

INS CASE OWNER:

CC 4 / Asm 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:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

SS

days) Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO B 28, Ass. Lin:

Repair Cost:

SS

Loss of Rental (LOR):

SS

(2.5 days) x \$116.95

Loss of Use (LOU):

SS

(\$ - x - days)

Loss of Income (LOI):

SS

(\$50 x 2.5 days)

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

[Tick only one]

GIA/LTA Search

SS

Medical:

SS

Disbursement:

SS

(e.g. Tow/ Independent)

Legal Cost

SS

1) Claim status: Non- / Reject/Private Settle

2) Report Format:

3) Survey fee:

Total:

SS

1540.88

Global Sum SS:

1540.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

SS

1540.00

Name 1:

Cmmtubegro Engineering Pte Ltd.

(X)Ghahap

Payee 2: (Strike if N.A.)

SS

Name 2:

Payee 3: (Strike if N.A.)

SS

Name 3:



## REPAIR ESTIMATE\*

VEHICLE NO : SH 7620Y

DATE 12/3/2019 11:22

MAKE :

MODEL : HYUNDAI i40

L/Sum  
AXA

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Front Wheel Hub Cap (RH) / <i>hinged</i>			\$ 107.10
	Front Fender (RH) x repair			\$ 107.10
	Front Door (RH) x repair			\$ 21.42
	Rear Door (RH) x repair			\$ 85.68
	SUB TOTAL			
	LESS 20%			
	DISCOUNTED TOTAL			
	Front Fender Advertisement Logo (RH) / <i>me</i>			\$ 100.00
	Front Door Comfort Logo (RH) / <i>me</i>			\$ 75.00
	Front Door Advertisement Logo (RH) / <i>me</i>			\$ 100.00
	Rear Door Comfortdelgro & Apps Sticker (RH) / <i>me</i>			\$ 80.00
	Rear Door Advertisement Logo (RH) / <i>me</i>			\$ 100.00
				\$ 455.00
	Labour Charge			200
	Panel Beating			\$ 400.00
	Spray Painting Charge-Fender/Door X2/Rocker Panel			\$ 800.00
	Tuff Kote			\$ 50.00
	FRT Wheel Alignment			\$ 80.00
	TOTAL LABOUR			\$ 1,330.00
	ESTIMATE TOTAL			\$ 1,870.68

Kahir Ullah  
 12/3/19 1505h  
 2 By,  
 L/S  
 After Repair p.k

Customer's acknowledgement of the following:  
 • I have received the vehicle after spray painting  
 • I have inspected the damaged parts during resurvey  
 • The prices are subject to confirmation  
 • Third party survey is on a "Without Prejudice" basis  
 • No legal modification(s) is allowed  
 • Supplementary item(s) must be resurveyed and  
 is subject to final approval from Insurance Company  
 Acknowledged by Repairer  
 Signature:  
 Date:

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

Team: ARC Repair TP(CLSO)1

**JOB CARD**

Sales Order:

JC NO: 305276573

COMFORT TRANSPORTATION PTE LTD  
7010045  
383 SIN MING DRIVE  
Singapore SINGAPORE 575717  
65508755

AXA

REGD NO: SH 7620Y

MAKE HYUNDAI

FLUEL

MODEL I-40

DATE TIME IN  
11.03.2019 15:05

YR OF MANU 11.06.2015

TARGET DATE

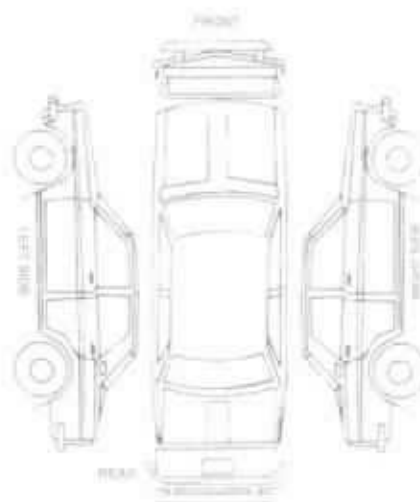
CHASSIS CODE KMHLB41UMFU069460

UNIT CARD NO.

