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Surveyor		Registered in Merimon:	
Pre-assign / CCU	OFTE.	WAS A STATE OF THE PROPERTY OF	
~	GOT 2555B Claim No.	DMIANO UTOLLIT	
Insured Vehicle N	SIMPLEY TELHNICH STRUET SUPPLIES UL	om cprain -001087	
Name of Insured	athless achatelle achatelle milliaged go	TOYOTA	
Insured Tet No.	HP: Make / Model		
Excess Sec II :SS	D.O.A : 5 14 LM · Place of Accide	JUNE OF HUBBLORK ST	
Is driver the owne	er? (YES / NO) Nature of Accident :		
If NO. Driver Na	The state of the s	RT: YES / NO : TP GIA REPORT: YES / NO	
Driver Te	No.: (V/L, YES / NO.) Insured Liability	y: % Final? Yes/No	
SMB 14)	n7C		
-			
INSRS WSP	WSP: INSRS: WSP: WSP:	INSRS: WSP	
A Tei SW	Tel: Tel:	Tel:	
Liability:	Liability: Liability:	RMKS:	
RMKS	RMKS: RMKS:	RSIKS:	
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- white	undergree distract an in rate I have accontance	PIR	
		Mandate/Reject Instruction:	
		LOD	
		Payment Breakdown Form:	
PRELIMINARY ADVICE	K Date/Time: 09/04/9 Sent By: 123	Post-Repair Photos:	
		Others:	
FINALIZATION	Date/Time: Confirm with:	Confirm by:	
Repair Cost 119	SS 4,750.00 (D days) Reduction: \\	Email Call	-31
FINAL SETTLEMENT	Date/Time: 6 9 9 Confirm with Avalvey	Email Cal	9/
Final Liability:	% OO Agreed / Assessed) BOLA S/N No. 15	If NOrr B 28. Ass. Liu:	21/8
Repair Cost.	55 4790-00		
Loss of Rental (LOR): Loss of Use (LOU):	55 750 .00 (5.250 a 3 days)	CODM COM	0
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	55 7.00	1) Claim status: Normal/Resect/Pressae Settle	
Medical	55 —	Claim status: Normal/Reject/Private Settle Report Format:	
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ASSESSMENT

From Date	Vid110 SMB1437 C Yr Regn. 24 7/14
Estimated Cost	Type M.Car / M.Cycle / Bill / Van / Lorry / Taxi / Prime Mover /
OD / TP / WS / TP RES / OD RES / EVA / INV / MV	Truck / Trailer or
To Inspect Vehicle No:	Make: Wan A22 ac 10518.
of Workshop m/s	Colour Multi Colour A/C Insured / Std / NI / NA
of	Sp Reading 371790 T/Radio Insured / Std / N1 / NA
Insured	Eng/No -
Policy No.	CINO: WM AA2222BE700'2154
Claims No.	Gen. Cond. Good / Fair / Poor / Burnt
Sum Insured: Excess	Steering: Inder / Jammed / Leaked / Burnt or
(Client's Record)	Brake: Ingreen / Jammed / Leaked / Burnt or
Make of Veh:	Modi: Nil / SIDm / STD A/Rim or
(Policy Condition) Remark: The veh had commenced its repair at the time of Inspection. Bal. or Market Value IDAC Accident Rport: Consistent? Yes or No GIA / PR Seen: Consistent? Yes or No Est Repairs: 3 days Res.: Yes or No Lum Sum: 20 % 3 Val.: Yes or No	Tyre Size F: 275/70R22.5 R:
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction	Des. of Damages : Fit Rear O/S N/S U/C Rooftop or The U/C Chassis frame Body Structure affected due to collision.
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction	Des. of Damages Fet Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction L/9 4 4,750	Des. of Damages : Foli Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction	Des. of Damages : Foli Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
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CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction L/9 4 4,750	Des. of Damages : Foli Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction Lig 4 4,750 (1050: 4599	Des. of Damages : Foli Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction Light 4 14,750 (1050: 9.599) CaroTeva File Puss to Prett. Report	Des. of Damages : Foli Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision.
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CA / REV / REP. / 24 HRS Date Person Contacted. Date / Time Action / Instruction Light 4 '4,750 (1050: \$ 599) ConorTeve. File Plass for Prefix Report DisterTime File Return 65* Add Feel Report Format:	Des, of Damages: Fgt) Rear / O/S / N/S / U/C / Rooftop or The U/C / Chassis frame / Body Structure affected due to collision. Days Of Repair: Resurvey No. of Trip: Survey Fee: Teamportation: Site Insp: (\$ _5 - P_2 S Interview (\$ Phones Teach trives (\$ Phones Phones Teach trives (\$ Phones Phones Phones Phones (\$
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Company Registration No. 199607198R

