

## Asher Sng (LKKAuto)

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**From:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>  
**Sent:** Tuesday, 26 November 2019 4:07 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/10/19/1085 - ACCIDENT ON 31/10/19 INVOLVING SG3030G AND SMN4209L ALONG YISHUN AVE 2 BEF BS:59073 ( OPP YISHUN STN )  
**Attachments:** BUS 10 19 1085 INV.pdf; BUS 10 19 1085 LTA.pdf; BUS 10 19 1085 SAS.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed  
**Categories:** PROCESSING

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG3030G. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$2,852.00
Loss of Use	\$825.00 ( 3 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$3,684.00</b>

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



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

**Our Ref: CC3/AIG19019525/Eea3**

11 DEC 2019

**NG ZHE XI**  
BLK 682C EDGEDALE PLAINS  
#15-725  
SINGAPORE 823682

Dear Sir/Madam,

**ACCIDENT INVOLVING SMN 4209L AND SG 3030G ON 31/10/2019**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Asher  
Case Handler  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

c.c. AIG Asia Pacific Insurance Pte Ltd  
(Motor Claims Dept)

## **AUTHORIZATION TO ACT**


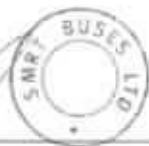
### **(AIG Asia Pacific - Express Third Party Claim)**

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 SINGAPORE 569140** (address), owner of **SG 3030G** (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 **SG 3030G** that was damaged pursuant to the accident which occurred on **31/10/2019** (date) along **YISHUN AVE 2 BEFORE BS:59073 (OPP YISHUN STN)** (location) involving vehicle no/s **SMN 4209L** ("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 02 (day) of March (month) 2020 (year)

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

  
  
Signed by "the workshop"  
(with chop)

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, SMRT AUTOMOTIVE SERVICES PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd LKK AUTO CONSULTANTS PTE LTD (name of surveyor) with respect to the amount claimed for S\$1,426.00 (Repair Cost), S\$375.00 (Loss of Use/~~Rental~~), S\$7.00 (Disbursement) for vehicle no. SG 3030G that was damaged pursuant to the accident which occurred on 31/10/2019 (date) along YISHUN AVE 2 BEFORE BS:59073 (OPP YISHUN STN) (location) involving vehicle no/s SMN 42091.

This is pursuant to the inspection conducted on 04/11/2019 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner SMRT BUSES LTD ("the third party claimant") of vehicle no. SG 3030G make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to SG 3030G (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 02 (day) of March (month) 2020 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)



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  
CRN : 1990042802  
Invoice No. : IV191100138  
Date : 12.11.2019  
Vehicle No. : SG3030G  
Your Ref No. : BUS/10/19/1085  
Our Ref No. : 24104120  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Parts</b>					
STICKER SG LOVE	1.00	\$ 75.00	0.00	\$ 0.00	\$ 75.00
STICKER SMRT	1.00	\$ 75.00	0.00	\$ 0.00	\$ 75.00
Sub-Total					\$ 150.00
<b>Labour</b>					
TO REPAIR LH PORTION FRONT TO REAR	1.00	\$1590.00	0.00	\$ 0.00	\$ 1590.00
<b>Others</b>					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$1112.00	0.00	\$ 0.00	\$ 1112.00
GRAND TOTAL					\$ 2,852.00

Remark :

Make/Model : Volvo B5LH DHB  
Accident Date : 31.10.2019

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

## Enquire Transaction History

### Transaction History Details

Log Date/Time: 01 Nov 2019 / 15:24:13

Asset Type:	Vehicle	Transaction Amount:	\$7.49
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Asset ID: SMN4209L

Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
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User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20191101152413710662
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Search Date / Time: 31 Oct 2019 20:01:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

[Enquire Related Logs](#)

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