Accident Date: 10.03.2019

NATURE: 3P 10.03.2019

S/NO	LABOR CODE	DESCRIPTION
------	------------	-------------



KED & PASSED OUT BY

### SERVICE ADVISOR

CUSTOMER'S SIGNATURE \_\_\_\_\_

edgerment Slip

Exit Page

SH 7620Y LKE

Vehicle No. SH 7620Y

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

Name of Service Advisor

Centre

To be kept by Security Guards

REPAIR ESTIMATE\*

VEHICLE NO : SH 7620Y

DATE 12/3/2019 11:22

MAKE :

MODEL : HYUNDAI i40

L/Sum  
AXA

Qty	Parts Description/ Labour	Type	Unit Price	Amount
	Front Wheel Hub Cap (RH) ✓			\$ 107.10
	Front Fender (RH) x repair			\$ 107.10
	Front Door (RH) x repair			\$ 21.42
	Rear Door (RH) x repair			\$ 85.68
	SUB TOTAL			
	LESS 20%			
	DISCOUNTED TOTAL			
	Front Fender Advertisement Logo (RH) ✓			\$ 100.00
	Front Door Comfort Logo (RH) ✓			\$ 75.00
	Front Door Advertisement Logo (RH) ✓			\$ 100.00
	Rear Door Comfortdelgro & Apps Sticker (RH) ✓			\$ 80.00
	Rear Door Advertisement Logo (RH) ✓			\$ 100.00
				\$ 455.00
	Labour Charge			
	Panel Beating			\$ 200
	Spray Painting Charge-Fender/Door X2/Rocker Panel			\$ 400.00
	Tuff Kote			\$ 800.00
	FRT Wheel Alignment			\$ 50.00
				\$ 80.00
	TOTAL LABOUR			\$ 1,330.00
	ESTIMATE TOTAL			\$ 1,870.68

Kahin Utky  
 12/3/19 1505h  
 2 B's  
 L/S  
 After Repair p/h

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 legal recoupation is allowed
- Supplementary claims to be returned and is subject to final approval from Insurance Company

Acknowledged by Repairer  
 Signature:  
 Date:

This is an initial estimate based on a visual inspection of the above vehicle. The final repair quantum will be prepared after the vehicle is surveyed by a motor Surveyor appointed by the insurance company.

Our Job Ref No	305276573
Date	14.03.19

### FINALIZATION FORM

To : LKK

Fax:

Attn : Mr KALVIN ANG

Vehicle Reg No. SH7620Y CTPL

10.03.19

The survey and estimates of the repairs of the above-mentioned vehicle are as follows:-

- |  |   |
|--|---|
| <p>1. The repair job shall bill to: _____</p> <p>2. The finalized amount shall be:</p> <p style="margin-left: 20px;">(a) Spare Parts after List discount _____</p> <p style="margin-left: 20px;">(b) Labour Charges _____</p> <p style="margin-left: 20px;"><b>Total for Part-By-Part Repair Cost</b> _____</p> <p style="margin-left: 20px;">(c.) Lumpsum Repair (if applicable)</p> <p style="margin-left: 40px;">Total for Lumpsum repair cost after Less: <u>20%</u> <span style="float: right;">\$1,050.00</span></p> <p style="margin-left: 40px;"><b>Final Lumpsum Repair cost</b> <span style="float: right;"><b>\$1,050.00</b></span></p> | <p>AXA      ---      SHD9927B</p>   |
| <p>3. Estimated normal period for repairs: <u>2</u> working days.</p> <p>4. We shall treat the above amount as Correct and Confirmed if there is no reply from you within 7 working days</p> <p>5. Thank you for your assistance.</p>  |   |
| <p>Signature: _____</p> <p>Name : LIM KWOK ENG</p> <p>Tel : 62148316</p> <p>Fax : 65468156</p>   | <p>We confirm the estimates and finalized amount</p> <p>Signature: _____</p> <p>Name : <u>Kaha</u></p> <p>Date : <u>18/3/19</u></p> |

## For Official Use Only

Item	Amount	Document Attached Yes or No	Confirm By (Signature)	Remarks
1. Rental Rate P/Day		YES		
2. Loss of Income Paid		NO		
3. Survey Fees				
4. LTA Search Fee				
5. Medical Fees (on behalf of driver, if applicable)				
6. Overrun				

Remarks:

