

Jaslin Kok (LKK Auto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Friday, 2 October 2020 10:17 AM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 14/8/2020 involving SHB 1097J & GBH 4630P (AIG's insured)
Our Ref: TAX/08/20/2037/lg
Attachments: 0581_001.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,852.89
Loss of Rental	\$1,189.31 (9.5 days x \$125.19)
Loss of Income	\$570.00 (9.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$4,619.20

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 1097J** (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. **GBH 4630P** was damaged pursuant to the accident which occurred on **14/8/2020** (date) along **Yishun Ave 9 towards Yishun Central** (location) involving vehicle no/s. **SHB 1097J** ("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 7 (day) of Jan (month) 2021 (year)



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



Signed by "the workshop"
(with company stamp)

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\$2,852.89** (Repair Cost), **S\$822.45** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SHB 1097J** that was damaged pursuant to the accident which occurred on **14/08/2020** (date) along **YISHUN AVE 9 TOWARDS YISHUN CENTRAL** (location) involving vehicle no/s **GBH 4630P**. This is pursuant to the inspection conducted on **17/08/2020** (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 1097J** 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 1097J** (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 7 (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.



SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV200900399
Date : 28.09.2020
Vehicle No. : SHB1097J
Your Ref No. : TAX/08/20/2037
Our Ref No. : 24107837
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
REAR BUMPER REINFORCEMENT	0.00	\$ 332.70	0.00	\$ 0.00	\$ 0.00
COVER, RR BUMPER ASSY	1.00	\$ 485.60	(25.00)	\$ 121.40	\$ 364.20
PAD, RR BUMPER, RH & LH , 3	1.00	\$ 11.00	(25.00)	\$ 2.75	\$ 8.25
PAD, RR BUMPER, RH & LH , 2	1.00	\$ 4.00	(25.00)	\$ 1.00	\$ 3.00
PAD, RR BUMPER, RH & LH , 1	1.00	\$ 4.00	(25.00)	\$ 1.00	\$ 3.00
SEAL, RR BUMPER ARM, RH & LH	1.00	\$ 11.30	(25.00)	\$ 2.82	\$ 8.48
STOPPER, RR BUMPER, RH & LH	0.00	\$ 4.50	0.00	\$ 0.00	\$ 0.00
RETAINER, RR BUMPER, RH	1.00	\$ 132.60	(25.00)	\$ 33.15	\$ 99.45
RETAINER, RR BUMPER, LH	1.00	\$ 132.60	(25.00)	\$ 33.15	\$ 99.45
SEAL, RR BUMPER , RH	0.00	\$ 118.30	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER , LH	0.00	\$ 118.30	0.00	\$ 0.00	\$ 0.00
CLIPS PIECE, FRT & RR BUMPER	10.00	\$ 4.50	(25.00)	\$ 11.25	\$ 33.75
GUARD, RR BUMPER, LOWER	1.00	\$ 374.50	(25.00)	\$ 93.62	\$ 280.88
REAR BUMPER REFLECTOR ASSY, REFLEX, RH	0.00	\$ 39.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER REFLECTOR ASSY, REFLEX, LH	0.00	\$ 39.00	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , RH	0.00	\$ 175.10	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , LH	0.00	\$ 241.90	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER CENTER	0.00	\$ 229.90	0.00	\$ 0.00	\$ 0.00
LENS & BODY, REAR COMBINATION LAMP , LH	0.00	\$ 339.60	0.00	\$ 0.00	\$ 0.00
COVER, REAR COMBINATION LAMP, LH	0.00	\$ 69.90	0.00	\$ 0.00	\$ 0.00
SOCKET & WIRE SUB-ASSY, REAR COMBINATION LAMP, LH	0.00	\$ 52.30	0.00	\$ 0.00	\$ 0.00
LENS & BODY, REAR COMBINATION LAMP,	0.00	\$ 261.00	0.00	\$ 0.00	\$ 0.00

