

SMB 1477C → → →

INSRS: WSP: Tel: Liability: RMKS:		INSRS: WSP: Tel: Liability: RMKS:		INSRS: WSP: Tel: Liability: RMKS:		INSRS: WSP: Tel: Liability: RMKS:
SMRT						

FINALIZATION		Date/Time:	Confirm with:	Confirm by:
Repair Cost:	\$5 4,750.00	(3 days) Reduction:	11 %	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:	% 100	Agreed / Assessed:	BOLA S/N No. 15	If NOIR B 28: Ass. Lia:
Repair Cost:	\$5 4,750.00			
Loss of Rental (LOR):	\$5 -	(1 days)		
Loss of Use (LOU):	\$5 750.00	(5 250 x 3 days)		
Loss of Income (LOI):	\$5 -	(5 days)		
LOR only <input type="checkbox"/> LOU only <input checked="" type="checkbox"/>	LOR + LOU <input type="checkbox"/> LOR + LO <input type="checkbox"/>	[Tick only one]		
GIA/LTA Search:	\$5 7.00			
Medical:	\$5 -			1) Claim status: Normal/Reject/Private Settle
Disbursement:	\$5 -	(e.g. Tow/Independent)		2) Report format: P
Legal Cost:	\$5 -			3) Survey fee: \$400
Total:	\$5 5,567.00	Global Sum \$5:	-	
<b>FINAL PAYMENT</b>		Date/Time:	Confirm with:	Email <input type="checkbox"/> Call <input type="checkbox"/>
Payee 1:	\$5 5,567.00	Name 1:	OURT BUREAU LTD	
Payee 2: (Strike if N.A.)	\$5 -	Name 2:	-	
Payee 3: (Strike if N.A.)	\$5 -	Name 3:	-	

Hwee Jie

REF: C71

## INSURANCE

From \_\_\_\_\_ Date \_\_\_\_\_

Estimated Cost \_\_\_\_\_

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect Vehicle No \_\_\_\_\_

at Workshop m/s \_\_\_\_\_

of \_\_\_\_\_

Insured \_\_\_\_\_

Policy No \_\_\_\_\_

Claims No \_\_\_\_\_

Sum Insured \_\_\_\_\_ Excess \_\_\_\_\_

(Client's Record)

Make of Veh: \_\_\_\_\_

(Policy Condition)

Remark: The veh had commenced its  
repair at the time of inspection.

Bal. or Market Value \_\_\_\_\_

IDAC Accident Rpt: \_\_\_\_\_ Consistent? Yes or No

GIA / PR Seen: \_\_\_\_\_ Consistent? Yes or No

Est. Repairs: 3 days Res: Yes or NoLum Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date \_\_\_\_\_ Person Contacted \_\_\_\_\_ Vehicle: IN / OUT

Veh No SMB1437C Yr Regn: 24/7/14Type: M. Car / M. Cycle / STD / Van / Lorry / Taxi / Prime Mover /

Truck / Trailer or \_\_\_\_\_

Make: man A22 cc 16518Colour: multi colour A/C: Insured / Std / NI / NASp Reading: 371790 T/Radio: Insured / Std / NI / NA

Eng/No: \_\_\_\_\_

C/No: WMAA22226E7002154Gen. Cond: Good / Fair / Poor / BurntSteering: In order / Jammed / Leaked / Burnt orBrake: In order / Jammed / Leaked / Burnt orModi: Nil / S/Rim / STD A/Rim orTyre Size: F: 275/70R22.5

R: \_\_\_\_\_

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or

Continental

Front

Rear

R/Bal. 7 mm R/Bal. 7/7 mmL/Bal. 7 mm L/Bal. 7/7 mmD.O.A. 5/4/19 D.O.L. 8/4/19Survey held at SundDes. of Damages: Fr / Rear / O/S / N/S / UIC / Rooftop or

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

Date / Time

Action / Instruction

49 \$4,750.00  
(tax: \$599.61 (11%))

ColorTone, File Pass to?