Final Amount subject to Treasury Approval



## <TP - IA UPLOADED> - S9M01GMC [ACCIDENT INVOLVING SHD 9927B(OI) & SH 7620Y(TP) ON 10/03/2019]

Type

 Question

Message

Liability: 100%. Third party submitted video footage to show that OID had swerved into third party's lane and resulted the collision. We are of the view that liability is not in OID's favour. Inform OI about TP's claim. TP-IA had been uploaded in Smartclaims. The total quantum is < \$5,000.00. We will proceed to negotiate settlement with third party and update if any issue. Thank you. Hsiao Tong - 02 Aug 2019

Reply



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408953 TEL : (665) 62563561 FAX : (665) 62564315

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 2/8/2019

### Survey Details:

Date of loss	10-Mar-19
Date of appointment	12-Mar-19
Date of survey	12-Mar-19
Location of survey	CDGE LOYANG

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SH 7620Y
Make and Model	HYUNDAI I40 1.7L CRDI AT ABS AIRBAG 4DR
Date of registration	11-Jun-15
Part Rebate	
Market Value	\$ -
Part Rebate	\$ -
Nett Loss	\$ -

### Repair details:

Initial Estimate	\$ 1,870.68
------------------	-------------

### Proposed/Revised repair cost:

Parts	\$ 540.68
Check items (estimate)	\$ -
Labour	\$ 800.00
<b>Total</b>	<b>\$ 1,340.68</b>
<b>Lump Sum(if applicable)</b>	<b>\$ 1,050.00</b>

Number of days for repair	<u>2 days</u>
---------------------------	---------------





**Remarks:**

TP submitted video to show that OID had swerved into TP's lane and resulted the collision. The total quantum is < \$5,000.00. We will proceed to negotiate settlement with third party. Thank you.  
Hsiao Tong - 05 Sept 2018

**Mandate:**

Liability(TP)	100%	
Proposed repair cost (w/GST)	\$ 1,123.50	
Loss of use	NIL	no. of days
Loss of rental	\$ 292.38	(2.5days x \$116.95)
Loss of income	\$ 125.00	(2.5days x \$50.00)
LTA search fees	NIL	
Others	NIL	
<b>Proposed Total</b>	<b>\$ 1,540.88</b>	



# Pls get OI DL & vocational DL before settlement

Type

 Question

Message

TP Excess: \$5000

Reply



# Service Request Details

Claim

S9M01GMC

Reference

CC4/ASM19004512/K1fa3 

Loss Date

10 March 2019

Report Date

12 Mar 2019 1:20:00 PM

Request Date

21 March 2019

Due Date

12 March 2020

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

## Actions

Next Step

Finish the work

Complete Work

More ▾

## Vehicle Information

Make

TPVD HYUNDAI

Model

I40

Service Address

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD  
No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler


WANG Peter

peter.wang@axa.com.sg

Additional Instructions

Messages   Invoices   History   Documents   Assessment   Metrics   Notes

New Message

TYPE	
SENT	2/8/19 1:39 PM
FROM	WANG Peter
SUBJECT	Pls get OI DL & vocational DL before settlement
BODY	TP Excess: \$5000



SENT 2/8/19 10:49 AM

FROM LKK AUTO CONSULTANTS PTE LTD (TP)

SUBJECT <TP - IA UPLOADED> - S9M01GMC [ACCIDENT INVOLVING SHD 9927B(OI) & SH 7620Y(TP) ON 10/03/2019]

BODY Liability: 100%. Third party submitted video foota...



TYPE 

SENT 21/3/19 3:56 PM

FROM KHOR Saw Theng

SUBJECT VIDEO FOOTAGE AND IA

BODY Please request for video footage and send us IA.



# Vocational Licence

A vocational licence allows you to drive a taxi, private hire car or bus, or work as a bus attendant on a school bus in Singapore.

## At a glance

Understanding Vocational Licence	<p>There are different types of vocational licences, each with its own requirements and application process.</p> <p>Each vocational licence is valid for 3 years and is subject to age restrictions.</p>
Applying for Vocational Licence	<p>Check the requirements and application process for the following licences:</p> <ol style="list-style-type: none"><li>1. Taxi Driver's Vocational Licence (TDVL)</li><li>2. Private Hire Car Driver's Vocational Licence (PDVL)</li><li>3. Bus Driver's Vocational Licence (BDVL)</li><li>4. Omnibus Driver's Vocational Licence (ODVL)</li><li>5. Bus Attendant's Vocational Licence (BAVL)</li></ol> <p>One month before your licence expires, you will receive a notice with instructions on how to renew your Vocational Licence.</p> <p>You must pay additional administrative fees if you renew your licence 6 months after the expiry date</p> <p>If your vocational licence has expired for more than 3 years, you must submit a new application.</p>
Related digital services	<a href="#">Enquire vocational licence status</a>

## Understanding vocational licence

To drive a taxi, private hire car or bus, or to work as a school bus attendant, you must have a vocational licence. Different vocational licences have different requirements

The application process will take about 10 to 15 working days, if all the documents are in order.

