

REF: Hwee Jie

REF: ALG

ASSIGNMENT

From: _____ Date: _____
 Estimated Cost: _____
OD / TP / WS / TP RES / OD RES / EVA / INV / MV
 To Inspect Vehicle No: _____
 at Workshop n/s _____
 of _____
 Insured: _____
 Policy No: _____
 Claims No: _____
 Sum Insured: _____ Excess: _____
 (Client's Record)
 Make of Veh: _____

Veh No: SHB 1036 K Yr Regn: 15 Nov 2013
 Type: M.Car / M.Cycle / Bus / Van / Lorry / Taxi / Prime Mover /
 Truck / Trailer or _____
 Make: Toyota Prius c.c 1797
 Colour: Maroon A/C: Insured / Std / NI / NA
 Sp. Reading: 670715 T/Radio: Insured / Std / NI / NA
 Eng/No: _____
 C/No: JTDKN36U405706445
 Gen. Cond: Good / Fair / Poor / Burnt
 Steering: In order / Jammed / Leaked / Burnt or
 Brake: In order / Jammed / Leaked / Burnt or
 Mod: Nil / S/Rim / STD A/Rim or

(Policy Condition)
 Remark: The veh had commenced its
 repair at the time of inspection.

X	
N/S	O/S

Tyre Size: F: 195/65 R15
 R: _____
 BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /
 TOYO / YOKO or Falken

<u>Front</u>	<u>Rear</u>
R/Bal. <u>6</u> mm	R/Bal. <u>6</u> mm
L/Bal. <u>6</u> mm	L/Bal. <u>6</u> mm
D.O.A. <u>25/1/19</u>	D.O.I. <u>29/1/19</u>

 Survey held at Sunt
 Des. of Damages: Fr / Rear / O/S / N/S / UIC / Rooflop or

Bal. or Market Value: _____
 IDAC Accident Rpt: _____ Consistent? : Yes or No
 GIA / PR Seen: _____ Consistent? : Yes or No
 Est. Repairs: 3 days Res.: Yes or No
 Lum Sum: 20 % 3 Val.: Yes or No
 CA / REV / REP. / 24 HRS
 Date: _____ Person Contacted: _____
 Vehicle: IN / OUT

The UIC / Chassis frame / Body Structure affected due to collision.

Date / Time	Action / Instruction
	01/19/2124
	SLJ 12832
	L/S - \$950 (Red \$2500 / 72%)

Date/Time. File Pass to? : Prel. Report
 : Final Report
 Date/Time. File Return to? _____
 Report Format : _____
 Lump Sum / I.B.I: (\$ _____)

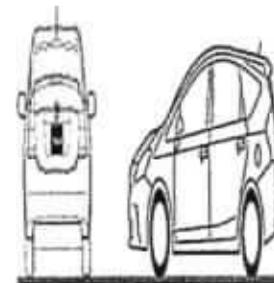
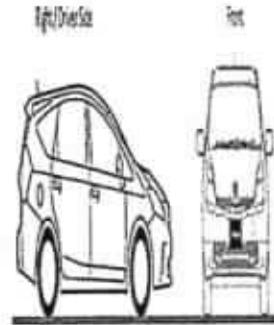
Days Of Repair: _____
 Resurvey No. of Trip: _____

Add Fee: Site Insp (\$ _____)
 Interview (\$ _____)
 Tech. Invs (\$ _____)
 Weekend (\$ _____)

Survey Fee: _____
 Transportation: _____
 \$ + PS. \$ _____
 Photos _____
 Other _____
 TOTAL _____