Prel. Report

1)



Final Report

Date/Time, File Return to?

2)

Days Of Repair:

Resurvey No. of Trip:

Survey Fee:

Transportation

1 \$ + P.S. \$

1 Phone

1 Other

TOTAL

Report Format:

Lump Sum / I.B.E (\$)

Add Fee:



Site Insp (\$)



Interview (\$)



Tech Insp (\$)



Week-end (\$)



Auto  
Consultants  
Pte Ltd

Company Registration No: 199607198R

111 BEAUF L, 202-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (665) 62563561 FAX : (665) 62564315

Your ref: To Be Advised  
Our ref: CC3/EQ119006234/Jhb3

Date: 09.04.2019

The Motor Claims Department  
M/s EQ INSURANCE COMPANY LTD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SMB1437C**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 08.04.2019 at the premises of M/s SMRT Automotive Services Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	6,151.76
Revised Estimate Amount	: S\$	5,533.76
"Check" Items Amount	: S\$	-
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

**Description of Damage:**

The vehicle sustained damages at the  
Front Portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

HWEE JIE  
Licensed Appraiser



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757706
FAX Number : 63965592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 06/05/2019

User ID : CatharinaLee

lic

### Section A - Accident Details

Registration Number	SMB1437C
Case Reference Number	BUS/04/19/7004
Registration Date	24/7/2014
Company Type	SMRT Buses Ltd
Make	MAN
Model	MAN NL320F(A22)
Name of Driver	Wang Yongjiang
Type of Accident	Head to Rear
Accident Date and Time	5/4/2019 8:57 AM
Accident Reported Date and Time	5/4/2019 10:15 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	24100963
Special Instruction to ARC, if any	SMB1437C - FRONT PORTION GBJ2555B (TP) - NO DAMAGES. INSURED WITH CHINA TAIPING
Prepared Date and Time	8/4/2019 2:09 PM
Chassis Number	WMAA3222567002154
Mileage	
Work Shop	
Repair Completion Date and Time	

L/s \$4750/- 3 days.

### Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$1,325.00	\$795.00
Total Spray Cost	\$616.00	\$528.00
Total Spare Part Cost	\$3,208.61	\$3,208.61
Total Other Cost	\$200.00	\$200.00
TOTAL COST	\$5,349.61	\$4,731.61
Lump Sum Total	\$5,350.00	\$4,750.00
Number of Repair Days	4.0	3.0
Prepared / Adjusted By	Kek Khoon Goh	Hwee Jie
ARC / Surveyor Sign Off Date	06/04/2019 2:16 PM	06/04/2019 2:39 PM
Signature		Lick
Remarks		

### Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park EA, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672

Date Generated : 06/05/2019

User ID : CatherineLee

### Section D - Details of Repair Estimates

#### Part 1 - Labour Works

Job Scope	Quotation from AR	Adjusted by Surveyor, if applicable
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	\$1,325.00	\$795.00 ✓
Total Labour	\$1,325.00	\$795.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	\$516.00	\$528.00 ✓
Total Spray Painting & Panel Beating	\$516.00	\$528.00

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

Job Scope	Quotation from ARC	Adjusted by Surveyor, if applicable
TOWING CHARGE	\$200.00	\$200.00 ✓
Total Other Costs	\$200.00	\$200.00

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

Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
6010158	BODY LH	4001M01-ACCE466	MIRROR VIEW FRONT LH FOR MAN	1.00	\$1,803.30	10.00	\$1,612.97 ✓	Replace	Replace <b>DAMAGED</b>
6010160	BODY LH	4001M01-ACCE468	ARM MIRROR VIEW FRONT LH FOR MAN	1.00	\$684.30	10.00	\$615.87 ✓	Replace	Replace <b>DAMAGED</b>
6010151			BUMPER FRONT	1.00	\$1,868.80	100.00	\$0.00 X	Repair	Repair <b>OK</b>
6010154	Body	F01001-CW263	FLAP FRONT FOR MAN A22 BUS	1.00	\$1,868.80	10.00	\$1,681.92 ✓	Replace	Replace <b>DAMAGED</b>
6010153	Body	F01001-CW264	COVER HEADLAMP FRT LH FOR MAN A22 BUS	1.00	\$274.75	100.00	\$0.00 X	Repair	Repair <b>OK</b>
Total					\$7,299.90		\$4,910.76		

