

INQ209

INS. CASE OWNER:

CC 3/AIG1901

5267, E

LKK:

IDAC:

Surveyor:

STEVE

DOI:

ASSIGNMENT

25/8/19.

Date / Time:

21/8/19.

Registered in Merimen:

21/8/19.

Pre-assign / CCU / FTE



Insured Vehicle No.:

SGV 2095

Name of Insured:

MURAH S/O SUBRAMANIAM

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A:

25/8/19.

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

112682372764

Policy No.:

Make / Model:

MAZDA

Place of Accident:

SEMBURANG RD

OI GIA REPORT: YES / NO : TP GIA REPORT: YES / NO

Insured Liability: %

Final ? Yes / No

SG 1695B



INSRS:

WSP:

Tel:

Liability:

RMKS:

SMKT



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time		STAGE	DATE / PIC
	SG 1695B - X	Non-Reporting Itr (1st):	
	76V2095-X	Non-Reporting Itr (2nd):	
		Non-Reporting Itr (Final):	
		Notification Itr (if non-pickup):	
		Call OI:	
		After call Itr to OI:	14/10/19
		Documentation Check List:	Handler Typist
		Notification Itr (if non-pickup):	☐
		After call Itr to OI:	☒
		Authorisation To Act:	☒
		Release Voucher:	☒
		Final Repair Bill:	☒
		Car Rental Invoice:	☐
		Towing Invoice:	☐
		LTA / GIA:	☒
		Medical Bill:	☐
		PIR:	☐
		Mandate/Reject Instruction:	☒
		LOD:	☒
		Payment Breakdown Form:	☐
		Post-Repair Photos:	☐
		Others:	☐

PRELIMINARY ADVICE Date/Time:		Sent By:	
FINALIZATION Date/Time:		Confirm with:	
Repair Cost:	45 SS 9,150	(5 days) Reduction:	%
FINAL SETTLEMENT Date/Time: 14/1/2020		Confirm with: patrick	
Final Liability:	% 100	(Agreed / Assessed) BOLA S/N No.:	-
Repair Cost:	SS 9,150		
Loss of Rental (LOR):	SS -	(- days)	
Loss of Use (LOU):	SS 1,500	(5 250 50 days)	
Loss of Income (LOI):	SS -	(5 - x - days)	
LOR only ☐ LOU only ☒	LOR + LOI ☐ LOR + LO ☐	(Tick only one)	
GIA/LTA Search:	SS 7.00		
Medical:	SS -		
Disbursement:	SS -	(e.g. Tow/ Independent)	
Legal Cost:	SS -		
Total:	SS 10,657	Global Sum SS:	
FINAL PAYMENT Date/Time:		Confirm with:	
Payee 1:	SS 10,657	Name 1:	SMRT BUSES LTD
Payee 2: (Strike if N.A.)	SS -	Name 2:	
Payee 3: (Strike if N.A.)	SS -	Name 3:	

(OI HIT SIDE OF BUS)
+ BUS STATIONARY AT
BUS STOP

COPY SENT
22/1/2020

1) Claim status: Normal/Reject/Private Settle
2) Report Format: TP
3) Survey fee: \$320

net AIG

1664



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
60 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655582
Estimator Telephone Number : 99662523
Accident Reporting Number : 08082672

Date Generated : 10/09/2019

User ID : CatherineLee

Section A - Accident Details	
Registration Number	SG1695B
Case Reference Number	BUS406191063
Registration Date	11/2/2018
Company Type	SMRT Buses Ltd
Make	MERCEDES
Model	M80C330
Name of Driver	Muhamad Shahrizad Bin Sam
Type of Accident	Side Swipe
Accident Date and Time	25/8/2018 8:18 PM
Accident Reported Date and Time	25/8/2018 12:43 PM
Is Surveyor Required?	Yes
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle Issued?	No
Job Card Number	24103072
Special instruction to ARC, if any	SG1695B - RIGHT REAR TO FRONT PORTION SGV2095 (TP) - INSURED WITH AIG
Prepared Date and Time	26/8/2018 6:07 PM
Chassis Number	WE8R2806323129412
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates		
Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$2,650.00	\$2,120.00
Total Spray Cost	\$1,218.00	\$1,128.00
Total Spare Part Cost	\$5,906.71	\$5,906.71
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$9,774.71	\$8,154.71
Lump Sum Total	\$9,826.00	\$8,180.00
Number of Repair Days	6.0	5.0
Prepared / Adjusted By	Brian Chew Tay	STEVE CHEN
ARC / Surveyor Sign Off Date	26/08/2018 8:18 PM	28/08/2018 1:38 PM
Signature		
Remarks		

Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
80 Woodlands Industrial Park E4, Singapore 757705
FAX Number : 63655562
Estimator Telephone Number : 68962923
Accident Reporting Number : 00002672

Date Generated : 16/08/2019

User ID : CatherinaL.se

Section D - Details of Repair Estimates									
Part 1 - Labour Works									
Job Scope		Quotation from AR				Adjusted by Surveyor, if applicable			
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS		\$2,650.00				\$2,120.00			
Total Labour		\$2,650.00				\$2,120.00			
Part 2 - Spray Painting & Panel Beating Related Works									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEM		\$1,218.00				\$1,128.00			
Total Spray Painting & Panel Beating		\$1,218.00				\$1,128.00			
Part 3 - Other Costs - Accident and Accident Repair Related Expense									
Job Scope		Quotation from ARC				Adjusted by Surveyor, if applicable			
Total Other Costs									
Part 4 - Spare Parts / Material Usage									
Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	Estimator Approved	Surveyor Approved
0009803	VE		LAMP TAIL REAR RH FOR MB CITARO C530	1.00	\$1,251.71	10.00	\$1,135.54	Replace	Replace
0010141	ENGINE	6287505208	FLAP RADIATOR FOR MB CITARO C530	1.00	\$3,445.00	10.00	\$4,900.50	Replace	Replace
0010012	VE	0005448211	LAMP SIDE MARKER FOR MB CITARO C530 BUS	4.00	\$94.50	10.00	\$340.20	Replace	Replace
0009909	BODY RH		BUMPER REAR RH FOR MB CITARO C530	1.00	\$837.84	10.00	\$754.06	Replace	Replace
0010010	VE		LAMP EXTERIOR REAR FOOTLAMP FOR MB CITARO	1.00	\$63.15	10.00	\$56.84	Replace	Replace
			STICKER SMRT	1.00	\$200.00	0.00	\$200.00	Replace	Replace
Total					\$7,822.26		\$7,387.14		
Added Spare Parts / Material Usage After Surveyor Signed off									
Part Number	Portion	Stock Number	Part Name	Quantity	List Price (\$)	Discount (%)	Final Price (\$)	ARC Check	Surveyor Check
Total									

7387.14
- 20% Lurp Sum
5909.71
2120
1126
L/S - 9155.71
= 9150



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd
10 Woodlands Industrial Park St, Singapore 757105
FAX Number: 63653367
Customer Telephone Number: 68626222
Accident Reporting Number: 69962172

Date Generated: 26/06/2018

User ID: BoonChew Tay

Section A - Accident Details			
Registration Number	5018958		
Case Reference Number	26/06/18/1053		
Registration Date	11/02/18		
Company Type	SMRT Buses Ltd		
Make	MERCEDIS		
Model	MB0330		
Name of Driver	Muhammad Shahrulazam Bin Sami		
Type of Accident	Side Swipe		
Accident Date and Time	26/06/2018 8:18 PM		
Accident Reported Date and Time	26/06/2018 12:45 PM		
Is Surveyor Required?	No		
Survey by			
Vehicle is Towed Back?	No		
Towed Back Date and Time			
Replacement Vehicle issued?	No		
Job Card Number			
Special Instruction to ARC, if any	5018958 - RIGHT REAR TO FRONT PORTION SDV2086 (TP) - INSURED WITH AIG		
Prepared Date and Time	26/06/2018 5:07 PM		
Checker Number	W68408032129412		
Mileage			
Work Shop			
Repair Completion Date and Time			
Section B - Summary of Repair Estimate			
Summary of Repair Estimate			
	Quotation from ARC	Adjusted by Surveyor, if applicable	
Total Labour Cost	\$2,800.00	\$0.00	
Total Sprays Cost	\$1,218.00	\$0.00	
Total Spares Part Cost	\$8,908.71	\$0.00	
Total Other Cost	\$0.00	\$0.00	
TOTAL COST	\$12,926.71	\$0.00	
Lump Sum Total	\$12,926.71	\$0.00	
Number of Pages (Total)	2.2	5	
Prepared / Adjusted By	BoonChew Tay		
ARC - Surveyor Sign Off Date	26/06/2018 5:12 PM		
Signature			
Remarks			
Section C - Quotation and Accident Invoice Details			
Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Service Address		Prepared Date	