Hsiao Tony

Section A - Accident Details	
Registration Number	SHB1036K
Case Reference Number	TAX/01/19/2124
Registration Date	15/11/2013
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS
Name of Driver	LUKMANNUL HAKEEN BIN AHMAD
Type of Accident	Side Swipe
Accident Date and Time	25/1/2019 11:28 PM
Accident Reported Date and Time	26/1/2019 9:10 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	Yes
Towed Back Date and Time	26/1/2019 3:05 AM
Replacement Vehicle issued?	No
Job Card Number	24099877
Special Instruction to ARC, if any	TOWED \$40/ TP
Prepared Date and Time	29/1/2019 11:03 AM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



tyota

Finalized - Hwee Jie

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$676.00	\$250.00
Total Spray Cost	\$558.00	\$200.00
Total Spare Part Cost	\$1,871.65	\$486.97
Total Other Cost	\$340.00	\$20.00
TOTAL COST	\$3,445.65	\$956.97
Lump Sum Total	\$3,450.00	\$950.00 (L/S)
Number of Repair Days	4.0	3.0
Prepared / Adjusted By	Zhi Yang Phua	Hwee Jie (LKK) / AJG
ARC / Surveyor Sign Off Date	29/01/2019 5:30 PM	29/01/2019 5:23 PM
Signature	<i>[Signature]</i>	<i>[Signature]</i>
Remarks		L/S REPAIR. PHOTO AFTER REPAIR.



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd	
80 Woodlands Industrial Park East, Singapore 737736	
FAX Number	63885002
Estimator Telephone Number	68620233
Accident Reporting Number	68620672

Date Generated : 12/02/2019
 User ID : PehSuan

Section C - Quotation and Accident Invoice Details			
Quotation Number	QN-1902-0052	Invoice Number	
Quotation Date	09.02.2019	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 FRONT RH PORTION	\$676.00	\$250.00	
Total Labour	\$676.00	\$250.00	

Part 2 - Spray Painting & Panel Beating Related Works			
Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable	
TO REPSRAY FRONT BUMPER	\$378.00	\$200.00	
TO SPRAY FRONT BUMPER LOWER SUB GRILLE	\$180.00	\$0.00	
Total Spray Painting & Panel Beating	\$558.00	\$200.00	

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 REPLACE SUNDRY PARTS	\$100.00	\$0.00	
TO WASH AND VACUUM	\$80.00	\$0.00	
Total Other Costs	\$340.00	\$20.00	

Part 4 - Spare Parts / Material Usage									
Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
		52811-47060	BUMPER ENERGY ABSORBER FRT	0.00	\$78.80	0.00	\$0.00	Replace	Check
		52021-47023	BUMPER REINFORCEMENT FRT	0.00	\$498.40	0.00	\$0.00	Replace	Check
		52116-47040	BUMPER SUPPORT FLH	0.00	\$76.40	0.00	\$0.00	Replace	Check
		52119-47930	BUMPER FRT	1.00	\$482.00	25.00	\$361.50	Replace	Replace DEF
		81511-47050	LENS & BODY, FR TURN RH	1.00	\$511.80	100.00	\$0.00	Replace	Repair K
		53102-47020	BUMPER GRILLE SUB-ASSY, LOWER	1.00	\$311.10	25.00	\$233.33	Replace	Replace CPA
		81519-47050	BRACKET, FR TURN LOWER RH	0.00	\$26.00	0.00	\$0.00	Replace	Check X
		57014-47030	ARM SUB-ASSY, FR BUMPER LH	0.00	\$250.40	0.00	\$0.00	Replace	Check X
		57013-47030	ARM SUB-ASSY, FR BUMPER RH	0.00	\$250.40	0.00	\$0.00	Replace	Check X
		52115-47040	BUMPER SUPPORT FIRH	0.00	\$76.40	0.00	\$0.00	Replace	Check X
		81519-47060	BRACKET, FR TURN	0.00	\$58.20	0.00	\$0.00	Replace	Check X
		81210-12230	FOG LAMP RH	0.00	\$295.20	0.00	\$0.00	Replace	Not Given X
		52128-47903	COVER, FR BUMPER HOLE LH	1.00	\$18.50	25.00	\$13.88	Replace	Replace cut
		81519-47060	BRACKET, FR TURN UPPER RH	0.00	\$24.40	0.00	\$0.00	Replace	Check X - mn.
Total					\$2,958.00		\$608.71		

608.71
 - 20%
 486.97
 + 250.00
 + 220.00

 956.97

1/5 \$950/-
 mn.
 mn.