#### 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									



## SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63685592
Estimator Telephone Number : 68662623
Accident Reporting Number : 68662672


Date Generated : 08/04/2019

User ID : GohKK2

### Section A - Accident Details

Registration Number	SMB1437C
Case Reference Number	BUS/04/19/7004
Registration Date	24/7/2014
Company Type	SMRT Buses Ltd
Make	MAN
Model	MAN NL320F(A22)
Name of Driver	Wang Yongliang
Type of Accident	Head to Rear
Accident Date and Time	5/4/2019 8:57 AM
Accident Reported Date and Time	5/4/2019 10:15 AM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle issued?	No
Job Card Number	
Special Instruction to ARC, if any	SMB1437C - FRONT PORTION QB/J25656 (TP) - NO DAMAGES. INSURED WITH CHINA TAIPING
Prepared Date and Time	8/4/2019 2:09 PM
Chassis Number	WMAA22ZZ6E7002154
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	\$1,325.00	\$0.00
Total Spray Cost	\$616.00	\$0.00
Total Spare Part Cost	\$3,208.61	\$0.00
Total Other Cost	\$200.00	\$0.00
<b>TOTAL COST</b>	<b>\$3,208.61</b>	<b>\$0.00</b>
<b>Lump Sum Total</b>	<b>\$3,208.61</b>	<b>\$0.00</b>
Number of Repair Days	4.0	
Prepared / Adjusted By	Kok Khuan Goh	
ARC / Surveyor Sign Off Date	08/04/2019 2:16 PM	
Signature		
Remarks		

### Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	

## Shu Pei (LKKAuto)

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**From:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Sent:** Thursday, 11 April 2019 8:31 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** DM19HO01011/JT: Direct Settlement - Accident Involving GBJ2555B (OI : EQI - TBA) AND SMB1437C (TP : LKK REF - CC3/EQI19006234/Jhb3) on 05.04.2019  
**Attachments:** TP GIA REPORT.pdf; TP ESTIMATE- MARKED.pdf; Preliminary\_Advice.pdf; SAS2581234.PDF

Dear Shu Pei

As attached,

Regards,

**Janet Tan**  
Senior Executive | Claims



**EQ Insurance Company Limited**  
5 Maxwell Road #17-00 Tower Block MND Complex Singapore 069110  
did 65 6496 9032 | tel 65 6223 9433 ext 032 | fax 65 6223 4190  
[www.eqinsurance.com.sg](http://www.eqinsurance.com.sg)

 A Member of Crystall

*Privileged/Confidential information may be contained in this message. If you are not the intended recipient, please notify the sender.*

**From:** Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]  
**Sent:** Wednesday, April 10, 2019 9:29 AM  
**To:** Janet Tan <janet.tan@eqinsurance.com.sg>  
**Cc:** Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>  
**Subject:** Direct Settlement - Accident Involving GBJ2555B (OI : EQI - TBA) AND SMB1437C (TP : LKK REF - CC3/EQI19006234/Jhb3) on 05.04.2019

### WITHOUT PREJUDICE

Dear Janet,

We refer to the above matter.

We have inspected TP vehicle SMB 1437C at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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



## Hsiao Tong (LKKAUTO)

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**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>  
**Sent:** Wednesday, 24 July 2019 12:30 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Vic (LKKAUTO); Jimmy Chen (LKK Auto); Admin A  
**Subject:** LKK Ref CC3/EQI19006234/Jpb3 - SMRT Ref BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

LKK Ref CC3/EQI19006234/Jpb3  
SMRT Ref BUS/04/19/7004/AW

Dear Hsiao Tong / Jimmy,

Please let us have EQ insurance's offer/DV soon. Thank you.