\$1.1.00 AVE 1, 202-25 PAYA URI INDUSTRIAL PARK, SINGAPORE 400933 (D.L.) (065) 62563561 FAX: (065) 62564315

Your ref:

To Be Advised

Our ref:

CC3/EQI19006234/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 <u>08.04.2019</u> at the premises of M/s <u>SMRT Automotive Services Pte Ltd</u> and have the following to report:-

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

Description of Damage:

The vehicle sustained damages at the

Front Portion

the Committee to the committee of the co

Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 3

days

Yours faithfully,

HWEE JIE

Licensed Appraiser



SMRT Accident Vehicle Repair Estimates

Vic

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

FAX Number : 63685592.

Estimator Telephone Number: 68662623

Accident Reporting Number | 66662572

Date Generated : 06/05/2019

User ID CatherinsLee

agistration Number ase Reference Number segistration Date company Type take fodel tame of Driver type of Accident coldent Date and Time	SMB1437G SUS/OH1S77004 247/2914 SMRT Buses Ltd MAN MAN NL320F(A22) Wang Yongjang Head to Riser S44/2019 8 ST AM	
ase Reference Number segistration Date company Type lake fodel tame of Driver type of Accident scident Cate and Time scident Reported Date and Time	24/7/2014 SMRT Busse Ltd MAN MAN NL320F(A22) Wang Yongjang Head to fixer	
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coident Date and Time coident Reported Date and Time	SVACCOTO RIST AM	
coident Reported Date and Time		
	5/4/2019 10:15 AM	
s Surveyor Required?	Yes	
Survey by		
/stricte is Towed Back?	No	
lowed Back Date and Time		
Replacement Vehicle Issued?	No.	
lob Card Number	24100963	
Special Instruction to ARC if any	SMB1437C - FRONT PORTION GB,2555B (TP) - NO DAMAGES	INSURED WITH CHINA TAIPING
Prepared Date and Time	8/4/2018 2:09 PM	
Chassis Number	WMAA2222867002154	
Vileage		
Wark Shap		
Repair Completion Date and Time		
	Section B - Summary of Rep	ale Estimates
10-11-11-11-11-11-11-11-11-11-11-11-11-1	Section B - Summary or Kep	MIL No WATER TO SEE
Summary of Repair Estimates	Questation from ARC	Adjusted by Surveyor, if applicable
	- I - Control of the Control	
Total Labour Cost	\$1,325.00	£795.00
Total Spray Cost	\$616.00	8528.00
Total Spare Part Cost	53,208.61	\$3.206.61
Total Other Cost	\$200.00	\$200.00
TOTAL COST	\$5,349.61	\$4,731.81
Lump Sum Total	\$5,350.00	\$4,750.00
Number of Repair Days	4.0	3.0
Prepared / Adjusted By	Kok Khoon Goh	Hwee jie
ARC / Surveyor Sign Off Date	06/04/2019 2:16 PM	06/04/2019 2:30 PM
Signature	9	Llek
Remarks		

Invoice Number

Invoice Date

Prepared Date

U/s \$4750/ 3 days.