Steve (LK11)
with Air die
28/6/18, 3:30pm
S. Jy
L/S
R. J. AL SPJ

Part 1 - Labour - Repair									
Job Scope:									
TO REMOVE & REINSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.									
Total Labour									
Part 2 - Spray Painting									
Job Scope:									
PROVIDE LABOUR AND MATERIALS TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS									
Total Spray Painting & Panel Sealing									
Part 3 - Other Goods - (Accessories and Ancillary Items)									
Job Scope:									
Total Other Goods									
Part 4 - Spare Parts / Assembly Units									
Part Number	Part Name	Part Description	Quantity	Unit Price	Total Price	Part Number	Part Name	Part Description	Quantity
801214-1	VE	LAMP TAIL REAR RH FOR MB CITARO O530	1.00	\$1,261.71	10.00	81,132.34	Replace	✓	OR
801214-1	ENGINE	FLAP RADIATOR FOR MB CITARO O530	1.00	25,445.00	10.00	24,900.30	Replace	✓	DO
801214-2	VE	LAMP SIDE MARKER FOR MB CITARO O530 BUS	4.00	294.30	10.00	1342.20	Replace	✓	OR
801214-3	BODY RH	BUMPER REAR RH FOR MB CITARO O530	1.00	5527.36	10.00	5754.26	Replace	✓	OR
801214-4	VE	LAMP EXT (REAR) REAR FOG LAMP FOR MB CITARO	1.00	888.15	10.00	355.34	Replace	✓	OR
		STICKER MARK	1.00	2000.00	0.00	2000.00	Replace	✓	MP
Total									
Adding Spare Parts / Assembly Units									
Part Number	Part Name	Part Description	Quantity	Unit Price	Total Price	Part Number	Part Name	Part Description	Quantity
Total									

1135.54
4900.50
348.20
754.06
56.54

- LKK Auto Consultants** hence notify the Repairer of the following:
- To resurvey before/after spray painting
 - To display damaged parts during resurvey
 - Parts prices are subject to confirmation
 - Third party survey is on a "Without Prejudice" basis
 - No legal modification is allowed
 - Supplementary items must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd	
60 Woodlands Industrial Park E4, Singapore 757715	
FAX Number : 63655592	
Estimator Telephone Number : 68662623	
Accident Reporting Number : 68662572	

Date Generated : 28/08/2019

User ID : BoonChew Tay

Section A - Accident Details

Registration Number	SG1885B
Case Reference Number	BUS/08/19/1053
Registration Date	11/2/2016
Company Type	SMRT Buses Ltd
Make	MERCEDES
Model	MBOCS30
Name of Driver	Muhamad Shahrozad Bin Sam
Type of Accident	Side Swipe
Accident Date and Time	25/8/2019 8:18 PM
Accident Reported Date and Time	25/8/2019 12:45 PM
Is Surveyor Required?	No
Survey by	
Vehicle is Towed Back?	No
Towed Back Date and Time	
Replacement Vehicle Issued?	No
Job Card Number	
Special Instruction to ARC, if any	SG1885B - RIGHT REAR TO FRONT PORTION SGV2095 (TP) - INSURED WITH AIG
Prepared Date and Time	26/8/2019 5:07 PM
Chassis Number	WEB62808323129412
Mileage	
Work Shop	
Repair Completion Date and Time	

Section B - Summary of Repair Estimates

Summary of Repair Estimates		
	Quotation from ARC	Adjusted by Surveyor, if applicable
Total Labour Cost	\$2,650.00	\$0.00
Total Spray Cost	\$1,218.00	\$0.00
Total Spare Part Cost	\$5,909.71	\$0.00
Total Other Cost	\$0.00	\$0.00
TOTAL COST	\$9,777.71	\$0.00
Lump Sum Total	\$8,850.00	\$0.00
Number of Repair Days	5.0	5
Prepared / Adjusted By	Boon Chew Tay	
ARC / Surveyor Sign Off Date	26/08/2019 5:16 PM	
Signature		
Remarks		