*Audrey Woo* | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims  
Department | 6 Ang Mo Kio Street 62 Singapore 569140



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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Saturday, 20 July, 2019 12:06 PM  
**To:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Cc:** Vic (LKKAUTO); Jimmy Chen (LKK Auto); Admin A; claimsdept@sg.cntaiping.com  
**Subject:** RE: Accepted \$5507 - LKK Ref CC3/EQI19006234/Jpb3 - SMRT Ref BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

**Without Prejudice**

Hi Audrey,

Further to our below email.

As per our email dated 22/05/2019, please take note that GBJ2555B is insured with EQ Insurance instead of China Taiping.

**Vic (LKKAuto)**

**From:** Shu Pei (LKKAuto)  
**Sent:** Wednesday, 22 May, 2019 10:05 AM  
**To:** audrey@smrt.com.sg  
**Cc:** Admin A; Vic (LKKAuto)  
**Subject:** FW: LOD to China Taiping - BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street  
**Attachments:** img-517151639-0001.pdf; B02.bmp; B03.bmp; B04.bmp; A01.bmp; A02.bmp; A03.bmp; B01.bmp

Dear Audrey,

As spoken, please be informed that GBJ 2555B reported under EQL.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/EQI19006234/jhb3	Vic

*To check availability of the case handler, you may contact the undersigned*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

Dear M/s China Taiping Insurance,

Please ignore the below email.

Thanks.

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:** Jimmy Chen (LKK Auto) <[jimmychen@lkkauto.com](mailto:jimmychen@lkkauto.com)>

**Sent:** Friday, 19 July 2019 9:08 AM

**To:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <[audrey@smrt.com.sg](mailto:audrey@smrt.com.sg)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>;  
'claimsdept@sg.cntaiping.com' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** RE: Accepted \$5507 - LKK Ref CC3/EQI19006234/Jpb3 - SMRT Ref BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

Hi Audrey,

No DV is needed for this case, we'll process the payment and close this case on our end, thank you.

Best Regards,

**Jimmy Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jimmychen@lkkauto.com](mailto:jimmychen@lkkauto.com) | fax: 6741-4108

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

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**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <[audrey@smrt.com.sg](mailto:audrey@smrt.com.sg)>

**Sent:** Friday, 19 July 2019 9:04 AM

**To:** Jimmy Chen (LKK Auto) <[jimmychen@lkkauto.com](mailto:jimmychen@lkkauto.com)>; 'claimsdept@sg.cntaiping.com' <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Accepted \$5507 - LKK Ref CC3/EQI19006234/Jpb3 - SMRT Ref BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

SMRT : BUS/04/19/7004/AW

LKK : CC3/EQI19006234/Jpb3

China Taiping Ref : GBJ2555B

Without Prejudice. Save as to Costs.

We are glad to accept your offer of \$5507 and shall look forward to China Taiping's DV/CHQ soon. Thank you.

Final CHQ \$5507 may be issued to SMRT BUSES LTD and postal mailed to 6 Ang Mo Kio Street 62 Singapore 569140.

*Audrey Woo* | DID : 6556 3521 | FAX : 6481 9221 | Email : [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg) | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140



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**From:** Jimmy Chen (LKK Auto)

**Sent:** Thursday, 18 July 2019 5:44 PM

**To:** [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg)

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** LOD to China Taiping - BUS/04/19/7004/AW - Accident involving SMB1437C - OUR REF: CC3/EQI19006234/Jpb3

**Without Prejudice (save as to costs)**

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 4,750.00
2. Loss of Use (3 Days X \$250.00)	\$ 750.00

3. LTA/GIA Search Fee	\$ 7.00
<b>TOTAL</b>	<b>\$ 5,507.00</b>

Please confirm acceptance.