15/2/19 - Finalised 1/5 \$950/- 3 days



Case Details

Case Reference Number : TAX/01/19/2124
 Type of Repair : Accident Repair
 Vehicle Registration Number : SHB1036K

Company Type : SMRT Taxis Pte Ltd
 Estimation ID : EST-5536-ID
 Assigned By : Taxi Claims Manager Team

Insurance Company Name : AIG Asia Pacific Insurance Pte Ltd
 Accident Date and Time : 25/01/2019 03:28 PM
 Vehicle Age(In Months) : 62

Documents / Photographs

[View Documents / Photographs](#)

Total Documents: 1

Estimation Details

Spare Part's Cost Detail

BOM Type	Coating Type	Portion	Material Number	Part Name	Qty	SMRT Recommendation				Repair/ Replace	Surveyor Approval			Remarks
						List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)		Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	
One Time Key In	Main			BUMPER FRT	1	482.00	482.00	25.00	361.50	Replace	1	361.50	Replace	• DEF
One Time Key In	Main			BUMPER ENERGY ABSORBER FRT	1	78.80	78.80	25.00	59.10	Replace	0	0	Check	•
One Time Key In	Main			ARM SUB-ASSY, FR BUMPER LH	1	250.40	250.40	25.00	187.80	Replace	0	0	Check	•
One Time Key In	Main			ARM SUB-ASSY, FR BUMPER RH	1	250.40	250.40	25.00	187.80	Replace	0	0	Check	•
One Time Key In	Main			BUMPER REINFORCEMENT FRT	1	488.40	488.40	25.00	373.80	Replace	0	0	Check	•
One Time Key In	Main			COVER, FR BUMPER HOLE LH	1	18.50	18.50	25.00	13.88	Replace	1	13.88	Replace	• CUT
One Time Key In	Main			BUMPER GRILLE SUB-ASSY, LOWER	1	311.10	311.10	25.00	233.33	Replace	1	233.33	Replace	• CRA
One Time Key In	Main			FOG LAMP RH	1	295.20	295.20	10.00	265.68	Replace	0	0	Not Give	•
One Time Key In	Main			LENS & BODY, FR TURN RH	1	511.80	511.80	10.00	460.62	Replace	1	0	Repair	•
One Time Key In	Main			BRACKET, FR TURN LOWER RH	1	26.00	26.00	25.00	19.50	Replace	0	0	Check	•

Total Spare Part Cost	2,339.56	Surveyor Total	806.71
Lump Sum Discount (%)	20.00	Lump Sum Dis (%)	20
Final Spare Part Cost	1,871.65	Final Sur Total	488.97

BOM Type	Costing Type	Portion	Material Number	Part Name	Qty	SMRT Recommendation				Surveyor Approval				Remarks
						List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	
One Time Key In	Main			BRACKET, FR TURN UPPER RH	1	24.40	24.40	25.00	18.30	Replace	0	0	Check	*
One Time Key In	Main			BRACKET, FR TURN	1	58.20	58.20	25.00	43.65	Replace	0	0	Check	*
One Time Key In	Main			BUMPER SUPPORT F/LH	1	76.40	76.40	25.00	57.30	Replace	0	0	Check	*
One Time Key In	Main			BUMPER SUPPORT F/RH	1	76.40	76.40	25.00	57.30	Replace	0	0	Check	*
Total Spare Part Cost									2,339.56	Surveyor Total				606.71
Lump Sum Discount (%)									20.00	Lump Sum Dis (%)				20
Final Spare Part Cost									1,871.65	Final Sur Total				486.97

Labour's Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REPAIR FRONT RH PORTION	676.00	250	
Total:			676.00	250.00	

Spray Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO REPSRAY FRONT BUMPER	378.00	200	
2	Main	TO SPRAY FRONT BUMPER LOWER SUB GRILLE	180.00	0	
Total:			558.00	200.00	

Other Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO CHECK WIRING AND SYSTEM FUNCTION	80.00	20	
2	Main	TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0	
3	Main	TO WASH AND VACUUM	60.00	0	
4	Main	TO REPLACE SUNDRY PARTS	100.00	0	
Total:			340.00	20.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spare Part Detail	1,871.65	486.97
Total Labour Cost	676.00	250.00
Total Spray Painting	558.00	200.00
Other	340.00	20.00
Overall Total	3,445.65	956.97
Lump Sum Repair Option	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lump Sum Total	3,450.00	950.00
Surveyor Approved Amount		950.00
No of Repair Days*	4	3
Remarks	-	L/S REPAIR, PHOTO AFTER REPAIR.
Surveyor Name		Hwee Jie
Signature		
Survey Date	29/01/2019	

