

INSURANCE

INS. CASE OWNER

Ming Yao

CC 3/AIG1900

4929, JF634

LKK IDAC

Surveyor:

HO

DOI:

ASSIGNMENT

18/7/14

Date / Time:

18/7/14

Registered in Merimen:

17/7/14

Pre-assign / CCU / FTE

SUX 6202B



Insured Vehicle No.:

Name of Insured:

Insured Tel No.:

Excess Sec II : \$S

Is driver the owner? ( YES / NO )

HP:

D.O.A.:

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

LEMONJI

TAN SHAN HOI

(VL: YES / NO)

Claim No.:

Policy No.:

Make / Model:

Place of Accident:

21170927836

99994697

Honda

TORRIS MALL KINLAYSAN GPRO

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

Insured Liability: % Final ? Yes / No

SMB (443)



INSRS: WSP: Tel: Liability: RMKS:

SMART



INSRS: WSP: Tel: Liability: RMKS:

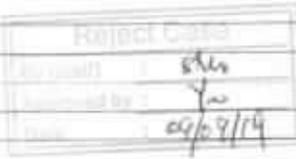


INSRS: WSP: Tel: Liability: RMKS:



INSRS: WSP: Tel: Liability: RMKS:

Date/Time	STAGE	DATE / PIC
	Non-Reporting Itr (1st)	
	Non-Reporting Itr (2nd)	
	Non-Reporting Itr (Final)	
	Notification Itr (if non-pickup)	
	Call OI	
	After call Itr to OI	
25/4/14	LOD via email	
25/4/14	email to request evidence	
11/5/14	TP have no evidence	
	Conflict statement / so send letter to UL	
23-08-14	Seek approval to reject TP claim.	
13-08-14	Approval to reject TP claim.	



<b>PRELIMINARY ADVICE</b>	Date/Time:	Sent By:	Post-Repair Photos:	<input type="checkbox"/>	<input type="checkbox"/>
<b>FINALIZATION</b>	Date/Time:	Confirm with:	Confirm by:	<input type="checkbox"/>	<input type="checkbox"/>
Repair Cost:	\$S	( days) Reduction:	%	Email <input type="checkbox"/>	Call <input type="checkbox"/>
<b>FINAL SETTLEMENT</b>	Date/Time:	Confirm with:	Email <input type="checkbox"/>	Call <input type="checkbox"/>	
Final Liability:	% <input type="checkbox"/>	(Agreed / Assessed) BOLA S/N No.:	PA	If NO or B 28, Ass. Lia:	
Repair Cost:	\$S	TP HIT TP STATIONARY YET (OI WITHIN COMPENSATION)			
Loss of Rental (LOR):	\$S	( days)			
Loss of Use (LOU):	\$S	( \$ x days)			
Loss of Income (LOI):	\$S	( \$ x days)			
LOR only <input type="checkbox"/>	LOU only <input type="checkbox"/>	LOR + LOU <input type="checkbox"/>	LOR + LOI <input type="checkbox"/>	[Tick only one]	
GIA/LTA Search	\$S				
Medical:	\$S				1) Claim status: Normal/Reject/Private Settle
Disbursement:	\$S	(e.g. Tow/ Independent)			2) Report Format: TP
Legal Cost	\$S				3) Survey fee: 9230
<b>Total:</b>	\$S	<b>Global Sum \$S:</b>			
<b>FINAL PAYMENT</b>	Date/Time:	Confirm with:	Email <input type="checkbox"/>	Call <input type="checkbox"/>	
Payee 1:	\$S	Name 1:			
Payee 2: (Strike if N.A.)	\$S	Name 2:			
Payee 3: (Strike if N.A.)	\$S	Name 3:			

11/9/14



## SMRT Accident Vehicle Repair Breakdown

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 88662623
Accident Reporting Number : 68662672

