

Our Ref : T 0620 / SHA1837X /KS(st)
Your Ref: _____
Date : 19-Jun-2020

COMFORTDELGRO ENGINEERING

AIG ASIA PACIFIC INSURANCE PTE LTD
AIG Building

78 Shenton Way

#07-16

Singapore 079120

Attn : Motor Claims Department

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHA1837X YOUR INSURED SLQ6400H
AND OTHER _____ ON 3-Jun-2020

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No SHA1837X 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 : SLQ6400H we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 2,247.00
2	<u>2</u> days Loss of Rental @ \$ 114.95 per day	\$ 229.90
3	Survey Report Fees (<i>Surveyed by M/s LKK</i>)	\$ -
4	GIA / LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing Fee	\$ -
		\$ 2,484.39

HIRER'S CLAIM

7	<u>2</u> days Loss of Income @ \$ 80.00 per days	\$ 160.00
	Total Claims :	\$ 2,644.39

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

- a) Original repair bill :
- b) LTA search slip/s of : SLQ6400H
- c) GIA / Police report/s of : SHA1837X
- d) Letter of authority from owner / hirer / operator
 - () Photograph/s of Accident Scene
 - () Certificate of Insurance
 - () Witness statement/s
 - (x) Downtime/Mileage record

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

Kazali Hj Selahudin

CDGE Taxi Claims Department

Tel : 6214 8736 Fax : 6214 1843 Email : kazali@cdge.com.sg

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

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

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

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

LETTER OF AUTHORISATION

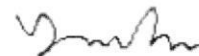
(NAF / PAF)

**ACCIDENT INVOLVING i 40 SHA1837X , SLQ6400H
ALONG TOA PAYOH CENTRAL OPEN SPACE CARPARK****ON 03-Jun-20 15:00****I / We PONG YUH SOO (Hirer) NRIC No.: SXXXX141I****and/or (Relief) NRIC No.: SXXXX141I****Taxi Number SHA1837X****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 08-Jun-2020**Name of Hirer PONG YUH SOO****Hirer NRIC SXXXX141I**

Signature :

**Address 271 QUEEN STREET #12-206
180271****Contact No. 92451016**

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

"We/I, **COMFORTDELGRO ENGINEERING 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\$2,247.00** (Repair Cost), **S\$329.90** (Loss of Use/Rental), **S\$7.49** (Disbursement) for vehicle no. **SHA 1837X** that was damaged pursuant to the accident which occurred on **03/06/2020** (date) along **TOA PAYOH CENTRAL OPEN SPACE CARPARK** (location) involving vehicle no/s **SLO 6400H**. This is pursuant to the inspection conducted on **08/06/2020** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **COMFORTDELGRO TRANSPORTATION PTE LTD** ("the third party claimant") of vehicle no. **SHA 1837X** 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 **SHA 1837X** (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 10th (day) of August (month) 2021 (year)



MTH

Signed by appointed surveyor

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
53 LOYANG DRIVE
SINGAPORE 508969

Signed by "the workshop" (with chop)

"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

TAX INVOICE

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY. AIG BUILDING #07-16
SINGAPORE 079120

CONTACT NO: 64193000 3225094

Description : 3P 03.062020

VEHICLE NO
SHA1837X

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
28.04.2016

CHASSIS CODE
KMHLB41UMGU087854

NO/DATE
91509660 10.06.2020

JOB NO.
305403039

ODOMETER READING

JOB TYPE

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	2,100.00
Add GST @ 7.000 %	147.00
Total Invoice amount	2,247.00

Issued by : CHEWBEELENG 10.06.2020 15:32:10
Repair Type : CLSO/57/57
Payment Type/Term : /Credit 30 days

PortDelGro Engineering Pte Ltd
Member of **COMFORTDELGRO**

Office:
raddell Road
pore 579701

note that no receipt shall be issued unless requested.