Save Clear

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:

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 4 March 2019 9:05 AM
To: Tan Lee Gek (Auto Svcs/Claims) (LeeGek@smrt.com.sg)
Subject: Your Ref: TAX/01/19/2124 (SHB 1036K) *Our Ref: CC3/LCR19002019/Jpa3
[ACCIDENT INVOLVING SLJ 1283Z(AIG) & SHB 1036K ON 25/01/2019]
Attachments: Statement of SLJ 1283Z.pdf

Your Ref: **TAX/01/19/2124 (SHB 1036K)**
Our Ref: CC3/LCR19002019/Jpa3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SLJ 1283Z(AIG) & SHB 1036K ON 25/01/2019

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured report for your easy reference.

We would like to request a copy of your client's video footage as stated in his GIA report for our necessary action.

Thank you.

"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 | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Tuesday, 5 March 2019 11:47 AM
To: Hsiao Tong (LKKAuto)
Cc: lkkauto.photos@gmail.com
Subject: Your Ref: TAX/01/19/2124 (SHB 1036K) *Our Ref: CC3/LCR19002019/Jpa3 [ACCIDENT INVOLVING SLJ 1283Z(AIG) & SHB 1036K ON 25/01/2019]
Attachments: Statement of SLJ 1283Z.PDF

Dear Hsiao Tong,

We have forwarded the video footage to lkkauto.photos@gmail.com.

Regards

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



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: 04/03/2019 09:05
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Subject: Your Ref: TAX/01/19/2124 (SHB 1036K) *Our Ref: CC3/LCR19002019/Jpa3 [ACCIDENT INVOLVING SLJ 1283Z(AIG) & SHB 1036K ON 25/01/2019]

Your Ref: **TAX/01/19/2124 (SHB 1036K)**
Our Ref: CC3/LCR19002019/Jpa3

Without Prejudice

Dear Sirs/Madam,

ACCIDENT INVOLVING SLJ 1283Z(AIG) & SHB 1036K ON 25/01/2019

We refer to the above matter.

Please be informed that liability is unclear. Attached is a copy of our insured report for your easy reference.

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Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

Hsiao Tong (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Wednesday, 13 March 2019 11:17 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Hsiao Tong (LKKAuto)
Cc: CS A Team; Admin A
Subject: RE: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg *** LKK REF: CC3/LCR19002019/Jpa3
Attachments: TAX 01 19 2124.pdf

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Lee Gek,

Thank you for your email.

Please note that: -

LKK ref	Officer in charge
CC3/LCR19002019/Jpa3	Hsiao Tong - 6742 3197

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 | 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>
Sent: Monday, 11 March, 2019 5:06 PM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$950.00 ✓
Loss of Rental	\$818.55 (7.5 days x \$109.14)
Loss of Income	\$450.00 (7.5 day x \$60.00)
LTA Search Fee	\$7.00 ✓
Total	\$2225.55

5 x 109.14 = 545.70
250.00
1752.25

We enclose the following documents:

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

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



Jia Le (LKK Auto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 8 May 2019 10:08 AM
To: Jia Le (LKK Auto)
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: Returned of DV Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg
Attachments: 01 19 2124 - DV.pdf

Dear Carlor,

We attach the duly signed DV and ATA for your necessary action. Please let us have AIG's cheque for \$1,700.00 payable to **SMRT TAXIS PTE LTD**. Thanks.

Regards

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



From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: 07/05/2019 13:07
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Hsiao Tong (LKKAuto); Admin A
Subject: RE: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg

WITHOUT PREJUDICE

Dear Lee Gek,

We refer to the above matter.

