

INS. CASE OWNER:

Jimmy.

CC 3 / CAI140 17530 / KIP. y3w

LKK:
IDAC:

ASSIGNMENT

Surveyor:

Kalin

DOI:

13.9.14

Assg Date:

13.9.14

Pre-assign / CCU / FTE



Insured Vehicle No.:

G8B 5241D.

Claim No.:

SNM14D03737002/1

Name of Insured:

Seng Joo Hardware & Ltd.

Policy No.:

DMCVSN1419371400

Insured Tel No.:

6294 9835.

HP:

Make / Model:

Toyota

Excess Sec II :SS

D.O.A: 12.9.14

Place of Accident:

Kelantan Lane car park.

Is driver the owner? (YES / NO)

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age: Chow Hock Soon

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

Driver Tel No.: 90294935

(V/L: YES / NO Insured Liability:

% Final ? Yes / No



INSRS:

WSP: MRT.

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

18/9

Hsiao Tong

FOR CSO ONLY:

Is driver the owner? (YES / NO)

If NO, Driver Name / Age:

Driver's Own Vehicle Number: Insurance Company:

X

G8B 5241D - CS/CAI13020148 / WSP: 28-13.

STAGE

DATE / PIC

Finalisation:

Email AIG for OI GIA:

Apt letter to OI:

Call OI:

After call ltr to OI:

Type Report:

Prepare Invoice:

Others:

Documentation Check List: Handler Typist

OI Apt Ltr:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

LTA / GIA:

Medical Bill:

Approval Email:

Payment Breakdown Form:

Others:

19/9/14

No OI GIA

3/10/14

Rec'd OI GIA

08/10/14

To REJECT TP's CLAIM.

15/10/14

Rec'd approval from Jimmy to reject TP claim.

16/10/14

Email to TP WSP: Reject claim.

27/11/14

Epass to Yin Siew to close

Reject Case

By (staff): Hsiao Tong

Approved by:

Date: 27-11-14

COPY SENT
27.11.14

FINAL SETTLEMENT

Date:

Confirm with

Repair Cost:

SS

Final Liability

% (Agreed / Assessed)

BOLA S/N No.:

Loss of Rental:

SS

(days)

If NO or B 28, Ass. Lia:

Loss of Use:

SS

(\$ x days)

Format Type: Rylet

#400

Disbursement:

SS

Total:

SS

Global Sum: SS

Ka/Li

| | |
|-------------------|-------|
| Survey Fee: | Date: |
| Basic & Add. | |
| __ \$ + RS, __ SI | |
| Photos | |
| Others | |
| TOTAL | |



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/K1py3

3 ANSON ROAD #16-00
SPRINGLEAF TOWERS SINGAPORE 079909 (TP)

Date : 15-09-2014



Code : CAI2

1. Policy Particulars :- THIRD PARTY CLAIM

| | | | |
|--------------|-----------|----------------|------------|
| Insured Veh. | GBB 5241D | Veh. Inspected | SHC 4163B |
| Policy No. | | Coverage (\$) | 0.00 |
| Claim No. | | Excess (\$) | 0.00 |
| Assign From | | Assign Date | 13/09/2014 |

2. Vehicle Particulars & Condition

| | | |
|--------------|--------|--------------|
| Make & Model | c.c | 0 |
| Engine No. | HIDDEN | Year of Reg. |
| Chassis No. | | Colour |
| Odometer | - | Steering |
| Brakes | | Modification |
| General | | |

3. Conditions of Tyres

| | Size | Make | Balance |
|----------------|------|------|---------|
| R/H Front Tyre | | | mm |
| L/H Front Tyre | | | mm |
| R/H Rear Tyre | | | mm |
| L/H Rear Tyre | | | mm |

4. Description of Damages

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.

Status of Driving Licence

Licence Number: S1608952D

Status of Driving Licence: Valid

Classes of Licence: 2B,3

Expiry Date: Valid for life unless revoked, suspended or disqualified.

