

Signature

Estimator Assesment(\$)

Surveyor Assesment(\$)



Save

Clear

Survey Date

21/06/2019

LKK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and  
is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

> [Back to OneMotoring](#)

## Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Company
Owner ID:	5369K
<b>Vehicle Details</b>	
Vehicle No.:	SHF478D
Vehicle to be Exported:	No
Intended Deregistration Date:	24 Jun 2019
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS TAXI (SMRT)
Primary Colour:	Maroon
Manufacturing Year:	2014
Engine No.:	2ZR1439853
Chassis No.:	JTDKN36U805751792
Maximum Power Output:	100.0 kW (134 bhp)
Open Market Value:	\$32,920.00
Original Registration Date:	30 Sep 2014
First Registration Date:	30 Sep 2014
Transfer Count:	0
Actual ARF Paid:	\$8,088.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	29 Sep 2022
PARF Rebate Amount:	\$6,066.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	29 Sep 2022
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	8
PQP Paid:	\$50,704.00
COE Rebate Amount:	\$20,686.00
<b>Total Rebate Amount:</b>	<b>\$26,752.00</b>
<b>Message</b>	
Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.	

The information contained herein is correct as at 24 Jun 2019

OK

> Back to OneMotoring

## Enquire PARF/COE Rebate for Registered Vehicle

### Vehicle Owner Particulars

Owner ID Type:	Company
Owner ID:	5369K

### Vehicle Details

Vehicle No.:	SHF478D
Vehicle to be Exported:	Yes
Intended Deregistration Date:	21 Jun 2019
Vehicle Make:	TOYOTA
Vehicle Model:	PRIUS TAXI (SMRT)
Primary Colour:	Maroon
Manufacturing Year:	2014
Engine No.:	2ZR1439853
Chassis No.:	JTDKN36U805751792
Maximum Power Output:	100.0 kW (134 bhp)
Open Market Value:	\$32,920.00
Original Registration Date:	30 Sep 2014
First Registration Date:	30 Sep 2014
Transfer Count:	0
Actual ARF Paid:	\$8,088.00

### Intended PARF Rebate Details

PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	29 Sep 2022
PARF Rebate Amount:	\$6,066.00

### Intended COE Rebate Details

COE Expiry Date:	29 Sep 2022
COE Category:	A - Car up to 1600cc & 97kW (130bhp)
COE Period(Years):	8
PQP Paid:	\$50,704.00
COE Rebate Amount:	\$20,739.00
<b>Total Rebate Amount:</b>	<b>\$26,805.00</b>

### Message

Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 21 Jun 2019

OK




## Service Request Details

Claim

S9M01REK

Reference

None 

Loss Date

June 19, 2019

Report Date

Jun 21, 2019 10:05:58 AM

Request Date

June 21, 2019

Due Date

June 28, 2019

Vendor Name

LKK AUTO CONSULTANTS PTE LTD (TP)

Type of Loss

Third Party Vehicle Damage

Services

Pending verification - Direct Settlement

P. Shanti

T: 10.27am

V: In

E. ✓

### Actions

Next Step

Agree to perform service

Decline Work

Accept Work

### Vehicle Information

Incident Vehicle Registration #

SHF478D

Model

PRIUS TAXI-1.8 (A)

Service Address

...

Primary Contact/Insured

TEN WAI CHING

23 ETTRICK TERRACE, FRANKEL ESTATE, 458586, Singapore

MOTOROPERATIONS@GNM.COM.SG

Claim Handler

KHONG Lynn

68804892

lynn.khong@axa.com.sg

Additional Instructions

NOT REPORTED

[Messages](#)[Invoices](#)[History](#)[Documents](#)[Assessment](#)[Metrics](#)[Notes](#)[New Message](#)

