

## Asher Sng (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 11 May 2020 7:21 PM  
**To:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses); Jasper Chua (LKK Auto)  
**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); Admin A; CS A Team  
**Subject:** RE: OUR REF:BUS/03/20/1036 - ACCIDENT ON 14/03/20 INVOLVING SG1711M AND SMD2773P ALONG BEFORE BS:04111-STAMFORD ROAD-CAPITOL BLDG \*\*\*  
LKK REF: CC3/AIG20004405/Qha3  
**Attachments:** BUS 03 20 1036 INV.PDF; BUS 03 20 1036 LTA.PDF; BUS 03 20 1036 SAS.PDF

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**From:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:OngHuaYen@smrt.com.sg>]  
**Sent:** Monday, 11 May 2020 5:50 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/03/20/1036 - ACCIDENT ON 14/03/20 INVOLVING SG1711M AND SMD2773P ALONG BEFORE BS:04111-STAMFORD ROAD-CAPITOL BLDG

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG1711M. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$3,050.00
Loss of Use	\$1,512.50 ( 5.5 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$4,569.50</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

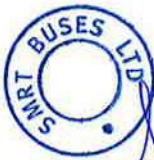
**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SG 1711M** (vehicle no.) hereby authorize **STRIDES 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 1711M** that was damaged pursuant to the accident which occurred on **14/03/2020** (date) along **BEFORE BS:04111-STAMFORD ROAD-CAPITOL BLDG** (location) involving vehicle no/s **SMD 2773P** ("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 11 (day) of 01 (month) 20 22 (year)



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

A handwritten signature in blue ink, consisting of a stylized 'A' shape with a loop.



Signed by "the workshop"  
(with chop)

BUS/03/20/1036/KC

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

"We/I, **STRIDES 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\$4,430.00** (Global Sum) for vehicle no. **SG 1711M** that was damaged pursuant to the accident which occurred on **14/03/2020** (date) along **BEFORE BS:04111-STAMFORD ROAD-CAPITOL BLDG** (location) involving vehicle no/s **SMD 2773P**.

This is pursuant to the inspection conducted on **20/03/2020** (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. **SG 1711M** 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 1711M** (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 11 (day) of 01 (month) 2022 (year)



*Osp*

Signed by appointed surveyor

*[Signature]*



Signed by "the workshop" (with chop)

Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140SMRT Automotive Services Pte Ltd  
2 Tanjong Katong Road, Tower 3, Paya  
Lebar Quarter, #08-01, Singapore 437161  
Tel: 65 69083530 Fax: 65 69083592**Tax Invoice**GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV200400319  
Date : 27.04.2020  
Vehicle No. : SG1711M  
Your Ref No. : BUS/03/20/1036  
Our Ref No. : 24106244  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 3,050.00
GRAND TOTAL					\$ 3,050.00

Remark :

Make/Model : MAN A22  
Accident Date : 14.03.2020**Payment Instructions**

- By Cheque: Crossed and made payable to "SMRT Automotive Services Pte Ltd" with invoice no. indicated on the reverse side. No receipt will be issued unless requested.
- By Bank Transfer:
  - Account Name : SMRT Automotive Services Pte Ltd
  - Bank Name : DBS Bank Ltd - SGD
  - Bank Account No.: 018-008617-4
  - Swift Code : DBSSSGSG

Authorized Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	17 Mar 2020 / 15:25:05		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SMD2773P		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20200317152505709314

Search Date / Time: 14 Mar 2020 10:09:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

Enquire Related Logs

OK

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Wednesday, 25 August 2021 11:14 AM  
**To:** HELEN@LIFAMILYONLINE.COM  
**Cc:** EMAILSOPHIE@GMAIL.COM; sophie@gmail.com  
**Subject:** ACCIDENT INVOLVING SG 1711M AND SMD 2773P ON THE 14/03/2020

**Our Ref: CC3/AIG20004405/Qba3**

**LI MONIQUE SOPHIE ( BY EMAIL ONLY )**  
**Driver : HELEN LI YU CHI**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SG 1711M AND SMD 2773P ON THE 14/03/2020**

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 your vehicle as your vehicle was coming out from side road. 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.

**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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

## Print Received Message

This mail is associated with :

**\*SG1711M (0855174366SG)**  
**[SMD2773P]**

TP  
SMRT BUSES LTD  
Mar 14 2020 12:00AM  
[LI MONIQUE SOPHIE]  
Strides Automotive Services Pte Ltd

**From**      **AIG Asia Pacific Insurance Pte. Ltd. (Express) (AIG\_SG\_EXPRESS)**, sent on **15/12/2021 08:28 AM**.  
**To**         LKK\_HQ  
**Subject**   **Alert - Adj Mandate Approved (S\$4432.00) - SG1711M - Claim Handler: MdNoor, Norsiah**

Approved:4432.00.