

INS. CASE OWNER:

CC 4, 4pc 1900

LKK:  
IDAC:

Surveyor:

DOI:

Date / Time:

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.

Name of Insured

Insured Tel No.

HP:

Excess Sec II :SS

D.O.A:

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.

Policy No.

Make / Model

Place of Accident:

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

Insured Liability: % Final ? Yes / No



INSRS:

WSP:

Tel:

Liability:

RMKS:



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:

FIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time: 20/02/19

Sent by: 03

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost: P/P

SS \$50.00 ( 2 days) Reduction: 92 %

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time: 26/2/19

Confirm with Selena Tan

Email ☒ Call ☐

Final Liability:

% 100 (Agreed / Assessed) BOLA S/N No.: 15

If NO or B 28, Ass. Lia:

Repair Cost:

SS \$450.00

(OID REPORTED HE CHANGED LANE)

Loss of Rental (LOR):

SS \$449.40 ( 4 days) x \$112.35

Loss of Use (LOU):

SS - (\$ x days)

Loss of Income (LOI):

SS \$200.00 (\$ 50 x 4 days)

LOR only ☐ LOU only ☐

LOR + LOU ☐ LOR + LOI ☒ [Tick only one]

GIA/LTA Search

SS \$2.00

Medical:

SS -

Disbursement:

SS -

(e.g. Tow/ Independent)

Legal Cost

SS -

1) Claim status: Normal/Reject/Private Settle

2) Report Format: If

3) Survey fee: \$450

Total:

SS \$1106.40

Global Sum SS: \$1100.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

SS \$1100.00

Name 1:

SMART Tax: Pte Ltd

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:





Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: 18/19/19/VC00/021421  
Our ref: CC4/LPC19002931/Jha3

Date: 20/02/2019

The Motor Claims Department  
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SHD 6070S**

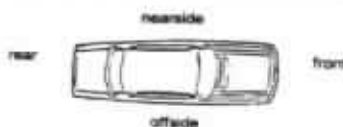
We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 15/02/2019 at the premises of M/s SMRT Automotive Services Pte Ltd (Woodlands) and have the following to report:-

Workshop Estimate Amount	: S\$	6,111.80
Revised Estimate Amount	: S\$	450.00
"Check" Items Amount	: S\$	-
Total (Including Check Items)	: S\$	450.00
Market Value	: S\$	- (est.)
LTA Reimbursement Value	: S\$	- (est.)
Nett Value	: S\$	- (est.)

**Description of Damage:**

The vehicle sustained damages at the  
O/S Front portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 2.0 days

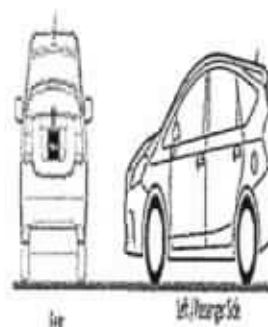
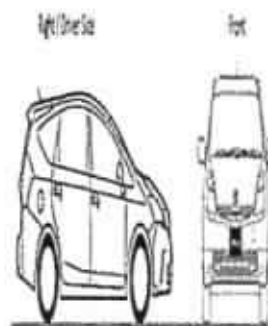
Yours faithfully,

ONG HWEE JIE  
Licensed Appraiser

VIC



## Section A - Accident Details

Registration Number	SHD6070S
Case Reference Number	TAX/02/19/2072
Registration Date	19/12/2017
Company Type	SMRT Taxis Pte Ltd
Make	TOYOTA
Model	PRIUS4
Name of Driver	CHIA YEW HOCK
Type of Accident	Side Swipe
Accident Date and Time	13/2/2019 1:50 PM
Accident Reported Date and Time	13/2/2019 3:31 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100102
Special instruction to ARC, if any	LONPAC
Prepared Date and Time	14/2/2019 4:07 PM
Chassis Number	
Mileage	
Work Shop	
Repair Completion Date and Time	