TOMER'S COPY

[illegible]

Our Ref: CT20060036

Date: 10 June 2020



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 03/06/2020 @ 15:00 hrs
ALONG TOA PAYOH CENTRAL OPEN SPACE CARPARK
INVOLVING SLQ6400H

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 **SHA1837X** (the "Taxi"). The Taxi was hired to **PONG YUH SOO IC NO SXXXX141I** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$114.95** per day (inclusive of GST).

Please be advised that the Taxi was insured with **MS First Capital Insurance 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.

[illegible]

Enquire Vehicle Insurance Details

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SLQ6400H	03 Jun 2020 / 15:00:00	Successful	A04	AIG ASIA PACIFIC INSURANCE PTE. LTD.

[Previous](#)

[OK](#)

SUA 1837 X

Jia Le (LKK Auto)

From: Jennifer Neo <bioslifejen@yahoo.com>
Sent: Friday, 17 July 2020 10:49 PM
To: Jia Le (LKK Auto)
Subject: RE: Accident Involving SLQ 6400H And SHA 1837X ON 3/6/2020 Along Toa Payoh Central Open Space Carpark



Hi Mr Chan. I just realised I forgot to send the photos of the extent of the damage of the taxi. It was taken about 10 min after the incident happened.

Regards.

[Sent from Yahoo Mail on Android](#)

On Thu, 16 Jul 2020 at 9:27, Jia Le (LKK Auto)
<JiaLe@lkkauto.com> wrote:

Our Ref: CC4/AIG20006309/T1ds3

NEO AH MIAN

BLK 392 YISHUN AVE 6

#08-1006

SINGAPORE 760392

Dear Sir/Madam,

ACCIDENT INVOLVING SLQ 6400H & SHA 1837X ALONG/AT TOA PAYOH CENTRAL OPEN SPACE CARPARK ON 03/06/2020

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

We have received a claim from SHA 1837X against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle reversed and collided onto stationary vehicle. 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,

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: Jennifer Neo [<mailto:bioslifejen@yahoo.com>]

Sent: Tuesday, 14 July 2020 11:18 PM

To: Jia Le (LKK Auto)

Subject: RE: Accident Involving SLQ 6400H And SHA 1837X ON 3/6/2020 Along Toa Payoh Central Open Space Carpark

Hi Mr Chan.

As requested, I enclose the document for your information.

I apologise for the delay due to the mentioned unforeseen circumstances.

Regards.

On Mon, 13 Jul 2020 at 15:02, Jia Le (LKK Auto)

<JiaLe@lkkauto.com> wrote:

Hi Jennifer,

You only need to write the third party's vehicle number when lodge the report. No need to get other information from 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: 6256 3561 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jennifer Neo [<mailto:bioslifejen@yahoo.com>]

Sent: Sunday, 12 July 2020 11:07 AM

To: Jia Le (LKK Auto)

Subject: RE: Accident Involving SLQ 6400H And SHA 1837X ON 3/6/2020 Along Toa Payoh Central Open Space Carpark

Hi Jia Le.

I am still awaiting the information of the third party vehicle detail from the driver and hence not able to submit the report to you on time. I had called and texted her on number of occasions and received no response.

Any advice from you regarding this?

Regards.

[Sent from Yahoo Mail on Android](#)

On Mon, 6 Jul 2020 at 9:21, Jia Le (LKK Auto)

<JiaLe@lkkauto.com> wrote:

Dear Jennifer,

You can contact us at 6256 3561 and we are only working on weekday.

You also can email the soft copy report to us for our perusal.

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

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

From: Jennifer Neo [<mailto:bioslifejen@yahoo.com>]

Sent: Saturday, 4 July 2020 1:55 PM

To: Jia Le (LKK Auto)

Subject: Re: Accident Involving SLQ 6400H And SHA 1837X ON 3/6/2020 Along Toa Payoh Central Open Space Carpark

By the way, call your land line and could not get through same as last time. Is that number still valid?

