

If No, Relationship of the Driver with the Insured

Vehicle Registration Number of Driver's Own Vehicle

-
-
-
-
-

Insurance Company of Driver's Own Vehicle

General Information of the Accident

Type Of Accident

Unknown - REVERSING OF VEHICLE

Weather Conditions

Clear

Road Surface

Dry

Other Information

Was any foreign vehicle involved in this accident?

No

Was any body injured in the Accident?

No

Was any other material or property damaged?

Yes

Was there any video captured by Car Camera?

No

Details of Police Action

Was the accident reported to the police?

No

If Yes, Please state which Police Station

Was notice of intended Prosecution given?

No

If Yes, against whom?

Circumstances of Accident

VEHICLE A WAS STATIONARY. SUDDENLY, VEHICLE B REVERSED AND COLLIDED ONTO MY REAR RIGHT PORTION. I DECIDED TO MAKE A REPORT TODAY, ON 16/09/2014 AS HE REFUSED TO PAY FOR THE DAMAGES AND ASKED ME TO MAKE A REPORT TO CLAIM AGAINST INSURANCE.

Are accident photos available for attachment?

Yes

DETAILS OF OTHER VEHICLE PROPERTY 1

Vehicle Registration Number

SHC4163B

Vehicle Make/Model/Colour

Details Of Properties

VEHICLE B

Name of Driver

TAN CHIN MENG

NRIC/Passport Number

S1357505C

Contact Number

Address

Postcode

Insurance Company Name

Nature Of Damage

No. Of Passenger (Including Driver)

Details of Witness

Name

Phone Number

Email Address

Sketch Plan Pg.1

SKETCH PLAN

IMPORTANT NOTICE

1. Please report correctly the details of the accident to speed up the claims process.
2. This Form must be completed by the Policyholder and/or the Authorised Driver.
3. Information provided must be as truthful and accurate as possible. Any wilful misrepresentation or withholding of material facts may allow insurance companies to repudiate policy liability.
4. The issue and acceptance of this Form by insurance companies is not an admission of policy liability on the part of the insurance companies.
5. Any false reporting may be referred to the Police for investigation.
6. The report will be forwarded by the insurers of the GIA Records Management Centre established by the General Insurance Association of Singapore (GIA) for archiving and that copies of this report will for a fee be made available upon application by interested parties.
7. By the lodgement of this report to the insurers, you hereby consent to the archiving of this report at the centre and to copies of the report being made available aforesaid.
8. **Consent under the Personal Data Protection Act (PDPA)**

I understand, acknowledge, agree and consent that:

(a) My insurer, my workshop and the General Insurance Association of Singapore ("GIA") may/are permitted to collect, use, disclose and/or process my personal data/personal information set out in this [form] and any other personal information provided by me or possessed by my insurer (collectively the "Personal Information") and disclose and transfer such Personal Information to all insurer(s) who have insured vehicle(s) involved in this accident (all insurer(s) who have insured vehicle(s) involved in this accident shall be collectively referred to as the "Insurers"), the Insurers' law yers/law firms, the Monetary Authority of Singapore and any relevant government agency/authority (such as the police), for the purpose(s) of:

- (i) processing, handling and/or dealing with my claims including the settlement of the claims and any necessary investigations relating to the claims;
 - (ii) investigating the accident and/or my claims;
 - (iii) carrying out and/or dealing with my instructions or responding to any enquiries by me;
 - (iv) administering my claims (including the mailing of correspondence, statements, invoices, reports or notices to me, which could involve disclosure of certain personal data about me to bring about delivery of the same as well as on the external cover of envelopes/mail packages); and/or
 - (v) complying with applicable law in administering, processing, handling and/or dealing with my claims.
- (collectively the "Purposes")

(b) all insurer(s) who have insured vehicle(s) involved in this accident and the Insurers' law yers/law firms, may/are permitted to collect, use, disclose and/or process my Personal Information for one or more of the above Purposes; and

(c) my Personal Information may/can be disclosed by any of the Insurers and/or GIA to their third party service providers or agents (including their law yers/law firms), which may be sited outside of Singapore, for one or more of the above Purposes.



