authorized 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. : IV190100474  
Date : 25.01.2019  
Vehicle No. : SHB5158R  
Your Ref No. : TAX/12/18/2079  
Our Ref No. : 24099327  
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
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
NUMBER PLATE FRAME	0.00	\$ 25.00	0.00	\$ 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
TAIL GATE WEATHERSTRIP, BACK DOOR	0.00	\$ 360.70	0.00	\$ 0.00	\$ 0.00
END PANEL SUBASSY, BODY LOWER BACK	0.00	\$ 629.80	0.00	\$ 0.00	\$ 0.00
ADHESIVE:DIRECT GLAZING	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 1484.13

### Labour

TO REPAIR REAR END PANEL	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
TO REPAIR RH 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 REPSRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FILLER RR BUMPER RH	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00
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 CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00

Authorized 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 : 1990042802  
Invoice No. : IV190100474  
Date : 25.01.2019  
Vehicle No. : SHB5158R  
Your Ref No. : TAX/12/18/2079  
Our Ref No. : 24099327  
Terms : 30 Days

Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT WIRE HARDESS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
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
GRAND TOTAL					\$ 2,394.13

Remark :

Make/Model : PRIUS4  
Accident Date : 19.12.2018

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/12/18/2079/ST

From: SMRT Taxis Pte Ltd

Date: 15.1.2019

**ACCIDENT INVOLVING SHB5158R & SLA446A ON 20.12.2018  
ALONG HENDERSON ROAD JUNCTION BUKIT MERAH CENTRAL**

This is to certify that Mr. Teo Kok Seng of IC No. S0010937A is the registered hirer of the above taxi no. SHB5158R.

This is also to confirm that the daily rental rate for SHB5158R is \$112.35.

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 : 20/12/2018

Accident End Date : 20/01/2019

Date Generated : 29/01/2019

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/12/18/2079	SHE5158R	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24099327	20/12/2018 9:00 AM	26/12/2018 3:38 PM

20.12 - 1 day

21.12 - 1 day

22.12 - 1 day

23.12 - 1 day

24.12 - 1 day

25.12 - 1 day

26.12 - 3/4

63/4



## Enquire Transaction History

## Transaction History Details

Log Date/Time:	20 Dec 2018 / 16:44:01		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SLA446A		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHD - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No:	20181220164401874666
Search Date / Time:	20 Dec 2018 07:32:00		
Insurance Company:	QBE INSURANCE (SINGAPORE) PTE LTD		

Information displayed is correct as at the log date and time.

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

## Jia Le (LKK Auto)

---

**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Monday, 9 December 2019 10:33 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** claims-singapore  
**Subject:** [VC012276] Direct Settlement - Accident Involving SLA446A (OI : QBE - TBA) AND SHB5158R (TP : LKK REF - CC3/QBE18023000/Jda3) on 20/12/2018  
**Attachments:** LKKInspection.pdf; LKKAdjustment1.pdf; SURVEY PHOTO.pdf; RESURVEY PHOTO.pdf; LOD.pdf

Hi Jia le

Kindly proceed with settlement.

regards

---

**Jenny Toh**

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#) [LinkedIn](#) [Twitter](#)



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**From:** Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Sent:** Monday, 9 December 2019 9:46 AM  
**To:** Jenny Toh <jenny.toh@qbe.com>; Syaheeda Nacah Binte Mohamed Othman <syaheeda.othman@qbe.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Direct Settlement - Accident Involving SLA446A (OI : QBE - TBA) AND SHB5158R (TP : LKK REF - CC3/QBE18023000/Jda3) on 20/12/2018

Your ref : **TBA**

Our ref : CC3/QBE18023000/Jda3

Dear Sirs/Madam,

**ACCIDENT INVOLVING SLA 446A(OI) & SHB 5158R(TP) ON 20/12/2018**

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$3,375.23(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 9,387.80	\$ 2,394.13
2. Loss of Rental (6.75days x \$112.35)	\$ 758.36	\$ 674.10 (6days x \$112.35)
3. Loss of Income (6.75 x \$60)	\$ 405.00	\$ 300.00 (6days x \$50)
4. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$10,558.16	<b><u>\$ 3,375.23</u></b>

\*\*04 days recommendation for repair + 1Sun + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

**For your approval/instruction please.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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**From:** Janice Goh Siew Geok [<mailto:janice.goh@qbe.com>]

**Sent:** Tuesday, 8 October 2019 10:02 AM

**To:** Mei Kwan (LKKAuto)

**Cc:** Jia Le (LKK Auto); Admin A; Jenny Toh

**Subject:** RE: Direct Settlement - Accident Involving SLA446A (OI : QBE - TBA) AND SHB5158R (TP : LKK REF - CC3/QBE18023000/Jda3) on 20/12/2018

Hi Mei Kwan

As requested, please refer to the attachment.

Thank you.

---

**Janice Goh**

Executive, Claims

Claims | Asia

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

+65 6477 1243

Website LinkedIn Twitter



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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 8 October 2019 9:53 AM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Janice Goh Siew Geok <[janice.goh@qbe.com](mailto:janice.goh@qbe.com)>

**Cc:** Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SLA446A (OI : QBE - TBA) AND SHB5158R (TP : LKK REF - CC3/QBE18023000/Jda3) on 20/12/2018

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 24 December, 2018 3:18 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SLA446A (OI : QBE - TBA) AND SHB5158R (TP : LKK REF - CC3/QBE18023000/Jha3) on 20/12/2018

## **WITHOUT PREJUDICE**

Dear Jenny,

We refer to the above matter.

We have received a new assignment from M/s SMRT Automotive Services Pte Ltd – Woodlands and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary Advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

***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)

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