Date Generated : 08/04/2019

User ID : CatharineLee

*Polekin*

Section A - Accident Details	
Registration Number	SMB1443J
Case Reference Number	BUS/11/18/5018
Registration Date	25/7/2014
Company Type	SMRT Buses Ltd
Make	A22MAN
Model	MAN
Name of Driver	Yogeswaran Subramaniam
Type of Accident	Side Swipe
Accident Date and Time	10/11/2018 8:37 PM
Accident Reported Date and Time	10/11/2018 9:45 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100645
Special instruction to ARC, if any	SMB1443J - RIGHT REAR PORTION SCRATCHES 9LX6202B (TP) - INSURED WITH AIG ASIA PACIFIC INSURANCE PTE LTD.
Prepared Date and Time	18/3/2019 1:32 PM
Chassis Number	WMAA22ZZ5E7002159
Mileage	
Work Shop	
Repair Completion Date and Time	



Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,000.00	\$530.00
Total Spray Cost	\$878.00	\$708.00
Total Spare Part Cost	\$0.00	\$0.00
Total Other Cost	\$0.00	\$0.00
<b>TOTAL COST</b>	<b>\$1,938.00</b>	<b>\$1,238.00</b>
Lump Sum Total	\$0.00	\$0.00
Number of Repair Days	3.0	2.0
Prepared / Adjusted By	Kim Bock Sim	Hwee Jie
Arc / Surveyor Sign Off Date	18/03/2019 1:40 PM	18/03/2019 3:49 PM
Signature	<i>[Signature]</i>	<i>[Signature]</i>
Remarks		L/S Repair . photo after paint/

Section C - Quotation and Accident Case Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



## SMRT Accident Vehicle Repair Breakdown

<b>SMRT Automotive Services Pte Ltd</b>
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 08/04/2019

User ID : CatherineLee

### Section D - Details of Repair Estimates

#### Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REPAIR REAR PORTION RH	\$1,060.00	\$530.00
<b>Total Labour</b>	<b>1,060.00</b>	<b>\$530.00</b>

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TO PUTTY & RESPRAY	\$878.00	\$708.00
<b>Total Spray Painting &amp; Panel Beating</b>	<b>\$878.00</b>	<b>\$708.00</b>

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
<b>Total Other Costs</b>		

#### Part 4 - Spare Parts / Material Usage

Part Number	Portion	Stock Number	Part Name	Quantity	Estimator Approved	Surveyor Approved

#### Added Spare Parts / Material Usage After Surveyor Signed off

Part Number	Portion	Stock Number	Part Name	Quantity	ARC Check	Surveyor Check

P/P \$12381 - 2 days



Case Details

Case Reference Number : BUS/11/18/0016  
 Type of Repair : Accident Repair  
 Vehicle Registration Number : SMB1443J

Company Type : SMRT Buses Ltd  
 Estimation ID : EST-6123-ED  
 Assigned By : Eileen Ray Yee Ling

Insurance Company Name : AIG Asia Pacific Insurance Pte Ltd  
 Accident Date and Time : 10/11/2018 12:37 PM  
 Vehicle Age(In Months) : 52

Documents / Photographs

View Documents / Photographs Total Documents : 1

Estimation Details

Spares Part's Cost Detail

SMRT Recommendation										Surveyor Approval					
SOE Type	Costing Type	Portion	Material Number	Part Name	Qty	List Price Per Unit(\$)	List Price(\$)	Dis(%)	Final Price(\$)	Repair/ Replace	Surveyor Quantity	Surveyor Final Price(\$)	Repair/Replace	Remarks	
Total Spares Part Cost									0.00	Surveyor Total					0.00
Lump Sum Discount (%)									0.00	Lump Sum Dis (%)					0
Final Spares Part Cost									0.00	Final Sur Total					0.00

Labour's Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Man	TO REPAIR REAR PORTION R/H	1,080.00	0.00	
Total			1,080.00	0.00	

Spray Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
1	Man	TO PUTTY & RESPRAY	075.00	70.00	
Total			075.00	70.00	

Other Cost Detail

S.No.	Costing Type	Job Scope	SMRT Recommendation(\$)	Surveyor Adjustment(\$)	Remarks
Total			0.00	0.00	