The above information is accurate as at 08/10/2014 12:01 AM

[Print](#)[Back](#)

Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : JTDKN36U80-5706285

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

| | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------------|------------------------|-------------------------------------|
| Total Labour Charges | 676.00 | 400.00 |
| Total Spray Painting Charges | 558.00 | 300.00 |
| Total Material Charges | 343.95 | 343.95 |
| Other Charges | 0.00 | 0.00 |
| TOTAL | 1,836.92 | 1,043.95 |
| Lum Sum Total | 0.00 | 0.00 |
| No. of Repair Days | 4.00 | 3.00 |
| Prepared / Adjusted By | | KALVIN |
| Prepared / Adjusted Date | 01/01/1900 12:00:00 AM | 13/09/2014 10:52:16 AM |

Prepared Date : 12/09/2014 06:31:09 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No : QN-1409-1009

Invoice No :

Quotation Date : 21/9

Invoice Date :

Invoice Amount :

Prepared Date :

Section D - Details of Repair Estimates**Part 1 - Labour Works**

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------|--------------------|-------------------------------------|
| TO REPAIR REAR PORTION | 676.00 | 400.00 |
| Total Labour | 676.00 | 400.00 |

Part 2 - Spray Painting & Panel Beating Related Works

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------|--------------------|-------------------------------------|
| TO REPSRAY REAR BUMPER | 378.00 | 200.00 |

| | | |
|--------------------------------------|--------|--------|
| TO RESPRAY REAR PANEL | 180.00 | 100.00 |
| Total Spray Painting & Panel Beating | 558.00 | 300.00 |

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

| | | |
|-------------------|--------------------|-------------------------------------|
| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
| Total Other Costs | | |

Part 4 - Spare Parts / Material Usage

| Part Number | Portion | Part Name | Qty | List Price (\$) | Discount (%) | Final Price (\$) | ARC Check | Surveyor Check | LT Check |
|-----------------|---------|---------------------------------------|----------|-----------------|--------------|------------------|-----------|----------------|--|
| 52159-47905 | | BUMPER REAR <i>Detached</i> | <i>2</i> | 458.60 | 25.00 | 343.95 | Replace | Replace | No <input checked="" type="checkbox"/> |
| 52023-12240 | | BUMPER REINFORCEMENT REAR <i>Sec</i> | <i>1</i> | 205.70 | 25.00 | 154.28 | Replace | Check | No <input checked="" type="checkbox"/> |
| 52016-47030 | | ARM SUB-ASSY, RR BUMPER LH <i>Sec</i> | <i>1</i> | 139.60 | 25.00 | 104.70 | Replace | Check | No <input checked="" type="checkbox"/> |
| 58307-47060 | | END PANEL <i>Repair</i> | <i>R</i> | 602.10 | 100.00 | 0.00 | Replace | Repair | No <i>R</i> |
| TOTAL MATERIALS | | | | | | 343.95 | | | |

343.95
 + 400.00
 + 300.00
 1043.95
 Confirmed
 24/9/14

Section B - To be Completed by Service Advisor, Accident Repair Centre

Chassis No : JTDKN36U80-5706285

Mileage : 0

Work Shop :

Repair Completed Date / Time : 01/01/2000

Summary of Repair Estimates

| | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------------|------------------------|-------------------------------------|
| Total Labour Charges | 676.00 | 400.00 |
| Total Spray Painting Charges | 558.00 | 300.00 |
| Total Material Charges | 343.95 | 343.95 |
| Other Charges | 0.00 | 0.00 |
| TOTAL | 1,836.92 | 1,043.95 |
| Lum Sum Total | 0.00 | 0.00 |
| No. of Repair Days | 4.00 | 3.00 |
| Prepared / Adjusted By | | KALVIN |
| Prepared / Adjusted Date | 01/01/1900 12:00:00 AM | 13/09/2014 10:52:16 AM |



Prepared Date : 12/09/2014 06:31:09 PM

Section C - To be Completed by Admin Assistant, Accident Repair Centre, Upon Completion of Repair

Quotation No : Invoice No :
Quotation Date : Invoice Date :
Invoice Amount : Prepared Date :

Section D - Details of Repair Estimates**Part 1 - Labour Works**

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------|--------------------|-------------------------------------|
| TO REPAIR REAR PORTION | 676.00 | 400.00 |
| Total Labour | 676.00 | 400.00 |

Part 2 - Spray Painting & Panel Beating Related Works

| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
|------------------------|--------------------|-------------------------------------|
| TO REPSRAY REAR BUMPER | 378.00 | 200.00 |

| | | |
|---|---------------|---------------|
| TO RESPRAY REAR PANEL | 180.00 | 100.00 |
| Total Spray Painting & Panel Beating | 558.00 | 300.00 |

Part 3 - Other Costs - Accident and Accident Repair Related Expenses

| | | |
|--------------------------|--------------------|-------------------------------------|
| Job Scope | Quotation from ARC | Adjusted by Surveyor, if applicable |
| Total Other Costs | | |