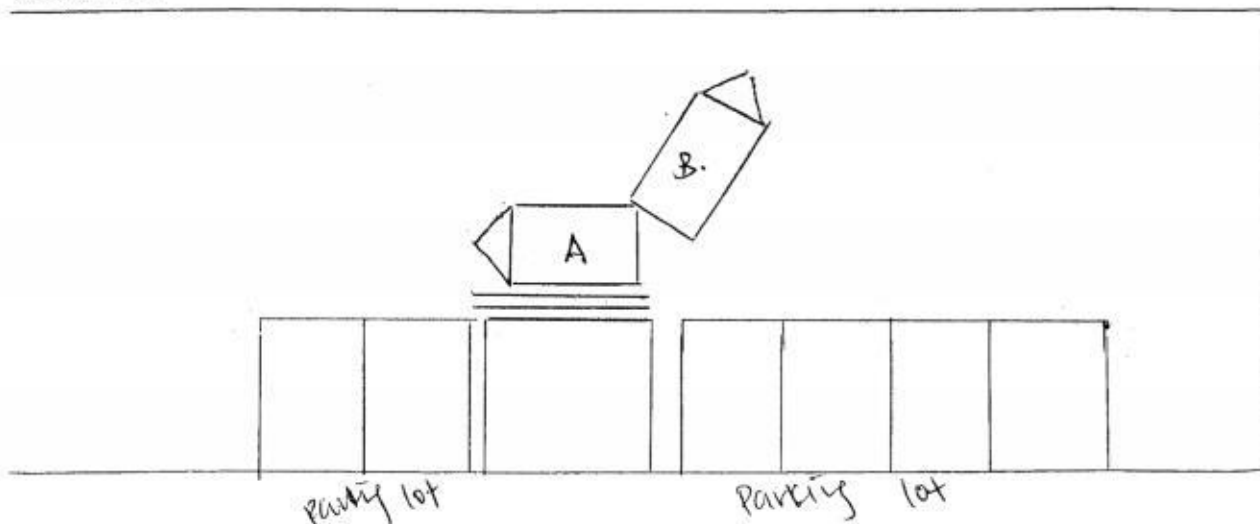
Policyholder's Signature / Date & Time

Driver's Signature (if driver is not the policyholder) / Date & Time

Witnessed by Reporting Centre Personnel

27 SEP 2014
BY: [Signature]

Sketch Plan



Sketch Plan #2 Pg.1

Describe Circumstances of the Accident

I, vehicle A was stationary. Suddenly, vehicle B reversed and collided onto my rear right portion. I decided to make a report today on 16 September 2014 as he refused to pay for the damaged and ask me to make a report to claim against insurance.

Declaration

We declare the foregoing particulars are true in every respect.



Policyholder's Signature / Date & Time

[Signature]

Driver's Signature (If driver is not the policyholder) / Date & Time

[Signature]

Witnessed by Reporting Centre Personnel

Insurance Co

Vehicle NO

China Taiping
4BB 5241D

Date Of Accident

12, 09, 2014

☐ Reporting Only

☐ Own Damage Claim

☒ Third Party Claim 2-ONE

Hsiao Tong

From: Hsiao Tong
Sent: Thursday, 9 October, 2014 10:40 AM
To: Claims Dept of CTI
Cc: 'Jimmy Foo'
Subject: Your ref: SNM14D03737C02/1 *Our Ref: CC3/CAI14017530/K1py3 [ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014]
Attachments: TP GIA REPORT.PDF; MSME14111394-GBB5241D.PDF

Your ref: SNM14D03737C02/1
Our Ref: CC3/CAI14017530/K1py3

WITHOUT PREJUDICE

Dear Sir/Madam,

ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014

We refer to the above matter.

Third party reported that his taxi was stationary and after ensuring the rear was clear, Third party slowly reversed into the empty lot behind his taxi. Whilst reversing, he felt an impact from the rear of his taxi. After alighting, third party discovered that OI has collided onto his rear of the taxi. Please refer to TP's statement.

OI reported that his vehicle was stationary. Suddenly third party reversed and collided onto the rear right portion of his vehicle. Please refer to OI's statement.