Summary

	Estimator Assessment(\$)	Surveyor Assessment(\$)
Total Spares Part Detail	0.00	0.00
Total Labour Cost	1,080.00	0.00
Total Spray Painting	075.00	70.00
Other	0.00	0.00
Grand Total	1,235.00	1,230.00
Lump Sum Repair Cost		0
Lump Sum Total	0.00	1,230.00
Surveyor Approved Amount		1,230.00
No of Repair Order	0	0
Remarks	-	L/E Repair - photo after parts
Surveyor Name		Yee Jie

Estimator Assessment(E)

Surveyor Assessment(S)

Signature

S

Save Clear

Survey Date

18/03/2019

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:

**Poh Kin (LKKAuto)**

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**From:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses)  
<eileenbay@smrt.com.sg>  
**Sent:** Friday, 31 May 2019 4:16 PM  
**To:** Poh Kin (LKKAuto)  
**Cc:** Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** RE: LOD - ACCIDENT INVOLVING SMB1443J AND SLX6202B ON 10/11/2018  
ALONG FINLAYSON GREEN / COLLYER QUAY

**WITHOUT PREJUDICE**

Dear Poh Kin,

No CCTV. Please revert with offer.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency  
DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140



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**From:** Poh Kin (LKKAuto) [mailto:pohkin@lkkauto.com]  
**Sent:** Thursday, 25 April 2019 5:40 PM  
**To:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A  
**Subject:** RE: LOD - ACCIDENT INVOLVING SMB1443J AND SLX6202B ON 10/11/2018 ALONG  
FINLAYSON GREEN / COLLYER QUAY  
**Importance:** High

Our Ref: CC3/AIG19004939/Jfb3  
Your Ref: BUS/11/18/5016/EB

Dear Eileen,

We refer to the above matter.

Please be informed that Liability unclear on this matter. There is no conclusive evidence yet to substantiate either party's version.

Below is a copy of our insured's accident report statement for your perusal.

**Poh Kin (LKKAuto)**

**From:** Poh Kin (LKKAuto)  
**Sent:** Thursday, 25 April 2019 5:40 PM  
**To:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Admin A  
**Subject:** RE: LOD - ACCIDENT INVOLVING SMB1443J AND SLX6202B ON 10/11/2018 ALONG FINLAYSON GREEN / COLLYER QUAY

**Importance:** High

Our Ref: CC3/AIG19004939/Jfb3  
Your Ref: BUS/11/18/5016/EB

Dear Eileen,

We refer to the above matter.

Please be informed that Liability unclear on this matter. There is no conclusive evidence yet to substantiate either party's version.

Below is a copy of our insured's accident report statement for your perusal.

(A) SLX6202B    (B) SMB 1443J

SKETCH PLAN

Collyer Quay

Finlayson Green

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

On Saturday 10/11/2018 @ 2:31 pm - I was stationary at the traffic junction of Finlayson Green waiting for Green traffic light on my father, so I can make a right turn to Collyer Quay.

When the traffic light turn Green on my father, before I could make a right turn. SMART Bus SMB 1443J was on my left side make a very sharp turn, and his vehicle right rear side hit onto my vehicle front left side partition. Due to the impact my vehicle was drag forward after the stop line.

In my vehicle there is 2 passenger can be my witness for the accident.

Witness name ms Geyapart (Hp 91081014).

In order to justify your client's claim smoothly and promptly, we appreciate if you could kindly furnish us a copy of CCTV footage / accident scene photos / evidence as per our principal instruction.

Your prompt action will be very much appreciated.

"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,

**Poh Kin, Chong (Mr)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2132 | email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com) | fax: 6741-4108

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



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**From:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:eileenbay@smrt.com.sg>]  
**Sent:** Thursday, 25 April 2019 5:27 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** LOD - ACCIDENT INVOLVING SMB1443J AND SLX6202B ON 10/11/2018 ALONG FINLAYSON GREEN / COLLYER QUAY

Our Ref: **BUS/11/18/5016/EB**

Dear Sir / Madam,

We claim on behalf of **SMRT BUSES LTD**, owner of the vehicle Reg. No.: **SMB1443J**.  
Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

Cost of Repair	\$1,238.00
Loss of Use	\$550.00 ( 2 days x \$275.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$1,795.00</b>

We enclose the following documents:

- 1) Repair Invoice
- 2) LTA Search
- 3) SAS report

We look forward to your confirmation to settle our claims within 15 days from the date of this email.  
Kindly issue payment in favour to **SMRT BUSES LTD**.