P/P

## 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	\$756.00	\$200.00
Total Spare Part Cost	\$4,439.80	\$0.00
Total Other Cost	\$240.00	\$0.00
TOTAL COST	\$6,111.80	\$450.00 (P/P)
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	5.0	2.0
Prepared / Adjusted By	Tuck Foo Kok	Hwee Jie (LKK) / LONPAC
ARC / Surveyor Sign Off Date	14/02/2019 4:18 PM	15/02/2019 3:07 PM
Signature		
Remarks		P/P REPAIR, PHOTO AFTER PAINT.

## Section C - Quotation and Accident Invoice Details

Quotation Number	QN-1903-0059	Invoice Number	
Quotation Date	05.03.2019	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	\$576.00	\$250.00 ✓
Total Labour	\$576.00	\$250.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO REPSRAY FRONT BUMPER	\$378.00	\$200.00 ✓
TO RESPRAY FRONT FENDER RH	\$378.00	\$0.00
Total Spray Painting & Panel Beating	\$756.00	\$200.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO CHECK WIRING AND SYSTEM FUNCTION	\$80.00	\$0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	\$100.00	\$0.00
TO WASH AND VACUUM	\$60.00	\$0.00
Total Other Costs	\$240.00	\$0.00

0.00  
+250.00  
+200.00  
-----  
450.00

## Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
		52119479 92	COVER, FR BUMPER	1.00	\$495.50	100.00	\$0.00	Replace	Repair ✓
		52115470 50	SUPPORT, FR BUMPER RH	0.00	\$76.90	0.00	\$0.00	Replace	Not Given X
		81210470 20	LAMP ASSY, FOG, RH	0.00	\$910.20	0.00	\$0.00	Replace	Not Given X
		53801470 80	FENDER SUB-ASSY, FR, RH	0.00	\$933.10	0.00	\$0.00	Replace	Not Given X
		53875470 70	LINER, FR FENDER, RH	0.00	\$198.40	0.00	\$0.00	Replace	Not Given X
		75374471 40	EMBLEM, SIDE PANEL (HYBRID)	0.00	\$52.90	0.00	\$0.00	Replace	Not Given X
		81145476 91	UNIT, HEADLAMP, RH	0.00	\$2,558.90	0.00	\$0.00	Replace	Not Given X
Total					\$5,225.90		\$0.00		

MV

## 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									

28/3/19 - Finalized P/P \$450 / 2 days.



## Case Details

Case Reference Number : TAX/02/19/2072  
 Type of Repair : Accident Repair  
 Vehicle Registration Number : SHD6070S

Company Type : SMRT Taxia Pte Ltd  
 Estimation ID : EST-5721-ID  
 Assigned By : Taxi Claims Manager Team

Insurance Company Name : Lonpac Insurance Bhd  
 Accident Date and Time : 13/02/2019 05:50 AM  
 Vehicle Age(In Months) : 14

## 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					Remarks
				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			COVER, FR BUMPER	1	495.50	495.50	25.00	371.63	Replace	1	0	Repair	+
One Time Key In	Main			SUPPORT, FR BUMPER RH	1	75.90	75.90	25.00	57.68	Replace	0	0	Not Give	+
One Time Key In	Main			LAMP ASSY, FOG, RH	1	910.20	910.20	10.00	819.18	Replace	0	0	Not Give	+
One Time Key In	Main			FENDER SUB-ASSY, FR, RH	1	933.10	933.10	25.00	699.83	Replace	0	0	Not Give	+
One Time Key In	Main			LINER, FR FENDER, RH	1	198.40	198.40	25.00	148.80	Replace	0	0	Not Give	+
One Time Key In	Main			EMBLEM, SIDE PANEL (HYBRID)	1	52.90	52.90	25.00	39.67	Replace	0	0	Not Give	+
One Time Key In	Main			UNIT, HEADLAMP, RH	1	2,558.90	2,558.90	10.00	2,303.01	Replace	0	0	Not Give	+
Total Spare Part Cost									4,439.80	Surveyor Total				0.00
Lump Sum Discount (%)									0.00	Lump Sum Dis (%)				0
Final Spare Part Cost									4,439.80	Final Sur Total				0.00

