

Jia Le (LKK Auto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Monday, 2 March 2020 12:05 PM
To: Jia Le (LKK Auto)
Cc: CS A Team; Admin A
Subject: LOD RE: ACCIDENT INVOLVING VEHICLES YP336B (CHINA TAIPING'S INSURED) AND SHB547J ON 28/01/2020 OUR REF: TAX/01/20/2122/lg
Attachments: img-302110838-0001.pdf; VIDEO-2020-03-02-10-55-13.mp4

Dear Jia Le,

We quantify our own losses as follows:-

Cost of Repair	\$5667.72
Loss of Rental	\$874.73 (7.5 days x \$116.63)
LTA Search Fee	\$7.00
Total	\$6549.45

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) video footage as requested

Our hirer is claiming his injury and loss of income through his own lawyer. He has 2 days of medical leave.

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd



Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Monday, 18 May 2020 5:17 PM
To: MARANATHA CONTRACTORS PTE LTD
Subject: RE: ACCIDENT INVOLVING YP 336B AND SHB 547J ON 28/01/2020
Attachments: VIDEO-2020-03-02-10-55-13.mp4

Dear Sir/Madam,

We have received the video footage from third party. It shows that third party's taxi had stopped and your vehicle from opposite lane did not stop and collided onto third party taxi.

We are of the view that the liability is not in your favour. Therefore, insurance will proceed to for an amicable settlement with the Third Party.

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

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

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

From: MARANATHA CONTRACTORS PTE LTD [mailto:mcpl1983@gmail.com]

Sent: Monday, 16 March 2020 3:28 PM

To: Jasper Chua (LKK Auto)

Cc: Jia Le (LKK Auto)

Subject: Re: ACCIDENT INVOLVING YP 336B AND SHB 547J ON 28/01/2020

Dear Jasper,

Before any conclusion update to us first.

As per our concern our driver not at fault.

Thank you.

Maranatha Contractors Pte Ltd

21 Primz Bizhub, Woodlands Close #09-27,
Singapore 737854.

Tel: 6553 3669

Fax: 6555 5117

Email: mcpl1983@gmail.com

On Mon, 16 Mar 2020 at 14:52, Jasper Chua (LKK Auto) <jasperchua@lkkauto.com> wrote:

Our Ref: CC3/CTI20001676/Eda3

16 MARCH 2020

MARANATHA CONTRACTORS PTE LTD (BY EMAIL ONLY)

Dear Sir/Madam,

ACCIDENT INVOLVING YP 336B AND SHB 547J ON 28/01/2020

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) 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 SHB 547J against your motor insurance policy.

Based on the accident report, accident scenario and evidence at hand, 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 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

AUTHORIZATION TO ACT

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB 547J** (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 **SHB 547J** that was damaged pursuant to the accident which occurred on **28/01/2020** (date) along **BLK 362 WOODLANDS AVE 5** (location) involving vehicle no/s **YP 336B** ("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 TAXIS PTE 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 12 (day) of July (month) 2020 (year)



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



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMCVSN3074561901

Claim No : SNM20D200544

Claimant : SMRT TAXIS PTE LTD

Amount : S\$6,374.50

DOLLARS SIX THOUSAND THREE HUNDRED SEVENTY FOUR AND CENTS
FIFTY ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHB 547J

Insured Vehicle No. : YP 336B

Date of Loss : 28/01/2020

Place of Accident : BLK 362 WOODLANDS AVE 5

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : MARANATHA CONTRACTORS PTE LTD

Driver Name : SARKER MOHAMMAD NAZMUL HASSAN

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	5,667.72
(3) Loss of Use /Rental/ Earning	S\$	699.78
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
	=====	
TOTAL	S\$	6,374.50
	=====	