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 (Sep 28, 2020 14:28 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

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SINGAPORE 757705

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Vehicle No. : SHB1097J
Your Ref No. : TAX/08/20/2037
Our Ref No. : 24107837
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
NO.2 LH					
TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY	1.00	\$ 913.60	(100.00)	\$ 913.60	\$ 0.00
EMBLEM, SIDE PANEL (HYBRID)	0.00	\$ 54.60	0.00	\$ 0.00	\$ 0.00
EMBLEM SUB-ASSY REAR	1.00	\$ 47.90	(25.00)	\$ 11.97	\$ 35.93
NAME PLATE (HYBRID) , LUGGAGE COMPARTMENT DOOR	1.00	\$ 54.60	(25.00)	\$ 13.65	\$ 40.95
NAME PLATE (PRIUS) , LUGGAGE COMPARTMENT DOOR	1.00	\$ 54.60	(25.00)	\$ 13.65	\$ 40.95
SMRT LOGO	1.00	\$ 7.80	0.00	\$ 0.00	\$ 7.80
STICKER DECAL 65558888	1.00	\$ 21.60	0.00	\$ 0.00	\$ 21.60
END PANEL SUB-ASSY, BODY LOWER BACK	0.00	\$ 651.00	0.00	\$ 0.00	\$ 0.00
SEALANT SIKAFLEX	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
LAMP ASSY, REAR, LH	0.00	\$ 293.60	0.00	\$ 0.00	\$ 0.00
TAIL GATE BACK DOOR OUTSIDE GARNISH SUB-ASSY	1.00	\$ 913.60	(25.00)	\$ 228.40	\$ 685.20
Sub-Total					\$ 1852.89

Labour

TO REPAIR LH REAR PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
TO REPAIR REAR FENDER LOWER PANEL LH	1.00	\$ 150.00	0.00	\$ 0.00	\$ 150.00

Others

TO RESPRAY REAR FENDER LOWER PANEL	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
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Bank Name : DBS Bank Ltd - SGD
Bank Account No.: 018-008617-4
Swift Code : DBSSSGSG

Koo Yew Chung
Koo Yew Chung (Sep 28, 2020 14:28 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
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Invoice No. : IV200900399
Date : 28.09.2020
Vehicle No. : SHB1097J
Your Ref No. : TAX/08/20/2037
Our Ref No. : 24107837
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
LH						
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
TO RESPRAY BUMPER BEAM	0.00	\$ 180.00	0.00	\$	0.00	\$ 0.00
TO RESPRAY TAILGATE OUTSIDE GARNISH	1.00	\$ 100.00	0.00	\$	0.00	\$ 100.00
TO RESPRAY REAR PANEL	0.00	\$ 180.00	0.00	\$	0.00	\$ 0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 30.00	0.00	\$	0.00	\$ 30.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$	0.00	\$ 0.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$	0.00	\$ 0.00
GRAND TOTAL						\$ 2,852.89

Remark :

Make/Model :
Accident Date : 14.08.2020

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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 (Sep 28, 2020 14:28 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd



Laid Up Report

Accident Start Date : 14/08/2020
Accident End Date : 07/09/2020

Date Generated : 07/09/2020
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/08/20/2037	SHB1097J	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4FL	24107837	14/08/2020 2:37 PM	24/08/2020 9:05 AM



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/08/20/2037

From: SMRT Taxis Pte Ltd

Date: 19/8/2020

**ACCIDENT ON 14/08/2020 INVOLVING SHB 1097J & GBH 4630P ALONG
YISHUN AVE 9 TOWARDS YISHUN CENTRAL**

This is to confirm that the daily rental rate for SHB 1097J is \$125.19 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

Enquire Transaction History

Transaction History Details

Log Date/Time:	15 Aug 2020 / 08:27:25	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	GBH4630P	Business Transaction Reference No.:	20200815082725277530
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	14 Aug 2020 12:15:00		
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)