Learn how to apply for a vocational licence

## Validity period for a vocational licence

Once your vocational licence is issued, it is valid for 3 years, depending on your age. If you are 68 years and above, the validity period of your vocational licence may be shorter. The statutory age limit for a vocational licence is 75 years old.



Your vocational licence will be revoked if you are convicted in court, or if your driving licence has been disqualified or suspended for one year or more.

## Applying for a new vocational licence

The requirements and application process for each type of vocational licence are different.

Applying for Taxi Driver's Vocational Licence (TDVL)



Applying for Private Hire Car Driver's Vocational Licence (PDVL)



Applying for Bus Driver's Vocational Licence (BDVL)



Applying for Omnibus Driver Vocational Licence (ODVL)



## Renewing your vocational licence

A month before the licence expires, you will receive a renewal notice from LTA to renew your vocational licence. To renew your licence, you must meet the requirements stated in your renewal notice. If you have misplaced your renewal notice or did not receive it, contact us.

You can check the status and expiry of your Vocational Licence online via digital services.

## Check the status of your licence

\* NRIC No/FIN

S1185732I

\* Date of birth

04/05/1956

Submit

## STATUS OF VOCATIONAL LICENCE

The information contained herein is correct as at 05-Aug-2019

## TYPE OF VOCATIONAL LICENCE

VL Type	Status	Expiry Date
Taxi Driver's Vocational Licence	Valid	31-05-2020



## Late renewal of vocational licence

You must pay an administrative fee of \$25 if you renew more than 6 months after the expiry date.

If your vocational licence has expired for more than 3 years, you must submit a fresh new application.

To renew your expired vocational licence, follow these steps:



 Login  



Submit the following documents in person to the LTA Customer Service Centre or by mail to:

Land Transport Authority  
Vocational Licence Services  
10 Sin Ming Drive  
Singapore 575701

**Opening hours:**

8.00 am to 4.30 pm, Mondays to Fridays

8.00 am to 12.00 pm, Saturdays

**Required documents:**

- Completed late renewal application form
- \$25 late renewal fee paid by cheque payable to "Land Transport Authority"

**Step 2: Receive the outcome**

You will be informed of the outcome of your late renewal application by mail.

You may be required to meet additional requirements, such as going for a medical examination or refresher course, before your renewal application can be completed.

**Step 3: Make payment**

When your application to renew is approved, you will need to pay a non-refundable licence fee of \$40 via cash, NETS or cheque to "Land Transport Authority" to renew your vocational licence for 3 years.

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Last updated 11 Apr 2019

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## Hsiao Tong (LKKAUTO)

---

**From:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Sent:** Monday, 5 August 2019 11:05 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** KKLau; Aileen Tan Lee Noi  
**Subject:** Re: CC4/ASM19004512/K1PA3 (SHD 9927 B-Transcab) vs SH 7620 Y d.o.a. 10.03.19

### Without Prejudice.

Dear Hsiao Tong

We accept your global offer at \$1,540.00.

Kindly forward your D.V.

Thank you.

Best Regards  
William Tan  
Claims Department | ComfortDelgro Engineering Pte Ltd  
Off : 62148737 | Fax : 62141843

---

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Monday, 5 August 2019 10:36:47 AM  
**To:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Cc:** KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
**Subject:** RE: CC4/ASM19004512/K1PA3 (SHD 9927 B-Transcab) vs SH 7620 Y d.o.a. 10.03.19

### Without Prejudice

Dear Mr William,

Thank you for your patience.

We propose settlement at a global sum of \$1,540.00(all-in).