"Please note that our above settlement is made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our insured/driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

Settlement and payment are subject to production of original documents on demand at any time and execution of Discharge Voucher (for settlement sum above \$20,000/-) by the Plaintiff/Claimant. Further all original documents shall be retained by us after we have made payment on the settlement sum."

Best Regards,

Jimmy Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: [jimmychen@lkkauto.com](mailto:jimmychen@lkkauto.com) | fax: 6741-4108

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

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From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses)

Sent: Wednesday, 22 May, 2019 9:30 AM

To: Admin A ([admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)); 'claimsdept@sg.cntaiping.com'

Subject: LOD to China Taiping - BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

SMRT Ref : BUS/04/19/7004/AW

China Taiping Ref : GBJ2555B

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1437C. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$4,750.00
Loss of Use (\$275 x 3 Days)	\$ 825.00
LTA Search Fee	\$ 7.00
<b>Total</b>	<b>\$ 5,582.00</b>

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Accident Scene Photos
- Survey Report and Bus Photos to be furnished China Taiping's appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

**Audrey Woo** | DID : 6556 3521 | FAX : 6481 9221 | Email : [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg) | Claims Department | 6 Ang Mo Kio Street 62 Singapore 569140





Without Prejudice

SMRT AUTOMOTIVE SERVICES PTE LTD  
6 Ang Mo Kio Street 62  
Singapore 569140  
Tel: +65 6556 3521  
Fax: +65 6481 9221  
www.smrt.com.sg

HT Hsia Tung / Vic

LKK Auto Consultants Pte Ltd

\* Your Ref.: C03/EOZ19006234/3B3

BKSI Payer Ubi Industrial Park

\* Our Ref.: BUS/04/19/7004/AW

UBi Avenue 1 #02-25 861408933

Date: 6 August 2019

Dear Sirs,

X ACCIDENT INVOLVING SMB 1437C AND G8J2555B  
ON 5 April 2019 ALONG Lavender Street

### CLAIMS RESPONSE

- ☐ We refer to your letter dated \_\_\_\_\_ and our letter dated \_\_\_\_\_
- ☐ We claim on behalf of \_\_\_\_\_
- ☐ We acknowledge the receipt of your letter/claims dated \_\_\_\_\_
- ☐ We have forward your claim to our Insurer. They will liaise directly with you.
- ☒ We enclose our documents marked "E" in the list below:
- ☐ Please give us your documents marked "R" in the list below:
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Police/SAS report of _____  | <input checked="" type="checkbox"/> Discharge Voucher | <input type="checkbox"/> Others : _____ |
| <input type="checkbox"/> Investigation Results       | <input type="checkbox"/> Repair Invoice               | _____                                   |
| <input type="checkbox"/> Photographs                 | <input type="checkbox"/> Letter of Claims             | _____                                   |
| <input type="checkbox"/> Confirmation of Taxi Rental | <input type="checkbox"/> Survey Report                | _____                                   |
- ☐ We are looking into this matter and will revert to you.
- ☐ We disclaim our liabilities. The accident was caused by your driver.
- ☐ Without admission of liability, we offer you S\$ \_\_\_\_\_ all in to settle the case amicably.
- ☐ Please quantify your claims
- ☐ We wish to survey / re-survey your vehicle. Please arrange and let us know the date & time.
- ☐ We have no other alternatives but have to take legal action against you.
- ☐ Your offer of S\$ \_\_\_\_\_ is accepted. Please let us have your Discharge Voucher.
- ☐ Your offer of S\$ \_\_\_\_\_ is rejected. Please increase your offer to S\$ \_\_\_\_\_
- ☐ Please let us have your cheque payable to \_\_\_\_\_
- ☐ Others \_\_\_\_\_

X

for Manager, Claims  
Claims Department

Andray  
Wong

## Vic (LKKAUTO)

**From:** Shu Pei (LKKAUTO)  
**Sent:** Wednesday, 22 May, 2019 10:05 AM  
**To:** audrey@smrt.com.sg  
**Cc:** Admin A; Vic (LKKAUTO)  
**Subject:** FW: LOD to China Taiping - BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street  
**Attachments:** img-517151639-0001.pdf; B02.bmp; B03.bmp; B04.bmp; A01.bmp; A02.bmp; A03.bmp; B01.bmp

Dear Audrey,

As spoken, please be informed that GBJ 2555B reported under EQI.