## Catherine Chong (LKK Auto)

---

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
<BThaiyalN@smrt.com.sg>  
**Sent:** Friday, 21 June, 2019 9:17 AM  
**To:** SG AXA Insurance SM AXA SGP - Motor Survey  
**Cc:** Yeo Poh Suan (Auto Svcs/ARC/AR & SC/Taxis); Kok Tuck Foo (Auto Svcs/ARC/AR & SC/Taxis); Koo Yew Chung (Auto Svcs/ARC/AR & SC); Phua Zhi Yang (Auto Svcs/ARC/AR & SC/Taxis); Grace Ng Siu Ching (Auto Svcs/ARC/AR & SC/Taxis); Chew Tuck Loong Kelvin (Auto Svcs/ARC/AR & SC/Taxis); Lim Wei Siong (Auto Svcs/Claims & IA/Claims & IA/Taxis); Chin Kim Ming (Auto Svcs/ARC/AR & SC/Taxis)  
**Subject:** RE: SHF478D - Survey (AXA)  
**Attachments:** 2071 - 478.pdf  
**Categories:** Raghav

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHF478D** within 48 hours according to GIA guide line, involving your insured **SDV70J**  
**Vehicle in Woodlands SMRT Depot**

Regards  
Shanti  
SMRT Automotive Services PTE LTD  
Accident Reporting Center (Claims Dept)  
6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)





Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

21 June, 2019

**TEN WAI CHING**  
23 ETTRICK TERRACE  
FRANKEL ESTATE  
SINGAPORE 458586

Dear Sir,

**OUR REF : S9M01REK**  
**YOUR REF : SDV 70J**  
**ACCIDENT INVOLVING SDV 70J & SHF 478D ALONG/AT SLIP ROAD FROM**  
**SIGLAP ROAD TOWARDS EAST COAST ROAD ON 19/06/2019**

We write to inform you that we are the appointed loss adjuster by your motor insurer, AXA insurance Singapore Pte Ltd to deal with the third party claim against your motor policy.

We have received a third party claim(s) from **SMRT Automotive Services Pte Ltd – Woodlands** acting on behalf of the owner of **SHF 478D** against your motor insurance policy.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We highlight that this accident has not been reported to your insurer. Under the Motor Claims Framework (MCF), you are required to report any accident with the accident vehicle (whether damaged or not) within 24 hours or by the next working day after the accident. The primary purpose of this reporting is to provide your version of the accident to AXA. Omission to report the accident will result in a loss of your No Claim Discount (NCD) upon renewal of your policy, and will prejudice any claim(s) by or against you. We would appreciate it if you could urgently file a report at our approved reporting centre.

The report has to be lodged at any of AXA Premium Workshops or reporting centres (subject to your policy). For the list of AXA Premium Workshops conveniently located throughout Singapore, please refer to the back of your Certificate of Insurance or the accompanying folder, or visit <https://www.axa.com.sg/customer-care/personal/motor/motor-claims>

Your full co-operation in the handling of the claim is required and kindly submit the following to <<YOUR EMAIL ADDRESS>> within 7 days from the date of this letter **if not provided at our reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Copy of the letter of authorization

- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)
- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim.

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without our prior knowledge and consent. If you receive any correspondence or legal document such as a Writ of Summons in connection with this accident, please forward it to us immediately. You may email it to [cst@axa.com.sg](mailto:cst@axa.com.sg) or deliver it by hand to AXA Insurance Pte Ltd Customer Care Centre.

You should also IMMEDIATELY forward us by hand any letters or Courts Summons received from the other party involved in the accident. You should not negotiate, admit liability or offer payment to them.

We would like to bring to your attention that under Policy Condition, your insurer shall have full discretion in the process and settlement of the said third party claim subject to the merits of the case and according to the rights afforded under the policy.

To enable us to look into the matter immediately, please let us hear from you within seven **(7) days** from date of this letter. In accordance with the policy conditions, your insurer reserve the right to repudiate the said claim to you should you not give proper notice to us of any occurrence which may give rise to it.

If you need any clarification, please do not hesitate to contact as at 6742 3197 or [chewht@lkkauto.com](mailto:chewht@lkkauto.com) Please quote our claim reference when you contact us that we can assist you more effectively.