Quotation Number

Quotation Date

Invoice Amount



SMRT Accident Vehicle Repair Estimates

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

Data Generated : 06/05/2019 User ID : CatherineLee

ACCE486 H.FOR MAN 8010199 BODY LH 4001M01- ARM.MIRROR 1.00 3684.30 10.00 3015.87 Replace Replace 8010151 BUMPER FRONT 1.00 \$1,868.80 100.00 \$0.00 Repair Repair 8010154 Body F01001-CW283 FLAP.FRONT.FOR MAN 1.00 \$1,868.80 10.00 \$1,681.92 Repair 8010153 Body F01001-CW284 COVER HEADLAMP.FRT 1.00 3974.70 100.00 \$0.00 Repair Repair Total				Section	n D - Detai	is of Repair Es	timates	1 11 10		
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS \$1,325.00 \$796.0	1 - Labour	Works	100 100							
Total Labour Stock Number Part 4 - Spare Parts / Material Usage Part 1 - Spare Parts / Material Usage Part 2 - Spare Parts / Material Usage Part 3 - Spare Parts / Material Usage Part 4 - Spare Parts / Material Usage Part 1 - Spare Parts / Material Usage Part 1 - Spare Parts / Material Usage Part 4 - Spare Parts / Material Usage Part 4 - Spare Parts / Material Usage Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part 1 - Spare Parts / Material Usage Part Number Part Numbe	Sanne				Quotation fro	TA mi			Adjusted by Surveyor	, if applicable
Total Library Painting & Panel Beating Related Works Part 2 - Spray Painting & Panel Beating Related Works				TENAM OTHERS	51 325 00			_	\$795.00	
Part 2 - Spray Painting & Panel Beating Related Works	REMOVE & IN MAGED AFFE	ISTALL ALL AL CTED AREAS	BOVE ITEMS AND P	DEC. MARKET CO.	1.00000				*708.00	
Obb Scope Quotation from ARC Attlested by Surveyor, If application from ARC Attlested by Surveyor, If application from ARC Size 00					\$1,325.00				\$7.60.00	
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE 3616.00 5528.00	t 2 - Spray P	Painting & Pa	anal Beating Relat	ted Works						CHILD IS
### PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE \$616.00 \$528.00 \$52	Scone				Quotation fr	am ARC		- P	Adjusted by Surveyo	r, if applicable
Second S			THE TO BUTTO AS	D RESPRAY ABOVE	9616.00				\$529.00	
Total Spray Peinting & Panel Beating Service Servi	PAIR ITEMS	UH AND MATE	HAL TOPOTTY AN	IO RESPIRAT ABOVE					5578 OR	
Jobs Scope Quotation from ARC Adjusted by Surveyor, if application from ARC Adjusted by Surveyor, if application from ARC Adjusted by Surveyor, if application from ARC Scot Oct.					100000				\$528.00	
Second S	t 3 - Other C	Costs - Accid	tent and Accident	Repair Related Expens	14				Adhieled by Surveys	r. If applicable
Total Other Costs \$200.00 \$200.00 \$200.00 \$200.00 \$200.00	Scope				Quotation fr	OM AHC				S. H. Sales M. Control of Co.
Part 4 - Spare Parts / Material Usage	MING CHARG	Œ			\$200.00					
Part Number Portion Stock Number Part Name Cliantity List Price (\$) Discount (%) Final Price (\$) Estimator Approved Surveyor	al Other Cost	ts			\$200.00				\$200.00	
### Part Number	t 4 - Spare i	Parts / Mater	tal Usage						Terror and a second	S. marine Announ
### ### ##############################	1.Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (1)	Estimator Approved	BUTTER APPLOA
SOUTH SOU	0159	BODYLH	4001M01- ACCE486		1.00	\$1,903.30	10.00	5,01210010020	11/19/2001/	Palon
BUMPER FRONT 1.00 \$1,808.80 100.00 \$0.00	10160	BODY LH		VIEW:FRONT.LH.FOR	1.00	\$664.30	10.00	3015.87	Replace	DAU
6010154 Body F01001-CW283 FLAP,FRONT.FOR MAN 1.00 \$1,868.80 10.00 \$1,681.92	10151	_	_	- mirere	1.00	\$1,868.80	100.00	\$0.00 %	Repair	Reper VN
6010153 Body F01001-CW284 COVER.HEADLAMP.FRT 1.00 \$874.70 100.00 \$0.00 Kepair Repair Total \$7,299.90 \$4,010.76	-	Body	F01001-CW263		1.00	\$1,868.80	10.00	\$1,681.92	Regiate	Hebjace (1995)
Total	10163	Body	F01001-CW264	COVER HEADLAMP FRT	1.00	\$974.70	100.00	150	Repair	Repair MV
	tal					\$7,299.90		\$4,010.78		
Added Spare Parts / Material Usage After Surveyor Signed off	ided Spare I	Parts / Mater	ial Usage After Sc	irveyor Signed off	- Allega	Taran.	ACCEPANT			
Part Number Portion Stock Number Part Name Quantity List Price \$ Discount (%) Final Price (\$) ARC Check Surveyor	et hiumber	Portion	Stock Number	Part Name	Quantity	List Price \$	Discourt (%)	Final Price (\$	ARC Check	Surveyor Check



