

## Jia Le (LKK Auto)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Wednesday, 2 September 2020 1:25 PM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 8/7/2020 involving SHB 591E & SMK 1398J (AIG's insured)  
Our Ref: TAX/07/20/2016/lg  
**Attachments:** 4353\_001.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,600.00
Loss of Rental	\$900.40 ( 8.25 days x \$109.14 )
Loss of Income	\$495.00 ( 8.25 day x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$4,002.40</b>

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



## **AUTHORISATION TO ACT**

We, **SMRT TAXIS PTE LTD** (“the third party claimant”) of **No. 60 Woodlands Industrial Park E4, Singapore 757705** (address), owner of **SHB 591E** (vehicle no.) hereby authorize **SMRT Automotive Services Pte Ltd** (“the workshop”) to act for us with respect to our claim for repair costs and/or rental and/or loss of use (“claim”) for our vehicle no. **SMK 1398J** was damaged pursuant to the accident which occurred on **8/7/2020** (date) along **Mount Sinai Road** (location) involving vehicle no/s. **SHB 591E** (“the accident”).

I further authorize the workshop to settle the above mentioned claim in a manner as they deem fit and the cheque is to be 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 19 (day) of Jan (month) 2021 (year)



Signed by “the third party claimant”  
(with company stamp if applicable)



Signed by “the workshop”  
(with company stamp)



Date: 9/7/2020

Our Ref. No.:

### Letter of Authorisation

I, Name NG KIM THONG (NRIC No.: [REDACTED])  
registered hirer / relief driver / taxi share driver of SMRT taxi registration number  
SHB 591 E hereby authorise **SMRT Automotive Services Pte Ltd**  
("AutoSvs") to deal with all matters arising out of the accident between my taxi  
and SMK 1398 J happened on 08-07-2020  
along Place MOUNT SINAI ROAD

(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

NG KIM THONG

Signature:

[Signature]

NRIC No.

Tel No.

Address

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

"We/I, **SMRT 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\$2,600.00** (Repair Cost), **S\$695.70** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SHB 591E** that was damaged pursuant to the accident which occurred on **08/07/2020** (date) along **MOUNT SINAI ROAD** (location) involving vehicle no/s **SMK 1398J**. This is pursuant to the inspection conducted on **13/07/2020** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **SMRT TAXIS PTE LTD** ("the third party claimant") of vehicle no. **SHB 591E** 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 **SHB 591E** (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 19 (day) of Jan (month) 2021 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

\*\*\* 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. : IV200800317  
Date : 25.08.2020  
Vehicle No. : SHB591E  
Your Ref No. : TAX/07/20/2016  
Our Ref No. : 24107507  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,600.00

**GRAND TOTAL** \$ 2,600.00

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 08.07.2020

### 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*  
Koo Yew Chung (Aug 25, 2020 14:56 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/07/20/2016

From: SMRT Taxis Pte Ltd

Date: 22/7/2020

**ACCIDENT ON 08/07/2020 INVOLVING SHB 591E & SMK 1398J ALONG MOUNT SINAI ROAD**

This is to confirm that the daily rental rate for SHB 591E is \$109.14 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



## Laid Up Report

Accident Start Date : 08/07/2020  
Accident End Date : 21/07/2020

Date Generated : 21/07/2020  
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)
TAX/07/20/2016	SHB591E	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24107507	09/07/2020 4:12 PM	18/07/2020 9:14 AM

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	11 Jul 2020 / 08:38:12	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SMK1398J	Business Transaction Reference No.:	20200711083812140293
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	08 Jul 2020 17:00:00		
Insurance Company:	AIG ASIA PACIFIC INSURANCE PTE. LTD.		

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

Enquire Related Logs

OK



## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Monday, 12 October 2020 2:27 PM  
**To:** allsworth365@gmail.com  
**Subject:** ACCIDENT INVOLVING SMK 1398J & SHB 591E ALONG/AT MOUNT SINAI ROAD ON 08/07/2020

Our Ref: CC3/AIG20007425/Qda3

**ONG KEK TIN**  
[POLICYHOLDER]

Dear Sir/Madam,

### **ACCIDENT INVOLVING SMK 1398J & SHB 591E ALONG/AT MOUNT SINAI ROAD ON 08/07/2020**

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 SHB 591E 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 was reversing. 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: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	17 Jul 2020 18:09	<b>Clm Dtl Modified</b>	Claimant's Name: -> SMRT TAXIS PTE LTD.	[A] HOW MEI KWAN
2	17 Jul 2020 18:09	<b>Clm Veh Model Changed</b>	(204897) TOYOTA PRIUS TAXI 1.8 (A).	[A] HOW MEI KWAN
3	17 Jul 2020 18:09	<b>Clm Created</b>	Reg No: SHB591E. Acct Date: 2020/07/08. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	17 Jul 2020 18:09	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	17 Jul 2020 18:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/07/28	[A] HOW MEI KWAN
6	17 Jul 2020 18:09	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	17 Jul 2020 18:09	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	17 Jul 2020 18:09	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	17 Jul 2020 18:09	<b>Adj Adjuster Assigned</b>	[None] -> OI SUN PIN	[A] HOW MEI KWAN
10	22 Oct 2020 14:40	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
11	22 Oct 2020 14:40	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	22 Oct 2020 14:40	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2014/09/12.	[A] JOANNE LEE KHANG MIN
13	22 Oct 2020 14:40	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
14	22 Oct 2020 15:30	<b>Adj Mandate Request</b>	Cur.Req:3243.56:Liability: 100% Quantum: (a)COR: \$2,600.00 + (b)LOR(4days x \$109.14): \$436.56 + (c)LOI(4days x \$50): \$200.00 + (d)LTA/GIA search fee: \$7.00 = Total: \$3,243.56 3 recommendation repair days + 1PRS = 4days For your approval please.	[A] CHAN JIA LE
15	27 Oct 2020 20:25	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/07/28. Mandate Remarks: Subject to all docs/billings in order, please settle at best from: \$3024.42-3163.56 (All-in). LOR taking into consideration of covid relief (less \$20)	[I] Tan, Bennie-WZ
16	27 Oct 2020 20:25	<b>Adj Mandate Set</b>	Approved:3163.56:Subject to all docs/billings in order, please settle at best from: \$3024.42-3163.56 (All-in). LOR taking into consideration of covid relief (less \$20)	[I] Tan, Bennie-WZ
17	15 Jan 2021 18:18	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2020/07/28. Mandate Remarks: Subject to all docs/billings in order, please settle at best from: \$3302.70 (All-in). LOR taking into consideration of covid relief (less \$20); LOR/LOI days capped at 5days (max)	[I] Tan, Bennie-WZ
18	15 Jan 2021 18:18	<b>Adj Mandate Set</b>	Approved:3302.70:Subject to all docs/billings in order, please settle at best from: \$3302.70 (All-in). LOR taking into consideration of covid relief (less \$20); LOR/LOI days capped at 5days (max)	[I] Tan, Bennie-WZ

Date From  Date To  Audit Type

### ACTIVITY

No record

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
2540565	17 Jul 2020 18:18:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB591E	SMK1398J	11.00
2617180	22 Oct 2020	OD/TP Case	Motor	LKK Auto	LKK Auto	SHB591E	SMK1398J	11.00

	14:40:04	(Adjuster)		Consultants Pte Ltd	Consultants Pte Ltd (HQ)			
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