

**From:** Tan Lee Gek (Auto Svcs/Ext Biz Svcs/Claims & IA) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Monday, 12 June, 2017 3:44 PM  
**To:** 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: Accident on 27/4/2017 involving SHB 214M & SLB 6230K - AXA (Our Ref: TAX/04/17/2181/lg)

Dear All,

We quantify our claim as follows:-

Cost of repairs	\$ 939.40
Loss of rental	\$ 382.02 (\$63.67 x 6 days)
Loss of income	\$ 360.00 (\$60.00 x 6 days)
LTA search fee	\$ <u>5.00</u>
	\$1686.42
	=====

We attach the proof of rental, repair bill, laid-up report, GIA report of our taxi and LTA search for your perusal.

We have notified AXA on 28/4/17 at 9.39am and our taxi was surveyed on 28/4/17 at 1.04pm. We attach the emails for your perusal.

Please let us hear from you soon.

Regards

Tan Lee Gek (DID: 6866 2647)

Claims Department

SMRT Automotive Services Pte Ltd





Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

31 MAY 2017

**PARKLENE MARK DONALD  
35 ASIMONT VILLA  
SINGAPORE 309964**

Dear Sir/Madam,

**OUR REF : CC4/AXA17008424/K1wg3  
YOUR REF : SLB 6230K  
ACCIDENT INVOLVING SLB 6230K AND SHB 214U ALONG CROSS STREET  
JUNCTION LAU PASAT ON 27.04.2017**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AXA Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SMRT AUTOMOTIVE SERVICES PTE LTD, acting on behalf of the owner of SHB 214U against your motor insurance policy.

Based on the accident report, accident scenario, this is a conflicting version pending concrete evidence from both parties to determine the liable party.

Please be informed that your No Claim Discount (NCD) may be affected as a result of the claim against your policy.

We shall proceed to deal with the claim(s) subject to the merits of the case and according to the rights afforded under the policy. Should you not be seeking the protection of your policy and seek to take conduct of third party claim(s) arising from this incident, at your own cost and defence, please reply to us within 10 days from the date of this letter.

Your full co-operation in the handling of the claim is required and kindly submit the following to [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com) within 10 days from the date of this letter **if not provided at AXA's reporting centre**. The list below is not all inclusive and further document may be required:

- Police report, Police Investigation result, appeal against the Traffic Police offence and status (if any)
- Driver's driving license or foreign driving license (if any)
- Coloured photographs of accident scene (if any)
- Coloured photographs of damage to all vehicles involved (If any)
- Video footage of accident (if any)
- Statement and/or police report from independent witness(es) (if any)



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- If you or your passenger(s) are filing a claim against any of the involved Third Party(s), you are to keep us informed of your legal representative(s) and the status of the claim

To protect your interest(s) in the handling of this claim, please do not discuss liability with any of the Third Party(s) and/or their legal representatives, or make any compromise or settlement without AXA's prior knowledge and consent.

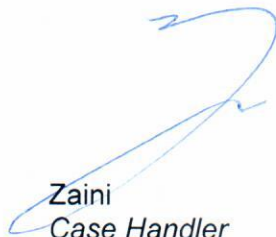
This letter should **not** be regarded as a waiver by AXA of their rights to repudiate any claim because of any breach of policy terms and conditions you and/or your authorised driver may have committed.

In the event of receiving and handling of any third party injury claim(s), AXA shall keep you informed of the final indemnity upon conclusion of the matter(s).

If you need any clarification, please do not hesitate to contact us at 6256 3561 or email us at [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com).

Please quote the claim reference when you contact us that we can assist you more effectively.

Yours sincerely,



Zaini  
Case Handler  
DID: 6841 2132  
FAX: 6741 4108  
Email: [Zaini@lkkauto.com](mailto:Zaini@lkkauto.com)

c.c. AXA Insurance Pte Ltd (AXA)  
(Motor Claims Dept)





Date: 27/4/2017

Our Ref. No.:

### Letter of Authorisation

I, SON YEW SAN (NRIC No.: S1389686J) the registered hirer / relief driver / contract hirer of SMRT taxi registration number SHB2144 hereby authorise **SMRT Automotive Services Pte Ltd** ("**AutoSvs**") to deal with all matters arising out of the accident between my taxi and SLB 6230K happened on 12.15. PM 27/4/2017 along Cross st / market st.

