

## Joy Irene (LKKAuto)

---

**From:** Ong Chin Kiat <chinkiat.ong@sg.cntaiping.com>  
**Sent:** Thursday, 27 June 2019 4:23 PM  
**To:** Joy Irene (LKKAuto)  
**Subject:** RE: REQUEST FOR MANDATE: Direct Settlement - Accident Involving SKB7935R (OI : CTI - SNM19D201581C02/5) AND SHD3351B (TP : LKK REF - CC3/CTI19006348/K1jb3) on 09.04.2019

Without Prejudice

Dear Joy,

Please proceed as per your recommended.

Thank you.

### Ong Chin Kiat

Assistant Claims Executive  
Claims

### China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6174 | F: (65) 6224 7174 / 6224 7478

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

**Sent:** Wednesday, June 19, 2019 1:49:15 PM

**To:** Alfred Toh; Claims Dept of CTI

**Cc:** Admin A

**Subject:** RE: REQUEST FOR MANDATE: Direct Settlement - Accident Involving SKB7935R (OI : CTI - TBA) AND SHD3351B (TP : LKK REF - CC3/CTI19006348/K1jb3) on 09.04.2019

Dear Alfred,

We would like to follow-up on your mandate approval.

Kindly advise.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108

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

All contents of this email is intended strictly for the addressee(s) only. It may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

---

**From:** Joy Irene (LKKAuto)  
**Sent:** Friday, 14 June 2019 3:44 PM  
**To:** [alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com); Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** REQUEST FOR MANDATE: Direct Settlement - Accident Involving SKB7935R (OI : CTI - TBA) AND SHD3351B (TP : LKK REF - CC3/CTI19006348/K1jb3) on 09.04.2019

Dear Sirs,

Our insured lost control and hit TP taxi.

Liability is not in our favour.

Summary to offer to repairer M/s **COMFORTDELGRO ENGINEERING PTE LTD** is as follows:

	TP CLAIMED	OUR REVISED
Cost of Repairs	\$ 4,627.64 (per estimate)	\$ 4,178.86 GST included
Loss of Rental	\$ 350.85 (\$116.95 x 3 days)	\$ 350.85 (\$116.95 x 3 )
Loss of Income	\$ 240.00 (\$ 80 x 3 days)	\$ 150.00 ( \$50 x 3 )
	\$ 7.49	\$ 7.49
<b>TOTAL</b>	<b>\$ 5,225.98</b>	<b>\$ 4,687.20</b>

Relevant supporting claim documents attached for your perusal and reference.

The above summary is subject for your approval to offer.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

All contents of this email is intended strictly for the addressee(s) only. It may contain confidential and/or privileged information. If you are not the intended recipient (or have received this email in error) please notify the sender immediately and destroy this email. Any unauthorized copying, disclosure or distribution of the material in this email is strictly forbidden.

---

**From:** Shu Pei (LKKAuto)  
**Sent:** Wednesday, 10 April 2019 7:04 PM  
**To:** [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)

**Cc:** Alfred Toh <[alfred.toh@sg.cntaiping.com](mailto:alfred.toh@sg.cntaiping.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SKB7935R (OI : CTI - TBA) AND SHD3351B (TP : LKK REF - CC3/CTI19006348/K1jb3) on 09.04.2019

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHD 3351B at M/s ComfortDelGro Engineering Pte Ltd (Loyang) on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP 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 Joy and she can be contacted at DID: 6841 2409.

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)

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

# COMFORTDELGRO ENGINEERING

Our Ref : T 0419 / SHD3351B /WT(st)  
Your Ref :  
Date : 16-Apr-19

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

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506040W

## Workshops

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

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

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Senoko**  
24 Senoko Loop  
Singapore 758156

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

**Defu**  
8 Defu Avenue 1  
Singapore 539537

**Yishun**  
501 Yishun Industrial Park A  
Singapore 768732

**CHINA TAIPING INSURANCE CO LTD**  
3 ANSON ROAD  
#16-00 SPRINGLEAF TOWER  
SINGAPORE 079909

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHD3351B YOUR INSURED SKB7935R  
AND OTHER \_\_\_\_\_ ON 09.04.19

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHD3351B which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving SKB7935R we are submitting these claims for your consideration on behalf of the claimants.

### TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 4,178.86
6	3 days Loss of Rental @ \$ 116.95 per day	\$ 350.85
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transportation Fees	\$ -
Sub Total :		\$ 4,537.20

### HIRER'S CLAIM

7	3 days Loss of Income @ \$ 80.00 per days	\$ 240.00
Total Claims :		\$ 4,777.20

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

- a) Original repair bill and photocopies of photographs : 7 pcs.  
b) LTA search slip/s of : SKB7935R  
c) GIA / Police report/s of : SHD3351B  
d) Letter of authority from owner / hirer / operator  
( ) Traffic Compound ( ) Towing/Medical bill/receipts ( ) Certificate of Insurance  
( X ) Photograph/s of Accident Scen ( x ) Downtime/Mileage record ( x ) Rental Rate letter

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

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

Yours faithfully

*William Tan*

CDGE Claims Department

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

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

A member of

**COMFORTDELGRO**





Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/CTI19006348/K1jb3

14 June 2019

**CHAN SUI JUAN**

BLK 271C PUNGGOL WALK

#08-529

SINGAPORE 823271

Dear Sir/Madam,

**ACCIDENT INVOLVING SKB 7935R AND SHD 3351B ON 09/04/2019**

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

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Joy Irene

Case Handler

DID: 6841 2409

FAX: 6741 4108

Email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com)

c.c. China Taiping Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)

## LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING  
ALONGi 40 SHD3351B , SKB7935R  
CTE TWDS LENTOR B/4 YIO CHU KANG EXIT.