### 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 RESPRAY FRONT FENDER RH	378.00	0	
<b>Total:</b>			<b>756.00</b>	<b>200.00</b>	

**Other Cost Detail**

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Main	TO CHECK WIRING AND SYSTEM FUNCTION	80.00	0	
2	Main	TO APPLY RUST-PROOFING ON AFFECTED AREA	100.00	0	
3	Main	TO WASH AND VACUUM	60.00	0	
<b>Total:</b>			<b>240.00</b>	<b>0.00</b>	

**Summary**

	Estimator Assesment(\$)	Surveyor Assesment(\$)
Total Spare Part Detail	4,439.80	0.00
Total Labour Cost	678.00	250.00
Total Spray Painting	756.00	200.00
Other	240.00	0.00
Overall Total	6,113.80	450.00
Lump Sum Repair Option		
Lump Sum Total	0.00	450.00
Surveyor Approved Amount		450.00
No of Repair Days*	5	2
Remarks	-	P/P REPAIR, PHOTO AFTER PAINT.
Surveyor Name		Hwee Jie

Signature	Estimator Assessment(\$)	Surveyor Assessment(\$)
		
		<input type="button" value="Save"/> <input type="button" value="Clear"/>
Survey Date:	15/02/2019	

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:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Friday, 15 February 2019 11:38 AM  
**To:** assignments  
**Subject:** FW: SHD6070S - Survey (Lonpac) [External Confidential]  
**Attachments:** 2072 - 6070.pdf

11.56am @ 15/2/19  
vehicle in  
parking gnd  
sur @ Hwei Jie

---

**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 15 February, 2019 9:34 AM  
**To:** Admin A <admin-a@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** FW: SHD6070S - Survey (Lonpac) [External Confidential]

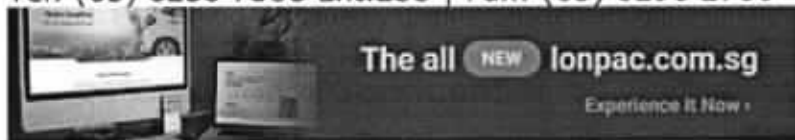
### Lonpac External - Confidential

Our Ref : 18/19/19/VC00/021421

Dear Catherine,

Please proceed as requested.

Best Regards  
Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

---

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:BThaiyalN@smrt.com.sg>]  
**Sent:** Friday, 15 February, 2019 9:14 AM  
**To:** GERALD POH WEE BIN  
**Cc:** Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis)  
**Subject:** RE: SHD6070S - Survey (Lonpac)

Dear Sir / Mdm,

Kindly arrange to survey the vehicle **SHD6070S** within 48 hours according to GIA guide line, involving your insured **GBD2015**

Vehicle in Woodlands. SMRT Depot

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

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



## Mei Kwan (LKKAUTO)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Tuesday, 26 February, 2019 2:24 PM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]  
**Attachments:** 26022019142130.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

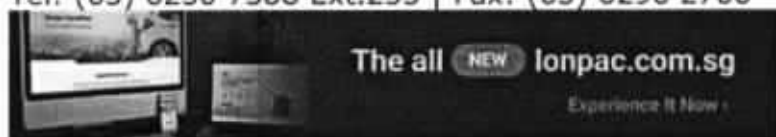
**Categories:** HMK

## Lonpac External - Confidential

Dear Mei Kwan,

Attached copy of insured's GIA report for your attention

Best Regards  
Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

---

**From:** Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]  
**Sent:** Tuesday, 26 February, 2019 1:52 PM  
**To:** GERALD POH WEE BIN; ONG LI LI  
**Cc:** Admin A; MT\_Claim\_SG; Vic (LKKAUTO); CS A Team  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

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

**LPC ref: 18/19/19/VC00/021421**  
**LKK REF: CC4/LPC19002931/Jha3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SHD 6070S

We have not authorized repairs.