Our respective case handler will look into the matter and revert to you in due course.

Please note that: -

LKK ref	Officer in charge
CC3/EQI19006234/Jhb3	Vic

*To check availability of the case handler, you may contact the undersigned*

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

110 S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>  
**Sent:** Wednesday, 22 May 2019 9:30 AM  
**To:** Admin A <admin-a@lkkauto.com>; 'claimsdept@sg.cntaiping.com' <claimsdept@sg.cntaiping.com>  
**Subject:** LOD to China Taiping - BUS/04/19/7004/AW - Accident involving SMB1437C and GBJ2555B on 5 April 2019 along Lavender Street

SMRT Ref : BUS/04/19/7004/AW

China Taiping Ref : GBJ2555B

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1437C. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$4,750.00
Loss of Use (\$275 x 3 Days)	\$ 825.00
LTA Search Fee	\$ 7.00
Total	\$ 5,582.00

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Accident Scene Photos
- Survey Report and Bus Photos to be furnished China Taiping's appointed surveyor LKK.

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT BUSES LTD.

*Audrey Woo* | DID : 6556 3521 | FAX : 6481 9221 | Email : [audrey@smrt.com.sg](mailto:audrey@smrt.com.sg) | Claims  
Department | 6 Ang Mo Kio Street 62 Singapore 569140







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/EQI19006234/Jhb3

15 April 2019

**SIMPLEX TECHNICAL SERVICE & SUPPLIES PTE LTD**  
BLK 803, KING GEORGE'S AVE  
#02-216  
SINGAPORE 200803

Dear Sir/Madam,

**ACCIDENT INVOLVING GBJ2555B & SMB1437C ON 05/04/2019**

We refer to the above accident where we are acting for EQ INSURANCE COMPANY LIMITED to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

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 26/04/2019, 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,

KHANCHNA  
Case Handler  
DID: 6841 2360  
FAX: 6741 4108  
EMAIL: vicalpeh@lkkauto.com

c.c. *EQ INSURANCE COMPANY LIMITED*  
(Motor Claims Dept)

SMRT Ref: BUS/04/19/7004/AW

## AUTHORISATION TO ACT

CHQ \$5507 to be issued to SMRT BUSES LTD.

I/We, **SMRT BUSES LTD** ("the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1437C** (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. **SMB 1437C** that was damaged pursuant to the accident which occurred on **05/04/2019** (date) along **LAVENDER ST BEFORE JUNCTION WITH KALLANG BAHRU** (location) involving vehicle no/s **GBJ 2555B** ("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 BUSES 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 6 (day) of August (month) 2019 (year)

Andrey  
WV



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

6 August 2019

 6.8.19

Signed by "the workshop"  
(with chop)





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. : IV190500237  
Date : 14.05.2019  
Vehicle No. : SMB1437C  
Your Ref No. : BUS/04/19/7004  
Our Ref No. : 24100963  
Terms : 30 Days



Customer Code: 3000066

SMRT BUSES LTD


Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140

Description	Qty	Unit Cost	Add \$	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 4,750.00
GRAND TOTAL					\$ 4,750.00

Remark :

Make/Model : MAN A22  
Accident Date : 05.04.2019

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

  
Authorized Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	08 Apr 2019 / 12:05:51		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	GBJ2555B		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20190408120551823645

Search Date / Time: 05 Apr 2019 08:57:00  
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD  
Information displayed is correct as at the log date and time.