Auto  
Consultants  
Pte Ltd

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

Our Ref: CC3/AIG19004939/Jfb3

12 JUNE 2019

**123 LEASING PTE LTD**  
170 UPPER BUKIT TIMAH ROAD  
#03-50 BUKIT TIMAH SHOPPING  
SINGAPORE 588179

Dear Sir/Madam,

**ACCIDENT INVOLVING SLX 6202B AND SMB 1443J ALONG/AT TRAFFIC JUNCTION  
FRM FINLAYSON GREEN TO COLLER QUA ON 10/11/2018**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from **SMB 1443J** against your motor insurance policy.

Both parties involved have given conflict of version. Based on the circumstances of accident and both parties damage profile, there is no conclusive evidence to substantiate either's parties version. Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next **10 days** i.e. by **24/06/2019**, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Poh Kin Chong  
Case Handler  
DID: 6841 2132  
FAX: 6741 4108  
Email: [pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)

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

## Poh Kin (LKKAuto)

---

**From:** agnes.ung@sjmotor.sg  
**Sent:** Monday, 17 June 2019 5:02 PM  
**To:** Poh Kin (LKKAuto)  
**Subject:** SLX6202B/ ACCIDENT INVOLVING SLX6202R and SMD1443J, DOA 10-NOV-2018  
**Attachments:** SLV6202B DOA 10-NOV-2018 WITNESS.pdf

**Importance:** High

**OUR REF : SLX6202B**  
**YOUR REF : CC3/AIG19004939/Jfb3**  
**ACCIDENT INVOLVING SLX6202B AND SMD1443J ALONG/AT TRAFFIC JUNCTION FM FINLAYSON GREEN TO COLLER QUA ON 10-11/2018**

Hi Poh Kin

As per our telephone conversation, please find attached witness testimonial in regards to above mention accident case:

We are claiming Third Party damages, the offer is too low, we didn't not agreed to the offer.

As you mentioned, third party is claiming against us. We would like to see the video footage, please get third party to furnish.

Best Regards

Agnes Ung  
Email : [agnes.ung@sjmotor.sg](mailto:agnes.ung@sjmotor.sg)



170 Upper Bukit Timah Road, #03-50/51/55  
Bukit Timah Shopping Centre  
Singapore 588179  
TEL: 6440 3100, EXT 110  
FAX: 6440 2100



Virus-free. [www.avast.com](http://www.avast.com)

To Whom So Ever It Concerns

12/11/2018

GRAB BOOKING: ADR0666008-4-337

DRIVER: Clement

This Letter is regarding the accident that took place before we reached destination.

The driver was very steady and good with his driving throughout. At the signal to turn right, the bus on our left moved exceptionally close to our car because of the sharp turn it took. The bus continued to turn right sharply even when our driver had stopped the car to let him pass first.

Unfortunately the sharp cut the bus took was too close to the car to avoid the accident.

I am thankful to our driver for keeping calm and not aggravating the incident by trying to get ahead.

None of us were hurt because of that.

The number of the car is SLX 6202B a black Vezel as in the photo of accident taken by driver .

I sincerely hope you will check his prior driving records in this matter, as we felt very safe with his driving. I would not hesitate to book him again.

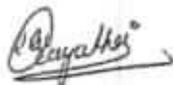
My contact details are as below if you need any clarifications.

[Gayathri\\_menon@hotmail.com](mailto:Gayathri_menon@hotmail.com)

GS252011N

Ph: 91081014

Regards



Gayathri Gopalakrishanan.

## Asher Sng (LKKAuto)

---

**From:** Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Sent:** Thursday, 15 August 2019 5:01 PM  
**To:** Asher Sng (LKKAuto)  
**Subject:** RE: Your ref: 3117093283SG, ACCIDENT INVOLVING SLX 6202B (OI) & SMB 1443J (TP) ON 10/11/2018

Hi Asher,

Please proceed on rejection.