Anyway, I like to check can I send the report to you via soft copy at my end?

I was given the hard copy at AIG Reporting Centre by the way.

Regards.

On Thu, 2 Jul 2020 at 17:44, Jennifer Neo

<bioslifejen@yahoo.com> wrote:

In progress. Hope you can receive it next week.

Sorry for the inconvenience caused.

Regards.

[Sent from Yahoo Mail on Android](#)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	08 Jun 2020 17:21	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] Lee Su Li
2	08 Jun 2020 17:21	Clim Veh Model Changed	(204577) HYUNDAI I40 1.7 D CRDI F/L ABS AIRBAG 4DR (A).	[A] Lee Su Li
3	08 Jun 2020 17:21	Clim Created	Reg No: SHA1837X. Acct Date: 2020/06/03. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] Lee Su Li
4	08 Jun 2020 17:21	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	08 Jun 2020 17:21	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/06/17	[A] Lee Su Li
6	08 Jun 2020 17:21	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	08 Jun 2020 17:21	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	08 Jun 2020 17:22	Label Added	(23):Express.	[A] Lee Su Li
9	08 Jun 2020 17:22	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lee Su Li
10	06 Aug 2020 15:55	Adj Rpt Initiated		[A] NUR SHAQILAH BTE ABDOL WAHAB
11	06 Aug 2020 15:55	Clim Dtl Modified	Insured ID: -> -. Claim Conclusion: -> 3.	[A] NUR SHAQILAH BTE ABDOL WAHAB
12	06 Aug 2020 15:55	Clim Dtl Modified	JPJ Reg. Date: -> 2016/04/28.	[A] NUR SHAQILAH BTE ABDOL WAHAB
13	06 Aug 2020 15:55	Clim Details Notified		[A] NUR SHAQILAH BTE ABDOL WAHAB
14	19 Aug 2020 09:45	Adj Mandate Request	Cur.Reg:2584.39:Liability: 100% Quantum: (a)CORw/GST: \$2,247.00 + (b)LOR(2days x \$114.95): \$229.90 + (c)LOI(2days x \$50): \$100.00 + (d)LTA/GIA search fee: \$7.49 = Total: \$2,584.39 2 recommendation repair days For your approval please.	[A] CHAN JIA LE
15	01 Feb 2021 17:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/06/17. Mandate Remarks: Pls ensure OI GIA report is up in Merimen.	[I] Ler, Bernard-JQ
16	01 Feb 2021 17:04	Adj Mandate Set	Maintained:Pls ensure OI GIA report is up in Merimen.	[I] Ler, Bernard-JQ
17	05 May 2021 09:00	Clim Registration Modified	Acct Time:15:00:00->15:10:00. Pol No:1700027051->1700027051-02.	[I] AIG OneClaim Integration User
18	08 Jun 2021 23:50	Adj Mandate Request	Cur.Reg:2584.39:Liab:100% Quantum:(a)CORw/GST:\$2,247+(b)LOR(2days x \$114.95):\$229.90+(c)LOI(2days x \$50):\$100 +(d)LTA/GIA search fee:\$7.49=Total:\$2,584.39 2 recommendation repair days. OI REPORT UPLOADED	[A] Jaslin Kok Chin Yi
19	12 Jul 2021 10:38	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/06/17. Mandate Remarks: subject to all docs in place.	[I] Ler, Bernard-JQ
20	12 Jul 2021 10:38	Adj Mandate Set	Approved:2584.39:subject to all docs in place.	[I] Ler, Bernard-JQ

Date From  Date To  Audit Type 

ACTIVITY

[17/06/2020 16:53] Lee Su Li:
OINR *** SENT OUT FIRST REMINDER NON-REPORTING LETTER
[10/06/2020 12:24] Lee Su Li:
OINR *** SENT OUT FIRST NON-REPORTING LETTER

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2515459	08 Jun 2020 17:30:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHA1837X	SLQ6400H	11.00