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pto Ltd 60 Woodlands Industrial Park E4, Singapore 757709 FAX Number : 63685592 Estimator Teteghone Number : 68662623 Accident Reporting Number : 58662672

Date Generated : 08/04/2019 User ID : GohKK2

	Section A - Accide	ont Details
Registration Number	SM81437C	
Case Reference Number	BUS/04/19/7004	
Regulation Date	24/7/2014	
Company Type	SMRT Buses Ltd	
Uses	MAN	
Model	MAN NL320F(A221	
Name of Driver	Wang Yonglang	
Type of Accident	Head in Rear	
Accident Date and Time	5/4/2019 8:57 AM	
Accident Reported Date and Time	5/4/2019 10:15 AM	
Surveyor Required?	Yes	
intrey by	1700	
whicle is Towed Back?	No	
liwed Back Date and Time	140	
leplacement Vehicle issued?	No.	
tob Card Number	No	
	Market Treas Walter W. C. William	SA.
pecial tratruction to ARC if any	SM81437C - FRONT PORTIC GBJ2555B (TP) - NO DAMAG	ON SES, INSURED WITH CHINA TAIPING
repared Date and Time	8/4/2018 2:09 PM	
hassis Number	WMAA22226E7903154	
Neoge		
Repair Completion Date and Time	Section B - Summary of F	
speir Completion Date and Time	Section B - Summary of R	Repair Estimates Adjusted by Surveyor, if applicable
spair Completion Date and Time		
speir Completion Date and Time unimary of Repair Estimates	Quetallon from ARC	Adjusted by Surveyor, if applicable
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epair Completico Date and Time ummary of Repair Estimates otal Labour Cost otal Sprey Cost otal Sprey Part Cost otal Other Cost OTAL COST	Quotation from ARC \$1,325.00 \$616.00 \$3,206.61 \$200.00	Adjusted by Surveyor, if applicable \$0.00 \$0.00 \$0.00
Summary of Repair Estimates John Sprey Cost John Other Cost	Quotation from ARC \$1,325.00 \$615.00 \$3,206.61 \$200.00 \$3,206.61	Adjusted by Surveyor, if applicable \$0.00 \$0.00 \$0.00 \$0.00
Summary of Repair Estimates John Sprey Cost John Other	Quotation from ARC \$1,325.00 \$615.00 \$3,206.61 \$200.00 \$3,206.61 \$3,200.60 4.0	Adjusted by Surveyor, if applicable \$0.00 \$0.00 \$0.00 \$0.00
Work Shop. Repair Completion Date and Time Summary of Repair Estimates Fotal Labour Cost Fotal Sprey Fart Cost Fotal Cost Fotal Cost Lump Sum Total Winder of Repair Days Prepared J Adjusted By ARC / Surveyor Sign Off Date	Quotation from ARC \$1,325.00 \$616.00 \$3,206.61 \$200.00 \$3,206.61 \$3,200.60	Adjusted by Surveyor, if applicable \$0.00 \$0.00 \$0.00 \$0.00
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Repeir Completion Date and Time Summary of Repair Estimates Total Labour Cost Total Sprey Cost Total Sprey Cost Total Other Cost TOTAL COST Lump Sum Total Number of Repair Days Prepared / Adjusted By ARC / Surveyor Sign Off Date Bignature	Quetation from ARC \$1,325.00 \$616.00 \$3,208.61 \$3,208.61 \$3,208.61 \$3,208.61 \$4,0 Kok Khean Gah \$8,04/2018 2:14 PM \$60.00 \$4.0 \$60.00 \$60	Adjusted by Surveyor, if applicable \$0.00 \$0.00 \$0.00 \$0.00 \$0.00
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Shu Pei (LKKAuto)