Part 4 - Spare Parts / Material Usage

| Part Number | Portion | Part Name | Qty | List Price (\$) | Discount (%) | Final Price (\$) | ARC Check | Surveyor Check | LT Check |
|------------------------|---------|----------------------------|-----|-----------------|--------------|------------------|-----------|----------------|----------|
| 52159-47905 | | BUMPER REAR | 1 | 458.60 | 25.00 | 343.95 | Replace | Replace | No |
| 52023-12240 | | BUMPER REINFORCEMENT REAR | 1 | 205.70 | 25.00 | 154.28 | Replace | Check | No |
| 52016-47030 | | ARM SUB-ASSY, RR BUMPER LH | 1 | 139.60 | 25.00 | 104.70 | Replace | Check | No |
| 58307-47060 | | END PANEL | 1 | 602.10 | 100.00 | 0.00 | Replace | Repair | No |
| TOTAL MATERIALS | | | | | | 343.95 | | | |



SMRT Accident Vehicle Repair Estimates

SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

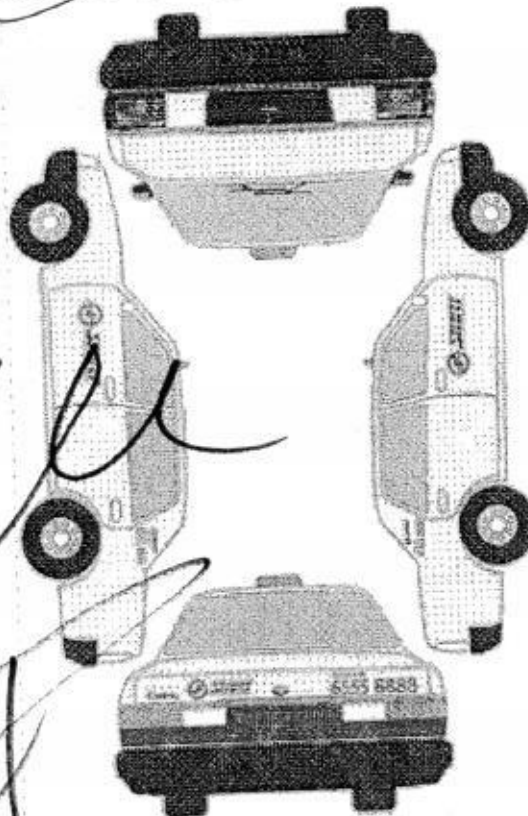
Tel : 65 6362 3422 Fax : 65 6368 7420

17.09.14.10.52
17.09.14.09.00

13.09.14.15.40

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHC4163B
Ref. No : TAX/09/14/2089
Reg. Date : 29/11/2013
Vehicle Type : TAXI
Make : TOYOTA PRIUS
Model : PRIUS
Name of Driver : TAN CHIN MENG
Type of Accident : OTHERS
Date / Time of Accident : 12/09/2014 02:28:00 PM
Accident Reported Date / Time : 12/09/2014 12:00:00 AM
Surveyor is Required? : Yes
Survey by : Kelvin
Vehicle is Towed Back? : No ✓
Towed Back Date/Time : 01/01/2000
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024064042
Special Instruction to ARC, if any :
GBB5241D
BEFORE PAINT PHOTO
CAI
Prepared Date : 12/09/2014 05:59:53 PM



Lee Sheng

8 1/2
1 1/2 3/4

139753

139 815

LEE SHENG AUTO PTE LTD

Vehicle Return Date: 16.9.14

Vehicle Return Time: 11.25

SMRT staff sign: [Signature]

TAX/09/14/2089

Page: 1



SMRT Automotive Services Pte Ltd

60 Woodlands Industrial Park E4, Singapore 757705

Tel : 65 6362 3422 Fax : 65 6368 7420

SMRT Accident Vehicle Repair Estimates

Section A - To be completed by claims Advisor/Duty officer at Accident Reporting Centre

Reg. No : SHC4163B
Ref. No : TAX/09/14/2089
Reg. Date : 29/11/2013
Vehicle Type : TAXI
Make : TOYOTA PRIUS
Model : PRIUS
Name of Driver : TAN CHIN MENG
Type of Accident : OTHERS
Date / Time of Accident : 12/09/2014 02:28:00 PM
Accident Reported Date / Time : 12/09/2014 12:00:00 AM
Surveyor is Required? : Yes
Survey by :
Vehicle is Towed Back? : No
Towed Back Date/Time : 01/01/2000
Replacement Vehicle issued? : No
Accident Repair Job Card No : 000024064042
Special Instruction to ARC, if any :
GBB5241D
BEFORE PAINT PHOTO
CAI
Prepared Date : 12/09/2014 05:59:53 PM



