

Khanchna (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 11 June 2020 2:35 PM
To: Khanchna (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: MANDATE REQUEST - SHB5999E - Survey (Lonpac) Your Ref: 18/19/19/VP05/021751 [External Confidential]

Dear Khanchna,

Please proceed as proposed.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Thursday, 11 June 2020 2:08 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: MANDATE REQUEST - SHB5999E - Survey (Lonpac) Your Ref: 18/19/19/VP05/021751 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter and your e-mail below.

We managed to speak with the third party taxi passenger (Muhammad Iqbal). He confirmed that there was an accident and Insured vehicle had rear ended the taxi that they were travelling in at the date and time of the accident. He also said that the other two passengers (Bryan and Daniel) can also confirm the same.

We have also spoken to Insured and he is agreeable to let the Insurance to handle the third party claim and settle at best terms.

Your approval please.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, June 4, 2020 10:03 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: MANDATE REQUEST - SHB5999E - Survey (Lonpac) Your Ref: 18/19/19/VP05/021751 [External Confidential]

Lonpac External - Confidential

Dear Khanchna,

As our insured stated that there was no collision, kindly engaged him on your surveyor's finding on the damage to the taxi.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Thursday, 4 June 2020 9:10 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST - SHB5999E - Survey (Lonpac) Your Ref: 18/19/19/VP05/021751

LPC REF: 18/19/19/VP05/021751
LKK REF: CC4/LPC19007934/Nkb3s2

Dear Sir/Madam,

We refer to the above matter.

We have highlighted to your good office on 06/05/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured alleged no collision with the third party vehicle. However, Third party driver alleged head to rear collision and said that Insured told him to claim insurance and he has passengers who are willing to be witness.

We have tried calling the passenger's number to confirm but our calls was unanswered. Third party does not have any other supporting evidence (i.e. police outcome/accident video).

Based on the damage profile, we noted that there is damage to the rear of the taxi and we opine that it is consistent with the accident version and opine that BOLA 27 is applicable.

Summary to offer to third party repairer "**SMRT TAXIS PTE LTD**" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 10,344.50	\$ 2,050.00
2. Loss of Rental (9 1/2 days x \$133.75)	\$ 1,270.63	\$ 936.25 (7 days x \$133.75)
3. LTA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 11,622.13	<u>\$ 2,993.25</u>

**5 days recommendation for repair + 2 PRS = 7 days

The above is for your approval.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - Confidential data is for use by authorised external parties only.

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KCN



LKK Ant

Attn: Asher

SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel: 65 6866 2652
Fax: 65 6368 7421
www.smrt.com.sg

Date: 27.9.19

Our Ref.: 742/05/19/2005/57

Dear Sirs,

ACCIDENT INVOLVING SHB 5999E & Skh 5373 A
ON 1/5/19 ALONG Hill Street towards Victoria Street

LETTER OF CLAIM

We claim on behalf of **SMRT TAXIS PTE LTD**, owner of motor taxi no.: SHB 5999E.
Your insured's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

- | | | |
|--|---|-------------|
| 1. Cost of Repair | : | \$ 2,050.00 |
| 2. Loss of Rental for <u>9 1/2</u> days @ S\$ <u>137.75</u> /day | : | \$ 1,270.63 |
| 3. Loss of Income for _____ days @ S\$ _____ /day | : | \$ |
| 4. Police Report/ SAS Report/ LTA Search Fee | : | \$ 7.00 |
| 5. Survey Fee | : | \$ - |
| 6. Others | : | |
| Total Claims | | \$ 3,327.63 |

We enclose the following documents:-

- | | |
|--|--|
| <input checked="" type="checkbox"/> Repair Invoice | <input checked="" type="checkbox"/> Vehicle laid-up report |
| <input checked="" type="checkbox"/> Police Report / SAS Report | <input checked="" type="checkbox"/> LTA Search result |
| <input checked="" type="checkbox"/> Letter of Authorisation | <input type="checkbox"/> Others : |
| <input type="checkbox"/> Investigation results | 1. _____ |
| <input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income | 2. _____ |

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

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD


Selena Tan
For Manager, Claims
Claims Department
Direct line: 6866 2653
Email address: tanselena@smrt.com.sg

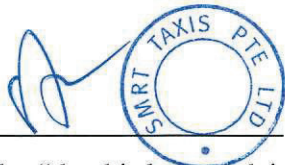
AUTHORIZATION TO ACT

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705** (address), owner of SHB5999E (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 SHB5999E that was damaged pursuant to the accident which occurred on 01/05/2019 (date) along HILL STREET TOWARDS VICTORIA STREET (location) involving vehicle no/s SKU5373A ("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 TAXIS PTE 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 15 (day) of 06 (month) 2020 (year)

A handwritten signature in blue ink is written over a circular blue stamp. The stamp contains the text "SMRT TAXIS PTE LTD" around the perimeter.