We confirm settlement amount \$ 1,700.00

Please duly sign the documents enclosed return to us for our necessary action.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@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) [mailto:LeeGek@smrt.com.sg]
Sent: Tuesday, 7 May 2019 8:39 AM
To: Jia Le (LKK Auto)
Cc: Hsiao Tong (LKKAuto); Admin A

Subject: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg

Dear Carlor,

We accept your global offer of \$1,700.00. Please let us have your DV. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]

Sent: 06/05/2019 12:14

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

Cc: Hsiao Tong (LKKAuto); Admin A

Subject: RE: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg

WITHOUT PREJUDICE

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLJ 1283Z & SHB 1036K ON 25/01/2019

We refer to the above matter.

We propose settlement at a global sum of **\$1,700.00(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,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@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>

Sent: Monday, 11 March 2019 5:06 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 25/1/2019 involving SHB 1036K & SLJ 1283Z (AIG's insured) Our Ref: TAX/01/19/2124/lg

Dear All,

• We quantify our claim as follows:-

Cost of Repair	\$950.00
Loss of Rental	\$818.55 (7.5 days x \$109.14)
Loss of Income	\$450.00 (7.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$2225.55

We enclose the following documents:

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

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: Hsiao Tong (LKKAuto)
Sent: Saturday, 6 April 2019 3:32 PM
To: 'Insurance LCR SG'; 'Eileen, May Hwee Yap'
Subject: ACCIDENT INVOLVING SLJ 1283Z(AIG) AND SHB 1036K ON 25/01/2019
Attachments: SHB1036K_VIDEO.mp4

Your Ref: **SLJ 1283Z**
Our Ref: CC3/LCR19002019/Jpa3

Dear Sirs/Madam,

ACCIDENT INVOLVING SLJ 1283Z(AIG) AND SHB 1036K ON 25/01/2019

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 SHB 1036K against your insurance policy.

We have reviewed the matter and based on all available information at hand for the accident, we are of the view that we do not have a good defense towards the claim submitted by the owner of SHB 1036K. Kindly refer to the attached video footage from SHB 1036K for your easy reference. As per video footage, we could observe that your vehicle had encroached into third party's lane resulted the accident. As such, we are of the view that liability is not in your driver's favour and we shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Note: This video footage is solely for investigation and shall not be reproduced. You undertake to preserve its confidentiality and will not disclose, provide or make available the video footage in whole or in part, to any third party.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

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

I/WE, SMRT TAXIS PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB 1036K (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 1036K that was damaged pursuant to the accident which occurred on 25/01/2019 (date) along BLK 171 ANG MO KIO AVE 4 CP ENTRANCE (location) involving vehicle no/s SLJ 1283Z ("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 8 (day) of May (month) 2019 (year)



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



Signed by "the workshop"
(with chop)

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

"We/I, SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for SS1,700.00 (Global Sum) for vehicle no. SHB 1036K that was damaged pursuant to the accident which occurred on 25/01/2019 (date) along BLK 171 ANG MO KIO AVE 4 CP ENTRANCE involving vehicle no/s SLJ 1283Z.

This is pursuant to the inspection conducted on 29/01/2019 (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 1036K 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 1036K (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 8 (day) of May (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 : 1990042802
Invoice No. : IV190200258
Date : 20.02.2019
Vehicle No. : SHB1036K
Your Ref No. : TAX/01/19/2124
Our Ref No. : 24099877
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) \$	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$ 950.00
GRAND TOTAL				\$ 950.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 25.01.2019

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/01/19/2124

From: SMRT Taxis Pte Ltd

Date: 11/02/2019

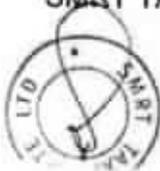
ACCIDENT INVOLVING SHB 1036K & SLJ 1283Z ON 25/1/2019 AT BLK 171 ANG MO KIO AVE 4 CAR PARK ENTRANCE

This is to confirm that the daily rental rate for SHB 1036K is \$109.14 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 : 28/02/2019
User Name : LeeGek

Accident Start Date : 01/01/2019
Accident End Date : 28/02/2019

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)
TAX001/10/2124	SHB1038K	SMART Taxis Pte Ltd	TOYOTA	PRIUS	24096877	25/01/2019 11:30 PM	02/02/2019 8:07 AM

