

## Jasper Chua (LKK Auto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** May 21, 2020 2:48 PM  
**To:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis); Jasper Chua (LKK Auto)  
**Cc:** CS A Team; Admin A  
**Subject:** RE: LOD Re: Accident on 2/4/2020 involving SHB 132Y & SML 6146G (China Taiping's insured) Our Ref: TAX/04/20/2005/lg \*\*\* LKK REF: CC3/CTI20005073/Qba3  
**Attachments:** img-520151735-0001.pdf

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

**Hi Jasper,**

**Kindly assist.**

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

*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.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [mailto:LeeGek@smrt.com.sg]

**Sent:** Thursday, 21 May 2020 10:19 AM

**To:** CS A Team; Admin A

**Subject:** LOD Re: Accident on 2/4/2020 involving SHB 132Y & SML 6146G (China Taiping's insured) Our Ref: TAX/04/20/2005/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$770.00
Loss of Rental	\$262.42 ( 2.25 days x \$116.63 )
Loss of Income	\$135.00 ( 2.25 day x \$60.00 )
LTA Search Fee	\$7.00

<b>Total</b>	<b>\$1174.42</b>
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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) Hirer's letter of authorisation

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd



## **AUTHORIZATION TO ACT**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 (S)757705** (address), owner of **SHB 132Y** (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 132Y** that was damaged pursuant to the accident which occurred on **02/04/2020** (date) along **SIMS AVENUE TOWARDS ALJUNIED RD** (location) involving vehicle no/s **SML 6146G** ("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 29 (day) of June (month) 2021 (year)



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



Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSN3039381900

Claim No : SNM20D201643

Claimant : SMRT TAXIS PTE LTD

Amount : **S\$570.00**

Singapore Dollars FIVE HUNDRED AND SEVENTY 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 132Y

Insured Vehicle No. : SML 6146G

Date of Loss : 02/04/2020

Place of Accident : SIMS AVENUE TOWARDS ALJUNIED RD

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 : DIRECT FUNERAL SERVICES PTE LTD

Driver Name : ROY S SELVARAJAH @ SIRAAJ

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) Global Sum(all in)	S\$	570.00
	=====	
TOTAL . . . . .	S\$	570.00
	=====	

Claimant Name : \_\_\_\_\_

NRIC No : \_\_\_\_\_



Signature : \_\_\_\_\_

Date : \_\_\_\_\_

29 JUN 2021

\*\*\* 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.

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

 60 WOODLANDS INDUSTRIAL PARK E4  
 SINGAPORE 757705

 SMRT 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. : IV200500086  
 Date : 13.05.2020  
 Vehicle No. : SHB132Y  
 Your Ref No. : TAX/04/20/2005  
 Our Ref No. : 24106478  
 Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Parts</b>					
COVER, RR BUMPER ASSY	1.00	\$ 423.90	(100.00)	\$ 423.90	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
PANEL SUB-ASSY, FENDER REAR RH	1.00	\$ 824.80	(100.00)	\$ 824.80	\$ 0.00
WHEEL, DISC R/RH	1.00	\$1555.10	(100.00)	\$1555.10	\$ 0.00
Sub-Total					\$ 120.00
<b>Labour</b>					
TO REPAIR RH REAR PORTION	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
<b>Others</b>					
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY REAR FENDER RH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY RIM	1.00	\$ 50.00	0.00	\$ 0.00	\$ 50.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
<b>GRAND TOTAL</b>					<b>\$ 770.00</b>

Remark :

 Make/Model : PRIUS4  
 Accident Date : 02.04.2020

**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

  
 Koo Yew Chung (May 14, 2020 15:20 GMT+8)

 Authorised Signature  
 for SMRT Automotive Services Pte Ltd



## Laid Up Report

Accident Start Date : 01/03/2020

Accident End Date : 20/04/2020

Date Generated : 20/04/2020

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)
TAXI04/20/2005	SHB132Y	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24106478	07/04/2020 9:25 AM	09/04/2020 11:36 AM



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/04/20/2005

From: SMRT Taxis Pte Ltd

Date: 17/04/2020

**ACCIDENT INVOLVING SHB132Y AND SML6146G ON 2/4/2020  
8:30 PM ALONG SIMS AVENUE TOWARDS ALJUNIED RD.**

This is to confirm that the daily rental rate for SHB132Y 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:	07 Apr 2020 / 13:05:13	Transaction Amount:	57.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SML6146G	Business Transaction Reference No.:	20200407130513201228
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		

Search Date/Time: 02 Apr 2020 20:30:00  
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](#)



## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** Wednesday, 7 October 2020 9:26 AM  
**To:** INFO@DIRECTFUNERAL.COM.SG  
**Subject:** ACCIDENT INVOLVING SML 6146G AND SHB 132Y ON 02/04/2020

**Our Ref: CC3/CTI20005073/Qba3**

07 OCTOBER 2020

### **DIRECT FUNERAL SERVICES PTE LTD**

Dear Sir/Madam,

#### **ACCIDENT INVOLVING SML 6146G AND SHB 132Y ON 02/04/2020**

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.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

If you have evidence/information to prove that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by **21/10/2020**, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

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](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

## Jasper Chua (LKK Auto)

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**From:** Cecilia Low <cecilia.low@sg.cntaiping.com>  
**Sent:** Thursday, 11 March 2021 3:31 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A  
**Subject:** RE: <SEEK MANDATE> SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

[Strictly Confidential]

Dear Jasper

Please proceed to negotiate as proposed.  
Thank you.

**NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents.

All correspondences should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

**Cecilia Low (Ms)**

Senior Executive  
Claims

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Sent:** Thursday, 26 November 2020 2:31 PM  
**To:** Cecilia Low <cecilia.low@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>  
**Subject:** <SEEK MANDATE> SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that both party change lane (50% liability). Both party do not have evidence to proof on either one's version.

A letter was sent out to the Insured to notify TP claim and NCD issues and no feedback received till date.

Summary to offer to repairer **SMRT** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 4,746.80	\$ 770.00
Loss of Rental (\$116.63 x 2.25 days)	\$ 262.42	\$ 262.42
Loss of Income (\$60.00 x 2.25 days)	\$ 135.00	\$ 112.50
SUBTOTAL		\$ 1,144.92
50%		
Proposed Total		\$ 572.46
GIA	\$ 7.00	\$ 7.00
<b>TOTAL</b>	<b>\$ 5,151.22</b>	<b>\$ 579.46</b>

(\$50.00 x 2.25 days)

Breakdown of days is as follows:

Recommended days	2
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For your approval and/or further instruction please.

Thank you.

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)

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**From:** Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Sent:** Tuesday, 12 May 2020 11:51 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Hi Mei Kwan

Please refer to attached SAS.

Thank you.

**NOTICE :**

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All correspondences should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

**Cecilia Low (Ms)**

Senior Executive  
Claims

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6530 | F: (65) 6225 5879

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Sunday, 3 May 2020 3:04 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Cecilia Low <[cecilia.low@sg.cntaiping.com](mailto:cecilia.low@sg.cntaiping.com)>

**Cc:** Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir / Madam,

We refer to the above matter.

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

*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.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Sunday, 26 April 2020 2:21 PM

**To:** Claims Dept of CTI; Cecilia Low

**Cc:** Vic (LKKAuto); CS A Team; Admin A

**Subject:** RE: SNM20D201643/SML6146G /CECILIA - Accident Involving SML6146G (OI : CTI - TBA) and SHB132Y (TP : LKK REF - CC3/CTI20005073/Qha3) on 02/04/2020

Dear Sir / Madam,

We refer to the above matter.

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

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.