Admin-B (LKK Auto)

From: Claims Dept of CTI [claimsdept@sg.cntaiping.com]
Sent: Tuesday, 16 September, 2014 11:49 AM
To: Admin-B (LKK Auto); 'Hsiao Tong'
Cc: 'KKLau'; Chee So Chow; Disk Yao; Jimmy Foo; Irene Ng
Subject: Direct Settlement - Acc Invl GBB 5241D (SNM14D03737C02/1) & SHC 4163B (TP) on 12/09/2014 (LKK Ref: CC3/CAI14017530/K1py3)
Attachments: GUIDE ON MOTOR ACCIDENT REPORT & LIST OF AUTHORISED WORKSHOPS.pdf

Without Prejudice

LKK Ref: CC3/CAI14017530/K1py3
Our Ref: SNM14D03737C02/1
=====

Dear Hsiao Tong/Yin Siew

We thank you for your email pertaining to the above matter.

Please be advised that Insured we have yet and/or they have yet to file accident report. (contact number as per our records: 6294 9835)

Ms Irene Ng, by reading the email, please assist to notify M/s Seng Joo Hardware Pte Ltd to file the accident report IMMEDIATELY to enable us to respond to the alleged claim on their behalf (place of accident: Kelantan Lane car park)

Jimmy, please keep track on the matter.

Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte Ltd
3 Anson Road
#15-00 Springleaf Tower
Singapore 079909
Co. Reg. No. 200208384E
TEL: +65 6389 6116
FAX: +65 6224 7175/6224 7478
Email: claimsdept@sg.cntaiping.com
alfred.toh@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: Admin-B (LKK Auto) [mailto:admin-b@lkkauto.com]
Sent: Monday, September 15, 2014 5:31 PM
To: Claims Dept of CTI
Cc: 'KKLau'; Alfred Toh; Chee So Chow; Disk Yao; 'Hsiao Tong'
Subject: Direct Settlement - Acc Invl GBB 5241D (SNM14D03737C02/1) & SHC 4163B (TP) on 12/09/2014 (LKK Ref: CC3/CAI14017530/K1py3)

Dear Sir/Madam,

We refer to the above matter.

This is a TP direct settlement case. We had inspected TP vehicle SHC 4163B AT M/S SMRT.

Enclosed herewith a copy of TP's GIA report , estimated cost of repair and preliminary advice for your perusal.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197 & email : chewht@lkkauto.com

Thanks & Regards,

YIN SIEW

LKK Auto Consultants Pte Ltd

DID: 6366 0055

FAX: 6741 4108

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



中国太平
CHINA TAIPING

中国太平保险(新加坡)有限公司
CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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- [Claims](#)
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+65 6389
6111

Menu

Motor Insurance Claims

In the event of any accident involving the motor vehicle, irrespective of whether it would give rise to a claim or not, the driver shall report the accident to any of the Accident Reporting Centres with his/her accident vehicle (whether damaged or not) for photo taking within 24 hours or by the next working day, no matter how trivial or even if there is no visible damage, and irrespective of whether you are claiming from any insurers or third parties. Failure to report within 24 hours of the accident will affect your NCD upon renewal.

If the accident vehicle is not present at the time of reporting, the Accident Reporting Centres will not accept such reporting.

Please do not allow your vehicle to be taken away to any other workshops and do not sign any agreement given by any unauthorized tow-truck operator.

Procedures

Procedures

Accident Reporting Centres

Workshop

Theft of Vehicle

Windscreen Damage

Our policyholders are required to e-file their motor accident report within 24 hours of the accident or by the next working day with their accident vehicle (before any repair), no matter how trivial or even if there is no visible damage, and irrespective of whether you are claiming from any insurers or third parties, at the following centers:



中国太平
CHINA TAIPING

中国太平保险(新加坡)有限公司
CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

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Menu

Motor Insurance Claims

In the event of any accident involving the motor vehicle, irrespective of whether it would give rise to a claim or not, the driver shall report the accident to any of the Accident Reporting Centres with his/her accident vehicle (whether damaged or not) for photo taking within 24 hours or by the next working day, no matter how trivial or even if there is no visible damage, and irrespective of whether you are claiming from any insurers or third parties. Failure to report within 24 hours of the accident will affect your NCD upon renewal.