Yours sincerely,  
Chew Hsiao Tong

CC : AXA INSURANCE PTE LTD  
Motor Claim Department



## Hsiao Tong (LKKAuto)

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Wednesday, 11 December 2019 10:50 AM  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** URGENT / LAST ATTEMPT Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg  
**Attachments:** IMG\_0166.JPG; IMG\_0164.JPG

**URGENT  
LAST ATTEMPT**

Dear Hsiao Tong,

We refer to our telephone conversation of today and attach 2 more scene photos for your perusal.

According to our driver, he moved out to the main road and stopped along the zig zag line (as proven from the scene photos). After calling the tow truck, your insured (lady driver)'s father called him after 5 mins later to propose for private settlement. He informed her father that he can't settle privately as he is a taxi share driver and the taxi belongs to SMRT. Then he realised that the bumper has dislodged so he had also informed him that the bumper has 'dropped off'. He then sent the damaged photo of the dislodged bumper to your insured which is not 1 hour later but do not have the evidence of the time sent by now as his old phone is spoilt.

Please let us have your offer by **18<sup>th</sup> December 2019**, otherwise we shall let the Court decides the quantum. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 26/11/2019 17:19  
**To:** Hsiao Tong (LKKAuto)  
**Subject:** URGENT / FINAL REMINDER Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

**URGENT  
FINAL REMINDER**

Dear Hsiao Tong,

Since we have provided the evidence, please let us have your offer by **4<sup>th</sup> December 2019**, otherwise we will escalate the matter. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)  
Claims Department  
SMRT Automotive Services Pte Ltd



## <TP - Mandate IA> - S9M01REK [ACCIDENT INVOLVING SDV 70J(OI) & SHF 478D(TP) ON 19/06/2019]

Type

🔔 Question

Message

Liability: 100%. Insured driver rear-ended third party. Inform OI about third party claim. Agreed to settle at best and aware NCD issue. We seek your mandate at \$3,109.50(all-in). TP-Mandate IA had been uploaded in Smartclaims. Kindly let us have your approval/instruction. Hsiao Tong - 20-Feb-2020

Reply



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

## Immediate Advice

To : AXA Insurance Pte Ltd

Date: 20/2/2020

### Survey Details:

Date of loss	19-Jun-19
Date of appointment	21-Jun-19
Date of survey	21-Jun-19
Location of survey	SMRT, WL

### Vehicle Details:

Claim Type:	THIRD PARTY CLAIM
Vehicle number	SHF478D
Make and Model	TOYOTA PRIUS TAXI (SMRT)
Date of registration	30-Sep-14
Parf Rebate	
Market Value	\$ -
Parf Rebate	\$ -
Nett Loss	\$ -

### Repair details:

Initial Estimate	11,495.29
------------------	-----------

### Proposed/Revised repair cost:

Parts	\$ 1,098.62
Check items (estimate)	NIL
Labour	\$ 1,180.00
<b>Total</b>	<b>\$ 2,278.62</b>
<b>Lump Sum(if applicable)</b>	<b>\$ 2,300.00</b>

Number of days for repair	5.0
---------------------------	-----



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

**Remarks:**

OID rear-ended third party.

**Mandate:**

Liability(TP)		100%
Proposed repair cost	\$	2,300.00
Loss of use		NIL no. of days
Loss of rental	\$	802.50 (6days x \$133.75)
Loss of income		NIL no. of days
LTA search fees	\$	7.00
Others		NIL
<b>Proposed Total</b>	<b>\$</b>	<b>3,109.50</b>

## Hsiao Tong (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Wednesday, 11 March 2020 1:30 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** FW: New message for service request 122853, vehicle number SHF478D

11/3/20 12:00 PM \*\*\* MessageHi Hsiao Tong, proceed. Thanks - KHONG Lynn

-----Original Message-----

From: lynn.khong@axa.com.sg <lynn.khong@axa.com.sg>  
Sent: Wednesday, 11 March, 2020 12:01 PM  
To: admin-d@lkkauto.com  
Subject: New message for service request 122853, vehicle number SHF478D

AXA Insurance has sent you a message for claim number S9M01REK.

