### **Hsiao Tong (LKKAuto)**

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)

<OngHuaYen@smrt.com.sg>

Sent: Wednesday, 16 October 2019 10:53 AM

**To:** Admin A; CS A Team

Ct: 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

IA/Buses)

Subject: OUR REF:BUS/09/19/1067 - ACCIDENT ON 23/09/19 INVOLVING SG5788R AND

SHA2983A ALONG JUNCTION OF BRAS BASAH RD & NTH BRIDGE RD-AFT

BS:04179 (AFT BRAS BASAH STN EXIT A)

**Attachments:** INV BUS 09 19 1067.pdf; GIA BUS 09 19 1067.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5788R. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$884.00					
Loss of Use	\$1,575.00	(	4.5	days x	\$350.00	)
Total	\$2,459.00					

We enclose the following documents,

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

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards Hua Yen

# **AUTHORIZATION TO ACT**

I, <u>SMRT BUSES LTD</u> (the third party claimant") of <u>6 ANG MO KIO STREET 62 (S)569140</u> (address), owner of <u>SG 5788R</u> (vehicle no.) hereby authorize <u>SMRT AUTOMOTIVE</u> <u>SERVICES PTE LTD</u> ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no <u>SG 5788R</u> that was damaged pursuant to the accident which occurred on <u>23/09/2019</u> (date) along <u>JUNCTION OF BRAS BASAH RD</u> <u>& NTH BRIDGE RD-AFT BS</u> (location) involving vehicle no/s <u>SHA 2983A</u> ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT BUSES LTD.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this \_\_\_\_\_\_ (day) of \_\_\_\_\_ (month) 2021 (year)

Signed by "the third party claimant"

(with chop if applicable)

Signed by "the workshop"

(with chop)



#### INDIA INTERNATIONAL INSURANCE PTE LTD

Co, Reg. No. 198703792k | GST. Reg. No. M2-0078806-X 64 | Cecil Street | #04 | #05 | #06-02 | IOB Building | Singapore 0497 | 1

## **EXPRESS SETTLEMENT**

DISCHARGE VOUCHER
|- Direct Settlement (PODS)

We/l, SMRT Automotive Services Pte Ltd ("the workshop") hereby confirm that we/l have reached an agreement

India Ref: MCT19090563

Claimant Ref : BUS/09/19/1067 (SG5788R)

\*\*\* This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date.

Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising-of the subject matter in this action.

with the appo	pinted Surveyor of India International Insurance Pte Ltd _	LKK Auto C	consultants Pte Ltd (name
	with respect to the amount claimed for S\$ $442.0$		cost), S\$487.50(loss of
use/rental), S	S\$ (search fee), vehicle no SG5788R that was JUNCTION OF BRAS BASAH RD & NTH B	as damaged pursu	ant to the accident which occurred
	2019 (date) at JUNCTION OF BRAS BASAH RD & NTH B		
verticle). Triis	is pursuant to the inspection conducted on 26/09/2019 (	date) at the workshi	. qε
We/I confirm	that we/l are/am authorized by the owner SMR	T BUSES LTD	("the third party
claimant") of	vehicle $noSG5788R$ to make the claim as set out in the	e above paragraph	
	n his/her behalf in a manner that we/l deem fit. We/l er	nclose herein the I	etter of authority given by "the third
party claimant	t".		
We/I further of	confirm that we/l will indemnify India International Insura	nce Pte I td for all	damages loss and/or expense that
	have already incurred in the event that "the third party		
	against the former for any loss and expenses suffered		of repairs and/or rental and/or loss
of use pursua	ant to the damage to $\underline{\sf SG5788R}$ (vehicle no.) as a resul	t of the accident.	
We/I confirm	that the agreement reached above is in full and final	settlement of all	claims of "the third party claimant"
	he accident and that further this settlement is reached o		
basis.			
This careema	at in cubicat to the application of O'manage Issue Issue	0: 0.4	
	ent is subject to the application of Singapore law and the grout of the same.	Singapore Courts	nave exclusive jurisdiction over any
We/I authoria	ze you to pay the total amount of S\$ $929.50$ to $^{-2}$	SMRT BUSES	S LTD
Data ditta	5 day of Janvary 2021		
Dated this	20 21		
CLAIMANT:	yer ( S)	WITNESS:	((IKK))
Signature:	200	Signature:	(LNN)
<b>5</b>	Signed by "the workshop" (with chop)	olgilatare.	Signed by appointed Surveyor
Name:	SMRT Buses Ltd	Name:	LKK Auto Consultants Pte Ltd
NRIC:	6 Ang Mo Kio Street 62	NRIC:	199607198R
Address:	Singapore 569140	Address:	51 Ubi Avenue 1
			#01-25 Paya Ubi Ind. Park S(40893)
Nationality:		Nationality	
Ž		Nationality:	
Occupation:		Occupation:	



Customer Code: 3000066

SMRT BUSES LTD

Block Unit STREET 62 6 ANG MO KIO SINGAPORE 569140



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 : 199004280Z CRN Invoice No. : IV191000043 Date : 04.10.2019 Vehicle No. : SG5788R

Your Ref No. : BUS/09/19/1067

Our Ref No. : 24103536 Terms : 30 Days

Description	Qty	Unit	Add /	(Discount)		Amount
		Cost	8	Amount		
Parts						
COVER, HEADLAMP: FRT, LH, FOR MAN A22 BUS	1.00	974.70	100.00	\$ 974.70	\$	0.00
			Si	ub-Total	ş	0.00
Labour						
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	530.00	0.00	\$ 0.00	\$	530.00
Others						
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00 \$	354.00	( 0.00 )	\$ 0.00	Ş	354.00
			<u> </u>	TOTAL	ŝ	884.00

#### Remark:

: MAN A95 Make/Model Accident Date : 23.09.2019

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'. No receipt will be issued unless requested.