If the accident vehicle is not present at the time of reporting, the Accident Reporting Centres will not accept such reporting.

Please do not allow your vehicle to be taken away to any other workshops and do not sign any agreement given by any unauthorized tow-truck operator.

Procedures

Procedures

Accident Reporting Centres

Workshop

Theft of Vehicle

Windscreen Damage

[Printable Version](#)

FOR WINDSCREEN CLAIMS ONLY

Glass-Fix Pte Ltd

52, Ubi Avenue 3, #04-42 Frontier E Park @ Ubi
Singapore 408867
Tel: 6278 0887
Website: <http://www.glass-fix.com/>

Branch

1 Bukit Batok Crescent
WCEGA PLAZA
#08-11
Singapore 658064
Tel: 6570 3906 / 6570 4751
Fax: 6570 9342

North Area

Cheng Hoe Motor Services
10 Ang Mo Kio Auto Point
Ang Mo Kio Industrial Park 2A
#01-04, Singapore 568074
Tel: 6481 2001
Fax: 6482 1296
24-Hrs Towing No.: 6755 6142

Branches

38, Woodlands Ind. Park E1
#05-04/05, Singapore 757700
Tel: 6765 6142
Fax: 6769 2687

Blk 1019, Yishun Industrial Park A
#01-374/382, Singapore 768761
Tel: 6755 6142
Fax: 6755 7719

Huat Heng Motor Trading
Blk 7, 397-F, Woodlands Road
19km, Yew Tee Industrial Estate
Singapore 677998
Tel: 6769 4684
Fax: 6769 3041
24-Hrs Towing No.: 9661 5155
Email: huathengmotor@singnet.com.sg

K. Kim Hin Auto Pte. Ltd.
Blk 34, Sin Ming Drive
#01-114, Singapore 575708
Tel: 6452 7018
Fax: 6458 3895 / 6454 9575
24-Hrs Towing No.: 6452 7018

East Area

Hock Wah Motor Workshop Pte. Ltd.
3011 Bedok Industrial Park E,
#01-2008 / 2010 / 2012
Singapore 489977
Tel: 6441 5655
Fax: 6441 5355
Email: autoservices@hockwah.com.sg
24 hours Towing No.: 8339 6888

Branch

9006 Tampines Street 93 #01-204
Singapore 528840
Tel: 6786 3121 (3 lines)
Fax: 6788 3933
Email: autoservices@hockwah.com.sg

Progressive Automotive Pte Ltd
3022A, Ubi Road 1
#01-45 / 46, Singapore 408716
Tel: 6741 5336
Fax: 6741 7208
24-Hrs Towing No.: 9679 7155
Email: hiroms@singnet.com.sg

Jin Auto Services Pte Ltd
14, Defu Lane 10
#01-410 / 412, Singapore 539195
Tel: 6289 8126
Fax: 6287 0590
24-Hrs Towing Phone: 6286 3639
Email: jin@jinauto.com.sg

Kwan Ying Mun Motor Service
3023A, Ubi Road 1
#01-57, Singapore 408717

Lai Huat Meng Kee Motor Pte. Ltd.
 21, Sin Ming Industrial Estate
 #01-58/60, Singapore 575679
 Tel: 6453 8110
 Fax: 6459 6267
 24-Hrs Towing No.: 6453 8110

Meng Whee Brothers Motor Service
 10 Ang Mo Kio Auto Point
 Ang Mo Kio Industrial Park 2A
 #05-25, Singapore 568047
 Tel: 6484 6330
 Fax: 6484 6331
 24-Hrs Towing No.: 6484 6330

S & H Motor Pte. Ltd.
 11, Sin Ming Road
 Sin Ming Industrial Estate
 #01-83, Singapore 575655
 Tel: 6453 4730
 Fax: 6457 1931
 24-Hrs Towing No.: 9677 8873

Sin Yew Hup Auto Pte Ltd
 Blk 4, 393M Woodlands Road
 Yew Tee Industrial Estate
 Singapore 677981.
 Tel: 6760 0819
 Fax: 6769 0221
 24-Hrs Towing No.: 9815 2772

West Area

ETHOZ Automotive Solutions Ltd.
 (Formerly known as ORIX Fleet Management
 Pte. Ltd.)
 30 Bukit Batok Crescent
 Singapore 658075
 Tel: 6319 8000 (Main)
 Fax: 6654 7541
 Email: contactus@ethozgroup.com
 24-Hours Hotline: 6654 7777