Please click here <https://vp.smartclaims.axa.com.sg/claim-portal/> to view the message in Vendor Portal.

This message is confidential; its contents do not constitute a commitment by AXA except where provided for in a written agreement between you and AXA. Any unauthorized disclosure, use or dissemination, either whole or partial, is prohibited. If you are not the intended recipient of the message, please notify the sender immediately.

## Hsiao Tong (LKKAUTO)

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Tuesday, 24 March 2020 3:35 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** Acceptance of offer Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

Dear Hsiao Tong,

We accept your global offer of \$3,000.00 for our own losses. Please let us have your DV and ATA. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** Tuesday, March 24, 2020 2:43 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Subject:** RE: URGENT / LAST ATTEMPT Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured)  
Our Ref: TAX/06/19/2071/lg

Without Prejudice

Dear Lee Gek,

Thank you for your patience.

We propose settlement at a global sum of **\$3,000.00(all-in)**.

Please confirm acceptance.

"Please note that our proposal and correspondence with you is strictly on a without prejudice basis and should not be construed as an admission of liability on our part and/or that of our policyholder and/or the authorised driver. The terms of our without prejudice engagement should not be disclosed in any other related matter(s) in respect of this accident nor should it be binding in any other related claims."

Best Regards,

**Hsiao Tong, Chew (Ms)** | 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:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 3 February 2020 12:16 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** URGENT / LAST ATTEMPT Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

Dear Hsiao Tong,

As spoken today, please let us have your offer by **10<sup>th</sup> February 2020**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** Wednesday, December 11, 2019 10:50 AM

**To:** Hsiao Tong (LKKAUTO)

**Subject:** URGENT / LAST ATTEMPT Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

**URGENT**

**LAST ATTEMPT**

Dear Hsiao Tong,

We refer to our telephone conversation of today and attach 2 more scene photos for your perusal.

According to our driver, he moved out to the main road and stopped along the zig zag line (as proven from the scene photos). After calling the tow truck, your insured (lady driver)'s father called him after 5 mins later to propose for private settlement. He informed her father that he can't settle privately as he is a taxi share driver and the taxi belongs to SMRT. Then he realised that the bumper has dislodged so he had also informed him that the bumper has 'dropped off'. He then sent the damaged photo of the dislodged bumper to your insured which is not 1 hour later but do not have the evidence of the time sent by now as his old phone is spoilt.

Please let us have your offer by **18<sup>th</sup> December 2019**, otherwise we shall let the Court decides the quantum. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** 26/11/2019 17:19

**To:** Hsiao Tong (LKKAUTO)

**Subject:** URGENT / FINAL REMINDER Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

**URGENT**

**FINAL REMINDER**

Dear Hsiao Tong,

Since we have provided the evidence, please let us have your offer by **4<sup>th</sup> December 2019**, otherwise we will escalate the matter. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** 25/10/2019 17:42

**To:** Hsiao Tong (LKKAUTO)

**Subject:** URGENT / 2nd REMINDER Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

**URGENT**

**2<sup>ND</sup> REMINDER**

Dear Hsiao Tong,

We attach the scene photos and video footage for your perusal.

Please let us have your offer by **1<sup>st</sup> November 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**Sent:** 08/10/2019 15:54

**To:** Hsiao Tong (LKKAUTO)

**Subject:** URGENT / REMINDER Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

**URGENT**

**REMINDER**

Dear Hsiao Tong,

Since we have provided the video footage and scene photos to Jimmy Chen on 22/7/2019, please let us have your offer by **15<sup>th</sup> October 2019**. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



**From:** Suwanna (LKK Auto) [<mailto:Suwanna@lkkauto.com>]  
**Sent:** 02/09/2019 17:58  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** FW: LOD Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Ms Chew Hsiao Tong.

