

Our Ref : T 0320/ SH 9081P /WT/CK(st)

Date : 24-Mar-2020

QBE INSURANCE (INT'L) LTD
1 Raffles Quay #29-10
South Tower
Singapore 048583

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

COMFORTDELGRO
ENGINEERING

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

WITHOUT PREJUDICE

Attn : Motor Claims Department

Dear Sir

ACCIDENT INVOLVING OUR TAXI SH 9081P YOUR INSURED SLA3818R
AND OTHER ON 1 Mar 2020

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : **SH 9081P** which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : **SLA3818R** we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$	1,858.19
2	3 days Loss of Rental @ \$ 125.19 per day	\$	375.57
3	Survey Report Fees (Surveyed by M/s LKK)	\$	-
4	LTA Search Fees	\$	7.49
5	GIA / Police Report Fees	\$	-
6	Towing / Medical / Transportation Fees	\$	-
Sub Total :		\$	2,241.25

HIRER'S CLAIM

7	3 days Loss of Income @ \$ 80.00 per days	\$	240.00
Total Claims :		\$	2,481.25

We enclose herewith the following documents to support the claims: -

- a) Original repair bill
- b) LTA search slip/s of : SLA3818R
- c) GIA / Police report/s of : SH 9081P
- d) Letter of authority from owner / hirer / operator
 - () Witness statement/s () Towing/Medical bill/receipts () Certificate of Insurance
 - () Photocopies of Accident Scene (x) Downtime/Mileage record (x) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

Catherine Koh

CDGE Claims Department

Tel : 6214 8733 Fax : 6214 1843 Email : catherinekoh@cdge.com.sg

This is a computer generated letter. No signature is required.

A member of

COMFORTDELGRO

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Thursday, 19 March 2020 2:34 PM
To: INSPIRE_SEIKI@SINGNET.COM.SG
Subject: ACCIDENT INVOLVING SLA 3818R AND SH 9081P ON 01/03/2020

Our Ref: CC3/QBE20003485/Fea3

19 MAR 2020

INSPIRE SEIKI PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING SLA 3818R AND SH 9081P ON 01/03/2020

We refer to the above accident where we are acting for QBE Insurance (Singapore) 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.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

c.c. *QBE Insurance (Singapore) Pte Ltd*
(Motor Claims Dept)

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING
ALONG****Hyundai Ioniq SH9081P , SLA3818R****ON 01-Mar-20 16:20****BUKIT BATOK WEST AVE 5 X BUKTI BATOK EAST AVE 5**

I / We

NEO AH LENG(Hirer) NRIC No.: **SXXXX086J**

and/or

SIM TONG ENG(Relief) NRIC No.: **SXXXX346C**

Taxi Number

SH9081P

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date

02-Mar-2020

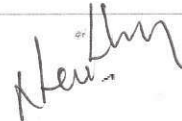
Name of Hirer

NEO AH LENG

Hirer NRIC

SXXXX086J

Signature :



Address

**19 TELOK BLANGAH CRESCENT #13...
090019**

Contact No.

91146184

Name of Relief

SIM TONG ENG

Relief NRIC

SXXXX346C

Signature :



Address

**23 TELOK BLANGAH CRESCENT #07-32
090023**

Contact No.

96217573

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : T0320/SH9081P/CK(st)
Our Reference : VC013528

I/We, **COMFORT TRANSPORTATION PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **TWO THOUSAND AND THREE HUNDRED ONLY (S\$2,300.00)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**INSPIRE SEIKI PTE LTD**', over damage to my/our vehicle **SH 9081P** from an accident involving **SLA 3818R** at/along **BUKIT BATOK WEST AVE 5 X BUKIT BATOK EAST AVE 5**, which occurred on **01 MAR 2020** at about **16:20hours**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**INSPIRE SEIKI PTE LTD**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 31st of (month) April (year) 2020

Signature

CLAIMS DEPARTMENT

COMFORTDELGRO ENGINEERING PTE LTD

Claimant's Name 59 LOYANG DRIVE
SINGAPORE 508969

FIN/NRIC No.

Witness's Signature

CLAIMS DEPARTMENT

COMFORTDELGRO ENGINEERING PTE LTD

Witness's Name 59 LOYANG DRIVE
SINGAPORE 508969

FIN/NRIC No.

"The contents of this document apply to vehicle damages only
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
1 Raffles Quay
#29-10 South Tower
Singapore 048583
(By Fax: 6534 5356)

Company stamp if applicable

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 1

8010056

QBE INSURANCE (INT'L)LTD

1 RAFFLES QUAY SOUTH TOWER #29-10
SINGAPORE SG 048583

CONTACT NO: 62246633

Description : 3P 01.03.2020

VEHICLE NO
SH 9081P

INV. NO/DATE
91498972 10.03.2020

MAKE
HYUNDAI

JOB NO.
305384692

MODEL
IONIQ(G2)