Branches

22 Tampines Street 92
 Singapore 528876
 Tel: 6594 9090
 Fax: 6594 9080

50 Gul Crescent

Tel: 6747 6845
 Fax: 6749 3302
 24-Hrs Towing No.: 6743 1987

SME MOTOR PTE LTD
 1 Kaki Bukit Ave 6,
 #02-15/16/17/18,
 AutoBay @ Kaki Bukit,
 Singapore 417883
 Tel: +65 6747 6106 (6 lines)
 Fax: +65 6744 2368
 Email: service@smeauto.com.sg
 24-Hrs Accident Helpdesk & Towing Services
 Hotline: 6747 6106

Specialists Motor Pte. Ltd.
 Blk 3018A, Ubi Road 1
 #01-24 / 26, Singapore 408711
 Tel: 6747 2112
 Fax: 6743 8032

Compulsory For Parallel Import Car Owner

Car City Auto Centre Pte. Ltd.
 Blk 9006 Tampines Street 93
 #01-198 Singapore 528840
 Tel: 6781 0300
 Fax: 6782 0300
 24-Hrs Hotline: 9621 4666
 Email: ccacpl@singnet.com.sg

Sng Ah Tee Motor & Panel Service Pte. Ltd.
 3, Pioneer Road North
 #01-18, Singapore 628457
 Tel: 6268 6183
 Fax: 6268 1429
 24-Hrs Towing No.: 6268 6183

Singapore 629543

Tel: 6862 7117

Fax: 6861 3020

Malaysia

Chai Motor Workshop Sdn Bhd

3, Jalan Bertam 8, Taman Daya

81100 Johor Bahru, Johor, Malaysia.

Tel: +607355 6862 / +607355 5808

Fax: +607354 7335

Email: chaimtr@streamyx.com

Person-In-Charge

Mr Chai: +6019779 0612 / +6016779 0612

Winnie: +6019779 6612 / +6016721 9111

The above gives a brief and generalised summary of the claims procedure and is not an interpretation of the policy terms and conditions. We would advise that the policy schedule, endorsement, policy jacket and/or certificate of insurance should be read in conjunction with the above.

Depending on the circumstances of each case, further investigations may be required and there may be a request for further documents. Assistance may also be sought from the policyholder.

If the above information does not address your queries, please contact our Claims Department for further assistance @ +65 6389 6116 or e-mail claimsdept@sg.cntaiping.com

[Download Claim Form](#)

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中国太平
CHINA TAIPING

中国太平保险(新加坡)有限公司
CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

3 Anson Road #16-00 Springleaf Tower Singapore 079909
Tel: 6369 6111 Fax: 6222 1033
Website: www.sg.cntaiping.com
Co. Reg. No. 200208384E

Our Reference : SNM14D03737C02/1/LKKDS

Date : 17-Sep-14

Via Ordinary & Registered Mail

M/S Seng Joo Hardware Pte Ltd
Blk 26 Jalan Berseh
#01-164
Singapore 200026

Dear Sir,

**ACCIDENT INVOLVING GBB5241D & SHC4163B ON 12 SEPTEMBER 2014 ALONG
KELANTAN LANE CARPARK**

We refer to the abovementioned accident.

Please be advised that the third party vehicle SHC4163B is filing a third party property claim against your vehicle.

We have appointed **LKK Auto Consultants Pte Ltd** to administer the said claim on our behalf and they will soon contact you for more information about the accident. Kindly render your assistance and co-operation accordingly.

We understand that you or your driver has not filed an accident report within 24 hours as per Motor Claims Framework. We would urge you to comply with the condition to file your accident report with your vehicle (whether damaged or not) to us **IMMEDIATELY** through **LKK Auto Consultants Pte Ltd** or any of our **authorized workshops**. You may log onto our website www.sg.cntaiping.com for location of the respective workshops.

We regret to advise that we and / or LKK Auto Consultants Pte Ltd will not be handling the third party claim and your **NO CLAIM DISCOUNT** will be penalized upon renewal of your policy if you fail to comply with the condition of reporting.