(the "**Accident**") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name

SON YEW SAN

Signature:

[Signature]

NRIC No.

S1389686J

Tel No.

91782481

Address

407, YISHUN AVE 6

#11-1284 S760407

## **AUTHORIZATION TO ACT**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **60 WOODLANDS INDUSTRIAL PARK E4 SINGAPORE 757705** (address), owner of **SHB 214U** (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 214U** that was damaged pursuant to the accident which occurred on **27/04/2017** (date) along **CROSS ST / MARKET ST** (location) involving vehicle no/s **SLB 6230K** ("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 20 (day) of May (month) 2020 (year)



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



Signed by "the workshop"  
(with chop)





### AXA THIRD PARTY DIRECT SETTLEMENT

Vehicle No:	SLB 6230K	(Insd veh)	Model: TOYOTA PRIUS - 1798CC
	SHB 214U	(TP veh)	
Date of Accident/ Time:	27/04/2017 / 12:15		

Repair Estimate	: \$	5,954.54	
Final Repair Cost	: \$	939.40	
Loss of Use / income	: \$	275.00	5.5 days at \$ 50 per day
Rental (if any)	: \$	350.19	5.5 days at \$ 63.67 per day
LTA / GIA Search Fee	: \$	5.00	
Others:	: \$	-	
	: \$		
Final Settlement Sum	: \$	1,569.59	

Payee Name : SMRT TAXIS PTE LTD

Is Third Party Workshop GIA Registered? [ x ] YES [ ] NO (Kindly indicate below)

A)	For Non GIA Registered Workshop:	Agreed Liability _____ (%)
B)	For GIA Registered Workshop:	BOLA Applicable: Yes/ <del>No</del> BOLA Scenario No: <u>1</u>
	BOLA Liability: <u>100</u> (%)	Assessed Liability (*): _____ (%)

\* Assessed Liability to be filled only for chain collisions and for cases where BOLA does not apply.

Remarks:

#### NOTE:

1. PLEASE EXPRESSLY RESERVE YOUR CLIENT'S RIGHTS IF SO REQUIRED IN THIS SETTLEMENT DOCUMENT.
2. THIS SETTLEMENT IS ON A WITHOUT PREJUDICE BASIS AND SHOULD NOT CONSTRUED AS AN ADMISSION OF LIABILITY ON AXA AND THEIR CLIENT/TORTFEASOR IN ANY MANNER WHATSOEVER.
3. AXA RESERVES THEIR RIGHTS UNDER THE POLICY TERMS & CONDITIONS AS WELL AS THEIR RIGHTS IN LAW.

Only applicable to rental claim - All document are to be submitted with this settlement confirmation. In the event, rental agreement / invoices are **not received within 7 days** of this signed confirmation, we will automatically revert to loss of use claim per the NIMA rates.

We/I confirmed that this is a **full and final settlement** that we and or our client have/had/has against you (AXA and their policyholder/authorised driver/tortfeasor) for any and all losses (past/present/future) arising from this accident.

We confirmed that we have the authority of our client to act for and on their behalf in this accident.

Signature of workshop representative / Workshop stamp  
Name of Representative: Tan Lee LKK  
Date: 22 MAY 2020



Signature of Witness / Workshop stamp (if applicable)  
Name of Witness: Lim Sing Bee  
Date: 22 MAY 2020



Signature of AXA's surveyor/representative:  
Name of AXA's surveyor /Representative:  
Date: 22.05.20

