

Our Ref : CC19070109/ SHB2343S /WT/CK(st)

Date : 22 Jul 2020

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

COMFORTDELGRO
ENGINEERING

QBE INSURANCE (INT'L) LTD

1 Raffles Quay #29-10

South Tower

Singapore 048583

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199508048W

Attn : Motor Claims Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHB2343S YOUR INSURED
SJR4386Y AND OTHER ON 9 Jul 2020

We are the authorised repair workshop for Citycab Pte Ltd, the owner of motor Vehicle No : **SHB2343S** 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 : **SJR4386Y** we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

| | | |
|--------------------|--|--------------------|
| 1 | Cost of Repair | \$ 950.63 |
| 2 | 2 days Loss of Rental @ \$125.19 per day | \$ 250.38 |
| 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 : | | \$ 1,208.50 |

HIRER'S CLAIM

| | | |
|-----------------------|---|--------------------|
| 7 | 2 days Loss of Income @ \$ 80.00 per days | \$ 160.00 |
| Total Claims : | | \$ 1,368.50 |

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

- a) Original repair bill
- b) LTA search slip/s of : **SJR4386Y**
- c) GIA / Police report/s of : **SHB2343S**
- d) Letter of authority from owner / hirer / operator
 - () Witness statement/s () Towing/Medical bill/receipts () Certificate of Insurance
 - () Photocopy/s 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.

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

A member of

COMFORTDELGRO

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING **Hyundai Ioniq SHB2343S , SJR4386Y** **ON 09-Jul-20 07:10**
ALONG **ALONG HOUGANG AVE 9 TOWARDS YIO CHU KANG RD**

I / We **LEE CHIN TECK** (Hirer) NRIC No.: **SXXXX972J**

and/or (Relief) NRIC No.: **SXXXX972J**

Taxi Number **SHB2343S**

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 **09-Jul-2020**

Name of Hirer **LEE CHIN TECK**

Hirer NRIC **SXXXX972J**

Signature :



Address **171 BISHAN STREET 13 #08-27**
570171

Contact No. **98735349**

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : CC19070109/SHB2343S/WT/CK(st)

Our Reference : VC013792

I/We, **CITYCAB PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **ONE THOUSAND THREE HUNDRED EIGHT AND CENTS FIFTY ONLY (\$S\$1,308.50)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**RAMU RAVI**', over damage to my/our vehicle **SHB 2343S** from an accident involving **SJR 4386Y** at/along **HOUGANG AVE 9 TOWARDS YIO CHU KANG RD**, which occurred on **09 JULY 2020** at about **07:10hours**.

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 '**RAMU RAVI**', 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) 18th of (month) September (year) 2020

Signature

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

Claimant's Name

FIN/NRIC No.

Witness's Signature

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

Witness's Name

FIN/NRIC No.

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

Address

Address

"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 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

TAX INVOICE

8010056

QBE INSURANCE (INT'L)LTD

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

CONTACT NO: 62246633

Description : 3P 09.07.2020

VEHICLE NO
SHB2343S

**MAKE
HYUNDAI**

MODEL
IONIO(G2)

DATE OF REG
02.04.2019

CHASSIS CODE
KMHC851CVKU140349

INV. NO/DATE
91515130 17.07.2020

JOB NO.
305410359

ODOMETER READING

DATE/TIME IN
13.07.2020 09:30

| S/No | Part No. | Qty | Unit Price | %Disc | Net |
|------|----------|-----|------------|-------|-----|
|------|----------|-----|------------|-------|-----|

PART REQUISITION

| | | | | | | |
|------|-----------------|--|---|--------|-------|--------|
| 0001 | 04-01-0104-2533 | IONIQV2-4 MOULDING ASSY-RR BUMPER CTR | 1 | 451.25 | 25.00 | 338.44 |
|------|-----------------|--|---|--------|-------|--------|

SUB-TOTAL : 338.44

JOB NATURE

| | | | | |
|------|---|---------------|--------|--------|
| 0001 | L | PANEL BEATING | 320.00 | 320.00 |
|------|---|---------------|--------|--------|

| | | | | |
|------|--------|--------------------------------|--------|--------|
| 0002 | 23-502 | SPRAYPAINT ON AFFECTED AREA | 200.00 | 200.00 |
|------|--------|--------------------------------|--------|--------|

| | | | | |
|------|---|--------------------------------|-------|-------|
| 0003 | L | REMOVE/REFIX REVERSE SENSOR | 30.00 | 30.00 |
|------|---|--------------------------------|-------|-------|

SUB-TOTAL : 550.00

omfortDelGro Engineering Pte Ltd

member of **COMFORTDELGRO**

Head Office:

05 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY[illegible]

Workshops59 Loyang Drive Singapore 508969
383 Sin Ming Drive Singapore 575717
45 Pandan Road Singapore 609286
320 Ubi Road 3 Singapore 40864924 Senoko Loop Singapore 758156
7 Sungei Kadut Way Singapore 728791
501 Yishun Industrial Park A Singapore 768732**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
SHB2343S**MAKE**
HYUNDAI**MODEL**
IONIQ(G2)**DATE OF REG**
02.04.2019**CHASSIS CODE**
KMHC851CVKU140349**INV. NO/DATE**
91515130 17.07.2020**JOB NO.**
305410359**ODOMETER READING****DATE/TIME IN**
13.07.2020 09:30

| | | |
|----------------|---------|--------|
| Items total | | 888.44 |
| Add GST @ | 7.000 % | 62.19 |
| Invoice amount | | 950.63 |

