

Hsiao Tong (LKKAUTO)

From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) <audrey@smrt.com.sg>
Sent: Wednesday, 19 June 2019 12:22 PM
To: eqiprs@eqinsurance.com.sg; Admin A; Vivian Lau (LKKAUTO)
Subject: LOD to EQ Insurance - SMRT Ref : BUS/05/19/1025/AW - Accident involving SMB1538U and FS380G on 10 May 2019 along Orchard Road
Attachments: img-619114236-0001.pdf

SMRT Ref : BUS/05/19/1025/AW
EQ Ref : FS380G

Dear Sir/Mdm,

We claim on behalf of SMRT BUSES LTD, owner of the vehicle registration number SMB1538U. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$ 250.00
Loss of Use (\$275 x 0.5 Days)	\$ 137.50
LTA Search Fee	\$ 7.00
Total	\$ 394.50

We enclose the following documents,

- Repair Invoice
- GIA Report
- LTA Search
- Survey Report and Bus Photos to be furnished by EQ'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





AUTHORISATION TO ACT



I/We, **SMRT BUSES LTD** ("the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1538U** (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 1538U** that was damaged pursuant to the accident which occurred on **10/05/2019** (date) along **ORCHARD ROAD** (location) involving vehicle no/s **FS 380G** ("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 27 (day) of Jan (month) 2021 (year)



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



Signed by "the workshop"
(with chop)



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

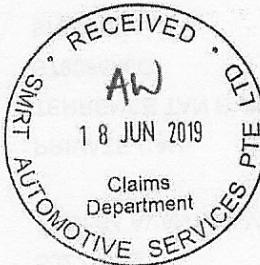
Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV190600281
Date : 15.06.2019
Vehicle No. : SMB1538U
Your Ref No. : BUS/05/19/1025
Our Ref No. : 24101593
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
Parts					
LAMP,INDICATOR,SIDE:LED (MAN BUS)	1.00	\$ 186.10			
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 132.50			
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 250.00
GRAND TOTAL					\$ 250.00

Remark :

Make/Model : MAN A22
Accident Date : 10.05.2019

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

Enquire Transaction History

Transaction History Details

Log Date/Time:	13 May 2019 / 11:58:35	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	FS380G	Business Transaction Reference No.:	20190513115835219145
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 10 May 2019 18:00:00

Insurance Company: EQ INSURANCE COMPANY LTD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

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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/EQI19009013/Jpa3

19 AUG 2019

LEE KOK HWEE, IVAN (LI GUOHUI)
97 JALAN SENDUDOK, THE NAUTICAL
#05-70
SINGAPORE 769474

Dear Sir/Madam,

ACCIDENT INVOLVING FS 380G AND SMB 1538U ON 10/05/2019

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, EQ Insurance Company Ltd to deal with the third party claim against your policy.

We have received a claim from SMB 1538U against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour. 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 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,

CHEW HSIAO TONG
Case Handler
DID: 6742 3197
FAX: 6741 4108
EMAIL: chewht@lkkauto.com

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

Hsiao Tong (LKKAUTO)

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
<TanWeiTeck@smrt.com.sg>
Sent: Wednesday, 27 January 2021 11:20 AM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: RE: Regarding Bus CCTV Request - SMRT Ref : BUS/05/19/1025/AW - Accident involving SMB1538U and FS380G on 10 May 2019 along Orchard Road *** LKK REF: CC3/EQ19009013/Jpa3
Attachments: 4936_001.pdf

WITHOUT PREJUDICE

Dear Hsiao Tong

Attached a copy of the duly signed ATA as well as our bank details for your necessary action.

Name of Beneficiary: SMRT BUSES LTD
Account No: 018-002634-1
Beneficiary's Bank Name: DBS Bank Ltd
Bank Code: 7171
The Bank Branch is MBFC.
SWIFT Code: DBSSSGSG

The total amount is \$382.00
Kindly quote our ref: (Bus/05/19/1025/PT). Please update us once the transfer is done.

Regards,

Patrick Tan

Claims and Insurance Agency
Direct line +65 6556 3522 | tanweiteck@smrt.com.sg
6 Ang Mo Kio Street 62
Singapore 569140