

Khanchna (LKK Auto)

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>
Sent: Wednesday, 4 March 2020 3:17 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/01/20/1034 - ACCIDENT ON 21/01/20 INVOLVING SMB1590S AND SGN43U ALONG JALAN ANAK BUKIT AFTER (BS:42089-OPP BUKIT TIMAH PLAZA)
Attachments: BUS 01 20 1034 INV.pdf; BUS 01 20 1034 LTA.pdf; BUS 01 20 1034 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1590S. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,800.00
Loss of Use	\$1,237.50 (4.5 days x \$275.00)
LTA search fee	\$7.00
Total	\$3,044.50

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 SMB 1590S (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 1590S that was damaged pursuant to the accident which occurred on 21/01/2020 (date) along JALAN ANAK BUKIT AFTER (BS:42089-OPP BUKIT TIMAH) (location) involving vehicle no/s SGN 43U ("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 17 (day) of 06 (month) 2021 (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\$2,807.00** (Global Sum) for vehicle no. **SMB 1590S** that was damaged pursuant to the accident which occurred on **21/01/2020** (date) along **JALAN ANAK BUKIT AFTER (BS:42089-OPP BUKIT TIMAH)** (location) involving vehicle no/s **SGN 43U**.

This is pursuant to the inspection conducted on **23/01/2020** (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. **SMB 1590S** 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 **SMB 1590S** (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 17 (day) of 06 (month) 2021 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)

Tax InvoiceGST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200200374
Date : 24.02.2020
Vehicle No. : SMB1590S
Your Ref No. : BUS/01/20/1034
Our Ref No. : 24105433
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				\$ 1,800.00
GRAND TOTAL					\$ 1,800.00

Remark :

Make/Model : MAN A22
Accident Date : 21.01.2020N.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: 22 Jan 2020 / 16:47:54

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: SGN43U

Transaction Type: 18.32 Insurance Enquiry
(GIRO Payment)

Channel: External Agency

User ID: ESASBAH0 - BALQISH
BINTE ABDUL HALIL

Business Transaction Reference No.: 20200122164754019557

Search Date / Time: 21 Jan 2020 09:20:00

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: Friday, 28 February 2020 2:35 PM
To: 'yaukar@yahoo.com'
Cc: Khanchna (LKK Auto)
Subject: ACCIDENT INVOLVING SGN 43U AND SMB 1590S ON 21/01/2020

Our Ref: CC4/AIG20001667/Qka3

SONG YAU KAR (BY EMAIL ONLY)

Dear Sir/Madam,

ACCIDENT INVOLVING SGN 43U AND SMB 1590S ON 21/01/2020

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.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

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 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.

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	31 Jan 2020 15:33	Clim Dtl Modified	Claimant's Name: -> SMRT BUSES LTD.	[A] HOW MEI KWAN
2	31 Jan 2020 15:33	Clim Veh Model Changed	(205176) MAN NL320F (A22) 10.5 D ABS TURBO (A).	[A] HOW MEI KWAN
3	31 Jan 2020 15:33	Clim Created	Reg No: SMB1590S. Acct Date: 2020/01/21. 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	31 Jan 2020 15:33	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	31 Jan 2020 15:33	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/11	[A] HOW MEI KWAN
6	31 Jan 2020 15:33	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	31 Jan 2020 15:33	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	31 Jan 2020 15:34	Label Added	(23):Express.	[A] HOW MEI KWAN
9	31 Jan 2020 15:34	Adj Adjuster Assigned	[None] -> OI SUN PIN	[A] HOW MEI KWAN
10	01 Apr 2020 16:26	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
11	01 Apr 2020 16:26	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	01 Apr 2020 16:26	Clim Dtl Modified	JPJ Reg. Date: -> 2015/01/07.	[A] JOANNE LEE KHANG MIN
13	01 Apr 2020 16:26	Clim Details Notified		[A] JOANNE LEE KHANG MIN
14	29 Jul 2020 14:17	Adj Mandate Request	Cur.Reg:2907.00:BOLA 15 - OI change lane. Liability down against OI. Surveyor recommend: 2 days + 2 PRS = 4 days	[A] Khanchna Pothuraj
15	21 Sep 2020 13:28	Adj Mandate Request Cancelled		[A] Khanchna Pothuraj
16	21 Sep 2020 13:55	Adj Mandate Request	Cur.Reg:1457.00:BOLA 19 - Both parties change lane. Liability is 50%. Surveyor recommend: 2 days + 2 PRS = 4 days	[A] Khanchna Pothuraj
17	22 Sep 2020 11:53	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/02/11	[I] Loh, Chee-Heng
18	22 Sep 2020 11:53	Adj Mandate Set	Approved:1457.00.	[I] Loh, Chee-Heng
19	22 Mar 2021 12:49	Adj Mandate Request	Cur.Reg:2907.00:Hi, 3rd party rejected our 50% offer and proposed 100%.	[A] CHEW HSIAO TONG
20	24 Mar 2021 09:14	Video Downloaded	Downloaded Video - Accident TP	[I] Yong, Joanne
21	24 Mar 2021 09:24	Adj Mandate Set	Approved:2907.00.	[I] Yong, Joanne

Date From



Date To



Audit Type

None



Go

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
2485341	01 Apr 2020 16:26:14	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB1590S	SGN43U	11.77
2507109	20 May 2020 13:07:30	Video Upload	Motor	AIG Asia Pacific	AIG Asia Pacific	SMB1590S	Khanchna Pothuraj	xx.xx

				Insurance Pte. Ltd.	Insurance Pte. Ltd. (SG)			
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