Claimant Name : _____

NRIC No : _____

8xxxx706F

Signature : _____

Date : _____

1 JUL 2020

*** 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.



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200200345
Date : 20.02.2020
Vehicle No. : SHB547J
Your Ref No. : TAX/01/20/2122
Our Ref No. : 24105445
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
COVER, FR BUMPER	1.00	\$ 495.50	(25.00)	\$ 123.87	\$ 371.63
SUPPORT, FR BUMPER RH	1.00	\$ 76.90	(25.00)	\$ 19.22	\$ 57.68
SUPPORT, FR BUMPER LH	0.00	\$ 82.30	0.00	\$ 0.00	\$ 0.00
LAMP ASSY, FOG, RH	0.00	\$ 910.20	0.00	\$ 0.00	\$ 0.00
UNIT, HEADLAMP , RH	1.00	\$2558.90	(10.00)	\$ 255.89	\$ 2303.01
COMPUTER SUB-ASSY, HEADLAMP, RH NO.1	0.00	\$ 486.40	0.00	\$ 0.00	\$ 0.00
HOOD SUB-ASSY	0.00	\$ 938.40	0.00	\$ 0.00	\$ 0.00
HINGE ASSY, HOOD, LH	0.00	\$ 57.00	0.00	\$ 0.00	\$ 0.00
HINGE ASSY, HOOD, RH	0.00	\$ 57.00	0.00	\$ 0.00	\$ 0.00
FENDER SUB-ASSY, FR , RH	1.00	\$ 933.10	(25.00)	\$ 233.27	\$ 699.83
EMBLEM, SIDE PANEL (HYBRID)	1.00	\$ 52.90	(25.00)	\$ 13.22	\$ 39.68
LINER, FR FENDER, RH	1.00	\$ 198.40	(25.00)	\$ 49.60	\$ 148.80
RETAINER, FR FENDER NO. 2	0.00	\$ 16.80	0.00	\$ 0.00	\$ 0.00
RETAINER, FR FENDER NO. 1	0.00	\$ 4.90	0.00	\$ 0.00	\$ 0.00
COVER SUB-ASSY, FRONT PILLAR , UPR RH	1.00	\$ 96.90	(25.00)	\$ 24.22	\$ 72.68
APRON SUB-ASSY, FRONT FENDER , RH	0.00	\$ 944.20	0.00	\$ 0.00	\$ 0.00
MEMBER, FR APRON TO COWL SIDE UPPER FRONT RH	0.00	\$ 106.30	0.00	\$ 0.00	\$ 0.00
BRACE SUB-ASSY, FENDER APRON , RH	0.00	\$ 282.70	0.00	\$ 0.00	\$ 0.00
WIPER WASHER JAR	0.00	\$ 183.60	0.00	\$ 0.00	\$ 0.00
WHEEL, DISC FRONT	0.00	\$1555.10	0.00	\$ 0.00	\$ 0.00
TYRE	0.00	\$ 126.74	0.00	\$ 0.00	\$ 0.00
HUB & BEARING ASSY, RH & LH	0.00	\$ 554.20	0.00	\$ 0.00	\$ 0.00
WIPER WASHER JAR	1.00	\$ 183.60	(25.00)	\$ 45.90	\$ 137.70

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200200345
Date : 20.02.2020
Vehicle No. : SHB547J
Your Ref No. : TAX/01/20/2122
Our Ref No. : 24105445
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LAMP ASSY, FOG, RH	1.00	\$ 910.20	(10.00)	\$ 91.02	\$ 819.18
SUPPORT, RADIATOR UPPER RH	1.00	\$ 76.70	(25.00)	\$ 19.17	\$ 57.53
Sub-Total					\$ 4707.72
Labour					
TO REPAIR RH FRONT PORTION	1.00	\$ 350.00	0.00	\$ 0.00	\$ 350.00
Others					
TO REPSRAY FRONT BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY FRONT FENDER RH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY APRON PANEL RH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY FRONT WHEEL HOUSE RH	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY RIM	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
TO REPSRAY FRONT HOOD	0.00	\$ 378.00	0.00	\$ 0.00	\$ 0.00
TO RESPRAY RIM	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	1.00	\$ 30.00	0.00	\$ 0.00	\$ 30.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO CHECK & RESET SYSTEM FUNCTION	0.00	\$ 350.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	1.00	\$ 20.00	0.00	\$ 0.00	\$ 20.00
TO DO WHEEL ALIGNMENT / TYRE	1.00	\$ 60.00	0.00	\$ 0.00	\$ 60.00

Authorized Signature
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 63311000 Fax: 65 63340247

Tax Invoice

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200200345
Date : 20.02.2020
Vehicle No. : SHB547J
Your Ref No. : TAX/01/20/2122
Our Ref No. : 24105445
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
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BALANCING

GRAND TOTAL \$ 5,667.72

Remark :

Make/Model : PRIUS4
Accident Date : 28.01.2020

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



Laid Up Report

Accident Start Date : 01/01/2020

Accident End Date : 05/02/2020

Date Generated : 05/02/2020

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/01/20/2122	SHB547J	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24105445	28/01/2020 1:48 PM	05/02/2020 8:25 AM