Yours truly,

Motor Division
Claims Department
Fax : 62247478 / 62247175
Email : claimsdept@sg.cntaiping.com

cc. LKK Auto Consultants Pte Ltd
Attn : Hsiao Tong
Ref : CC3/CAI14017530/K1PY3
Contact no: 67423197
via email address : chewht@lkkauto.com

Agent : AN0448A KHC INSURANCE AGENCIES PTE LTD
via Facsimile : 62560787

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



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/CAI14017530/K1py3

30 SEP 2014

SENG JOO HARDWARE PTE LTD
BLK 26 JALAN BERSEH
#01-164
SINGAPORE 200026

Dear Sir,

**ACCIDENT INVOLVING GBB 5241D AND SHC 4163B ON 12/09/2014
ALONG/AT KELANTAN LANE CARPARK**

We, LKK Auto Consultants Pte Ltd has been appointed to act on the behalf of your insurer, China Taiping Insurance (Singapore) Pte Ltd to settle a THIRD PARTY claim against you for an accident which happened on the above-mentioned date and location.

Our record shows that to date, you/your driver have not reported the accident to us. We would appreciate it if you could urgently file a report at any of China Taiping Insurance (Singapore) Pte Ltd reporting centre. You may refer to your Certificate of Insurance for the list of the reporting centre.

Please note that you had been notified by your insurer via mail by post on 17/09/2014.

To enable us to look into the matter immediately, please let us hear from you within ten (14) days from date of this letter (by 14/10/2014).

Please be reminded that in accordance with the terms and conditions under your policy, failure of compliance, our principal M/s China Taiping Insurance (Singapore) Pte Ltd reserves the right to repudiate liability.

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

Yours faithfully,

Chew Hsiao Tong
DID: 6742 3197
Fax: 6741 4108
Email: chewht@lkkauto.com

c.c. *Claims Manager*
China Taiping Insurance (Singapore) Pte Ltd
(Motor Claims Dept)



Date: 12/9/14

Our Ref. No.: TAX/09/14/2089

Letter of Authorisation

I, MR TAN CHIN MENG (NRIC No.: S1357505G) the
registered ~~hired~~ / relief driver / ~~contract~~ hirer of SMRT taxi registration number
SHC 4163B hereby authorise **SMRT Automotive Services Pte Ltd**
("AutoSvs") to deal with all matters arising out of the accident between my taxi
and GBB 5241D happened on 12/09/14 (14 hr)
along Kelantan Lane
(the "Accident") on my behalf, including but not limited to instituting and any
claims or proceedings against such party or parties (as AutoSvs deems fit in its
absolute discretion) in respect of any claim, demand, loss, cost, expense, liability,
damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate,
resolve and settle any proceeding or claim arising out of the accidents, including
but not limited to doing any act or executing any document or signing the
Discharge Voucher on my behalf as may be required.



Name: Tan Chin Meng Signature: [Signature]
NRIC No.: S1357505G
Tel No.: 86882891
Address: Bk 174D Edgedale Plains
#06-189, SC824174



LKK Auto Consultants Pte Ltd
51 Ubi Ave 1
#01-25 Paya Ubi Industrial Park
Singapore 408933

AR REGISTERED

SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel : 65 6866 2652
Fax : 65 6368 7421
www.smrt.com.sg

Date : 08/10/2014

Our Ref.: TAX/09/14/2089/ML

Your Ref.:

Dear Sirs,

**ACCIDENT INVOLVING SHC4163B AND GBB5241D ON 12/09/2014 ALONG
KELANTAN LANE CAR PARK**

LETTER OF CLAIM

We claim on behalf of SMRT TAXIS PTE LTD, owner/hirer of the vehicle Reg. No.: SHC4163B.
Your driver's negligent driving has caused the above accident. As a result, my client has suffered
the following losses:-

| | | |
|--|---|-------------------|
| 1. Cost of Repair | : | <u>\$1,043.95</u> |
| 2. Loss of Use for _____ days @ S\$ _____/day | : | _____ |
| 3. Loss of Rental for <u>4.5</u> days @ S\$ <u>133.75</u> /day | : | <u>\$ 601.88</u> |
| 4. Loss of Income for <u>4.5</u> days @ S\$ <u>80.00</u> /day | : | <u>\$ 360.00</u> |
| 5. Police Report/ SAS Report/ LTA Search Fee | : | <u>\$ 5.00</u> |
| 6. Survey Fee | : | _____ |
| 7. Others | : | _____ |
| Total Claims : | | <u>\$2,010.83</u> |

We enclose the following documents :

- | | |
|--|---|
| <input checked="" type="checkbox"/> Repair Invoice | <input checked="" type="checkbox"/> Letter of Authorisation |
| <input type="checkbox"/> Survey Report | <input checked="" type="checkbox"/> LTA Search result |
| <input type="checkbox"/> Photographs _____ pcs | <input checked="" type="checkbox"/> Others : |
| <input type="checkbox"/> Investigation results | 1. <u>Laid-Up Report</u> |
| <input checked="" type="checkbox"/> Proof of Loss of Use/Rental/Income | 2. _____ |
| <input checked="" type="checkbox"/> Police / SAS report of <u>SHC4163B</u> | 3. _____ |

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT TAXIS PTE LTD**.