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

A handwritten signature in blue ink is written over a circular blue stamp. The stamp contains the text "SMRT AUTOMOTIVE SERVICES PTE LTD" around the perimeter.

Signed by "the workshop"
(with chop)



Date:

21/5/19


Our Ref. No.:

Letter of Authorisation

I, ^{Name} AHMAD ZAMANI BIN DAHLAN (NRIC No.: S7725882E) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number SXB 5999 E hereby authorise **SMRT Automotive Services Pte Ltd ("AutoSvs")** to deal with all matters arising out of the accident between my taxi and SKU 5373 A ^{Taxi registration no.} happened on 1st May ^{Date} time 0416 hrs along Hill Street ^{Place}

(the "Accident") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

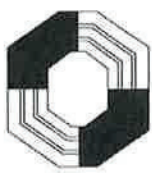
Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name : AHMAD ZAMANI Signature: 

NRIC No. : S7725882E

Tel No. : 91500200

Address : 123 RIVERVALE DRIVE #03-115 S(540123)



LONPAC INSURANCE BHD

Tax/05/19/2005

CLAIM NO : 18/19/19/VP05/021751
DATE : 15/06/2020

DISCHARGE VOUCHER

I/We, **SMRT TAXIS PTE LTD** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner **SKU5373A** the sum of Singapore Dollars **TWO THOUSAND NINE HUNDRED ONLY (\$2,900.00)** in full and final satisfaction, liquidation and discharge of property claim competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of property claim sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident to my vehicle, **SHB5999E** on **1 MAY 2019** along/at **HILL STREET TOWARDS VICTORIA STREET**.

I /We hereby agree to indemnify and keep indemnify (**KO KEE CHING/LONPAC INSURANCE BHD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **SMRT TAXIS PTE LTD**

I/We hereby acknowledge that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



.....
Signature of vehicle owner/Date

SMRT TAXIS PTE LTD .

.....
Name of vehicle owner/Date

Our acceptance of your offer of settlement would not negate or prejudice our driver's right of recovery for his/her losses.



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



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. : IV190900473
Date : 24.09.2019
Vehicle No. : SHB5999E
Your Ref No. : TAX/05/19/2005
Our Ref No. : 24101316
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,050.00
GRAND TOTAL					\$ 2,050.00

Remark :

Make/Model : TOYOTA PRIUS

Accident Date : 01/05/2019

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



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/05/19/2005

From: SMRT Taxis Pte Ltd

Date: 15/5/2019

**ACCIDENT INVOLVING SHB5999E AND SKU5373A ON 1/5/2019
4:15 AM ALONG HILL STREET TOWARDS VICTORIA STREET**

This is to confirm that the daily rental rate for SHB 5999E is \$133.75 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager



Laid Up Report

Accident Start Date : 01/05/2019
Accident End Date : 01/06/2019

Date Generated : 19/06/2019
User Name : TanSelena

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/05/19/2005	SHB5999E	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24T01316	01/05/2019 11:31 AM	11/05/2019 8:31 AM

1.5- 1/2 - 0.14

2.5- 1. - 7

3.5- 1. - 7

4.5- 1. - Set

5.5- 1. - Sun

6.5- 1. - M

7.5- 1. - T

8.5- 1. - Wed

9.5- 1. - Thu

10.5- 1. - Fri

9 1/2

Enquire Transaction History

Log Date/Time: 02 May 2019 / 16:37:13
Asset Type: Vehicle Transaction Amount: \$7.49
Asset ID: SKU5373A
Transaction Type: 18.32 Insurance Enquiry (GIRO Payment) Channel: External Agency
User ID: ESASBAH0 - BALQISH BINTE ABDUL HALIL Business Transaction Reference No.: 2Q190502163713551890
Search Date / Time: 01 May 2019 04:15:00
Insurance Company: LONPAC INSURANCE BHD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)