

COMFORTDELGRO
ENGINEERING

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

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

www.cdge.com.sg

Company Registration No: 199506048W

WITHOUT PREJUDICE

Dear Sir

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

We are the authorised repair workshop for Citycab Pte Ltd, the owner of motor Vehicle No : **SHB3114E** 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 : **SJN9770J**
we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 1,712.00
2	<u>5</u> days Loss of Rental @ <u>\$125.40</u> per day	\$ 627.00
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transporation Fees	\$ -
	Sub Total :	\$ 2,346.49

HIRER'S CLAIM

7 5 days Loss of Income @ \$ 80.00 per days \$ 400.00
Total Claims : \$ 2,746.49

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

- a) Original repair bill
- b) LTA search slip/s of : SJN9770J
- c) GIA / Police report/s of : SHB3114E
- 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 Kofi

CDGE Claims Department

Tel : 6214 8733 Fax : 6214 1843 Email : catherinekoh@cdge.com.sg

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

A member of

COMFORTDELGRO

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING **TOYOTA PRIUS SHB3114E , SJN9770J** **ON 30-Jul-20 12:20**
ALONG **NO 1 YOUNGBERG TERRACE OPEN AIR CARPARK**
AVON PARK CONDO

I / We **HUAN KAM KWANG** (Hirer) NRIC No.: **SXXXX710E**

and/or (Relief) NRIC No.: **SXXXX710E**

Taxi Number **SHB3114E**

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 **30-Jul-2020**

Name of Hirer **HUAN KAM KWANG**

Hirer NRIC **SXXXX710E**

Signature :



Address **159 BEDOK SOUTH AVENUE 3 #02-...
460159**

Contact No. **96218993**

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : CC20070397/SHB3114E/WT/CK(st)
Our Reference : VC013850

I/We, **CITYCAB PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **TWO THOUSAND FIVE HUNDRED EIGHT AND CENTS SEVENTY NINE ONLY (\$\$2,508.79)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**WONG CHEE MUN**', over damage to my/our vehicle **SHB 3114E** from an accident involving **SJN 9770J** at/along **NO 1 YOUNGBERG TERRACE OPEN AIR CARPARK**, which occurred on **30 JULY 2020** at about **12:20hours**.

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 '**WONG CHEE MUN**', 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
50 LOWANG DRIVE
SINGAPORE 508969

Claimant's Name

FIN/NRIC No.

Witness's Signature

f. Calis
CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
50 LOWANG 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

GST REG. NO. M2-8921817-3

TAX INVOICE

8010056
QBE INSURANCE (INT'L)LTD
1 RAFFLES QUAY SOUTH TOWER #29-10
SINGAPORE 048583
CONTACT NO: 62246633

VEHICLE NO SHB3114E
NO/DATE 91518377 11.08.2020
MAKE TOYOTA
JOB NO. 305414081
MODEL PRIUS HYBRID(G4)
ODOMETER READING
DATE OF REG 21.10.2016
CHASSIS CODE JTDKB3FU903534871
JOB TYPE

Description : 3P 30.07.2020

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	1,600.00
Add GST @ 7.000 %	112.00
Total Invoice amount	1,712.00

Issued by : KATHERINETAN 11.08.2020 10:20:50
Repair Type : CFSO/57/57
Payment Type/Term : /Credit 30 days

omfortDelGro Engineering Pte Ltd
member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CC20070397



Date: 11 August 2020

TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	30/07/2020 @ 12:20 hrs
ALONG	NO 1 YOUNGBERG TERRACE OPEN AIR CARPARK □ AVON PARK CONDO
INVOLVING	SJN9770J

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 **SHB3114E** (the "Taxi"). The Taxi was hired to **HUAN KAM KWANG IC NO SXXXX710E** a registered hirer-operator of **CityCab Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.40** 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.

2020

[illegible]

Enquire Vehicle Insurance Details

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SJN9770J	30 Jul 2020 / 12:20:00	Successful	Q01	QBE INSURANCE (SINGAPORE) PTE LTD

Previous

OK

SHB3114E

ACCIDENT INVOLVING SJN 9770J AND SHB 3114E ON 30/07/2020

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

Sun 9/6/2020 4:07 PM

To: AUGUSTINEWCM@GMAIL.COM <AUGUSTINEWCM@GMAIL.COM>

Our Ref: CC3/QBE20008058/T1es3

06 SEPT 2020

WONG CHEE MUN

Dear Sir/Madam,

ACCIDENT INVOLVING SJN 9770J AND SHB 3114E ON 30/07/2020

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

Case Handler

Email: ashersng@lkkauto.com

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

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.

[MANDATE REQUEST] Re: VC013850 Direct Settlement - Accident Involving SJN 9770J (OI : QBE - TBA) AND SHB 3114E (TP : LKK REF - CC3/QBE20008058/T1es3) on 30/07/2020

Jenny Toh <jenny.toh@qbe.com>

Fri 9/18/2020 9:57 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 9:26 pm**To:** Jenny Toh <jenny.toh@qbe.com>**Cc:** claims-singapore <claims-singapore@qbe.com>**Subject:** [MANDATE REQUEST] Re: VC013850 Direct Settlement - Accident Involving SJN 9770J (OI : QBE - TBA) AND SHB 3114E (TP : LKK REF - CC3/QBE20008058/T1es3) on 30/07/2020

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

Your ref : **VC013850**

Our ref : CC3/QBE20008058/T1es3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured reversed out of parking lot hit 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 **\$2,508.79 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 2,670.61	\$ 1,712.00
2. Loss of Rental (5days x \$125.40)	\$ 627.00	\$ 564.30 (4.5days x \$125.40)
3. Loss of Income (5days x \$80)	\$ 400.00	\$ 225.00 (4.5days x \$50)
3. LTA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 3,705.10	\$ 2,508.79

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

Sent: Wednesday, August 12, 2020 8:36 AM

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

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

Subject: VC013850 Direct Settlement - Accident Involving SJN 9770J (OI : QBE - TBA) AND SHB 3114E (TP : LKK REF - CC3/QBE20008058/T1es3) on 30/07/2020

Hi Asher

Attached the third party LOD and our insured accident report for you to conclude this claim.

Please let us have the mandate ASAP.

Thank you.

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

Sent: Thursday, 6 August 2020 10:09 am

To: 'claims-singapore' <claims-singapore@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Andrew Lim <andrew.lim@qbe.com>; Jenny Toh <jenny.toh@qbe.com>

Subject: Direct Settlement - Accident Involving SJN 9770J (OI : QBE - TBA) AND SHB 3114E (TP : LKK REF - CC3/QBE20008058/T1es3) on 30/07/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 3114E at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Asher.

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,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 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)

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.