Enclosed for your perusal is:

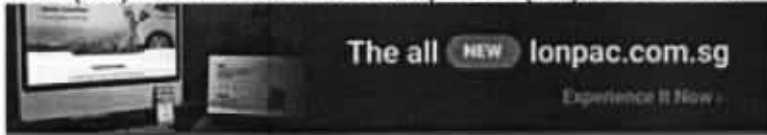
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

---

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:BThaiyalN@smrt.com.sg>]

**Sent:** Friday, 15 February, 2019 9:14 AM

**To:** GERALD POH WEE BIN

**Cc:** Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis)

**Subject:** RE: SHD6070S - Survey (Lonpac)

Dear Sir / Mdm,

Kindly arrange to survey the vehicle **SHD6070S** within 48 hours according to GIA guide line, involving your insured **GBD2015**

Vehicle in **Woodlands. SMRT Depot**

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

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



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This email has been checked for viruses by AVG antivirus software.

[www.avg.com](http://www.avg.com)



LK Auto  
Consultants.

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: 2.5.19

Our Ref.: 712/02/19/2072/57

Dear Sirs,

ACCIDENT INVOLVING SHD 60705 & GBD 2015  
ON 13.2.19 ALONG Beach Rd towards Crawford Street

LETTER OF CLAIM

We claim on behalf of SMRT TAXIS PTE LTD, owner of motor taxi no.: SHD 60705

Your insured's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 450.00
2. Loss of Rental for <u>5</u> days @ S\$ <u>112.35</u> /day	:	\$ 561.75
3. Loss of Income for <u>5</u> days @ S\$ <u>60.00</u> /day	:	\$ 300.00
4. Police Report/ SAS Report/ LTA Search Fee	:	\$ 7.00
5. Survey Fee	:	\$ -
6. Others	:	
Total Claims	:	\$ 1,318.75

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 checked="" type="checkbox"/> Others:                |
| <input type="checkbox"/> Investigation results                         | 1. <u>video</u>  |
| <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 **SHD 6070S** (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 **SHD 6070S** that was damaged pursuant to the accident which occurred on **13/02/2019** (date) along **BEACH ROAD TOWARDS CRAWFORD STREET** (location) involving vehicle no/s **GBD 201S** ("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 26th (day) of July (month) 2019 (year)

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



  
\_\_\_\_\_  
Signed by "the workshop"  
(with chop)





Date: 13/2/19

Our Ref. No.:

### Letter of Authorisation

I, Chia Yew Hock (NRIC No.: S1698573B) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number

SHD 60705 hereby authorise **SMRT Automotive Services Pte Ltd**

("AutoSvs") to deal with all matters arising out of the accident between my taxi and ABD 201 S happened on 13/2/2019 1350pm

along Place Beach Rd Crawford towards Crawford St

(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

Chia Yew Hock

Signature:



NRIC No.

S1698573B

Tel No.

94230693

Address

81K122E, #09-476

Rivervale Drive (545122)



# LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VC00/021421  
DATE : 26 JULY 2019

## DISCHARGE VOUCHER

I/We, SMRT TAXIS PTE LTD confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of GBD 201S the sum of Singapore Dollar One Thousand One Hundred Only (\$1,100.00) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s LONPAC INSURANCE BHD in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SHD 6070S and GBD 201S on 13 February 2019 along BEACH ROAD TOWARDS CRAWFORD STREET.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ REFLECT TRADING AND/OR HO YUE PENG) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to SMRT TAXIS PTE LTD.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

