

Jia Le (LKK Auto)

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)
<OngHuaYen@smrt.com.sg>
Sent: Thursday, 5 December 2019 5:45 PM
To: Admin A; CS A Team
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses); Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses); Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses)
Subject: OUR REF:BUS/10/19/5012 - ACCIDENT ON 14/10/19 INVOLVING SMB77P AND SJL5388S ALONG Junction of Choa Chu Kang Dr and Choa Chu Kang Ave 1
Attachments: BUS 10 19 5012 INV.pdf; BUS 10 19 5012 LTA.pdf; BUS 10 19 5012 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB77P. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$5,450.00
Loss of Use	\$2,200.00 (8 days x \$275.00)
LTA search fee	\$7.00
Total	\$7,657.00

We enclose the following documents,

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

AUTHORISATION TO ACT

I/We, **SMRT BUSES LTD** ("the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 77P** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no. **SMB 77P** that was damaged pursuant to the accident which occurred on **14/10/2019** (date) along **CHOA CHU KANG DR & TECK WHYE AVE** (location) involving vehicle no/s **SJL5388S** ("the accident").

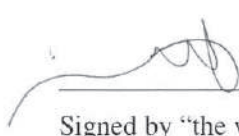
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT BUSES LTD.

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 **15** (day) of **10** (month) 20 **19** (year)



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



Signed by "the workshop"
(with chop)



LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VP05/022284
DATE : 27 JAN 2021

DISCHARGE VOUCHER

I/We, Smart Buses Ltd confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SJL 5388S the sum of Singapore Dollar Seven Thousand Three Hundred and Eighty Two Only (**\$7,382.00**) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SMB 77P and SJL 5388S on 14 Oct 2019 along Junction of Choa Chu Kang Drive & Choa Chu Kang Ave 1.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TEE SOON KAY**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **SMRT BUSES LTD**

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



03/06/21

Signature of vehicle owner/Date

SMRT Buses Ltd

03/06/21

Name of vehicle owner /Date

Tax Invoice

GST Reg No. : MR-8500001-7
 CRN : 199004280Z
 Invoice No. : IV191100390
 Date : 25.11.2019
 Vehicle No. : SMB77P
 Your Ref No. : BUS/10/19/5012
 Our Ref No. : 24103933
 Terms : 30 Days

Customer Code: 3000066

SMRT BUSES LTD

Block Unit
 STREET 62
 6 ANG MO KIO
 SINGAPORE 569140



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 5,450.00
GRAND TOTAL					\$ 5,450.00

Remark :

Make/Model : MBOC500
 Accident Date : 14.10.2019

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

bus/10/19/5012
SNMB77P

Enquire Transaction History

Transaction History Details

Log Date/Time: 14 Oct 2019 / 15:26:23

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SJL5388S		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20191014152623449557

Search Date / Time: 14 Oct 2019 12:27:00

Insurance Company: LONPAC INSURANCE BHD

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

[Enquire Related Logs](#)

[Back to List](#)

Jia Le (LKK Auto)

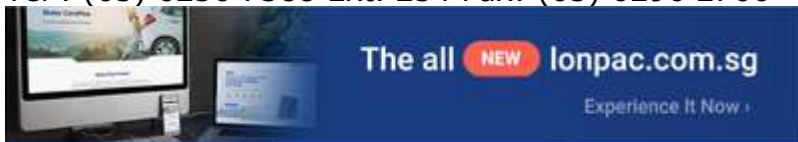
From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 26 August 2020 5:37 PM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Lonpac External - General

Dear Jia Le

Please proceed.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Wednesday, 26 August 2020 4:17 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Dear Li Li,

Third Party did not have the front video.

From video indicated that the traffic has changed to amber, third party bus was travelling with speed cannot possibly stop before the stop line and also considering safety of the commuters on board the bus, he may proceed.

Kindly let us have your approval/instruction.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

From: Jia Le (LKK Auto)
Sent: Monday, 3 February 2020 5:20 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Dear Li Li,

As spoken, the claim number should be 22512 .

Based on the accident report, insured was making a right turn and third party bus was travelling straight. Liability is not in insured's favour.