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD

Madeleine Lee
Madeleine Lee
For Manager, Claims
Claims Department
DID: 6866 2698
Email: madeleinelee@smrt.com.sg

c.c First Capital Insurance Ltd



CERTIFIED TRUE COPY



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. : IV140901349
Date : 26.09.2014
Vehicle No. : SHC4163B
Your Ref No. : TAX/09/14/2089
Our Ref No. : 24064042
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 |
|-------------------------------------|------|-----------|----------|-------------------|-------------|
| Parts | | | | | |
| BUMPER, REAR: FOR TOYOTA PRIUS TAXI | 1.00 | \$ 458.60 | (25.00) | \$ 114.65 | \$ 343.95 |
| BUMPER REINFORCEMENT REAR | 0.00 | \$ 205.70 | (25.00) | \$ 0.00 | \$ 0.00 |
| ARM SUB-ASSY, RR BUMPER LH | 0.00 | \$ 139.60 | (25.00) | \$ 0.00 | \$ 0.00 |
| END PANEL | 1.00 | \$ 602.10 | (100.00) | \$ 602.10 | \$ 0.00 |
| Sub-Total | | | | | \$ 343.95 |
| Labour | | | | | |
| TO REPAIR REAR PORTION | 1.00 | \$ 400.00 | 0.00 | \$ 0.00 | \$ 400.00 |
| Others | | | | | |
| TO REPSRAY REAR BUMPER | 1.00 | \$ 200.00 | (0.00) | \$ 0.00 | \$ 200.00 |
| TO RESPRAY REAR PANEL | 1.00 | \$ 100.00 | (0.00) | \$ 0.00 | \$ 100.00 |
| GRAND TOTAL | | | | | \$ 1,043.95 |

Remark :

Make/Model : TOYOTA PRIUS

Accident Date : 12.09.2014

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



Our Ref : TAX/09/14/2089/ML

Date : 08/10/2014

To : Claims Department

From : SMRT Taxis

**ACCIDENT INVOLVING SHC4163B AND GBB5241D ON 12/09/2014 ALONG
KELANTAN LANE CAR PARK**

CONFIRMATION OF TAXI RENTAL

This is to confirm the daily taxi rental rate for taxi registration no. SHC4163B is S\$133.75/ day.


Kindly proceed to recover any rental loss from the third party as a result of this accident.

Thank you.



SMRT Taxis Pte Ltd

MOTORING
Your Fast Track To Complete Motoring

 Singapore Government
Integrity • Service • Excellence
[General Info](#) | [Feedback](#) | [Contact Info](#)

Thank you



Balqish Binte Abdul Halil has successfully logged out.
Your last login date and time was 13 Sep 2014, 08:29:10.
To return to ONE.MOTORING, please click [here](#).
For security reasons, please **CLEAR YOUR CACHE** after each session.

Session Transaction History

| S/No. | Asset Type | Asset ID | Asset Owner ID | Transaction Type | Transaction Amount(S\$) | Log Date/Time |
|-------|------------|------------|----------------|--|-------------------------|------------------------|
| 1 | Vehicle | GBB5241D - | | 18.32 Insurance Enquiry (GIRO Payment) | 5.35 | 13 Sep 2014 / 08:31:59 |

Land Transport & Authority

Please read through the Privacy Statement, Terms of Use and Disclaimer.
Please do not use the **Back** or **Forward** buttons on your browser as this may alter the results of the transactions.
Best viewed with IE 6.0 SP3 and above, 1024 X 768 resolution
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Accident Vehicle Laid-Up Report

Registration No. : SHC4163B

Accident Case No. : TAX/09/14/2089

Make / Model : TOYOTA PRIUS

Ref. No. : 24064042

Date and Time Vehicle off-road for Accident Repair : 12.09.2014 17:22:00

Date and Time Repair Completed : 17.09.2014 08:42:11

Remarks :

Generated by : POHSUAN

Printed on : 26.09.2014

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