Section C - Quotation and Accident Invoice Details

Quotation Number		Invoice Number	
Quotation Date		Invoice Date	
Invoice Amount		Prepared Date	

Steve CLKIK
with MP dila
28/8/19, 9:20pm
5 dy
L/S
Ry AL spy

Claim Audit

AUDIT TRAIL

No.	On	Audit	Remarks	By
1	29 Aug 2019 14:52	Cim Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] Lau Shu Pei
2	29 Aug 2019 14:52	Cim Veh Model Changed	(202481) MERCEDES-BENZ CITARO D530 6.4 D (A).	[A] Lau Shu Pei
3	29 Aug 2019 14:52	Cim Created	Reg No: SG1695B. Acct Date: 2019/08/25. 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] Lau Shu Pei
4	29 Aug 2019 14:52	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ);	[A] Lau Shu Pei
5	29 Aug 2019 14:52	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/09/09	[A] Lau Shu Pei
6	29 Aug 2019 14:52	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lau Shu Pei
7	29 Aug 2019 14:52	Cim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[1] Merimen Administrator
8	29 Aug 2019 14:53	Label Added	(23):Express.	[A] Lau Shu Pei
9	29 Aug 2019 14:53	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] Lau Shu Pei
10	29 Nov 2019 11:50	Adj Rpt Initiated		[A] HUEY YON
11	29 Nov 2019 11:50	Cim Dtl Modified	JPJ Reg. Date: -> 2016/02/11.	[A] HUEY YON
12	29 Nov 2019 11:50	Cim Details Notified		[A] HUEY YON
13	03 Dec 2019 14:49	Adj Mandate Request	Cur.Req:11357.00:Insured hit side of TP bus that was stationary at bus stop. Liability down against Insured. **5 days recommendation for repair + 1 Sundays + 2 PR S = 8 days	[A] Khanchna Pothura

Date From



Date To



Audit Type

None



Go

ACTIVITY

No record

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
2361306	29 Nov 2019 11:50:11	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SG1695B	SGV209S	11.77

Khanchna (LKK Auto)

From: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>
Sent: Tuesday, 14 January 2020 5:16 PM
To: Khanchna (LKK Auto)
Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A
Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way
Attachments: img-114171253-0001.pdf

WITHOUT PREJUDICE

Dear Khanchna

Attached herewith the duly signed DV as well as Authorization Letter for your perusal and necessary action. Original copies will be forwarded to your office shortly. Thanks.

Regards,

Patrick Tan

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

From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Tuesday, January 14, 2020 4:00 PM
To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses)
Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A
Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

Without Prejudice
(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

Thank you for the acceptance.

We attach herewith a copy of the DV and Authorisation Letter for your further action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

“Wishing you a Happy and Prosperous Lunar New Year”



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: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Tuesday, 14 January 2020 2:56 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>;

Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

WITHOUT PREJUDICE

Dear Khanchna

Your below offer is accepted, kindly let us have your DV if any. Thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Tuesday, January 14, 2020 1:54 PM

To: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); MTPRI

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses); Admin A

Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement as follows:

1. Cost of Repair	\$ 9,150.00
2. Loss of Use (6 days x \$250)	\$ 1,500.00
3. LTA Search Fee	\$ 7.00
Total	\$ 10,657.00

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.

Wishing you a Happy and Prosperous Lunar New Year



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: Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>

Sent: Tuesday, 26 November 2019 1:38 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>; MTPRI <MTPRI@smrt.com.sg>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

WITHOUT PREJUDICE

Dear Khanchna

Video footage attached as requested and it shows that our bus was stationary at the bus stop bay for passenger activities when it was collided by your client's vehicle.

As your client is the main cause of this accident, kindly settle our claim soonest possible. Thanks.

Regards,

Patrick Tan

Claims and Insurance Agency

Direct line +65 6556 3522 | tanweiteck@smrt.com.sg

6 Ang Mo Kio Street 62

Singapore 569140

From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: 26/11/2019 11:20

To: MTPRI

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); Admin A

Subject: RE: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We would like to request a copy of video footage/scene photos(if any) in order for us to look into the matter.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: MTPRI <MTPRI@smrt.com.sg>

Sent: Thursday, 26 September 2019 9:02 PM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>

Subject: OUR REF:BUS/08/19/1053 - ACCIDENT ON 25/08/19 INVOLVING SG1695B AND SGV209S ALONG Sembawang Way

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG1695B. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses.