Enquire Related Logs

OK



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

To : M/s EQ INSURANCE COMPANY LTD

Date: 28/08/2019

**THIRD PARTY DIRECT SETTLEMENT**

Vehicle No.	GBJ 2555B (Insd Veh)	Your Ref. No. : DM19HO01011/JT
	SMB 1437C (TP Veh)	Our Ref. No. : CC3/EQI19006234/Jpb3q2
Date of Accident	5/4/2019	

Liability	100%	
Final Repair Cost	: \$ 4,750.00	
Loss of Use	: \$ 750.00	3 days
Rental (If any)	: \$	days
Others:	: \$ 7.00	
	: \$	
	5,507.00	
Final Settlement Sum	: \$ 5,507.00	
Remarks	:	

<u>Payment Instruction: Payee's Breakdown</u>		
1)	SMRT BUSES LTD	: \$ 5,507.00
		: \$

JOANNE LEE  
LKK Auto Consultants Pte Ltd



# 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				
EQ INSURANCE COMPANY LTD			Ref : CC3/EQ19006234/Jpb3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110			Date : 28-08-2019	
			Code : EQI	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	GBJ 2555B	Veh. Inspected	SMB 1437C	
Policy No.	DMCPHQ19-001081	Coverage (\$)	0.00	
Claim No.	DM19HO01011/JT	Excess (\$)	0.00	
Assign From		Assign Date	08/04/2019	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	MAN A22	c.c	10518	
Engine No.	HIDDEN	Year of Reg.	2014	
Chassis No.	WMAA22ZZ6E7002154	Colour	MULTI COLOUR	
Odometer	371790	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm	
L/H Front Tyre	275/70 R22.5	CONTINENTAL	7 mm	
R/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	7/7 mm	
L/H Rear Tyre	275/70 R22.5 (D)	CONTINENTAL	7/7 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	05/04/2019	Inspection Date	08/04/2019	
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:		3 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 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SMB 1437C**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b>REPLACEMENT OF PARTS</b>			
1	MIRROR ,VIEW :FRONT,LH,FOR MAN	DAMAGED	1,903.30	1,903.30
1	ARM ,MIRROR VIEW:FRONT,LH,FOR MAN	DAMAGED	684.30	684.30
1	FLAP,FRONT:FOR MAN A22 BUS	DENTED	1,868.80	1,868.80
1	BUMPER FRONT	NOT NECESSARY	1,868.80	-
1	COVER,HEADLAMP:FRT,LH,FOR MAN A22 BUS	NOT NECESSARY	974.70	-
	LESS 10% DISCOUNT		-	-445.64
			7,299.90	4,010.76
	<b>LABOUR</b>			
	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.		1,325.00	795.00
	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS.		616.00	528.00
	TOWING CHARGE.		200.00	200.00
			2,141.00	1,523.00
	<b>GRAND TOTAL</b>		<b>9,440.90</b>	<b>5,533.76</b>

<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)</b>			<b>4,750.00</b>
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Report Ref No. CC3/EQ19006234/Jpb3q2

**ONG HWEE JIE**

Automotive Assessor

**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.

## Joanne Lee (LKK Auto)

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**From:** Joanne Lee (LKK Auto) <report@lkkauto.com>  
**Sent:** Thursday, 29 August 2019 10:16 AM  
**To:** 'janet.tan@eqinsurance.com.sg'  
**Cc:** 'chewht@lkkauto.com'  
**Subject:** TP Direct Settlement - Accident Involving GBJ 2555B (OI) and SMB 1437C (TP) on 05/04/2019  
**Attachments:** LKK REPORT & PHOTO.pdf; TP DS SUPPORTING DOCUMENT.pdf

Dear Sir/Madam,

Please be informed that the above-mentioned case had been settled.

Enclose herewith final report & relevant documents for your necessary action please.

Thank you.

Best Regards,

JOANNE | Reports

**LKK Auto Consultants Pte.Ltd.**

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: [report@lkkauto.com](mailto:report@lkkauto.com)

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