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** William Tan Thoo Seng <williamtan@cdge.com.sg>  
**Sent:** Thursday, 18 July 2019 12:20 PM  
**To:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Poh Kin (LKKAUTO) <pohkin@lkkauto.com>

Cc: KKLau <kklau@lkkauto.com>; Aileen Tan Lee Noi <aileentan@cdge.com.sg>  
Subject: CC4/ASM19004512/K1FA3 (SHD 9927 B-Transcab) vs SH 7620 Y d.o.a. 10.03.19

**Another reminder**

**No respond for 3.5 months \*\*\*  
Video footage : 100%**

**Without Prejudice.**

Dear Hsiao Tong

On 03.04.19, we were being informed that Poh Kin is the case handler.

Case was then being long protracted for the past 3.5 months with nothing heard from him.

On 11.07.19, we called and communicated with Hsiao Tong and she said will revert.

In order not to let you to protract matter indefinitely at your end, we furnish the video footage to enable you to determine the liability of the case. Liability is 100% down on your driver.

**Kindly forward your offer by 25.07.19.** Otherwise, as instructed by our driver, to escalate to GIA, if there is no offer/settlement.

Thank you.

Best Regards

William Tan

Claims Department | ComfortDelgro Engineering Pte Ltd

Off : 62148737 | Fax : 62141843

---

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]



# COMFORTDELGRO ENGINEERING

Our Ref : T 0319/ SH 7620Y /WT(st)

Your Ref :

Date : 25-Mar-19

**AXA Insurance Pte Ltd**  
8 Shenton Way  
#24-01, AXA Tower  
Singapore 068811

Attn : Motor Claims Department

CDGE Taxi Claims Dept  
59 Loyang Drive 4th Flr  
Singapore 508969

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 198905489

Workshops

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

**Sin Ming**  
383 Sin Ming Drive  
Singapore 575717

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Senoko**  
24 Senoko Loop  
Singapore 758156

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 728791

**Yishun**  
Yishun Industrial Park A  
Singapore 768732

WITHOUT PREJUDICE

Dear Sir

**ACCIDENT INVOLVING OUR TAXI SH 7620Y YOUR INSURED SHD9927B**  
**AND OTHER ON 10.03.19**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor vehicle No : SH 7620Y which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SHD9927B we are submitting these claim for your consideration on behalf of the claimants.

## TAXI OWNER'S CLAIM

1	Cost of Repair	\$	1,123.50
2	<u>3</u> days Loss of Rental @ \$ <u>116.95</u> per day	\$	350.85
3	Survey Report Fees (Surveyed by M/s LKK)	\$	-
4	GIA / LTA Search Fee	\$	-
5	GIA / Police Report Fees	\$	-
6	Towing Fees	\$	-
Sub Total :		\$	1,474.35

## HIRER'S CLAIM

7	<u>3</u> days Loss of Income @ \$ <u>80.00</u> per days	\$	240.00
Total Claims:		\$	1,714.35

We enclose herewith the following documents to support the claims: -

- Original repair bill and photocopies of photographs 8 pcs
- LTA search slip/s of : SHD9927B
- GIA / Police report/s of : SH 7620Y
- Letter of authority from owner / hirer / operator
  - ( ☒ ) Photocopy/s of Accident Scene Photo/s ( ) Towing receipts
  - ( ) Witness statement/s ( ☒ ) Rental Rate letter ( ☒ ) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

*William Tan*

CDGE Claims Department

Tel: 6214 8737 Fax: 6214 1843 Email: williamtan@cdge.com.sg

This is a computer generated letter. No signature is required.

A member of

**COMFORTDELGRO**



## Hsiao Tong (LKKAUTO)

---

**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Friday, 2 August 2019 10:33 AM  
**To:** claims@transcab.com.sg  
**Cc:** transcab\_avaclaims@ava-ins.com; Admin A  
**Subject:** ACCIDENT INVOLVING SHD 9927B(AXA) AND SH 7620Y ALONG/AT ROBINSONS TAXI STAND, STAMFORD ROAD ON 10/03/2019  
**Attachments:** SH7620Y doa 10.03.19 - TP VIDEO.mp4

02 Aug 2019

Transcab Taxi  
Singapore

Dear Sir,

**OUR REF : CC4/ASM19004512/K1pa3**

**YOUR REF : P1680520 (SHD 9927B)**

**ACCIDENT INVOLVING SHD 9927B(AXA) AND SH 7620Y ALONG/AT ROBINSONS TAXI STAND, STAMFORD ROAD ON 10/03/2019**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from CDGE LOYANG acting on behalf of the owner of SH 7620Y against your motor insurance policy.