Issued by : CHEWBEELENG 17.07.2020 16:07:46
Repair type : CFSO/57/57
Payment Type/Term: /Credit 30 days**ComfortDelGro Engineering Pte Ltd**
member of **COMFORTDELGRO**Head Office:
205 Braddell Road
Singapore 579701

Please note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

| ACCOUNT No. | INVOICE No. | AMOUNT | BANK/CHQ No. |
|-------------|-------------|--------|--------------|
| 8010056 | 91515130 | 950.63 | |
| | | | |
| | | | |
| | | | |

Our Ref: CC20070109



Date: 17 July 2020

TO WHOM IT MAY CONCERN

Dear Sir/Madam

| | |
|-------------|---|
| ACCIDENT ON | 09/07/2020 @ 07:10 hrs |
| ALONG | ALONG HOUGANG AVE 9 TOWARDS YIO CHU KANG RD |
| INVOLVING | SJR4386Y |

We refer to the above-mentioned accident and wish to inform that **CityCab Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHB2343S** (the "Taxi"). The Taxi was hired to **LEE CHIN TECK IC NO SXXXX972J** a registered hirer-operator of **CityCab 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 **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 |
|-------------|------------------------|---------------|------------------------|-----------------------------------|
| SJR4386Y | 09 Jul 2020 / 07:10:00 | Successful | Q01 | QBE INSURANCE (SINGAPORE) PTE LTD |

Previous

OK

Sub 23435



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 67414108

Our Ref: CC3/QBE20007288/T1es3

06 SEPT 2020

RAMU RAVI
BLK 690 HOUGANG STREET 61
#02-262
SINGAPORE 530690

Dear Sir/Madam,

ACCIDENT INVOLVING SJR 4386Y AND SHB 2343S ON SHB 2343S

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

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

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

[MANDATE REQUEST] Re: VC013792 QBE - SHB2343S AND SJR4386Y ON 09.07.20

Jenny Toh <jenny.toh@qbe.com>

Fri 9/18/2020 10:05 AM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: claims-singapore <claims-singapore@qbe.com>

Dear Asher

Please proceed as per advised.

regards

Jenny Toh

Senior Assistant

Claims | Asia

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

+65 64771225

[Website](#)

[LinkedIn](#)

[Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Thursday, 17 September 2020 9:08 pm

To: Jenny Toh <jenny.toh@qbe.com>

Cc: claims-singapore <claims-singapore@qbe.com>

Subject: [MANDATE REQUEST] Re: VC013792 QBE - SHB2343S AND SJR4386Y ON 09.07.20

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Your ref : **VC013792**

Our ref : CC3/QBE20007288/T1es3q2

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 **\$1,308.50 (all-in)**.

The summary is as follows: -

| | Amount Claimed | Amount Revised |
|--------------------------------------|--------------------|------------------------------|
| 1. Cost of Repairs (with GST) | \$ 1,694.25 | \$ 950.63 |
| 2. Loss of Rental (2days x \$125.19) | \$ 250.38 | \$ 250.38 (2days x \$125.19) |
| 3. Loss of Income (2days x \$80) | \$ 160.00 | \$ 100.00 (2days x \$50) |
| 3. LTA Search Fee | \$ 7.49 | \$ 7.49 |
| Total | \$ 2,112.12 | \$ 1,308.50 |

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

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, July 24, 2020 9:17 AM

To: Jenny Toh <jenny.toh@qbe.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: FW: VC013792 QBE - SHB2343S AND SJR4386Y ON 09.07.20

Dear Jenny,

Thank you for your email.

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

Hi Asher,

FYNA, our ref CC3/QBE20007288/T1es3

**** 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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Jenny Toh [<mailto:jenny.toh@qbe.com>]
Sent: Thursday, 23 July 2020 5:26 PM
To: Su Li (LKK Auto)
Cc: claims-singapore
Subject: VC013792 QBE - SHB2343S AND SJR4386Y ON 09.07.20

Your ref: LKK REF - CC3/QBE20007288/T1es3

Dear Su Li

Attached the third party for your necessary action.

Jenny Toh

Senior Assistant

Claims / Asia

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

+65 6224 6633 | +65 6477 1225

[Website](#)

[LinkedIn](#)

[Twitter](#)



From: Sabrina Tan Quee Ping <SabrinaTan@cdge.com.sg>
Sent: Wednesday, 22 July 2020 10:34 am
To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>
Cc: Catherine Koh Mui Gek <catherinekoh@cdge.com.sg>
Subject: QBE - SHB2343S AND SJR4386Y ON 09.07.20

WITHOUT PREJUDICE

Dear Sirs

M/s QBE Insurance (Int'l) Ltd

Attached are our LOD documents for the above subject matter.

Kindly review and settle our claims amicably with our Ms Catherine Koh who is copied herein.

Tel: 6214 8733 Fax: 62141843 Email: catherinekoh@cdge.com.sg

Thank you

Best Regards

Sabrina Tan

Claims Department / ComfortDelGro Engineering Pte Ltd

Tel : 6214 8732 / Fax : 6214 1843

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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