   
Signature of vehicle owner/Date 26/7/2019

SMRT TAXIS PTE LTD  
Name of vehicle owner /Date 26/7/2019





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. : IV190400011  
Date : 03.04.2019  
Vehicle No. : SHD6070S  
Your Ref No. : TAX/02/19/2072  
Our Ref No. : 24100102  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
COVER, FR BUMPER	1.00	\$ 495.50	(100.00)	\$ 495.50	\$ 0.00
SUPPORT, FR BUMPER RH	0.00	\$ 76.90	0.00	\$ 0.00	\$ 0.00
LAMP ASSY, FOG, RH	0.00	\$ 910.20	0.00	\$ 0.00	\$ 0.00
FENDER SUB-ASSY, FR , RH	0.00	\$ 933.10	0.00	\$ 0.00	\$ 0.00
LINER, FR FENDER, RH	0.00	\$ 198.40	0.00	\$ 0.00	\$ 0.00
EMBLEM, SIDE PANEL ( HYBRID)	0.00	\$ 52.90	0.00	\$ 0.00	\$ 0.00
UNIT , HEADLAMP , RH	0.00	\$2558.90	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REPAIR FRONT RH PORTION	1.00	\$ 250.00	0.00	\$ 0.00	\$ 250.00
Others					
TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT FENDER RH	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO CHECK WIRING AND SYSTEM FUNCTION	0.00	\$ 80.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	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					\$ 450.00

Remark :

Make/Model : PRIUS4  
Accident Date : 13.02.2019

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

Authorised Signature  
for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/02/19/2072/ST

From: SMRT Taxis Pte Ltd

Date: 08.03.2019

**ACCIDENT INVOLVING SHD6070S & GBD201S ON 13.2.2019  
ALONG BEACH ROAD TOWARDS CRAWFORD STREET**

This is to certify that Mr. Chia Yew Hock of IC No. S1698573B is the registered hirer of the above taxi no. SHD6070S.

This is also to confirm that the daily rental rate for SHD6070S 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 : 13/02/2019

Accident End Date : 13/02/2019

Date Generated : 03/05/2019

User Name : TanSelena

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX02/18/2072	SH060705	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24100102	13/02/2019 3:31 PM	18/02/2019 2:07 PM

13.2 - 1/4

14.2 - 1

15.2 - 1

16.2 - 1

17.2 - 1

18.2 - 1/2

5

## Enquire Transaction History

Transaction History Details

Log Date/Time: 14 Feb 2019 / 12:04:46

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: GRD3015

Transaction Type: 1832 Insurance Enquiry (GRD Payment)

Channel: External Agency

User ID: ESASRAHID - BALQISH BINTE ABDUL HALIM

Business Transaction Reference No.: 20190214120446449951

Search Date / Time: 13 Feb 2019 13:58:00

Insurance Company: LONPAC INSURANCE BHD

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

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

## Jia Le (LKK Auto)

**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 26 July 2019 8:51 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

### Lonpac External - Confidential

Dear Jia Le

Kindly proceed as proposed.

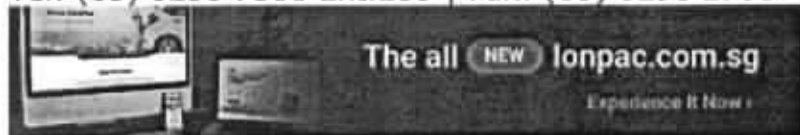
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]  
**Sent:** Wednesday, 24 July, 2019 4:34 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

Dear Gerald,

The final amount should be **\$1106.40** instead \$882.34 and we will proceed to settle global sum \$1100.00 with third party.

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 6,897.90	\$ 450.00
2. Loss of Rental (5days x \$112.35)	\$ 561.75	\$ 449.40 (4days x \$112.35)
3. Loss of Income (5days x \$60)	\$ 300.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
<b>Total</b>	<b>\$ 7,766.65</b>	<b>\$1,106.40</b>

Thank you.