We have reviewed the matter and based on all the available information on hand, we are of the view that we do not have a good defense towards the claim submitted by the owner of SH 7620Y. Kindly refer to the attached video footage from SH 7620Y for your easy reference. As per video footage, your taxi had swerved into third party's lane and resulted the collision. 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

We also wish to advise that there is an excess of S\$5,000/- is attached with Third Party Claims. Please be informed that you shall be liable for the excess following any settlement of the third party claim. The applicability of the excess is as follows:

- 1) Any settlement equal to or above the excess, you shall be liable to make the payment of \$5000/-; or
- 2) Any settlement below the excess, you shall be liable for the amount settled.

We shall keep you informed of the third party claim settlement and thereafter kindly let us have the excess payment in your cheque payable to "AXA Insurance Pte Ltd". Please indicate your vehicle registration number and the date of accident on the back of the cheque.

Notwithstanding the excess being applied and/or received by us for the above subject matter, we expressly reserve all our rights under the policy to refund the excess payment in the event that there arises any known policy breach and or exclusion material to coverage.

As Insurers, 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 defence, please reply to us within 10 days from the date of this letter. Your intent must be formally expressed to AXA and acknowledged by AXA.

Your full co-operation in the handling of the claim is required and kindly submit the following if not provided at our 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)
- 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 our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to AXA immediately. You may email it to [cst@axa.com.sg](mailto:cst@axa.com.sg) / [chewht@lkkauto.com](mailto:chewht@lkkauto.com) or deliver it by hand to our Customer Care Centre.

This letter should **not** be regarded as a waiver by AXA 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), AXA 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 6742 3197 or email us at [chewht@lkkauto.com](mailto:chewht@lkkauto.com).

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

*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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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



## LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING  
ALONGI 40 SH7620Y , SHD9927B  
CITY HALL ROBINSON TAXI STAND

ON 10-Mar-19 19:30

I / We

TOH SEET CHONG (DU X... (Hirer) NRIC No.: S7501230F

and/or

(Relief) NRIC No.:

Taxi Number

SH7620Y

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of "ComfortDelGro Engineering Pte Ltd".

Date

11-Mar-2019

Name of Hirer

TOH SEET CHONG (DU XUCHANG)

Hirer NRIC

S7501230F

Signature :



Address

4 JALAN MINYAK #07-318  
163004

Contact No.

81575713



### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SHD 9927B (Insd veh)	Model: HYUNDAI : I40
	SH 7620Y (TP veh)	
Date of Accident/ Time:	10/03/2019	

Repair Estimate	: \$	2,001.63	
Final Repair Cost	: \$		
Loss of Use	: \$		days at \$ per day
Rental (if any)	: \$		days at \$ per day
LTA / GIA Search Fee	: \$		
Others:	: \$		
	: \$		
Final Settlement Sum (GLOBAL SUM)	: \$	1,540.00	

Payee Name : COMFORTDELGRO ENGINEERING PTE LTD

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

A)	For Non GIA Registered Workshop:	Agreed Liability _____ (%)
B)	For GIA Registered Workshop:	BOLA Applicable: Yes/ No BOLA Scenario No: <u>NIL</u>
	BOLA Liability: _____ (%)	Assessed Liability (*): <u>100</u> (%)
* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.		
Remarks:		

#### NOTE:

- PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
- THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
- AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

<p><i>[Signature]</i> 28-8-19</p> <p>Signature of workshop representative / Workshop stamp</p> <p>Name of Representative: <u>CLAIMS DEPARTMENT</u></p> <p>Date: <u>28-8-19</u></p> <p><u>COMFORTDELGRO ENGINEERING PTE LTD</u></p> <p><u>55 LOYANG DRIVE</u></p> <p><u>SINGAPORE 538889</u></p> <p><u>AWK</u></p>	<p><i>[Signature]</i></p> <p>Signature of Witness / Workshop stamp (if applicable)</p> <p>Name of Witness: <u>CLAIMS DEPARTMENT</u></p> <p>Date: <u>28-8-19</u></p> <p><u>COMFORTDELGRO ENGINEERING PTE LTD</u></p> <p><u>55 LOYANG DRIVE</u></p> <p><u>SINGAPORE 538889</u></p>
<p>Signature of AXA's surveyor/representative:</p> <p>Name of AXA's surveyor /Representative:</p> <p>Date: <u>2-9-19</u></p>	

