

Vic (LKKAUTO)

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)
<LeeGek@smrt.com.sg>
Sent: Friday, 1 February, 2019 11:29 AM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 26/12/2018 involving SHB 5448D & SDE 3131L (AIG's insured)
Our Ref: TAX/12/18/2105/lg
Attachments: TAX 12 18 2105.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2067.20
Loss of Rental	\$510.39 (4.5 days x \$113.42)
Loss of Income	\$270.00 (4.5 days x \$60.00)
LTA Search Fee	\$7.00
Total	\$2854.59

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) 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





Auto
Consultants
Pte Ltd

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

01 FEBRUARY 2019

**AGNES KWEK CHOON ENG
31C LOWLAND ROAD
SINGAPORE 547426**

By Post & By Email

Dear Sir/Madam,

**OUR REF : CC3/AIG18023242/Jhb3
YOUR REF : SDE 3131L
ACCIDENT INVOLVING SDE 3131L AND SHB 5448D ALONG UPPER SERANGOON
ROAD ON 26.12.2018**

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 5448D against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant. Unless proven otherwise.

Please be informed that your No Claim Discount (NCD – if applicable) 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 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)
- Video footage of accident (if any)



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- 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.

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

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

Agneskwek77@gmail.com
(Email)

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Friday, 1 February, 2019 1:58 PM
To: Agneskwek77@gmail.com
Cc: Admin A; Vic (LKKAUTO)
Subject: YOUR REF: SDE 3131L_ACCIDENT INVOLVING SDE 3131L AND SHB 5448D ALONG UPPER SERANGOON ROAD ON 26.12.2018



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

01 FEBRUARY 2019

AGNES KWEK CHOON ENG
31C LOWLAND ROAD
SINGAPORE 547426

By Post & By Email

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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.

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If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at vicalpeh@lkkauto.com.

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

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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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AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, SMRT TAXIS PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB 5448D (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 5448D that was damaged pursuant to the accident which occurred on 26/12/2018 (date) along UPPER SERANGOON ROAD (location) involving vehicle no/s SDE 3131L ("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 13th (day) of Dec (month) 20 19 (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\$2,650.00 (Global Sum) for vehicle no. SHB 5448D that was damaged pursuant to the accident which occurred on 26/12/2018 (date) along UPPER SERANGOON ROAD (location) involving vehicle no/s SDE 3131L.

This is pursuant to the inspection conducted on 27/12/2018 (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. SHB 5448D 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 5448D (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 13th (day) of Dec (month) 2019 (year)



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. : IV190100189
Date : 10.01.2019
Vehicle No. : SHB5448D
Your Ref No. : TAX/12/18/2105
Our Ref No. : 24099400
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
PANEL SUB-ASSY, FRONT DOOR LH	1.00	\$1249.60	(25.00)	\$ 312.40	\$ 937.20
STICKER DECAL SMRT (DOOR)	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
MOULDING ASSY, BODY ROCKER PANEL , LH	1.00	\$ 576.00	(100.00)	\$ 576.00	\$ 0.00
PANEL SUB-ASSY, REAR DOOR , LH	1.00	\$1243.90	(100.00)	\$1243.90	\$ 0.00
PIXEL STICKER	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
COVER, RR BUMPER ASSY	0.00	\$ 423.90	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00
Sub-Total					\$ 1117.20
Labour					
TO REPAIR LH PORTION	1.00	\$ 400.00	0.00	\$ 0.00	\$ 400.00
Others					
TO RESPRAY FRONT DOOR LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO REPSRAY REAR DOOR LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY ROCKER PANEL MOULDING	1.00	\$ 100.00	0.00	\$ 0.00	\$ 100.00
TO RESPRAY REAR FENDER LH	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY REAR BUMPER	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO TRANSFER DOOR MECHANISM	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00
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					\$ 2,067.20

Remark :

Make/Model : PRIUS4
Accident Date : 26.12.2018

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/12/18/2105

From: SMRT Taxis Pte Ltd

Date: 04/01/2019

ACCIDENT INVOLVING SHB 5448D & SDE 3131L ON 26/12/2018 ALONG UPPER SERANGOON ROAD

This is to confirm that the daily rental rate for SHB 5448D is \$113.42 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 : 01/12/2018
Accident End Date : 08/01/2019

Date Generated : 05/01/2019
User Name : LeeGek

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)
TAXI12/18/2105	SH85446D	SMRT Taxis Pte Ltd	TOYOTA	PRUIS4	24059400	26/12/2018 3:09 PM	31/12/2018 10:35 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	26 Dec 2018 / 15:47:32	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SDE3131L		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20181226154732380047

Search Date / Time: 26 Dec 2018 10:00:00
Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

[Enquire Related Logs](#)

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