Best Regards,

**Carlor Chan** | 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)

## Jia Le (LKK Auto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 24 July 2019 7:22 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

### Lonpac External - Confidential

Dear Jia Le,

Kindly proceed as proposed.

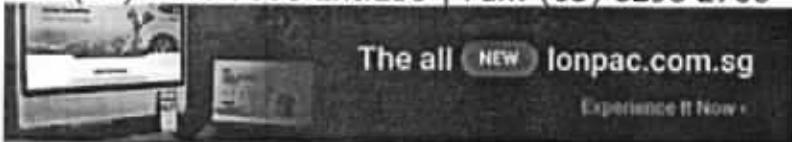
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]  
**Sent:** Friday, 19 July, 2019 12:00 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

Dear Gerald,

Final amount should be **\$882.34** instead \$1318.75.

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 6,897.90	\$ 450.00
2. Loss of Rental (5days x \$112.35)	\$ 561.75	\$ 225.34 (4days x \$112.35)
3. Loss of Income (5days x \$60)	\$ 300.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
<b>Total</b>	<b>\$ 7,766.65</b>	<b>\$ 882.34</b>

Thank you.

Best Regards,

**Carlton Chan** | 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)

**From:** GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]  
**Sent:** Friday, 19 July 2019 11:56 AM  
**To:** Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

## Lonpac External - Confidential

Dear Jia Le,

Please check your final amount.

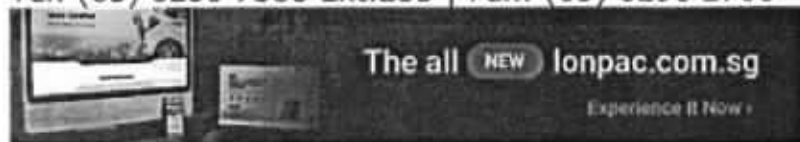
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]  
**Sent:** Friday, 19 July, 2019 11:31 AM  
**To:** GERALD POH WEE BIN  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

Lonpac Ref: 18/19/19/VC00/021421

LKK Ref: CC4/LPC19002931/Jda3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 26/02/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured driver changed lane and collided onto third party taxi. Liability is not in our driver's favour.

Summary to offer to third party repairer, "SMRT AUTOMOTIVE SERVICES PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 6,897.90	\$ 450.00
2. Loss of Rental (5days x \$112.35)	\$ 561.75	\$ 225.34 (4days x \$112.35)
3. Loss of Income (5days x \$60)	\$ 300.00	\$ 200.00 (4days x \$50)
4. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
<b>Total</b>	<b>\$ 7,766.65</b>	<b>\$ 1,318.75</b>

\*\*02days recommendation for repair + 1sun + 1PRS = 4days

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

The above is for your approval.

Best Regards,

**Carlor Chan** | 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:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Tuesday, 26 February, 2019 2:24 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

## **Lonpac External - Confidential**

Dear Mei Kwan,

Attached copy of insured's GIA report for your attention

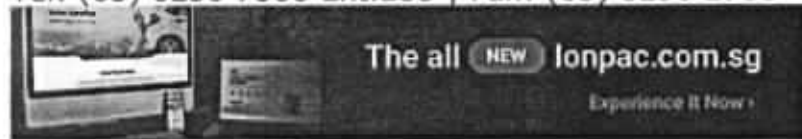
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Tuesday, 26 February, 2019 1:52 PM  
**To:** GERALD POH WEE BIN; ONG LI LI  
**Cc:** Admin A; MT\_Claim\_SG; Vic (LKKAuto); CS A Team  
**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

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

LPC ref: 18/19/19/VC00/021421  
LKK REF: CC4/LPC19002931/Jha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SHD 6070S



We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Please 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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**From:** Admin-D (LKKAuto)

**Sent:** Friday, 15 February, 2019 11:59 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: SHD6070S - Survey (Lonpac) [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

**G.Nivitha** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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



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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Friday, 15 February 2019 9:34 AM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: SHD6070S - Survey (Lonpac) [External Confidential]

**Lonpac External - Confidential**

Our Ref : 18/19/19/VC00/021421

Dear Catherine,

Please proceed as requested.

