

Jia Le (LKK Auto)

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses)
<OngHuaYen@smrt.com.sg>
Sent: Friday, 20 December 2019 2:42 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/11/19/1020 - ACCIDENT ON 07/11/19 INVOLVING SG6018Z AND SMJ8975C ALONG WOODLANDS AVE 2 JUNCTION WITH WOODLANDS AVE 9
Attachments: BUS 11 19 1020 INV.pdf; BUS 11 19 1020 LTA.pdf; BUS 11 19 1020 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG6018Z. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$527.00
Loss of Use	\$700.00 (2 days x \$350.00)
LTA search fee	\$7.00
Total	\$1,234.00

We enclose the following documents,

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

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 (S)569140** (address), owner of **SG 6018Z** (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 6018Z** that was damaged pursuant to the accident which occurred on **07/11/2019** (date) along **WOODLANDS AVE 2 JUNCTION WITH WOODLANDS AVE 9** (location) involving vehicle no/s **SMJ 8975C** (“the accident”).

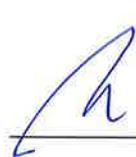
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of the workshop.

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 2 (day) of February (month) 2021 (year)




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




Signed by “the workshop”
(with chop)

*** 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.

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\$1,100.00 (Global Sum) for vehicle no. SG 6018Z that was damaged pursuant to the accident which occurred on 07/11/2019 (date) along WOODLANDS AVE 2 JUNCTION WITH WOODLANDS AVE 9 (location) involving vehicle no/s SMJ 8975C.

This is pursuant to the inspection conducted on 27/11/2019 (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 6018Z 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 6018Z (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 February (month) 20 21 (year)



Signed by appointed surveyor


Signed by "the workshop" (with chop)



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. : IV191200217
Date : 09.12.2019
Vehicle No. : SG6018Z
Your Ref No. : BUS/11/19/1020
Our Ref No. : 24104581
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
Labour					
TO REPAIR REAR RHS PORTION	1.00	\$ 265.00	0.00	\$ 0.00	\$ 265.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 262.00	0.00	\$ 0.00	\$ 262.00
GRAND TOTAL					\$ 527.00

Remark :

Make/Model : MAN A95
Accident Date : 07.11.2019

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: 11 Nov 2019 / 15:39:13

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: SMJ8975C

Transaction Type: 18.32 Insurance Enquiry
(GIRO Payment)

Channel: External Agency

User ID: ESASBAH0 - BALQISH
BINTE ABDUL HALIL

Business Transaction Reference No.: 20191111153913271874

Search Date / Time: 07 Nov 2019 21:34:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

[Enquire Related Logs](#)

[Back to List](#)

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Tuesday, 18 February 2020 2:59 PM
To: phuaeelin@gmail.com
Cc: Jia Le (LKK Auto)
Subject: Your ref : ACCIDENT INVOLVING SMJ 8975C AND SG 6018Z ON 07/11/2019

Our Ref: CC3/AIG19021060/Eda3

18 FEBRUARY 2020

TAI YONG CONSTRUCTION PTE LTD (BY EMAIL)

Dear Sir/Madam,

ACCIDENT INVOLVING SMJ 8975C AND SG 6018Z ON 07/11/2019

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.