Do forward a copy of witness statement to third party for their consideration.

Please let us know if there was any response / appeal from TP.

Regards,  
Lee Ming Yao, George  
AIG  
Complex Claims Examiner  
Claims | AIG Asia Pacific Insurance Pte. Ltd.

78 Shenton Way #08-16 Singapore 079120

Tel +(65) 6419 1769

[Ming-Yao.Lee@AIG.com](mailto:Ming-Yao.Lee@AIG.com) | [www.aig.sg](http://www.aig.sg)

---

**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** 15 August 2019 16:38  
**To:** Lee, Ming-Yao <MingYao.Lee@aig.com>  
**Subject:** [EXTERNAL] Your ref: 3117093283SG, ACCIDENT INVOLVING SLX 6202B (OI) & SMB 1443J (TP) ON 10/11/2018

This message is from an external sender; be cautious with links and attachments.

Your ref: **3117093283SG**  
Our Ref: CC3/AIG19004939/Jeb3

Dear Sir/Madam,

**ACCIDENT INVOLVING SLX 6202B (OI) & SMB 1443J (TP) ON 10/11/2018**

We refer to the above matter.

TP reported that OI hit his right rear portion of the vehicle while making a right turn.

OI reported that TP make a sharp right turn and collided into his stationary vehicle.

Based on witness statement provided by insured mention that insured have stopped to let third party to make a right, however TP still hit on to our insured stationary vehicle.

We are of the opinion that liability is not in third party favour.

In view of the above, we are intending to reject TP claim.

**For your approval/ comments/ instruction.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [asher.sng@lkkauto.com](mailto:asher.sng@lkkauto.com) | fax: 6741-4108

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

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**Asher Sng (LKKAuto)**

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 9 September 2019 11:35 AM  
**To:** Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** Your Ref:BUS/11/18/5016/EB, ACCIDENT INVOLVING SMB 1443J AND SLX 6202B ON 10/11/2018  
**Attachments:** OI WITNESS STATEMENT.pdf; OI SKETCH PLAN.pdf

Your Ref:BUS/11/18/5016/EB  
Our Ref: CC3/AIG19004939/Jeb3

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

Hi Sir/Mdm,

We refer to the above matter.

**ACCIDENT INVOLVING SMB 1443J AND SLX 6202B ON 10/11/2018**

We attached here with a copy of our insured's accident statement and witness statement for your easy reference.

Our principal has reiterated that the accident was caused due to the entire negligence of your client make a sharp right turn and collided into our insured stationary vehicle.

We are of the opinion that liability is not in your client's favor.

Under such a circumstances, we regret to inform you that we have our principal instruction to deny liability and unable to look into your client's claim.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**Poh Kin (LKKAuto)**

---

**From:** Eileen Bay Yee Ling (Auto Svcs/Claims & IA/Claims & IA/Buses)  
<eileenbay@smrt.com.sg>  
**Sent:** Thursday, 25 April 2019 5:27 PM  
**To:** Admin A; CS A Team  
**Subject:** LOD - ACCIDENT INVOLVING SMB1443J AND SLX6202B ON 10/11/2018 ALONG  
FINLAYSON GREEN / COLLYER QUAY  
**Attachments:** img-425172132-0001.pdf; smb1443j.PDF  
**Categories:** clear

Our Ref: BUS/11/18/5016/EB

Dear Sir / Madam,

We claim on behalf of **SMRT BUSES LTD**, owner of the vehicle Reg. No.: **SMB1443J**.  
Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

Cost of Repair	\$1,238.00
Loss of Use	\$550.00 ( 2 days x \$275.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$1,795.00</b>

We enclose the following documents:

- 1) Repair Invoice
- 2) LTA Search
- 3) SAS report

We look forward to your confirmation to settle our claims within 15 days from the date of this email.  
Kindly issue payment in favour to **SMRT BUSES LTD**.