Cost of Repair	\$9,150.00
Loss of Use	\$2,200.00 (8 days x \$275.00)
LTA search fee	\$7.00
Total	\$11,357.00

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

Print Received Message

This mail is associated with :

***SG1695B (1126813737SG)**

[SGV209S]

TP

SMRT BUSES LTD

Aug 25 2019 8:00PM

[MURALI S/O SUBRAMANIAM]

SMRT Automotive Services Pte Ltd

From AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG_SG_EXPRESS), sent on 30/12/2019 13:21 PM.
To LKK_HQ
Subject Alert - Adj Mandate Approved (S\$10657.00) - SG1695B - Claim Handler: Syed-Yusoff, Saliha

Approved:10657.00:LOU to be offered up to \$1500 [\$250 x 6 days].mandate approval is subject to final repair bill & ATA

...CLAIM SUBFOLDER...(Pending for Survey Report)

Express

CLAIM SUBFOLDER TRACKING

Case	Notified	Est Submitted	Adj Assigned	Adj Rpt	Adj Submitted	Ins Auth'd	Status
Main	26 Aug 2019 Edit Reg		28 Aug 2019 00:00 Edit Adj Rpt	S\$9,150.00 Edit Estimates	S\$9,150.00 View Rpt		Pending for Survey Report Cancel Case

Main	Reference	Claim Details	Documents	Show All					
CLAIM SUBFOLDER DETAILS [Created by adjuster]									
Insured: MURALI S/O SUBRAMANIAM , ID: S7728409E									
Main Claimant: SMRT BUSES LTD , Co. Reg. No.: 198202292D									
Vehicle Reg. No.:	SG1695B	Date of Loss:	25/08/2019 20:00 - :59 [42 Months and 14 Days From LTA Reg Date (Man Yr)]						
Claim Type:	TP / 1126813737SG	Policy/Cover Note No.:	2100509727 (Comprehensive) Coverage: 27/04/2019 - 26/04/2020						
Vehicle Reg. No. (Insured):	SGV209S	Policy No. (Claimant):	D-19093203MFBP						
		Excess:							
Repairer: SMRT Automotive Services Pte Ltd (Woodlands) 60 Woodlands Industrial Park E4, 757705 Woodlands - Tel: 68662628									
Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. (Express) - Tel: 65-6419-3000 ... [Handled by Syed-Yusoff, Saliha] Saliha.Syed-Yusoff@aig.com									
Claimant's Insurer: MS First Capital Insurance Ltd (HQ) - Tel: 62222311									
Adjuster: LKK Auto Consultants Pte Ltd (HQ) - Tel: 6256-3561 ... [Handled by CHEN TSUE YEE] ... [Final Rpt due 09/09/2019]									
ASSOCIATED MAIL RECEIVED View All Compose Case Mail									
• AIG_SG_EXPRESS (30/12/2019): Alert - Adj Mandate Approved (S\$10657.00) - SG1695B - Claim Handler: Syed-Yusoff...									
ALL ASSOCIATED TASKS View All Search Tasks Create New Task Complete									
Due Date	Priority	Type	Task Group	Subject	Handler	Assigned By	Completed On	Created On	Done?
No results.									

Claim Documents

*SG1695B (1126813737SG)
[SGV209S]
TP
SMRT BUSES LTD
Aug 25 2019 8:00PM
[MURALI S/O SUBRAMANIAM]
SMRT Automotive Services Pte Ltd