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/01/20/2122

From: SMRT Taxis Pte Ltd

Date: 05/02/2020

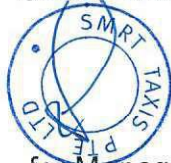
**ACCIDENT INVOLVING SHB547J AND YP336B ON 28/1/2020 11:30 AM
ALONG BLK 362 WOODLANDS AVE 5.**

This is to confirm that the daily rental rate for SHB547J is \$116.63 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
SMRT TAXIS PTE LTD



for Manager

Enquire Transaction History

Transaction History Details

Log Date/Time:	29 Jan 2020 / 11:04:48	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	YP336B	Business Transaction Reference No.:	20200129110448216995
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 28 Jan 2020 11:30:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Jia Le (LKK Auto)

From: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Tuesday, 30 June 2020 11:10 AM
To: Jia Le (LKK Auto); Admin A
Cc: Alfred Toh
Subject: RE: OUR REF: SNM20D200544/YP336B/IRENE & YOUR REF: (TP : LKK REF - CC3/CTI20001676/Eda3) -Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J on 28/01/2020

Dear Sir/Mdm,

We refer to the above captioned matter and your email below.

Please proceed as per your recommendation of \$6,374.50 .

Please revert.

Regards,

Irene Tay
Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896192 | F:(65) 62247478/62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Monday, June 29, 2020 2:43 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Cc: Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: OUR REF: SNM20D200544/YP336B/IRENE & YOUR REF: (TP : LKK REF - CC3/CTI20001676/Eda3) -Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J on 28/01/2020

Your ref : **SNM20D200544**
Our ref : CC3/CTI20001676/Eda3

Dear Sirs/Madam,

ACCIDENT INVOLVING YP 336B(OI) & SHB 547J(TP) ON 28/01/2020

We refer to the above matter.

Insured driver collided onto third party vehicle. Liability is not in our driver's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer Third Party repairer "**SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$6,374.50(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$20,257.94	\$ 5,667.72
2. Loss of Rental (7.5days x \$116.63)	\$ 874.73	\$ 699.78 (6days x \$116.63)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$21,139.67	<u>\$ 6,374.50</u>

**04 days recommendation for repair + 1Sun + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.

For your approval/instruction please.

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

Phone: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Irene Tay [<mailto:irene.tay@sg.cntaiping.com>]

Sent: Monday, 10 February 2020 5:35 PM

To: Claims Dept of CTI; Admin A; Mei Kwan (LKKAuto); Jia Le (LKK Auto)

Subject: RE: OUR REF: SNM20D200544/YP336B/IRENE & YOUR REF: (TP : LKK REF - CC3/CTI20001676/Eda3) -Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J on 28/01/2020

Dear Sie/Mdm (LKK),

Enclosed herewith our Insured GIA REPORT for your attention.

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Claims Dept of CTI

Sent: Monday, February 10, 2020 2:47 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>;
Meikwan@lkkauto.com; JiaLe@lkkauto.com

Subject: OUR REF: SNM20D200544/YP336B/IRENE & YOUR REF: (TP : LKK REF - CC3/CTI20001676/Eda3) -Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J on 28/01/2020

Dear Jia Le,

Our ref.no. as above.

Thank you.

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: 6389 6116
Fax (65) 6224 7175 / 6224 7478
Email : claimsdept@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Claims Dept of CTI

Sent: Monday, February 10, 2020 2:44 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>; 'Meikwan@lkkauto.com' <Meikwan@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'JiaLe@lkkauto.com' <JiaLe@lkkauto.com>

Subject: FW: Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J (TP : LKK REF - CC3/CTI20001676/Eda3) on 28/01/2020

Dear Irene,

Please refer to the append email and attachment.

Kindly revert to LKK Auto soonest possible.

Officer in charge-Irene Tay -DID: 6389 6192

Dear Jia Le,

*** kindly quote our reference number when replying.***

Thank you.

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Tel: 6389 6116
Fax (65) 6224 7175 / 6224 7478
Email : claimsdept@sg.cntaiping.com
Website: www.sg.cntaiping.com

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Sunday, February 9, 2020 5:38 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving YP336B (OI : CTI - TBA) and SHB547J (TP : LKK REF - CC3/CTI20001676/Eda3) on 28/01/2020

Dear Sirs / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 547J 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 GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Jia Le and she can be contacted at DID: 6749 5792.

To check availability of the case handler , you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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