ON 09-Apr-19 03:40

I / We

TAN CHIN TIN

(Hirer) NRIC No.: S1285276B

and/or

NG KONG HUI

(Relief) NRIC No.: S0132749F

Taxi Number

SHD3351B

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

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

Date

09-Apr-2019

Name of Hirer

TAN CHIN TIN

Hirer NRIC

S1285276B

Signature :



Address

210 BISHAN STREET 23 #10-353  
570210

Contact No.

81824079

Name of Relief

NG KONG HUI

Relief NRIC

S0132749F

Signature :



Address

183 TOA PAYOH CENTRAL 04-312  
310183

Contact No.

90937216

Jay

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN3089521801 Claim No : SNM19D201581C02/5  
Claimant : COMFORT TRANSPORTATION PTE LTD  
Amount : S\$4,603.73  
SINGAPORE DOLLARS FOUR THOUSAND SIX HUNDRED THREE AND CENTS  
SEVENTY THREE ONLY.

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHD 3351B  
Insured Vehicle No. : SKB 7935R

Date of Loss : 09/04/2019  
Place of Accident : CTE/TPE BEFORE PUNGGOL/YIO CHU KANG EXIT

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : CHAN SUI JUAN  
Driver Name : CHAN SUI JUAN

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/Excess	S\$	4,178.86
(3) Loss of Use/Rental/Earning	S\$	417.38
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.49
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		S\$ 4,603.73

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508969

Claimant Name : \_\_\_\_\_ NRIC No : \_\_\_\_\_

Signature :  Date : 28.6.19

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

Please forward your cheque made payable to:  
COMFORTDELGRO ENGINEERING PTE LTD

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 1

8010012

CHINA TAIPING INSURANCE CO (S) PTE LTD  
SPRINGLEAF TOWER

3 ANSON ROAD #16-00  
SINGAPORE SG 079909

CONTACT NO: 62222366

VEHICLE NO  
SHD3351B

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
21.07.2016

CHASSIS CODE  
KMHLB41UMGU092193

INV. NO/DATE  
91438155 15.04.2019

JOB NO.  
305285874

ODOMETER READING

DATE/TIME IN  
09.04.2019 09:20

Description : 3P 09.04.19

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0103-0592	FRT DOOR RH	1	2,256.40	20.00	1,805.12
0002	04-01-0103-0573	FRT FENDER RH	1	566.30	20.00	453.04
0003	04-01-0103-0810	ROCKER PANEL, GARNISH RH	1	483.30	20.00	386.64
0004	28-01-0103-0003	Frt Door ComfortDelGro RH	1	75.00	0.00	75.00
0005	04-01-0103-0658	FRT WHEEL, CAP RH	1	107.10	20.00	85.68
SUB-TOTAL			:			2,805.48

### JOB NATURE

0001	PB	PANEL BEATING	400.00	400.00
0002	SP	SPRAYPAINT CHARGE	600.00	600.00
0003	20-00	TUFF COAT ON AFFECTED PARTS	50.00	50.00

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS; OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010012	91438155	4,178.86	



## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 2

8010012

CHINA TAIPING INSURANCE CO (S) PTE LTD  
SPRINGLEAF TOWER

3 ANSON ROAD #16-00  
SINGAPORE SG 079909

CONTACT NO: 62222366

VEHICLE NO  
SHD3351B

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
21.07.2016

CHASSIS CODE  
KMHLB41UMGU092193

INV. NO/DATE  
91438155 15.04.2019

JOB NO.  
305285874

ODOMETER READING

DATE/TIME IN  
09.04.2019 09:20

S/No	Part No.	Qty	Unit Price	%Disc	Net
0004	I. TRANSFER OF DOOR		50.00		50.00
SUB-TOTAL :					1,100.00

Items total	3,905.48
Add GST @ 7.000 %	273.38
Invoice amount	4,178.86

Issued by : KATHERINETAN 15.04.2019 10:55:36  
Repair type : C.S.O/57/57  
Payment Type/Term: /Credit 30 days

1) WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARDS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.  
2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.  
3) INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.  
4) PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010012	91438155	4,178.86	

Our Ref: CT19040253

Date: 15 April 2019



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	09/04/2019 @ 03:40 hrs
ALONG	CTE TWDS LENTOR B/4 YIO CHU KANG EXIT
INVOLVING	SKB7935R

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHD3351B** (the "Taxi"). The Taxi was hired to **TAN CHIN TIN IC NO S1285276B** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$116.95** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

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

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

Yours faithfully

Christine Tay  
Assistant Manager, Fleet Safety

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

S/N	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER	MILEAGE READING				MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		
		FROM	TO			3	6	5	5		3	2	FROM
72	114	2135	0045	06/04/19	C.T. TAN	3	6	5	5	3	2	0730	1330
54	182	0740	1530	7/4	NSK	3	6	5	9	2	6	0625	1414
92	138	0700	1620	08/04/19	C.T. TAN	3	6	6	0	7	7	0700	1635
31	309	1640	0432	8/4	NSK	3	6	6	4	1	7	1650	0434
99	188	0700	1550	09/4/19	Accident 2							0920	—
3	264	1700	200	11/4/19	Repair							—	1330
7	254	1700	115							TAN CHIN TAN			
3	56	0730	1215										
7	154	1700	0050										
4	157	0700	1625										
9	305.7	1640	0434										

## Enquire Vehicle Insurer

Vehicle No. Incident Date/Time Search Status Insurance Company Code Insurance Company Name

SKB7935R 09 Apr 2019 / 03:40:00 Successful

C01

CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Previous

OK

SHD3351R