Upload Documents			Upload Photos			Compose New Letter			Upload Video			Upload Audio			View			View in Browser		
Letters/Correspondences															1 per page		☒			
No	Finalized On	LKK Auto Consultants Pte Ltd (HQ)													Thumbnail		Print			
1	(Draft)	Third Party Express Settlement – Payment Breakdown															Edit			
															1 per page		☒			
Photos/Images															1 per page		☒			
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)													Thumbnail		Print			
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Letters/Correspondences			1 per page	☒
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45	10/09/19 17:34	General View	 Load JPG	☒
46	10/09/19 17:34	Odometer Reading	 Load JPG	☒
47	10/09/19 17:34	Chassis Number	 Load JPG	☒
48	10/09/19 17:34	General View	 Load JPG	☒
49	10/09/19 17:34	General View	 Load JPG	☒
50	10/09/19 17:34	General View	 Load JPG	☒
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52	10/09/19 17:34	General View	 Load JPG	☒
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54	10/09/19 17:34	After Repair Photo	 Load JPG	☒
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59	10/09/19 17:34	After Repair Photo	 Load JPG	☒
Documentation			1 per page	☒
No	Relabel/Reorder	LKK Auto Consultants Pte Ltd (HQ)	Thumbnail	Print
1	29/08/19 17:34	TP ESTIMATE- MARKED	 Load PDF	
2	29/08/19 17:34	TP GIA REPORT	 Load PDF	
3	14/11/19 15:12	TP ESTIMATE-MARKED-FINAL	 Load PDF	
4	14/11/19 15:16	EMAIL TO OI	 Load PDF	
5	29/11/19 17:11	LOD	 Load PDF	
6	29/11/19 17:11	LTA SEARCH	 Load PDF	
7	31/01/20 09:24	WORKSHOP INVOICE	 Load PDF	
8	31/01/20 09:24	AUTHORISATION TO ACT FORM	 Load PDF	
9	31/01/20 09:24	Release Voucher	 Load PDF	
No	Finalized On	AIG Asia Pacific Insurance Pte. Ltd. (SG)	Thumbnail	Print
1	30/08/19 10:57	OI GIA REPORT	 Load PDF	

Documents Checklist

DOCUMENTS CHECKLIST	Reset	Save	Print
There are no document checklists configured.			
Our Checklist Remarks - LKK Auto Consultants Pte Ltd (HQ)			
Show Remarks To: ☐ Handling Insurer Note: Remarks are private unless you show it to other parties.			

NOTE: TO BE COMPLETED BY SURVEYOR

TEAM _____

**THIRD PARTY EXPRESS SETTLEMENT
(PAYMENT BREAKDOWN)**

Vehicle No:	SGV209S (Insd veh)	Model:	MERCEDES-BENZ CITARO
	SG1695B (TP veh)		O530 6.4 L AT TURBO ABS
Date of Accident:	25/08/2019		(A)

Global Sum Settlement	:	☐ Yes	☒ No
Repair Estimate	:	\$	12,053.70
Final Repair Cost	:	\$	9,150.00
Loss of Use	:	\$	1,500.00
Rental (if any)	:	\$	0.00
LTA / GIA Search Fee	:	\$	7.00
Others:	:	\$	0.00
	:	\$	
Final Settlement Sum	:	\$	10,657.00

6.00 days at \$250.00 per day
days

Is Third Party Workshop GIA Registered? ☐ YES ☒ NO (Kindly indicate below)

A) For Non GIA Registered Workshop: Agreed Liability ____ 100 ____ (%)

B) For GIA Registered Workshop: BOLA Applicable: Yes/ No BOLA Scenario No: ____

BOLA Liability: ____ (%) Assessed Liability (*): ____ (%)

* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks _____

Payment Instruction: Payee's Breakdown			
1)	SMRT Buses Ltd	:	\$ 10,657.00
2)		:	\$
3)		:	\$

JOANNE LEE KHANG MIN

31 Jan
2020

LKK Auto Consultants Pte Ltd

Date

Please attach all the supporting documents to the form.
(Final Repair Bill; Rental Invoice; Release Voucher; Authorisation to Act; Survey Report;
Medical Report/ Bill (if any))

LKK Auto Consultants Pte Ltd (Co.Reg.No:199607198R)

51 Ubi Ave 1 #01-25, Paya Ubi Industrial Park

Singapore 408933

Tel: 6256-3561 Fax: 6844-8805 Email: sur@lkkauto.com; assignments@lkkauto.com

VEHICLE DAMAGE INSPECTION REPORT

Our File No: CC3/AIG19015267/EKS3Q2

Date: 31/01/2020

REFERENCE

Handling Insurer: AIG Asia Pacific Insurance Pte. Ltd. Policy No: 2100509727
Claimant
Vehicle No : SG1695B **Insured Vehicle No :** SGV209S
Date of Loss: 25/08/2019 **Nature of Claim:** TP **Claim No:** 1126813737SG