Based on both parties report and the circumstances of the accident, third party was reversing and collided with OI.

In view of the above, we are intending to reject third party claim.

For your kind approval/instruction/comments.

Best regards,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

Hsiao Tong

From: Jimmy Foo [jimmy.foo@sg.cntaiping.com]
Sent: Wednesday, 15 October, 2014 11:32 AM
To: Hsiao Tong
Cc: Alfred Toh; Jimmy Foo
Subject: OUR REF: SNM14D03737C02/1; YOUR REF: CC3/CAI14017530/K1py3 [ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014]

Dear Hsiao Tong,

Please proceed to reject third party claim

Best Regards
Jimmy Foo
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower
Singapore 079909
DDI: +65 63896184
Fax: +65 6224 7175 / 6224 7478
Email: claimsdept@sg.cntaiping.com
Website: www.sg.cntaiping.com

Disclaimer :

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

From: Hsiao Tong [mailto:chewht@lkkauto.com]
Sent: Thursday, October 09, 2014 10:40 AM
To: Claims Dept of CTI
Cc: Jimmy Foo
Subject: Your ref: SNM14D03737C02/1 *Our Ref: CC3/CAI14017530/K1py3 [ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014]

Your ref: SNM14D03737C02/1
Our Ref: CC3/CAI14017530/K1py3

WITHOUT PREJUDICE

Dear Sir/Madam,

ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014

We refer to the above matter.

Third party reported that his taxi was stationary and after ensuring the rear was clear, Third party slowly reversed into the empty lot behind his taxi. Whilst reversing, he felt an impact from the rear of his taxi. After alighting, third party discovered that OI has collided onto his rear of the taxi. Please refer to TP's statement.

OI reported that his vehicle was stationary. Suddenly third party reversed and collided onto the rear right portion of his vehicle. Please refer to OI's statement.

Based on both parties report and the circumstances of the accident, third party was reversing and collided with OI.

In view of the above, we are intending to reject third party claim.

For your kind approval/instruction/comments.

Best regards,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd

51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Hsiao Tong

From: Hsiao Tong
Sent: Thursday, 16 October, 2014 10:15 AM
To: 'Madeleine Lee Puey Wen(Claims\Automotive Services)'
Subject: DOA: 12/09/2014; Your Ref: TAX/09/14/2089/ML *Our Ref : CC3/CAI14017530/K1py3
[ACCIDENT INVOLVING GBB 5241D & SHC 4163B]
Attachments: The statement of GBB 5241D.pdf

Your Ref: TAX/09/14/2089/ML
Our Ref : CC3/CAI14017530/K1py3

WITHOUT PREJUDICE

Dear Sirs,

ACCIDENT INVOLVING GBB 5241D & SHC 4163B ON 12/09/2014

We refer to the above matter.

Enclosed here with our insured accident report for your perusal.

Our insured driver has reiterated that the accident was caused due to the entire negligence of your client. Our insured was stationary and hit by your client who was reversing. We are of the opinion that the reversing vehicle should exercise greater caution.

Under such a circumstances, we are denying liability and unable to look into your client's claim.

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,
Chew Hsiao Tong
LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
(S) 408933
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, 26 September 2019 11:48 AM
To: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)
Cc: Admin A
Subject: RE: Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02 //LKK REF: CC3/CAI14017530/K1pb3w2-1
Attachments: DV_SHC4163B.pdf; ATA_SHC4163B.pdf

Without Prejudice

Hi Lee Gek,

As per our tele-conversation on 24/09/2019, we confirm settlement at **\$826.00(all-in)**.

Please duly sign the documents enclosed and return the original copy to us (LKK) for our necessary 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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: 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: Wednesday, 11 September 2019 2:10 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Hsiao Tong,

Your offer of \$800 is unacceptable. We are prepared to accept a global sum of \$890.00 (all in) as follows:-

COR \$1043.95
LOR \$535.00 (\$133.75 x **4 days)
LOI \$200.00 (\$50.00 x ** 4 days)

\$1778.95

50% = \$889.48

LTA \$5.00

Total \$894.48

Rounded up to a global sum of \$890.00 (all in).