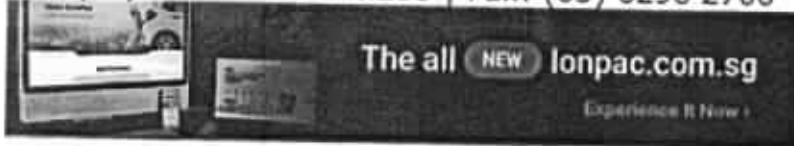
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:BThaiyalN@smrt.com.sg>]

**Sent:** Friday, 15 February, 2019 9:14 AM

**To:** GERALD POH WEE BIN

**Cc:** Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Selena Tan Lee See (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis)

**Subject:** RE: SHD6070S - Survey (Lonpac)

Dear Sir / Mdm,

Kindly arrange to survey the vehicle **SHD6070S** within 48 hours according to GIA guide line, involving your insured **GBD2015**

Vehicle in **Woodlands. SMRT Depot**

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

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



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This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
LONPAC INSURANCE BHD			Ref : CC4/LPC19002931/Jda3q2	
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555			Date : 02-08-2019	
			Code : LPC2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	GBD 201S	Veh. Inspected	SHD 6070S	
Policy No.	Z/18/VC00/102569	Coverage (\$)	0.00	
Claim No.	18/19/19/VC00/021421	Excess (\$)	0.00	
Assign From	GERALD	Assign Date	15/02/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	TOYOTA PRIUS	c.c	1798	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	JTDKB3FU003576801	Colour	MAROON	
Odometer	92324	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	195/65 R15	FALKEN	6 mm	
L/H Front Tyre	195/65 R15	FALKEN	6 mm	
R/H Rear Tyre	195/65 R15	FALKEN	6 mm	
L/H Rear Tyre	195/65 R15	FALKEN	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	13/02/2019	Inspection Date	15/02/2019	
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		<b>2 Working Days</b>		

**LKK Auto Consultants Pte Ltd**

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

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 6070S**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b><u>REPLACEMENT OF PARTS</u></b>			
1	SUPPORT ,FR BUMPER RH	NOT NECESSARY	76.90	-
1	LAMP ASSY ,FOG ,RH	NOT NECESSARY	910.20	-
1	FENDER SUB-ASSY ,FR ,RH	NOT NECESSARY	933.10	-
1	LINER ,FR FENDER ,RH	NOT NECESSARY	198.40	-
1	EMBLEM ,SIDE PANEL (HYBRID)	NOT NECESSARY	52.90	-
1	UNIT ,HEADLAMP ,RH	NOT NECESSARY	2,558.90	-
1	COVER ,FR BUMPER	TO REPAIR SEE LABOUR	495.50	-
			5,225.90	-
	<b><u>LABOUR</u></b>			
	PANEL BEATING & BODY WORK.INCLUSIVE OF THE REPAIR OF COVER ,FR BUMPER.		676.00	250.00
	SPRAY PAINT.		756.00	200.00
	TO CHECK WIRING AND SYSTEM FUNCTION.	NOT NECESSARY	80.00	-
	TO APPLY RUST-PROOFING ON AFFECTED AREA.	NOT NECESSARY	100.00	-
	TO WASH AND VACUUM .	NOT NECESSARY	60.00	-
			1,672.00	450.00
<b>GRAND TOTAL</b>			<b>6,897.90</b>	<b>450.00</b>
<b>RECOMMENDED COST OF REPAIRS</b>				<b>450.00</b>

Report Ref No. CC4/LPC19002931/Jda3q2

**ONG HWEIE JIE**

Automotive Assessor

**HO LEONG CHUAN**

Automotive Assessor

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