From:

Janet Tan <janet.tan@eqinsurance.com.sg>

Sent:

Thursday, 11 April 2019 8:31 AM

To:

Shu Pei (LKKAuto) 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.eginsurance.com.sg



a Do

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

From: Shu Pei (LKKAuto) [mailto:shupei@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: <u>shuper@likeauto.com</u> | fax: 6741-4108

Bik 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

Hsiao Tong (LKKAuto)

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 Wee | DID: 6556 3521 | FAX: 6481 9221 | Email: audrey@smrt.com.sg | Claims

Department | 6 Ang Mo Kio Street 62 Singapore 569140



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 (LXXAuto)

Sent:

Wednesday, 22 May, 2019 10:05 AM

To:

audrey@smrt.com.sg 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; 802.bmp; 803.bmp; 804.bmp; A01.bmp; A02.bmp;

A03.bmp; 801.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/EQ119006234/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: shu: 6741-4308
8k 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(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 | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Jimmy Chen (LKK Auto) < 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

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

'claimsdept@sg.cntaiping.com' < 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

2

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: <u>jimmychen@lkkauto.com</u> | fax: 6741-4108 Blk 51, 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: Friday, 19 July 2019 9:04 AM

To: Jimmy Chen (LKK Auto) < iimmychen@lkkauto.com >; 'claimsdept@sg.cntaiping.com'

<claimsdept@sg.cntaiping.com>

Cc: Vic (LKKAuto) < vicalpeh@lkkauto.com >; Hsiao Tong (LKKAuto) < 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 <u>SMRT BUSES LTD</u> and postal mailed to 6 Ang Mo Kio Street 62 Singapore 569140.

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

Department |

SMRT

From: Jimmy Chen (LKK Auto)

Sent: Thursday, 18 July 2019 5:44 PM

To: audrey@smrt.com.sg

Cc: Vic (LKKAuto) <vicalpeh@lkkauto.com>; Hsiao Tong (LKKAuto) <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
TOTAL	\$ 5,507.00

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: <u>jimmychen@lkkauto.com</u> | fax: 6741-4108

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

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); '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 | 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

HS o Tung Vic Flack 668 Sww. smit.	81 9221 com.sg
BIK S Page UB Include and the last of last of last of last of the last of last	067
Dear Sirs, ACCIDENT INVOLVING Sm8 1437C AND G6572555B ON SApril 2019 ALONG Lave de Arced 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: [] Police/SAS report of [] Discharge Voucher [] Others: [] Investigation Results [] Repair Invoice [] Photographs [] Letter of Claims [] Confirmation of Taxi Rental [] 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 f 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	I (
Dear Sirs, ACCIDENT INVOLVING Smg 1437CANDG_G_T_SSS_B_ON	
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: [] Police/SAS report of [] Discharge Voucher [] Others: [] Investigation Results [] Repair Invoice [] Photographs [] Letter of Claims [] Confirmation of Taxi Rental [] 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	1.
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: [] Police/SAS report of [] Discharge Voucher [] Others: [] Investigation Results [] Repair Invoice [] Photographs [] Letter of Claims [] Confirmation of Taxi Rental [] 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	
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: [] Police/SAS report of [
We refer to your letter dated	
We claim on behalf of	
We acknowledge the receipt of your letter/claims dated	
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We enclose our documents marked "E" in the list below: Please give us your documents marked "R" in the list below: I Police/SAS report of [
Please give us your documents marked "R" in the list below: [] Police/SAS report of [
[] Police/SAS report of [
[] Investigation Results	
[] Photographs	
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	_
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Please let us have your cheque payable to Others	
Others	
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for Manager, Claims Claims Department