Hi Hsiao Tong,

FYNA, our ref CC4/ASM19010978/Jpa3

Thank you.

Best Regards,

**Suwanna Te-Uttaruang** | Admin support

**LKK Auto Consultants Pte Ltd**

Email [Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com) | fax: 67414108

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

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <[LeeGek@smrt.com.sg](mailto:LeeGek@smrt.com.sg)>  
**Sent:** Monday, 2 September 2019 5:54 PM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** LOD Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2300.00
Loss of Rental	\$869.38 ( 6.5 days x \$133.75 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$3176.38</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

- 6) Hirer's letter of authorization
- 7) video footage & scene photos given on 22/7/19

We have notified AXA of PRS on 21/6/2019 at 9.17am and our taxi was surveyed on 21/6/2019 at 11.32am. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



## Hsiao Tong (LKKAuto)

---

**From:** Suwanna (LKK Auto)  
**Sent:** Monday, 2 September 2019 5:58 PM  
**To:** LeeGek@smrt.com.sg  
**Cc:** Admin A; Hsiao Tong (LKKAuto)  
**Subject:** FW: LOD Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg  
**Attachments:** TAX 06 19 2071.pdf

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Please be informed that this matter is now handled by my colleague, Ms Chew Hsiao Tong.

Hi Hsiao Tong,

FYNA, our ref CC4/ASM19010978/Jpa3

Thank you.

Best Regards,

**Suwanna Te-Uttaruang** | Admin support

**LKK Auto Consultants Pte Ltd**

Email [Suwanna@lkkauto.com](mailto:Suwanna@lkkauto.com) | fax: 67414108

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

---

**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 2 September 2019 5:54 PM  
**To:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** LOD Re: Accident on 19/6/2019 involving SHF 478D & SDV 70J (AXA's insured) Our Ref: TAX/06/19/2071/lg

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2300.00
Loss of Rental	\$869.38 ( 6.5 days x \$133.75 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$3176.38</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search

- 6) Hirer's letter of authorization
- 7) video footage & scene photos given on 22/7/19

We have notified AXA of PRS on 21/6/2019 at 9.17am and our taxi was surveyed on 21/6/2019 at 11.32am. We attach our email for your perusal.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





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. : IV190800309  
Date : 20.08.2019  
Vehicle No. : SHF478D  
Your Ref No. : TAX/06/19/2071  
Our Ref No. : 24102055  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Description	Qty	Unit Cost	Add / (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00		\$	2,300.00
GRAND TOTAL				\$ 2,300.00

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 19.06.2019

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

## Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)

**From:** Shanti B Thaiyal Nayagi (Auto Svcs/Claims & IA/Claims & IA/Taxis)  
**Sent:** 21/06/2019 09:17  
**To:** 'motor.survey@axa.com.sg'  
**Cc:** Yeo Poh Suan (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Kok Tuck Foo (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Koo Yew Chung (Auto Svcs/Ext Biz Svcs/AR & SC); Phua Zhi Yang (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Grace Ng Siu Ching (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex)); Chew Tuck Loong Kelvin (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)); Lim Wei Siong (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); Chin Kim Ming (Auto Svcs/Ext Biz Svcs/AR & SC/ARC (Tx&Ex)/ARC (Tx&Ex))  
**Subject:** RE: SHF478D - Survey (AXA)  
**Attachments:** 2071 - 478.pdf

S/

Subject:

Attachments:

S/

T/

C/

Dear Sir /Mdm

Kindly arrange to survey the vehicle **SHF478D** within 48 hours according to GIA guide line, involving your insured **SDV70J**

**Vehicle in Woodlands SMRT Depot**

S/

Regards

Shanti

SMRT Automotive Services PTE LTD

Accident Reporting Center (Claims Dept)

6866 2671/2 | [bthaiyaln@smrt.com.sg](mailto:bthaiyaln@smrt.com.sg)

C/

D/



K/

S/

V/