We have received a claim from Body Repairer/Workshop acting on behalf of the owner of SG 6018Z against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please call us if you have further queries.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	28 Nov 2019 14:37	Clim Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	28 Nov 2019 14:37	Clim Veh Model Changed	(204258) MAN A95 10.5 D (A).	[A] HOW MEI KWAN
3	28 Nov 2019 14:37	Clim Created	Reg No: SG6018Z. Acct Date: 2019/11/07. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	28 Nov 2019 14:37	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	28 Nov 2019 14:37	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/12/09	[A] HOW MEI KWAN
6	28 Nov 2019 14:37	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	28 Nov 2019 14:37	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	28 Nov 2019 14:37	Label Added	(23):Express.	[A] HOW MEI KWAN
9	28 Nov 2019 14:37	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
10	16 Mar 2020 15:31	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
11	16 Mar 2020 15:31	Clim Dtl Modified	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	16 Mar 2020 15:31	Clim Dtl Modified	JPJ Reg. Date: -> 2018/12/03.	[A] JOANNE LEE KHANG MIN
13	16 Mar 2020 15:31	Clim Details Notified		[A] JOANNE LEE KHANG MIN
14	26 Mar 2020 14:59	Adj Mandate Request	Cur.Req:1034.00:Liability: 100% Quantum: (a)COR: \$527.00 + (b)LOU(2days x \$250.00): \$500.00 + (c)LTA/GIA search fee: \$7.00 = Total: \$1,034.00 1 recommendation repair days + 1PRS = 2days For your approval please.	[A] CHAN JIA LE
15	24 Apr 2020 23:56	Video Downloaded	Downloaded Video - Accident (TP)	[I] Tan, Bennie-WZ
16	25 Apr 2020 00:10	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2019/12/09. Mandate Remarks: Pls do your utmost to negotiate settlement from: \$730 - \$1030 (All-in) -subj to Final Repair Bill, LTA Search Bill in order	[I] Tan, Bennie-WZ
17	25 Apr 2020 00:10	Adj Mandate Set	Approved:1030.00:Pls do your utmost to negotiate settlement from: \$730 - \$1030 (All-in) -subj to Final Repair Bill, LTA Search Bill in order	[I] Tan, Bennie-WZ
18	08 May 2020 09:26	Adj Mandate Request	Cur.Req:1134.00:Re-seek mandate approval.	[A] CHAN JIA LE
19	08 May 2020 15:00	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/12/09. Mandate Remarks: Pls do your utmost to negotiate settlement from: \$730 - \$1030 (All-in) -subj to Final Repair Bill, LTA Search Bill in order.	[I] Tan, Bennie-WZ
20	08 May 2020 15:00	Adj Mandate Set	Maintained:Pls do your utmost to negotiate settlement from: \$730 - \$1030 (All-in) -subj to Final Repair Bill, LTA Search Bill in order.	[I] Tan, Bennie-WZ
21	23 Jul 2020 12:30	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/12/09. Mandate Remarks: Pls do your utmost to negotiate settlement from: \$1084 (All-in) -subj to Final Repair Bill, LTA Search Bill in order - strictly for settlement sake.	[I] Tan, Bennie-WZ
22	23 Jul 2020 12:30	Adj Mandate Set	Approved:1084.00:Pls do your utmost to negotiate settlement from: \$1084 (All-in) -subj to Final Repair Bill, LTA Search Bill in order - strictly for settlement sake.	[I] Tan, Bennie-WZ
23	18 Dec 2020 16:46	Adj Mandate Request	Cur.Req:1084.00:Liability:100% Quantum: (a)COR: \$527.00 + (b)LOU(2days x \$285.00): \$570.00 + (c)LTA/GIA search fee: \$7.00 = Total: \$1,104.00*recommended 1 repair days + 1PRS = 2days	[A] Jaslin Kok Chin Yi
24	30 Dec 2020 00:43	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2019/12/09. Mandate Remarks: Strictly for settlement and not to be taken as precedent to future cases, do your utmost to negotiate settlement not exceeding: \$1100 (All-in) -subj to Final Repair Bill, LTA Search Bill in order	[I] Tan, Bennie-WZ
25	30 Dec 2020 00:43	Adj Mandate Set	Approved:1100.00:Strictly for settlement and not to be taken as precedent to future cases, do your utmost to negotiate settlement not exceeding: \$1100 (All-in) -subj to Final Repair Bill, LTA Search Bill in order.	[I] Tan, Bennie-WZ

Date From Date To Audit Type

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2436501	12 Feb 2020 15:30:13	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SG6018Z	CHAN JIA LE	xx.xx
2469487	16 Mar 2020 15:31:43	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SG6018Z	SMJ8975C	11.77