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:

ima-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: -

l.KK ref	Officer in charge	
CC3/EQ119006234/Jhb3	Vic	

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

Best Regards,

Shu Pell Admin

DOK Auto Consultants Pte Ltd.

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | 5(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,

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

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.

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





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

CHG \$ 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.

____ (day) of ______(month) 20____ (year)

Signed by "the third party claimant"

(with chop if applicable)

1

Signed by "the workshop" (with chop)



Customer Code: 3000066

SMRT BUSES LTD

Block Unit STREET 62 6 ANG MO KIO SINGAPORE 569140



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

Description	Qty	Unit	Add ,	(Discount)	is a	Amount
	257	Cost	-	Amount	_	
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$	4,750.00
			GRANI	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.

Authorised Signature

for SMRT Automotive Services Pte Ltd

Page 1/1

E. & O.E

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 ABOUL 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



51 UBLAVE 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

Vehiala Na	GBJ 2555B	(Insd Veh)	Your Ref. No. : DM19HO01011/JT
Vehicle No.	SMB 1437C	(TP Veh)	Our Ref. No.: CC3/EQI19006234/Jpb3q2
Date of Accident	5/4/2019		9

	100%	
: \$	4,750.00	
: \$	750.00	3 days
: \$		days
: \$	7.00	
: \$		a .
	5,507.00	
: \$	5,507.00	
	: \$: \$: \$: \$ 4,750.00 : \$ 750.00 : \$ 7.00 : \$ 5,507.00

Payment Instruction: Payee's Breakdown				
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 Intern	nationale Des Experts En Autor	nobile	
EQ INSURANCE CON	IPANY LTD	Ref : CC3/EQI19006	3234/Jpb3q2	
5 MAXWELL ROAD #17-00 TOWER BLOCK MND COMPLEXSINGAPORE 069110		Date: 28-08-2019		
1.	Policy Particul	ars :- THIRD PARTY CLA	IM	
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	
2.	Vehicle P	articulars & Condition	THE PERSON NAMED IN	
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			
3.	Con	ditions of Tyres		
	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	
4.		ption of Damages		
THE VEHICLE SU DAMAGES SEE D	STAINED DAMAGES AT THE DETAILS.	FRONT PORTION.		
5.	Gen	eral Information	The world to be to	
Accident Date	05/04/2019	Inspection Date	08/04/2019	
Survey held at	SMRT AUTOMÓTIVE SERV	ICES PTE LTD		
	60 WOODLANDS INDUSTR	IAL PARK E4 SINGAPORE 7	57705	
5a.		Remarks		
	ON WAS CONDUCTED ON A"			
5b.		ate Days of Repair		

3 Working Days

ESTIMATED NORMAL PERIOD FOR REPAIR:



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Pava 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

(TO ITS PRE-ACCIDENT CONDITION)

Qty	Description of Parts	Condition	Estimate By Workshop (\$))	Our Adjusted (\$)
	REPLACEMENT OF PARTS			.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
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		25	-445.64
			7,299.90	4,010.78
	LABOUR			
	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
	GRAND TOTAL		9,440.90	5,533.76
	RECOMMENDED COST OF LUMP SUM REPAIRS	TO STATE OF THE ST		4,750.00

Report Ref No. CC3/EQI19006234/Jpb3q2

9

ONG HWEE JIE

Automotive Assessor

Amort

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 contact or tort, is accepted to any third party who may reply on the Report wholly or in part. Any third party acting or replying on this Report, in whole or in part, does so at his or her own risk.

Joanne Lee (LKK Auto)

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