DESCRIPTION & IDENTIFICATION OF VEHICLE

Reg No: **SG1695B**
 Make & Model: MERCEDES-BENZ CITARO O530, 6.4 L AT TURBO ABS (A) Engine No: 902926C1098004
 Reg. Date: 11/02/2016 (Man. Year: 2015) Chassis No: WEB62808323129412
 Colour: Multi-colour Odometer: 279546 km
 Engine Capacity: 6374 cc
 Market Value/New Car Price: N/A
 Sum Insured (S\$): **Market Value/New Car Price**

CONDITION OF VEHICLE AT THE TIME OF SURVEY

General Condition: Steering (Serviceable): Yes Footbrake (Serviceable): Yes
 Handbrake (Serviceable): Yes Engine Modification: No Pre-accident Condition:

CONDITION OF TYRES

Front Tyre Size: 275/70R22.5 Rear Tyre Size: 275/70R22.5
 Front Left Side: Firenza 5 mm Rear Left Side: Firenza 5 mm
 Front Right Side: Firenza 5 mm Rear Right Side: Firenza 5 mm

The above values represent the remaining tyre treads depth

COST OF CLAIMS	Repairer's	Adjuster's	Difference	Diff %
Parts	8,185.70	7,387.13	798.57	9.76
Miscellaneous Items	0.00	0.00	0.00	
Labour	3,868.00	3,246.00	622.00	16.08
Paintwork Labour	0.00	0.00	0.00	
Towing	0.00	0.00	0.00	
Calculated Gross Total (S\$)	12,053.70	10,633.13	1,420.57	11.79
Approved Total (Overridden) (S\$)		9,150.00		
Nett Amount (S\$)	12,053.70	9,150.00	2,903.70	24.09
+ Loss of Use (6.0 x S\$250.00/day) (S\$)		1,500.00		
+ Doc/Search Fee (S\$)		7.00		
Nett Liability (S\$)		10,657.00		

INSPECTION

Date of Assignment: 28/08/2019
 Date Inspected: 28/08/2019 Inspected At: SMRT Automotive Services Pte Ltd (Woodlands)
 60 Woodlands Industrial Park E4
 Singapore 757705

Estimated Period of Repair: 5.0 days

Adjuster: CHEN TSUE YEE

Manager: Khanchna Pothuraj

NOTE: This report represents our findings at the time and place of inspection stated herein. Such inspection has been carried out to the best of our knowledge and ability but any other liability under any other circumstances is hereby expressly excluded.

REPAIR DETAILS

Recommended Parts

No.	Qty	Part No.	Particulars	Condition	Repairer's	Amount
1	1		*LAMP ,TAIL:REAR RH,FOG MB CITARO O530	Broken	1,261.71 F	*1,261.71 FL
2	1		*FLAP ,RADIATOR:FOR MB CITARO O530	Dented	5,445.00 F	*5,445.00 FL
3	4		*LAMP ,SIDE MARKER:FOR MB CITARO O530 BUS	Broken	378.00 F	*378.00 FL
4	1		*BUMPER :REAR ,RH,FOR MB CITARO O530	Broken	837.84 F	*837.84 FL
5	1		*LAMP ,EXTERIOR :REAR FOGLAMP ,FOR MB CITARO	Broken	63.15 F	*63.15 FL
6	1		*STICKER SMRT	Necessary	200.00 FS	*200.00 FS

F=Franchise part. S=SpcNett. L=ListItemDisc.

Sub Total (\$\$)	8,185.70	8,185.70
- List Item Discount on L Items 0.00/10.00% (\$\$)	0.00	798.57

Total Parts (\$\$)	8,185.70	7,387.13
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Report was unsubmitted during this print-out.

Recommended Miscellaneous Items

There are no new miscellaneous items selected.

Recommended Labour

No	Particulars	Lab.Type	Repairer's	Amount
<u>Labour Items</u>				
1	TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS	New	2,650.00	2,120.00
2	PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	New	1,218.00	1,126.00
Gross Labour Cost (S\$)			3,868.00	3,246.00

Report was unsubmitted during this print-out.

< END OF ESTIMATES >