Please let us have your DV if your principal is agreeable to settle as proposed. Thanks.

** 3 + 1 intervening Sunday (14/9/2014)

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: 10/09/2019 17:04

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

Cc: Admin A

Subject: RE: Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Without Prejudice

Dear Lee Gek,

Thank you for your patience.

We have our principal instruction to offer a global sum of \$800.00(all-in).

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."

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: 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: Tuesday, 10 September 2019 3:37 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: Re: Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Hsiao Tong,

We attach our LOD and supporting documents as requested.

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: 07/08/2019 09:52

To: claimsdept@sg.cntaiping.com

Cc: sochow.chee@sg.cntaiping.com; Chong Boon Sen (boonsen.chong@sg.cntaiping.com); Hsiao Tong (LKKAUTO)

Subject: URGENT / REMINDER DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

URGENT

REMINDER

Dear All,

Since the matter has been deliberated and ruling is 50:50% between the parties, please let us have your offer on quantum by **15th August 2019**, otherwise we shall have no option but to seek legal redress since the issue is on 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: 27/06/2019 09:04

To: Chong Boon Sen

Cc: Chee So Chow; Claims Dept of CTI

Subject: DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear Boon Sen,

Please let us have your offer on quantum. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department



From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: 26/06/2019 19:07

To: Chong Boon Sen; Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis)

Cc: Chee So Chow; Claims Dept of CTI; ARC Bola

Subject: DELIBERATION : M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 |SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear All

The Panel of Adjudicators has deliberated and decided that ruling shall be in favour of neither parties.

BOLA Scenario 24A is applicable. The settlement shall be 50/50 between the claimants. As viewed from the video footage, both parties are reversing.

The Adjudicators deem that this case should not have come for adjudication.

The below BOLA Fee chargeable in the month of June 2019 to the respective parties will be deducted by Merimen via GIRO.

SMRT – S\$250.00

China Taiping – S\$250.00

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

From: Cynthia Chan

Sent: Monday, August 20, 2018 12:12 PM

To: 'Chong Boon Sen' <boonsen.chong@sg.cntaiping.com>; LeeGek@smrt.com.sg

Cc: ARC Bola <ARCBola@gia.org.sg>

Subject: RE: M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 |SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear All

We have received the complete document submission for case M2018/00036. This escalation will be in queue for adjudication.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg
DID: +65 6202 9895 | Tel: +65 6221 8788

General Insurance Association of Singapore (GIA)
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546
UEN No: S66SS0020G

From: Chong Boon Sen <boonsen.chong@sg.cntaiping.com>
Sent: Friday, August 17, 2018 1:11 PM
To: Cynthia Chan <cynthia.chan@gia.org.sg>
Cc: LeeGek@smrt.com.sg; ARC Bola <ARCBola@gia.org.sg>
Subject: RE: M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737C02

Dear all,

Pls find Insured report and requested pg 2 of Letter of Consent filled as requested.

Thank you.

Regards,
Chong Boon Sen
Claims Executive
Claims

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
DID: 63896171
Fax: 62247175
Email: boonsen.chong@sg.cntaiping.com
Website: www.sg.cntaiping.com

Disclaimer :

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

From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]
Sent: Tuesday, August 14, 2018 11:27 AM
To: Chee So Chow <sochow.chee@sg.cntaiping.com>

Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>; ARC Bola <ARCBola@gia.org.sg>

Subject: M2018/00036 - Accident involving SHC4163B & GBB5241D on 12.09.2014 | SMRT ref TAX/09/14/2089/LG | CNTP ref SNM14D03737

Dear So Chow

We refer to below escalation initiated by SMRT for an accident involving SHC4163B & GBB5241D on 12.09.2014.

We would like to highlight to all who wish to escalate such disputes that they must be prepared to agree that the Panel of Adjudicators will deliberate and make a decision based on **BOLA Chart effective 1st May 2012**.

