

## Vic (LKKAuto)

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**From:** MTPRI <MTPRI@smrt.com.sg>  
**Sent:** Thursday, 12 September, 2019 6:11 PM  
**To:** Admin A; CS A Team  
**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)  
**Subject:** OUR REF:BUS/08/19/1041 - ACCIDENT ON 20/08/19 INVOLVING SMB142J AND SFM9212G ALONG Newton Circus Roundabout (before bus stop 40189 Newton Stn Exit B)  
**Attachments:** LTA BUS 08 19 1041.pdf; SAS BUS 08 19 1041.pdf; INV BUS 08 19 1041.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB142J. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$884.00
Loss of Use	\$1,650.00 ( 6 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$2,541.00</b>

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA search

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.

Thanks & Regards  
Hua Yen


**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, SMRT BUSES LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 (S)757705 (address), owner of SMB142J (vehicle no.) hereby authorize STRIDES 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 142J that was damaged pursuant to the accident which occurred on 20/08/2019 (date) along NEWTON CIRCUS ROUNDABOUT (BEFORE BUS STOP 40189) (location) involving vehicle no/s SFM 9212G ("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 28 (day) of April (month) 20 22 (year)

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

  
Signed by "the workshop" (with chop)

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

“We/I, **STRIDES AUTOMOTIVE SERVICES PTE LTD** (“the workshop”) hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$1,600.00** (Global Sum) for vehicle no. **SMB 142J** that was damaged pursuant to the accident which occurred on **20/08/2019** (date) along **NEWTON CIRCUS ROUNDABOUT (BEFORE BUS STOP 40189)** (location) involving vehicle no/s **SFM 9212G**.

This is pursuant to the inspection conducted on **23/08/2019** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** (“the third party claimant”) of vehicle no. **SMB 142J** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by “the third party claimant”.

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that “the third party claimant” after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SMB 142J** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of “the third party claimant” pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 28 (day) of April (month) 2022 (year)

  
\_\_\_\_\_  
Signed by appointed surveyor

  
\_\_\_\_\_  
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. : IV190800575  
Date : 30.08.2019  
Vehicle No. : SMB142J  
Your Ref No. : BUS/08/19/1041  
Our Ref No. : 24102984  
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
Labour					
TO REPAIR REAR LHS PORTION	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 354.00	0.00	\$ 0.00	\$ 354.00
GRAND TOTAL				\$	884.00

Remark :

Make/Model : MB CITARO O530  
Accident Date : 20.08.2019

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: 22 Aug 2019 / 09:01:14

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SFM9212G		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20190822090114176415

Search Date / Time: 20 Aug 2019 19:40:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

[Enquire Related Logs](#)

[Back to List](#)



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/AIG19014990/Eha3

20 Jan 2020

**Lim Debby**

10 Cuscaden Walk Four Seasons Park  
#13-01  
Singapore 249693

Dear Sir/Madam

**ACCIDENT INVOLVING SFM 9212G AND SMB 142J ON 20/ 08/ 2019  
ALONG/ AT NEWTON CIRCUS ROUNDABOUT (BEFORE BUS STOP  
40189)**

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

We have received a claim from SMB142J against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that 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.

If you need further assistance or clarifications, please contact the undersigned.

Yours faithfully,

Vic Alpeh Sanghilan  
Claims

Tel : 6841 2096

Fax: 6741 4108

Email : vicalpeh@lkkauto.com

c.c      Claims Manager  
            AIG Asia Pacific Insurance Pte. Ltd  
            (Motor Claims Dept)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	26 Aug 2019 16:57	<b>Clm Dtl Modified</b>	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	26 Aug 2019 16:57	<b>Clm Veh Model Changed</b>	(202481) MERCEDES-BENZ CITARO O530 6.4 D (A).	[A] HOW MEI KWAN
3	26 Aug 2019 16:57	<b>Clm Created</b>	Reg No: SMB142J. Acct Date: 2019/08/20. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	26 Aug 2019 16:57	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	26 Aug 2019 16:57	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/09/04	[A] HOW MEI KWAN
6	26 Aug 2019 16:57	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	26 Aug 2019 16:57	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[I] Merimen Administrator
8	26 Aug 2019 16:57	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	26 Aug 2019 16:57	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
10	21 Apr 2022 10:36	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
11	21 Apr 2022 10:37	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
12	25 Apr 2022 14:42	<b>Adj Rpt Initiated</b>		[A] CHEW HSIAO TONG
13	25 Apr 2022 14:42	<b>Insured Phone No Updated</b>	[None] -> [+6597339584]	[A] CHEW HSIAO TONG
14	25 Apr 2022 14:42	<b>Clm Dtl Modified</b>	Insured ID: -> S8079910A. Claim Conclusion: -> 3.	[A] CHEW HSIAO TONG
15	25 Apr 2022 14:42	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2011/03/18.	[A] CHEW HSIAO TONG
16	25 Apr 2022 14:42	<b>Clm Details Notified</b>		[A] CHEW HSIAO TONG
17	26 Apr 2022 08:17	<b>Adj Mandate Request</b>	Cur.Req:1716.00:Liability: 100%(B12) *Quantum: (a)COR: \$884.00 + (b)LOU(3days x \$275.00): \$82 5.00 + (c)Search fee: \$7.00 = Total: \$1,716.00 *2 recommendation repair days + 1PRS = 3days *For your approval please.	[A] CHEW HSIAO TONG
18	26 Apr 2022 08:30	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] MdNoor, Norsiah
19	26 Apr 2022 08:53	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2019/09/04	[I] MdNoor, Norsiah
20	26 Apr 2022 08:53	<b>Adj Mandate Set</b>	Approved:1716.00.	[I] MdNoor, Norsiah

Date From     Date To     Audit Type  

ACTIVITY
[11/11/2019 11:09] VIC ALPEH: TP LOD IN
[11/11/2019 11:06] VIC ALPEH: PENDING OI GIA RPEORT
[11/11/2019 11:06] VIC ALPEH: FINALIZED COR P/P \$884.00 with 2 DAYS
[23/10/2019 10:19] VIC ALPEH: TP VIDEO SCREENSHOT SENT IN BY EMAIL

Merimen Billing for this case - Transaction History								
Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2782627	12 Apr 2022	Video Upload	Motor	AIG Asia	AIG Asia	SMB142J	HOW MEI	xx.xx

	14:45:58			Pacific Insurance Pte. Ltd.	Pacific Insurance Pte. Ltd. (SG)		KWAN	
2786182	25 Apr 2022 14:42:23	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB142J	SFM9212G	11.00