ODOMETER READING

DATE OF REG
03.07.2018

DATE/TIME IN
02.03.2020 10:45

CHASSIS CODE
KMHC851CVJU103347

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0104-2533	REAR BUMPER CENTER- Black	1	451.25	25.00	338.44
0002	04-01-0101-0111	REAR BUMPER CLIPS	10	2.20	25.00	16.50
0003	04-01-0104-2270	TAILGATE EMBLEM-HYBRID	1	24.30	25.00	18.22
0004	04-01-0104-2271	TAILGATE EMBLEM-IONIQ	1	31.30	25.00	23.47
0005	28-01-0103-0006	TAILGATE COMFORTDELGRO	1	30.00	0.00	30.00
0006	28-01-0103-0005	TAILGATE 65521111	1	30.00	0.00	30.00
0007	28-01-9999-2023	TAILGATE APPS	1	40.00	0.00	40.00
SUB-TOTAL :						496.63

JOB NATURE

0001	20-05	TAILGATE ADV.STICKER	100.00	100.00
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- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd
A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010056	91498972	1,858.19	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 2

8010056

QBE INSURANCE (INT'L)LTD

1 RAFFLES QUAY SOUTH TOWER #29-10
SINGAPORE SG 048583

CONTACT NO: 62246633

VEHICLE NO
SH 9081P

INV. NO/DATE
91498972 10.03.2020

MAKE
HYUNDAI

JOB NO.
305384692

MODEL
IONIQ(G2)

ODOMETER READING

DATE OF REG
03.07.2018

DATE/TIME IN
02.03.2020 10:45

CHASSIS CODE
KMHC851CVJU103347

S/No	Part No.	Qty	Unit Price	%Disc	Net
0002	PB	PANEL BEATING	640.00		640.00
0003	SP	SPRAYPAINT CHARGE	400.00		400.00
0004	20-00	TUFF COAT ON AFFECTED PARTS.	40.00		40.00
0005	L	R/I REVERSE SENSOR	60.00		60.00
SUB-TOTAL			:		1,240.00

Items total	1,736.63
Add GST @ 7.000 %	121.56
Invoice amount	1,858.19

Issued by : CHEWBEELENG 10.03.2020 16:22:54.
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY OR NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
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ComfortDelGro Engineering Pte Ltd
A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010056	91498972	1,858.19	

Our Ref: CT20030009

Date: 10 March 2020



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	01/03/2020 @ 16:20 hrs
ALONG	BUKIT BATOK WEST AVE 5 X BUKTI BATOK EAST AVE 5
INVOLVING	SLA3818R

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SH9081P** (the "Taxi"). The Taxi was hired to **NEO AH LENG IC NO SXXXX086J** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Manager, Fleet Safety

This is a computer generated letter. No signature is required.

SH 9081P

DATE	NAME OF DRIVER	MILEAGE READING				MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER
							FROM	TO		
2/3	Accident					In	1045		26-02-20	Neo
4/3	Repair					Out		1130	27-02-20	CHW
									27-02-20	Neo
									28/02/20	SM
									28/02/20	Neo
									29/02/20	SM
									29-02-20	Neo
									01/03/20	SM
									01-03-20	Neo
									02/03/20	SM

10

Enquire Vehicle Insurance Details

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SLA3818R	01 Mar 2020 / 16:20:00	Successful	Q01	QBE INSURANCE (SINGAPORE) PTE LTD

[Previous](#)

[OK](#)

VC013528 [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SLA3818R (OI : QBE - VC013528) and ~~SH9181P~~ (TP : LKK REF - CC3/QBE20003485/Fea3) on 01/03/2020
SH9081P

Jenny Toh <jenny.toh@qbe.com>

Fri 4/17/2020 4:38 PM

To: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>

Hi Asher

Kindly proceed to settle.

From: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Friday, 17 April 2020 2:06 PM
To: Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>
Cc: claims-singapore <claims-singapore@qbe.com>
Subject: [MANDATE REQUEST] Re: Direct Settlement - Accident Involving SLA3818R (OI : QBE - VC013528) and ~~SH9181P~~ SH9081P (TP : LKK REF - CC3/QBE20003485/Fea3) on 01/03/2020

our ref : VC013528

Our ref : CC3/QBE20003485/Fea3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

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 repairer "COMFORTDELGRO ENGINEERING PTE LTD" at \$2,303.66 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs	\$ 3,154.61	\$ 1,858.19
2. Loss of Rental (3days x \$125.19)	\$ 375.57	\$ 312.98 (2.5 days x \$125.19)

3. Loss of Income (3days x \$80)	\$ 240.00	\$ 125.00 (2.5days x \$50)
4. LTA Search Fee	\$ 7.49	\$ 7.49

Total : \$ 2,303.66

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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

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.

From: Andrew Lim <andrew.lim@qbe.com>

Sent: Wednesday, March 4, 2020 12:13 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SLA3818R (OI : QBE - VC013528) and SH9181P (TP : LKK REF - CC3/QBE20003485/Fea3) on 01/03/2020

Dear Mei Kwan,

As requested.

Andrew Lim

Executive

Claims | Asia

1 Raffles Quay, #29-10 South Tower, Singapore 048583

+65 6477 1243 | +65 6224 6633

[Website](#)

[LinkedIn](#)

[Twitter](#)



From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Tuesday, 3 March 2020 7:59 PM

To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Direct Settlement - Accident Involving SLA3818R (OI : QBE - TBA) and SH9181P (TP : LKK REF - CC3/QBE20003485/Fea3) on 01/03/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SH 9181P at M/s ComfortDelGro Engineering Pte Ltd (Loyang) 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.

Kindly take note that the case handler in-charge Asher and she can be contacted at DID: 6841 6051.

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)

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