\*\*\* 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

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV170500512  
Date : 18.05.2017  
Vehicle No. : SHB214U  
Your Ref No. : TAX/04/17/2181  
Our Ref No. : 24089273  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
<b>Parts</b>					
BUMPER, REAR: FOR TOYOTA PRIUS TAXI	1.00	\$ 458.60	(100.00)	\$ 458.60	\$ 0.00
BUMPER SEAL, RR RH	0.00	\$ 65.70	(25.00 )	\$ 0.00	\$ 0.00
RETAINER, BUMPER: SIDE, R/RH, TOYOTA PRIUS	0.00	\$ 94.80	(25.00 )	\$ 0.00	\$ 0.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
FENDER RR/RH	1.00	\$ 766.80	(100.00)	\$ 766.80	\$ 0.00
SMRT LOGO	1.00	\$ 7.80	0.00	\$ 0.00	\$ 7.80
STICKER DECAL 6555 8888	1.00	\$ 21.60	0.00	\$ 0.00	\$ 21.60
LINER, FENDER: R/RH, FOR TOYOTA PRIUS TAXI	0.00	\$ 141.30	(25.00 )	\$ 0.00	\$ 0.00
TYRE: 195/65R15, FOR TOYOTA PRIUS TAXI	0.00	\$ 126.74	0.00	\$ 0.00	\$ 0.00
RIM, TYRE: FOR TOYOTA PRIUS TAXI	1.00	\$1490.20	(100.00)	\$1490.20	\$ 0.00
				<b>Sub-Total</b>	<b>\$ 149.40</b>
<b>Labour</b>					
TO REPAIR RH REAR PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
<b>Others</b>					
TO CHECK WIRING AND SYSTEM FUNCTION	0.00	\$ 80.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO DO WHEEL ALIGNMENT / TYRE BALANCING	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
TO REMOVE AND REFIT TYRE RIM (SPRAYING PURPOSE)	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00

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

GST Reg No. : MR-8500001-7  
CRN : 1990042802  
Invoice No. : IV170500512  
Date : 18.05.2017  
Vehicle No. : SHB214U  
Your Ref No. : TAX/04/17/2181  
Our Ref No. : 24089273  
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

Description	Qty	Unit Cost	Add / (Discount) \$ Amount	Amount
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 20.00	0.00 \$ 0.00	\$ 20.00
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 REPSRAY 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

GRAND TOTAL \$ 939.40

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 27.04.2017

N.B. Payment by cheque should be crossed and  
made payable to 'SMRT Automotive Services Pte Ltd'.  
No receipt will be issued unless requested.

Authorized Signature  
for SMRT Automotive Services Pte Ltd





Our Ref : TAX/04/17/2181/LG

Date : 11/05/2017

To : Claims Department

From : SMRT Taxis

ACCIDENT INVOLVING SHB214U & SLB6230K ON 27/04/2017 ALONG CROSS ST /  
MARKET ST

**CONFIRMATION OF TAXI RENTAL**

This is to confirm the daily taxi rental rate for taxi registration no. SHB214U is \$63.67/day.

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

Thank you.



For Manager

SMRT Taxis Pte Ltd



Accident Vehicle Laid-Up Report

Registration No. : SHB214U                      Accident Case No. : TAX/04/17/2181

Make / Model : TOYOTA PRIUS                      Ref. No. : 24089273

Date and Time Vehicle off-road for Accident Repair : 27.04.2017 13:47:00

Date and Time Repair Completed : 03.05.2017 10:45:46

Remarks :

Generated by : POHSUAN

Printed on : 03.05.2017

Text size + -

**Enquire Transaction History****Transaction History Details**

Log Date/Time:	28 Apr 2017 / 08:34:09		
Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	SLB6230K		
Transaction Type:	18,32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No:	20170428083409617741

Search Date / Time: / 27 Apr 2017 12:15:00

Insurance Company: AXA INSURANCE PTE LTD

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

Enquire Related Logs

OK

Land Transport Authority

Please read through the Privacy Statement, Terms of Use and Disclaimer.  
Please do not use the Back or Forward buttons on your browser as this may alter the results of the transactions.  
Best viewed with IE 8.0 SP3 and above. 1024 X 768 resolution  
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## Print Received Message

This mail is associated with :

**\*SHB214U (C0431571)**

**[SLB6230K]**

TP

SMRT TAXIS PTE LTD

Apr 27 2017 12:00PM

[PARLENE MARK DONALD]

SMRT Automotive Services Pte Ltd

**From** AXA Insurance Pte Ltd (HQ) (AXA\_SG), sent on 20/05/2020 15:01 PM.  
**To** LKK\_HQ  
**Subject** Alert - Adj Mandate Approved (S\$1569.59) - SHB214U - Claim Handler: Vale Oh

Approved:1569.59.