Please also take note that by submitting the case for adjudication under the DRM, the parties involved in this dispute have agreed:

- i. To waive any right to pursue / further pursue against any other Claimant or party / parties involved in the accident;
- ii. That the Decision under the BOLA DRM is final and binding on all the Claimants;
- iii. To abide by the Decision; and
- iv. Not to appeal the Decision in court or bring a fresh action following the Decision issued at the BOLA DRM, whether in court or in any other dispute resolution forum, including mediation and arbitration, except as directly necessary to enforce such Decision.

Kindly fill up your Counter Party (CP) portion on pg 2 of the Letter of Consent attached and submit together with supporting documents and video evidence (if applicable).

Please send in your **submission by 20 August 2018, Monday**, else the case will be subjected to ex-parte proceeding.

PS: video footage (font CCTV.mov) will be uploaded and sent via separate email.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg
DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546
UEN No: S66SS0020G

From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: 10/08/2018 16:38

To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Cc: Chee So Chow; ARC Bola

Subject: RE: SMRT REF: TAX/09/14/2089/LG ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Lee Gek

We have obtained the consent from China Taiping to escalate this dispute.

Attached is the Letter of Consent submitted from SMRT. To proceed with this case, kindly submit the rest of supporting documents such as SAS, Sketch Plan, photographic evidence and video evidence (if available).

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | **Tel:** +65 6221 8788

General Insurance Association of Singapore (GIA)

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>

Sent: Tuesday, August 7, 2018 12:27 PM

To: Cynthia Chan <cynthia.chan@gia.org.sg>

Cc: sochow.chee@sg.cntaiping.com

Subject: SMRT REF: TAX/09/14/2089/LG ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia,

Please be informed that there is still no response from China Taiping by the due date. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Chee So Chow [<mailto:sochow.chee@sg.cntaiping.com>]

Sent: 30/07/2018 10:27

To: Cynthia Chan

Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims); ARC Bola

Subject: RE: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia

Noted. Shall let you know by deadline.

Regards

CHEE SO CHOW

Deputy Manager

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-02

Springleaf Tower Singapore 079909

Co. Reg. No. 200208384E

DID: 6389 6176

Fax: 6224 7175 / 6224 7478

Email: claimsdept@sg.cntaiping.com

sochow.chee@sg.cntaiping.com

Website: www.sg.cntaiping.com

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

From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: Monday, July 30, 2018 10:22 AM

To: Chee So Chow <sochow.chee@sg.cntaiping.com>

Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>; ARC Bola <ARCBola@gia.org.sg>

Subject: FW: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear So Chow

Accident involving SHC4163B and GBB5241D on 12.09.2014.

SMRT would like to escalate the above dispute for ruling under DRM. Kindly advise if China Taiping is agreeable to the escalation. We look forward to your advice by 06.08.2018, Monday.

Thank you.

Best Regards,

Cynthia Chan

Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg

DID: +65 6202 9895 | Tel: +65 6221 8788

General Insurance Association of Singapore (GIA)

180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546

UEN No: S66SS0020G

From: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>

Sent: Wednesday, July 25, 2018 9:02 AM

To: Cynthia Chan <cynthia.chan@gia.org.sg>

Subject: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia,

Fyi, to-date there is still no response from China Taiping. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



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

Sent: 10/05/2018 10:59

To: claimsdept@sg.cntaiping.com

Cc: Alfred.toh@sg.cntaiping.com; Hsiao Tong (LKKAUTO); ARC Bola; Cynthia Chan (cynthia.chan@gia.org.sg)

Subject: URGENT SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

URGENT

Dear Sirs,

Kindly get the OIC to let us have your consent by **17th May 2018** to escalate the matter to GIA for their deliberation.

If we do not hear from the OIC by the due date, we shall deem that consent has been given. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



From: Cynthia Chan [<mailto:cynthia.chan@gia.org.sg>]

Sent: 10/05/2018 10:36

To: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims)

Cc: ARC Bola

Subject: RE: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Lee Gek

Thanks for the submission.

We noted the consent for escalation was in 2016. We would need the consent to be of recent date. Kindly confirm with the Counter Party if the escalation consent still stands.

Thank you.