Please forward your cheques made payable to:  
**COMFORTDELGRO ENGINEERING PTE LTD**

"The contents of this document apply to vehicle damages only  
All personal injuries and damages arising therefrom are excluded  
from the ambit and application of this document"

## TAX INVOICE

8010010

AXA INSURANCE PTE LTD

8 SHENTON WAY AXA TOWER #24-01  
SINGAPORE 068811

CONTACT NO: 63387288

VEHICLE NO  
SH 7620Y

NO/DATE  
91432852 19.03.2019

MAKE  
HYUNDAI

JOB NO.  
305276573

MODEL  
I-40

ODOMETER READING

DATE OF REG  
11.06.2015

CHASSIS CODE  
KMHLB41UMFU069460

JOB TYPE

Description : 3P 10.03.2019

### Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	1,050.00
Add GST @ 7.000 %	73.50
<b>Total Invoice amount</b>	<b>1,123.50</b>

Issued by : CHEWHEELENG 19.03.2019 11:29:54  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

1. VEHICLE TAKING ALL REASONABLE PRECAUTIONS AGAINST THEFT OR ACCIDENTAL DAMAGE. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR LOSS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND SERVICES ARE PROVIDED AND TESTED AS ADVISED ONLY.

2. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 24 HRS. FROM DELIVERY OR BY NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

3. INTEREST @ 1% PER MONTH SHALL BE CHARGED ON A DAILY BASIS FROM THE DATE OF ANY PAYMENT OVER AND ABOVE THE TOTAL COMPANY BY THE CUSTOMER AND NOT PAID ON THE DATE OF PAYMENT. I.E. AFTER 31 DAYS FROM THE PAYMENT FROM THE PERIOD OF DEBIT.

4. PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CT19030282

Date: 19 March 2019



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON 10/03/2019 @ 19:30 hrs  
ALONG CITY HALL ROBINSON TAXI STAND  
INVOLVING SHD9927B

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SH7620Y** (the "Taxi"). The Taxi was hired to **TOH SEET CHONG (DU XUCHANG) IC NO S7501230F** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$116.95** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay  
Assistant Manager, Fleet Safety

This is a computer generated letter. No signature is required.






**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				
AXA INSURANCE PTE LTD			Ref : CC4/ASM19004512/K1pa3q2	
8 SHENTON WAY #24-01 AXA TOWERSINGAPORE 068811 ATTN:PETER			Date : 10-09-2019	
			Code : ASM	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SHD 9927B	Veh. Inspected	SH 7620Y	
Policy No.	VPX/P1680520	Coverage (\$)	0.00	
Claim No.	S9M01GMC	Excess (\$)	0.00	
Assign From		Assign Date	12/03/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	HYUNDAI I40	c.c	1685	
Engine No.	HIDDEN	Year of Reg.	2015	
Chassis No.	KMHLB41UMFU069460	Colour	BLUE	
Odometer	379525	Steering	IN ORDER	
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	205/60 R16	CAMPEON	6 mm	
L/H Front Tyre	205/60 R16	CAMPEON	6 mm	
R/H Rear Tyre	205/60 R16	CAMPEON	6 mm	
L/H Rear Tyre	205/60 R16	CAMPEON	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE O/S BODY. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	10/03/2019	Inspection Date	12/03/2019	
Survey held at	COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE SINGAPORE 508969			
<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:		2 Working Days		