Thanks and regards,

*Eileen Bay*

Claims and Insurance Agency  
DID: +65 6556 3549 | E: [eileenbay@smrt.com.sg](mailto:eileenbay@smrt.com.sg)  
6 Ang Mo Kio Street 62  
Singapore 569140





SMRT Automotive Services Pte Ltd  
251 North Bridge Road Singapore 179102  
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



### Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV190400226  
Date : 17.04.2019  
Vehicle No. : SMB1443J  
Your Ref No. : BUS/11/18/5016  
Our Ref No. : 24100645  
Terms : 30 Days

Description	Qty	Unit Cost	Add	(Discount)	Amount
			¥	Amount	
<b>Labour</b>					
TO REPAIR REAR PORTION RH	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
<b>Others</b>					
TO PUTTY & RESPRAY	1.00	\$ 708.00	0.00	\$ 0.00	\$ 708.00
<b>GRAND TOTAL</b>					<b>\$ 1,238.00</b>

Remark :

Make/Model : MAN A22  
Accident Date : 10.11.2018

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

Authorised Signature  
for SMRT Automotive Services Pte Ltd

### Enquire Transaction History

#### Transaction History Details

Log Date/Time:	12 Nov 2018 / 11:58:00		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	5LX6202B		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20181112115800003354
Search Date / Time:	10 Nov 2018 20:37:00		
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)

Revoked / No settlement

CLAIM SUBFOLDER TRACKING							
Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'ed	Status
Main	19 Mar 2019 <a href="#">Edit Reg</a>		18 Mar 2019 00:00 <a href="#">Edit Adj Rpt</a>	<b>S\$1,238.00</b> <a href="#">Edit Estimates</a>	<b>S\$1,238.00</b> <a href="#">View Rpt</a>		<b>Pending for Survey Report</b> <a href="#">Cancel Case</a>

Main	Reference	Claim Details	Documents	Show All
<b>CLAIM SUBFOLDER DETAILS</b>		[Created by adjuster]		
Insured:	<b>123 Leasing Pte Ltd</b> , Co. Reg. No.: NA			
Main Claimant:	<b>SMRT BUSES LTD</b> , Co. Reg. No.: 198202292D			
Vehicle Reg. No.:	<b>SMB1443J</b>	Date of Loss:	10/11/2018 20:00 - :59 [51 Months and 16 Days From LTA Reg Date (Man Yr)]	
Claim Type:	<b>TP / 3117093283SG</b>	Policy/Cover Note No.:	0999994697 (Comprehensive)	
Vehicle Reg. No. (Insured):	<b>SLX6202B</b>	Policy No. (Claimant):	D-18090224MPBP	
		Excess:		
Repairer:	<b>SMRT Automotive Services Pte Ltd (Woodlands)</b> 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628			
Handling Insurer:	<b>AIG Asia Pacific Insurance Pte. Ltd. (Express)</b> - Tel: 65-6419-3000 ... [Handled by <b>Lee, Ming-Yao</b> ] MingYao.Lee@aig.com			
Claimant's Insurer:	<b>MS First Capital Insurance Ltd (HQ)</b> - Tel: 62222311			
Adjuster:	<b>LKK Auto Consultants Pte Ltd (HQ)</b> - Tel: 6256-3561 ... [Handled by <b>ONG HWEE JIE</b> ] ... [Final Rpt due 28/03/2019]			
<b>ASSOCIATED MAIL RECEIVED</b>			<a href="#">View All</a>	<a href="#">Compose Case Mail</a>
There are no mail for this case.				
<b>ALL ASSOCIATED TASKS</b>			<a href="#">View All</a>	<a href="#">Search Tasks</a>
	<a href="#">Create New Task</a>	<a href="#">Complete</a>		
<b>Due Date</b>	<b>Priority</b>	<b>Type</b>	<b>Task Group</b>	<b>Subject</b>
			<b>Handler</b>	<b>Assigned By</b>
			<b>Completed On</b>	<b>Created On</b>
			<b>Done?</b>	
No results.				