Best Regards,

Cynthia Chan
Executive, Technical



cynthia.chan@gia.org.sg | www.gia.org.sg
DID: +65 6202 9895 | Tel: +65 6221 8788

General Insurance Association of Singapore (GIA)
180 Cecil Street, #15-01, Bangkok Bank Building, Singapore 069546
UEN No: S66SS0020G

From: Eileen Bay Yee Ling (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <eileenbay@smrt.com.sg>
Sent: Monday, April 16, 2018 2:30 PM
To: Cynthia Chan <cynthia.chan@gia.org.sg>; Sharon Chen <sharon.chen@gia.org.sg>
Cc: Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA/Taxis/Claims) <LeeGek@smrt.com.sg>; Hsiao Tong
(chewht@lkkauto.com) <chewht@lkkauto.com>; jason.tea@sg.cntaiping.com
Subject: SMRT REF: TAX/09/14/2089/EB ; CNTP REF: SNM14D03737 ; LKK REF: CC3/CAI14017530/K1py3

Dear Cynthia / Sharon

We would like to escalate this matter to GIA for deliberation.
Attached are the letter of consent and attachment and scene photos.
We have video footage of the accident and it will be sent to you in a CD via post.

Thanks and regards,

Eileen Bay

Claims and Insurance Agency
Direct Line +65 6866 2797 | Direct Fax + 65 6368 7421 | eileenbay@smrt.com.sg
60 Woodlands Industrial Park E4
Singapore 757705



This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>




LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile			
CHINA TAIPING INSURANCE (S) PTE LTD		Ref : CC3/CAI14017530/K1pb3s2-1	
3 ANSON ROAD #16-00 SPRINGLEAF TOWERS SINGAPORE 079909		Date : 02-10-2019	
		Code : CTI	
1. Policy Particulars :- THIRD PARTY CLAIM			
Insured Veh.	GBB 5241D	Veh. Inspected	SHC 4163B
Policy No.	DMCVSN1419371400	Coverage (\$)	0.00
Claim No.	SNM14D03737C02	Excess (\$)	0.00
Assign From		Assign Date	13/09/2014
2. Vehicle Particulars & Condition			
Make & Model	TOYOTA PRIUS	c.c	1798
Engine No.	HIDDEN	Year of Reg.	2013
Chassis No.	JTDKN36U805706285	Colour	MAROON
Odometer	139752	Steering	IN ORDER
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		
3. Conditions of Tyres			
	Size	Make	Balance
R/H Front Tyre	195/65 R15	FALKEN	7 mm
L/H Front Tyre	195/65 R15	FALKEN	7 mm
R/H Rear Tyre	195/65 R15	FALKEN	7 mm
L/H Rear Tyre	195/65 R15	FALKEN	7 mm
4. Description of Damages			
THE VEHICLE SUSTAINED DAMAGES AT THE REAR N/S PORTION. DAMAGES SEE DETAILS.			
5. General Information			
Accident Date	12/09/2014	Inspection Date	13/09/2014
Survey held at	SMRT AUTOMOTIVE SERVICES PTE LTD 60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705		
5a. Remarks			
A) THE INSPECTION WAS CONDUCTED ON A "WITHOUT PREJUDICE" BASIS. B) IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.			
5b. Estimate Days of Repair			
ESTIMATED NORMAL PERIOD FOR REPAIR:		3 Working Days	



LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHC 4163B

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	BUMPER REAR (DISC 10%)	DEFORMED	458.60	343.95
1	BUMPER REINFORCEMENT REAR	SERVICEABLE	205.70	-
1	ARM SUB-ASSY ,RR BUMPER LH	SERVICEABLE	139.60	-
1	END PANEL	TO REPAIR SEE LABOUR	602.10	-
			1,406.00	343.95
LABOUR				
	TO REPAIR REAR PORTION.INCLUSIVE OF THE REPAIR OF END PANEL.		676.00	400.00
	TO RESPRAY REAR BUMPER.		378.00	200.00
	TO RESPRAY REAR PANEL.		180.00	100.00
			1,234.00	700.00
	GRAND TOTAL		2,640.00	1,043.95
RECOMMENDED COST OF REPAIRS				1,043.95

Report Ref No. CC3/CA114017530/K1py3w2

KALVIN ANG WEI KUN

Automotive Assessor / Investigator

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.
No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.