# 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 2

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SH 7620Y

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
<b>REPLACEMENT OF PARTS</b>				
1	FRONT WHEEL HUB CAP (RH) (CONSISTENT)	GRAZED	107.10	107.10
1	FRONT FENDER (RH) (NPA)(CONSISTENT)	TO REPAIR SEE LABOUR	-	-
1	FRONT DOOR (RH) (NPA)(CONSISTENT)	TO REPAIR SEE LABOUR	-	-
1	REAR DOOR (RH) (NPA)(CONSISTENT)	TO REPAIR SEE LABOUR	-	-
	LESS 20% DISCOUNT		-21.42	-21.42
			85.68	85.68
<b>SPECIAL NETT ITEMS</b>				
1	FRONT FENDER ADVERTISEMENT LOGO (RH) (SN) (CONSISTENT)	NECESSARY	100.00	100.00
1	FRONT DOOR COMFORT LOGO (RH) (SN) (CONSISTENT)	NECESSARY	75.00	75.00
1	FRONT DOOR ADVERTISEMENT LOGO (RH) (SN) (CONSISTENT)	NECESSARY	100.00	100.00
1	REAR DOOR COMFORTDELGRO & APPS STICKER (RH) (SN) (CONSISTENT)	NECESSARY	80.00	80.00
1	REAR DOOR ADVERTISEMENT LOGO (RH) (SN) (CONSISTENT)	NECESSARY	100.00	100.00
			455.00	455.00
<b>LABOUR</b>				
	PANEL BEATING.INCLUSIVE OF THE REPAIR OF FRONT FENDER (RH),FRONT DOOR (RH) AND REAR DOOR (RH).		400.00	200.00
	SPRAY PAINTING CHARGE-FENDER/DOOR X2/ROCKER PANEL.		800.00	600.00
	TUFF KOTE.	NOT NECESSARY	50.00	-
	FRT WHEEL ALIGNMENT.	NOT NECESSARY	80.00	-
			-	-
			-	-
			-	-
			1,330.00	800.00
<b>GRAND TOTAL</b>			<b>1,870.68</b>	<b>1,340.68</b>

Report Ref No. CC4/ASM19004512/K1pa3q2





RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				1,050.00
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Report Ref No. CC4/ASM19004512/K1pa3q2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.

Service Request Details

Claim

SPH01GMC

Reference

CCA/ASM19004512/K1pa3a2

Loss Date

10 March 2019

Report Date

12 Mar 2019 1:20:00 PM

Request Date

21 March 2019

Due Date

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

Vehicle Information

Incident Vehicle Registration #

SH7620Y

Make

TPND HYUNDAI

Model

H40

Service Address

Primary Contact/Insured

TRANS-CAB SERVICES PTE LTD  
No.2 ANG MO KIO STREET 63, 569111, Singapore

Claim Handler

WANG Peter  
peter.wang@axa.com.sg

Actions

Next Step

Wait for: Approve Invoice

Add Invoice

Additional Instructions

Document Type

Document SubType

Upload Documents

NAME

TYPE

SUB-TYPE

AUTHOR

DATE UPLOADED

Accident Statement

Reports & Statement

LKKInvoice1 (8).pdf

Invoice

Surveyor/ Assessor

LKK AUTO CONSULTANTS PTE

13 September

NAME	TYPE	expense SUB-TYPE	LTD (TP) AUTHOR	2019 DATE UPLOADED
RENTAL RECEIPT.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
RENTAL MILEAGE.pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LKKInspection (7).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LKKAdjustment1a (9).pdf	Forms / Claim Documents	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
PAYMENT BREAKDOWN EXPRESS SETTLEMENT FORM.pdf	Forms / Claim Documents	Satisfaction / Discharge Voucher	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
AUTHORIZATION TO ACT FORM.pdf	Forms / Claim Documents	FOA / Authority Letter	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
WORKSHOP INVOICE.pdf	Invoice	Repairer	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
LETTER TO DL.pdf	Letters and Correspondence	Policy Holders / Insured	LKK AUTO CONSULTANTS PTE LTD (TP)	13 September 2019
OLD STATUS OF VOCATIONAL DL.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 August 2019
OLD STATUS OF DL.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	5 August 2019
TP-JA.pdf	Forms / Claim Documents	Assessment	LKK AUTO CONSULTANTS PTE LTD (TP)	2 August 2019
LKK Resurvey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 August 2019
SH1620Y axa 10.03.mpg4	Evidence	Videos	LKK AUTO CONSULTANTS PTE LTD (TP)	2 August 2019

NAME	TYPE	SUB-TYPE	AUTHOR	DATE UPLOADED
 TP SCENE PHOTOS.pdf	Evidence	Photos	LKK AUTO CONSULTANTS PTE LTD (TP)	2 August 2019
 LKK Survey Photos.pdf	Reports & Statement	Others	LKK AUTO CONSULTANTS PTE LTD (TP)	2 August 2019
 TP ESTIMATE - MARKED.pdf	Reports & Statement	Estimate / Quotation	LKK AUTO CONSULTANTS PTE LTD (TP)	17 March 2019
 EMAIL TP PRL.mpeg	Letters and Correspondence	Workshop	VISHNU BATHAM Shekar	12 March 2019