Kindly let us have your mandate approval/instruction.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Thursday, 30 January 2020 12:57 PM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284 [External General]

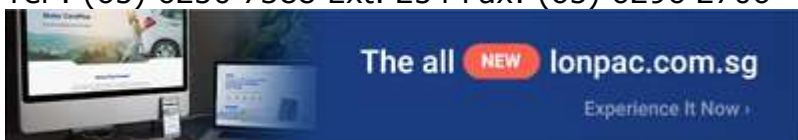
Lonpac External - General

Hi Jia Le

Are you able to see Insured vehicle in the video?

According to Insured, there was no impact to his vehicle. Have you verified with Insured?

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Friday, 24 January 2020 9:03 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Lonpac Ref: **18/19/19/VP05/022284**

LKK Ref: CC4/LPC19018539/Edb3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 21/10/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured was making a right turn and resulted the accident. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**SMRT AUTOMOTIVE SERVICES PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,981.30	\$ 5,450.00
2. Loss of Use (8days x \$275)	\$ 2,200.00	\$ 1,925.00 (7days x \$275)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 12,188.30	\$ 7,382.00

**05days recommendation for repair + 1sunday + 1PRS = 7days.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

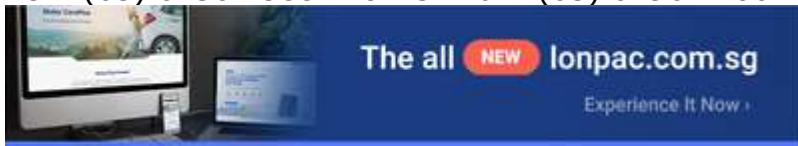
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Thursday, 24 October 2019 4:05 PM
To: Shu Pei (LKKAuto)
Cc: MT_Claim_SG; Admin A; Jia Le (LKK Auto)
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Dear Shu Pei

Please see attached for our Insured's GIA report.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 21 October 2019 5:32 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Jia Le (LKK Auto)
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 77P at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

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 Jia Le and she can be contacted at DID: 6749 5792.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 18 October 2019 4:17 PM
To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:llong@lonpac.com>]

Sent: Friday, 18 October 2019 3:04 PM

To: Jeong Choon Hwee (Auto Svcs/ARC/ARC/Buses) <JeongCH@smrt.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: AutoSvs-ARC (Bus) <AutoSvs-ARCBus@smrt.com.sg>

Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Without Prejudice

Dear Edy

According to our Insured, he was not involved in the accident. It was a motorcycle who had hit onto your SMRT bus. Please provide us with the video footage. If you still want us to arrange survey, please liaise with LKK Auto Consultants Pte Ltd.

Dear Nivitha

Please follow up.

Regards,

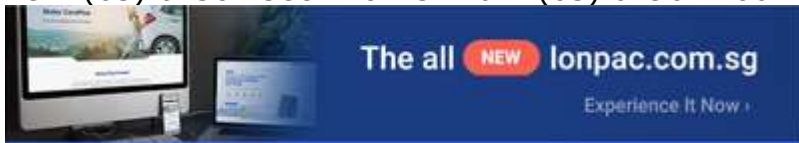
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



From: Jeong Choon Hwee (Auto Svcs/ARC/ARC/Buses) [<mailto:JeongCH@smrt.com.sg>]

Sent: Friday, 18 October 2019 2:58 PM

To: MT_Claim_SG

Cc: AutoSvs-ARC (Bus)

Subject: Survey for SMB77P

Hi

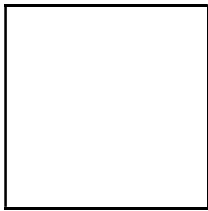
Kindly arrange to survey the vehicle **SMB77P** within 48 hours according to GIA guide line, involving your insured **SJL5388S**

Insurance Company : **LONPAC**

Vehicle is in woodlands Bus Depot

Regards,
Edy Jeong
9154 1195

SMRT Automotive Services Pte Ltd
(Accident Repair Centre) (BUS)



This email has been checked for viruses by AVG antivirus software.
www.avg.com