1/25/2019

Enquire Transaction History

Log Date/Time: 28 Jan 2019 / 16:49:17
 Asset Type: Vehicle
 Asset ID: SLJ1283Z
 Transaction Type: 18.22 Insurance Enquiry (GRO Payment)
 User ID: ESASBAHD - BALQISH BIHTI ABDUL HALIL

Transaction Amount: \$7.49
 Channel: External Agency
 Business Transaction Reference No.: 20190128164917109194

Search Date / Time: 25 Jan 2019 23:28:00
 Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

[Enquire Related Logs](#)

[Back to List](#)

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

Express

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	30 Jan 2019 Edit Reg		29 Jan 2019 00:00 Edit Adj Rpt	\$950.00 Edit Estimates	\$950.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured:	LCRF PTE LTD , Co. Reg. No.: 201624597K								
Main Claimant:	SMRT TAXIS PTE LTD , Co. Reg. No.: 198905369K								
Vehicle Reg. No.:	SHB1036K	Date of Loss:	25/01/2019 23:00 - :59 [62 Months and 10 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 4783048604SG	Policy/Cover Note No.:	0999994819 (Comprehensive)						
Vehicle Reg. No. (Insured):	SLJ1283Z	Policy No. (Claimant):	D-18090213MFSH						
		Excess:							
Repairer:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628								
Handling Insurer:	AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Gan, Angle-GL] Angiegeokling.Gan@aig.com								
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 12/02/2019]								
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AIG_SG (31/01/2019): Request to upload TP GIA Report									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

***SHB1036K (4783048604SG)**
[SLJ1283Z]
TP
SMRT TAXIS PTE LTD
Jan 25 2019 11:00PM
[LCRF PTE LTD]
SMRT Automotive Services Pte Ltd

Upload Documents Upload Photos Compose New Letter Upload Video Upload Audio			View View in Browser <input type="checkbox"/>
Video			1 per page <input type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	08/03/19 09:52	TP video_received 05032019	<input type="checkbox"/> Load MOV
Letters/Correspondences			1 per page <input type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	(Draft)	Third Party Express Settlement – Payment Breakdown	<input type="checkbox"/> Edit
Photos/Images			3 per page <input type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
2	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
3	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
4	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
5	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
6	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
7	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
8	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
9	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
10	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
11	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
12	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
13	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
14	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
15	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
16	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
17	31/01/19 16:04	General View	<input type="checkbox"/> Load JPG
18	15/02/19 11:48	Photo After Spray	<input type="checkbox"/> Load JPG
19	15/02/19 11:48	Photo After Spray	<input type="checkbox"/> Load JPG
20	15/02/19 11:48	Photo After Spray	<input type="checkbox"/> Load JPG
Documentation			1 per page <input type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail Print
1	12/02/19 18:08	TP ESTIMATE - MARKED	<input type="checkbox"/> Load PDF
2	12/02/19 18:08	TP GIA REPORT	<input type="checkbox"/> Load PDF
3	24/05/19 15:01	WORKSHOP INVOICE	<input type="checkbox"/> Load PDF
4	24/05/19 15:01	AUTHORISATION TO ACT FORM	<input type="checkbox"/> Load PDF
5	24/05/19 15:01	Release Voucher	<input type="checkbox"/> Load PDF
6	24/05/19 15:01	RENTAL MILEAGE	<input type="checkbox"/> Load PDF
7	24/05/19 15:01	RENTAL RECEIPT	<input type="checkbox"/> Load PDF
8	24/05/19 15:01	LTA SEARCH	<input type="checkbox"/> Load PDF
9	24/05/19 15:01	LETTER TO OI	<input type="checkbox"/> Load PDF

Video			1 per page	<input checked="" type="checkbox"/>
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	31/01/19 08:50	OI GIA REPORT	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
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There are no document checklists configured.

Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)

Show Remarks To: Handling Insurer

Note: Remarks are private unless you show it to other parties.