> Authorised Signature for SMRT Automotive Services Pte Ltd

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E. & O.E

## **Claim Audit**

	MODII	TRAIL		
No.		Audit	Remarks	Ву
1	26 Sep 2019 20:00		Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWA
2	2019	Clm Veh Model Changed	(204258) MAN A95 10.5 D (A).	[A] HOW MEI KWA
3	26 Sep 2019 20:00		Reg No: SG5788R. Acct Date: 2019/09/23. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOV MEI KWA
7	26 Sep 2019 20:00	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOV MEI KWA
5	2019 20:00	Changed	Next Rpt:Final Rpt.Due Date:2019/10/07	[A] HOV MEI KWA
o	26 Sep 2019 20:00	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOV MEI KWA
7	26 Sep 2019 20:00	Label Added	(30653):Direct Settlement.	[A] HOV MEI KWA
8		-	[None] -> CHEN TSUE YEE	[A] HOV MEI KWA
9		Adj Mandate Request	Cur.Req:0.00:PODS Liability: TBA Remarks; Kindly provide insured video. Meantime, we will request video (if any) from third party.	[A] CHE HSIAO TONG
10	2019		Next Rpt:Final Rpt.Due Date: $2019/10/07$ . Mandate Remarks: As of now not received the video from our in sured. Please request video from TP	[I] Sund Nagaraja
11	04 Oct 2019 09:39	Adj Mandate Set	Approved:0.00:As of now not received the video from our insured. Please request video from TP	[I] Sund Nagaraja
12		Mandate	Cur.Req:0.00:PODS Liability: TBA Remarks; Kindly provide insured video. Meantime, we will request video (if any) from third party.	[A] CHE HSIAO TONG
13	2019	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/10/07. Mandate Remarks: uploaded	[I] Sund Nagaraja
14	11 Oct 2019 09:33		Maintained:uploaded	[I] Sund Nagaraja
13	19 Oct 2019 10:16	Downloaded	Downloaded Video - Accident-IV	[A] CHE HSIAO TONG
10	19 Jun 2020 17:08	Video Downloaded	Downloaded Video - Accident-IV	[A] CHE HSIAC TONG
17	23 Jul 2020 13:49	Adj Rpt Initiated		[A] JOANN LEE KHANG MIN
18	23 Jul 2020 13:49	Clm Dtl Modified	Insured Name: -> Insured ID: -> Claim Conclusion: -> 3.	[A] JOANN LEE KHANO
19	23 Jul 2020 13:49	Clm Dtl Modified	JPJ Reg. Date: -> 2016/08/19.	[A] JOANN LEE KHANO
	23 Jul 2020	Clm Details Notified		MIN [A] JOANN LEE KHANO

Ξ	AUDI	T TRAIL		
N	o. On	Audit	Remarks	Ву
2	24 Ju 1 2020 09:07	Mandate	Cur.Req:892.00:PODS Liability: $50\%$ (Both parties turning B30 apply) *Quantum:[(a)COR: \$884.00 + (b)L OU(3days x \$300.00): \$900.00]@ $50\%$ = Total:\$892.00 *Vehicle Model: MAN A95 (10518cc) *2 recommen dation repair days + 1PRS = 3days *For your approval	[A] CHEW HSIAO TONG
2	24 Ju 2 2020 09:12	Video Downloaded	Downloaded Video - Accident-IV	[I] Sundari Nagarajan
2	24 Ju 3 2020 09:23	Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/10/07. Mandate Remarks: request video from TP	[I] Sundari Nagarajan
2	24 Ju 4 2020 09:23	Aaj Mandate Set	Maintained:request video from TP	[I] Sundari Nagarajan
2	27 Ju 5 2020 15:20		Cur.Req:892.00:Hi, No Video Footage from 3rd party. For your advice/instruction please.	[A] CHEW HSIAO TONG
2	27 Ju 6 2020 17:2	Rpt	Cur Rpt:Final Rpt. Cur Due Date:2019/10/07. Mandate Remarks: request video from TP	[I] Sundari Nagarajan
2	27 Ju 7 2020 17:24	Adj Mandate Set	Approved:892.00:request video from TP	[I] Sundari Nagarajan
2	06 Oc 8 2020 08:39	mandate	Cur.Req:929.50:Hi, 3rd party rejected our offer at \$892.00 and proposed \$1,100.00(all-in). 3rd party bus is a Double Deck bus, LOU we propose to revise \$325/day. For your comments/approval. Thanks.	[A] CHEW HSIAO TONG
2	06 Oc 9 2020 08:52	•	Cur Rpt:Final Rpt. Cur Due Date:2019/10/07. Mandate Remarks: request video from TP	[I] Sundari Nagarajan
3	06 Oc 0 2020 08:52	Auj Mandate Set	Approved:929.50:request video from TP	[I] Sundari Nagarajan

Date To Audit Type None **✓** Go **Date From** 

#### ACTIVITY

No record

Merimen Billing for this case - Transaction History									
Bill Ref No	Bill Date	Bill Type	Асс Туре	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount	
2309587	11 Oct 2019 09:33:00	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SG5788R	Sundari Nagarajan	xx.xx	
2544308	23 Jul 2020 13:49:59	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SG5788R	SHA2983A	11.00	