## Claim Documents

\*SMB1443J (3117093283SG)  
[SLX6202B]  
TP  
SMRT BUSES LTD  
Nov 10 2018 8:00PM  
[123 Leasing Pte Ltd]  
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View	View in Browser
<b>Photos/Images</b>															3 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
2	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
3	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
4	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
5	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
6	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
7	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
8	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
9	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
10	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
11	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
12	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
13	22/03/19 10:18	General View											Load JPG <input checked="" type="checkbox"/>			
14	09/04/19 10:35	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
15	09/04/19 10:35	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
16	09/04/19 10:35	Photo After Spray											Load JPG <input checked="" type="checkbox"/>			
<b>Documentation</b>															1 per page	<input checked="" type="checkbox"/>
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)										Thumbnail	Print			
1	19/03/19 18:20	TP ESTIMATE- MARKED											Load PDF			
2	19/03/19 18:20	TP GIA REPORT											Load PDF			
3	05/04/19 14:33	TP Estimate-Marked											Load PDF			
4	19/06/19 10:52	OI PASSENGER WITNESS STATEMENT											Load PDF			
5	09/09/19 11:36	APPROVAL TO REJECT TP CLAIM											Load PDF			
6	09/09/19 11:36	EMAIL WSP TO REJECT TP CLAIM											Load PDF			
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)										Thumbnail	Print			
1	20/03/19 11:26	OI GIA REPORT											Load PDF			

## Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
<b>Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)</b>			
<b>Show Remarks To:</b> <input type="checkbox"/> Handling Insurer <small>Note: Remarks are private unless you show it to other parties.</small>			

## 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/AIG19004939/JEB3Q2

**Date:** 16/09/2019

#### REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd.	Policy No:	0999994697	
<b>Claimant</b>	<b>Insured Vehicle No :</b>	SMB1443J	SLX6202B
<b>Vehicle No :</b>	<b>Date of Loss:</b>	10/11/2018	<b>Claim No:</b> 3117093283SG
	<b>Nature of Claim:</b>	TP	

#### DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No:	SMB1443J		
Make & Model:	MAN NL320F (A22), 10.5 D (M)	Engine No:	50337801083774
Reg. Date:	25/07/2014 (Man. Year: 2014)	Chassis No:	WMAA22ZZ5E7002159
Colour:	Multi-colour	Odometer:	371352 km
Engine Capacity:	10518 cc		
Market Value/New Car Price:	N/A		
Sum Insured (S\$):	<b>Market Value/New Car Price</b>		

#### CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition:	Steering (Serviceable):	Yes	Footbrake (Serviceable):	Yes
Handbrake (Serviceable):	Engine Modification:	No	Pre-accident Condition:	

#### CONDITION OF TYRES

Front Tyre Size:	275/70 R22.5	Rear Tyre Size:	275/70 R22.5
Front Left Side:	Firenza 7 mm	Rear Left Side:	Firenza 7 mm
Front Right Side:	Firenza 7 mm	Rear Right Side:	Firenza 7 mm

*The above values represent the remaining tyre treads depth*

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	0.00	0.00	0.00	
Miscellaneous Items	0.00	0.00	0.00	
Labour	1,938.00	1,238.00	700.00	36.12
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
<b>Nett Amount (S\$)</b>	<b>1,938.00</b>	<b>1,238.00</b>	<b>700.00</b>	<b>36.12</b>
<b>Global Sum Settlement (S\$)</b>	<b>0.00</b>			

#### INSPECTION

Date of Assignment:	18/03/2019	
Date Inspected:	18/03/2019 Inspected At:	SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4 Singapore 757705
Estimated Period of Repair:	2.0 days	

**Adjuster:** ONG HWEE JIE

**Manager:** Asher Sng Rong Yi

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

There are no new parts selected.

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
<b>Labour Items</b>				
1	TO REPAIR REAR PORTION RH	New	1,060.00	530.00
2	TO PUTTY & RESPRAY	New	878.00	708.00
			<b>Gross Labour Cost (S\$)</b>	<b>1,238.00</b>

Report was unsubmitted during this print-out.

< END OF ESTIMATES >