From: Jia Le (LKK Auto)
Sent: Friday, 2 October 2020 3:44 PM
To: 'benny.chong@daimler.com'
Subject: ACCIDENT INVOLVING GBH 4630P & SHB 1097J ALONG/AT JUNC OF YISHUN AVE 9 AND YISHUN CENTRAL ON 14/08/2020

Our Ref: CC3/AIG20008675/Qds3

DAIMLER FLEET MANAGEMENT SINGAPORE PTE LTD

Dear Sir/Madam,

ACCIDENT INVOLVING GBH 4630P & SHB 1097J ALONG/AT JUNC OF YISHUN AVE 9 AND YISHUN CENTRAL ON 14/08/2020

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 1097J 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 it is head to rear collision. 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 | 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	19 Aug 2020 14:07	Clim Dtl Modified	Claimant's Name: -> SMRT TAXIS PTE LTD. Claimant's ID: -> 198905369K.	[A] Lee Su Li
2	19 Aug 2020 14:07	Clim Veh Model Changed	(205099) TOYOTA PRIUS 1.8 (A).	[A] Lee Su Li
3	19 Aug 2020 14:07	Clim Created	Reg No: SHB1097J. Acct Date: 2020/08/14. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] Lee Su Li
4	19 Aug 2020 14:07	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	19 Aug 2020 14:07	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/08/28	[A] Lee Su Li
6	19 Aug 2020 14:07	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	19 Aug 2020 14:07	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	19 Aug 2020 14:07	Label Added	(23):Express.	[A] Lee Su Li
9	19 Aug 2020 14:07	Adj Adjuster Assigned	[None] -> OI SUN PIN	[A] Lee Su Li
10	28 Oct 2020 09:48	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
11	28 Oct 2020 09:48	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	28 Oct 2020 09:48	Clim Dtl Modified	JPJ Reg. Date: -> 2019/12/17.	[A] JOANNE LEE KHANG MIN
13	28 Oct 2020 09:48	Clim Details Notified		[A] JOANNE LEE KHANG MIN
14	29 Oct 2020 14:45	Adj Mandate Request	Cur.Req:3735.84:Liability: 100% Quantum: (a)COR: \$2,852.89 + (b)LOR(5days x \$125.19): \$625.95 + (c)LOI(5days x \$50): \$250.00 + (d)LTA/GIA search fee: \$7.00 = Total: \$3,735.84 4 recommendation repair days + 1PRS = 5days For your approval please.	[A] CHAN JIA LE
15	09 Nov 2020 17:38	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/08/28. Mandate Remarks: Mandate approved @ COR 2852.89, LOI \$200(4 * 50), GIA @ \$7.00, LOR (4days @ \$74.90), check the rental rate of SMRT.	[I] Goh, Jeremy-CX
16	09 Nov 2020 17:38	Adj Mandate Set	Approved:3359.49:Mandate approved @ COR 2852.89, LOI \$200(4 * 50), GIA @ \$7.00, LOR (4days @ \$74.90), check the rental rate of SMRT.	[I] Goh, Jeremy-CX
17	29 Dec 2020 14:40	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/08/28. Mandate Remarks: Mandate approved. LOR to be from 4-5 days @ \$114.49. Subject to documents in order. Offer 4 days LOR first before 5 days. All correspondence to be uploaded to Merimen.	[I] Goh, Jeremy-CX
18	29 Dec 2020 14:40	Adj Mandate Set	Approved:3682.34:Mandate approved. LOR to be from 4-5 days @ \$114.49. Subject to documents in order. Offer 4 days LOR first before 5 days. All correspondence to be uploaded to Merimen.	[I] Goh, Jeremy-CX

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
2563703	19 Aug 2020 14:12:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB1097J	GBH4630P	11.00
2621581	28 Oct 2020	OD/TP Case	Motor	LKK Auto	LKK Auto	SHB1097J	GBH4630P	11.00