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SLJ1283Z (Insd veh)	Model:	TOYOTA PRIUS TAXI 1.8 (A)
	SHB1036K (TP veh)		
Date of Accident:	25/01/2019		

Global Sum Settlement	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Repair Estimate	: \$	4,532.00
Final Repair Cost	: \$	1,700.00
Loss of Use	: \$	5.00 days at \$50.00 per day
Rental (if any)	: \$	5 days
LTA / GIA Search Fee	: \$	
Others:	: \$	
	: \$	
Final Settlement Sum (Global Sum)	: \$	1,700.00

Is Third Party Workshop GIA Registered? YES NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: ____

BOLA Liability: ____ (%) Assessed Liability (*): ____ (%)

** Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.*

Remarks _____

Payment Instruction: Payee's Breakdown		
1)	SMRT Taxis Pte Ltd	: \$ 1,700.00
2)		: \$
3)		: \$
4)		: \$

JOANNE LEE KHANG MIN

LKK Auto Consultants Pte Ltd

24 May
2019

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report; Medical Report/ Bill (if any))

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

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: CC3/LCR19002019/JPA3Q2
Date: 24/05/2019

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	0999994819
Claimant Vehicle No : SHB1036K	Insured Vehicle No :	SLJ1283Z
Date of Loss: 25/01/2019	Nature of Claim:	TP
		Claim No: 4783048604SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SHB1036K	Engine No:	2ZR1325162
Make & Model:	TOYOTA PRIUS TAXI, 1.8 (A)	Chassis No:	JTDKN36U405706445
Reg. Date:	15/11/2013 (Man. Year: 2013)	Odometer:	670715 km
Colour:	Maroon		
Engine Capacity:	1798 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	2,958.00	608.71	2,349.29	79.42
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,574.00	470.00	1,104.00	70.14
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	4,532.00	1,078.71	3,453.29	76.20
Approved Total (Overridden) (S\$)		950.00		
Nett Amount (S\$)	4,532.00	950.00	3,582.00	79.04
+ Loss of Use (5.0 x S\$50.00/day) (S\$)		250.00		
+ Car Rental (5.0 x S\$109.14/day) (S\$)		545.70		
+ Doc/Search Fee (S\$)		7.00		
Nett Liability (S\$)		1,752.70		
Global Sum Settlement (S\$)		1,700.00		

INSPECTION

Date of Assignment:	29/01/2019	
Date Inspected:	29/01/2019 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

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount	
1	1		*BUMPER FRT (DISC 25%)	Deformed	482.00 F	*361.50 F	
2	1		*BUMPER GRILLE SUB-ASSY ,LOWER (DISC 25%)	Cracked	311.10 F	*233.33 F	
3	1		*COVER ,FR BUMPER HOLE LH (DISC 25%)	Cut	18.50 F	*13.88 F	
4	1		*BUMPER ENERGY ABSORBER FRT	Not Necessary	78.80 F	*- F	
5	1		*BUMPER REINFORCEMENT FRT	Not Necessary	498.40 F	*- F	
6	1		*BUMPER SUPPORT F/LH	Not Necessary	76.40 F	*- F	
7	1		*BRACKET ,FR TURN LOWER RH	Not Necessary	26.00 F	*- F	
8	1		*ARM SUB-ASSY ,FR BUMPER LH	Not Necessary	250.40 F	*- F	
9	1		*ARM SUB-ASSY ,FR BUMPER RH	Not Necessary	250.40 F	*- F	
10	1		*BUMPER SUPPORT F/RH	Not Necessary	76.40 F	*- F	
11	1		*BRACKET,FR TURN	Not Necessary	58.20 F	*- F	
12	1		*FOG LAMP RH	Not Necessary	295.20 F	*- F	
13	1		*BRACKET ,FR TURN UPPER RH	Not Necessary	24.40 F	*- F	
14	1		*LENS & BODY ,FR TURN RH	Repair	511.80 F	*- F	
					Total Parts (S\$)	2,958.00	608.71

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
Labour Items				
1	PANEL BEATING & BODY WORK	New	676.00	250.00
2	SPRAY PAINT	New	558.00	200.00
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 REPLACE SUNDRY PARTS	New	100.00	0.00
6	TO WASH AND VACUUM	New	60.00	0.00
Gross Labour Cost (S\$)			1,574.00	470.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >