

8923/11da3

Our Ref : T 0820 / SHC1291J /KS(st)  
 Your Ref: \_\_\_\_\_  
 Date : 3-Sep-2020

# COMFORTDELGRO ENGINEERING

**AIG ASIA PACIFIC INSURANCE PTE LTD**  
**AIG Building**

**78 Shenton Way**

**#07-16**

**Singapore 079120**

**Attn : Motor Claims Department**

Dear Sir

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

## WITHOUT PREJUDICE

**ACCIDENT INVOLVING OUR TAXI SHC1291J YOUR INSURED SLL9848G**  
**AND OTHER 2 VEHICLES ON 21-Aug-2020**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No SHC1291J 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 : SLL9848G we are submitting these claim for your consideration on behalf of the claimants.

### TAXI OWNER'S CLAIM

1	Cost of Repair	\$	2,566.84
2	<u>5</u> days Loss of Rental @ \$ 129.47 per day	\$	647.35
3	Survey Report Fees ( <i>Surveyed by M/s LKK</i> )	\$	-
4	GIA / LTA Search Fees	\$	2.00
5	GIA / Police Report Fees	\$	-
6	Towing Fee	\$	-
		\$	3,216.19

### HIRER'S CLAIM

7	<u>5</u> days Loss of Income @ \$ 80.00 per days	\$	400.00
<b>Total Claims :</b>		\$	<b>3,616.19</b>

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

- Original repair bill :
- LTA search slip/s of : SLL9848G
- GIA / Police report/s of : SHC1291J
- Letter of authority from owner / hirer / operator
  - ( ) Photograph/s of Accident Scene ( ) Certificate of Insurance
  - ( ) Witness statement/s ( ) PIR ( 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.

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

GBA7103L, SJQ3356X

**ACCIDENT INVOLVING  
ALONG****Hyundai Ioniq SHC1291J , SLL9848G , ... ON 21-Aug-20 16:40  
CTE TWDS CITY NEAR BRADDELL RD EXIT**

I / We

**HOK SWEE KWAN**(Hirer) NRIC No.: **SXXXX909D**

and/or

(Relief) NRIC No.: **SXXXX909D**

Taxi Number

**SHC1291J**

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

**24-Aug-2020**

Name of Hirer

**HOK SWEE KWAN**

Hirer NRIC

**SXXXX909D**

Signature :



Address

**254 SERANGOON CENTRAL DRIVE ...  
550254**

Contact No.

**82000007**

**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 **SS 3,050.00** (Global Sum) for vehicle no. **SHC 1291J** that was damaged pursuant to the accident which occurred on **21/08/2020** (date) along **CTE TOWARDS CITY NEAR BRADDELL RD EXIT** involving vehicle no/s **SLL 9848G**.

This is pursuant to the inspection conducted on **24/08/2020** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **COMFORT TRANSPORTATION PTE LTD** ("the third party claimant") of vehicle no. **SHC 1291J** 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 **SHC 1291J** (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 20<sup>th</sup> (day) of September (month) 2021 (year)



MTH

Signed by appointed surveyor

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508900

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**



GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY, AIG BUILDING #07-16  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

Description : 3P 21.08.2020

VEHICLE NO  
SHC1291J

MAKE  
HYUNDAI

MODEL  
IONIQ(G3)

DATE OF REG  
18.03.2020

CHASSIS CODE  
KMH851CVLU187414

INV. NO/DATE  
91521921 31.08.2020

JOB NO.  
305418591

ODOMETER READING

DATE/TIME IN  
22.08.2020 15:20

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	20.00	361.00
0002	FNPS	NO PLATE(S)	1	50.00	0.00	50.00
0003	04-01-0104-2370	IONIQVC LAMP ASSY-REAR FOG	1	201.50	20.00	161.20
0004	04-01-0104-2282	IONIQVC COVER-RR BUMPER#	1	459.40	20.00	367.52
0005	04-01-0104-3819	IONIQVC STAY-RR BUMPER LH	1	138.10	20.00	110.48
0006	04-01-0104-3919	IONIQVC STAY-RR BUMPER RH	1	138.10	20.00	110.48
0007	04-01-0104-2288	IONIQVC BEAM-RR BUMPER	1	294.80	20.00	235.84
0008	04-01-0104-2545	IONIQVC MOULDING-REAR BUMPER LWR CTR	1	125.00	20.00	100.00
0009	09-01-0104-2133	IONIQVC ANTENNA ASSY-SMARTKEY	1	140.50	20.00	112.40

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd  
A 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.
8010004	91521921	2,566.84	

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 2

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHC1291J

MAKE  
HYUNDAI

MODEL  
IONIQ(G3)

DATE OF REG  
18.03.2020

CHASSIS CODE  
KMHCB51CVLU187414

INV. NO/DATE  
91521921 31.08.2020

JOB NO.  
305418591

ODOMETER READING

DATE/TIME IN  
22.08.2020 15:20

S/No	Part No.		Qty	Unit Price	%Disc	Net
0010	09-01-9999-0068	HYUNDAI REVERSE SENSOR ASSY*	1	180.00	0.00	180.00
SUB-TOTAL			:			1,788.92
JOB NATURE						
0001	PB	PANEL BEATING		320.00		320.00
0002	SP	SPRAYPAINT CHARGE		200.00		200.00
0003	20-22	REMOVE/REFIX REVERSE SENSOR		30.00		30.00
0004	23-01	TOWING FEE		60.00		60.00
SUB-TOTAL			:			610.00

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ComfortDelGro Engineering Pte Ltd

A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

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ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91521921	2,566.84	

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 3

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY, AIG BUILDING #07-16  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHC1291J

MAKE  
HYUNDAI

MODEL  
IONIQ(G3)

DATE OF REG  
18.03.2020

CHASSIS CODE  
KMHC851CVLU187414

INV. NO/DATE  
91521921 31.08.2020

JOB NO.  
305418591

ODOMETER READING

DATE/TIME IN  
22.08.2020 15:20

Items total		2,398.92
Add GST @	7.000 %	167.92
Invoice amount		2,566.84

Issued by : KATHERINETAN 31.08.2020 15:26:22  
Repair type : CLSO/57/57  
Payment Type/Term: /Credit 30 days

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ComfortDelGro Engineering Pte Ltd  
A member of COMFORTDELGRO

Head Office:  
205 Braddell Road  
Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91521921	2,566.84	

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY



Our Ref: CT20080350

Date: 31 August 2020



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	21/08/2020 @ 16:40 hrs
ALONG	CTE TWDS CITY NEAR BRADDELL RD EXIT
INVOLVING	SLL9848G, GBA7103L, SJQ3356X

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 **SHC1291J** (the "Taxi"). The Taxi was hired to **HOK SWEE KWAN IC NO SXXXX909D** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$129.47** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte 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.

免班前将里数记录在簿上。记录里数时，  
数字。

理局官员随时检查。

工友,采取纪律行动。

明在簿子内。工友必须保存一切有关的

[illegible]





RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580  
Phone: +65 6224 0010 Fax: +65 6224 0030  
Operating Hours: Monday to Friday 9am to 5pm  
GST Registration No: M400017735

### Third Party Insurer Enquiry

Our Ref No: GR-20-099404  
Date of Request: 24/08/2020

Your Ref No: Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 24/08/2020  
Enquiry By Huang XiaoYan  
TP Vehicle No. SLL9848G  
Accident Date 21/08/2020

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLL9848G	AIG Asia Pacific Insurance Pte. Ltd.	30/06/2020-29/06/2021	65-6419-3000

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

This is a computer generated document and requires no signature.

## TAX INVOICE

Our Ref No: GR-20-099404

Date of Request: 24/08/2020

Your Ref No: Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 24/08/2020  
Enquiry By Huang XiaoYan  
TP Vehicle No. SLL9848G  
Accident Date 21/08/2020

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

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For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



Auto  
Consultants  
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC4/AIG20008923/T1da3

05 OCTOBER 2020

**CRESCENT DEVELOPMENTS PTE LTD**  
629 ALJUNIED ROAD  
#01-15 CITITECH INDUSTRIAL BUILDING  
SINGAPORE 389838

Dear Sir/Madam,

**ACCIDENT INVOLVING SLL 9848G(AIG) / SHC 1291J/ OTHERS ALONG/ AT CTE  
TOWARDS CITY B/F BRADDELL ROAD EXIT ON 21/08/2020**

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 SHC 1291J against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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.

You are aware that your No-Claim Discount (NCD – if applicable) will be with held for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

Please call us if you have further queries.

Yours faithfully,



CHAN JIA LE  
Case Handler  
DID: 6749 5792  
FAX: 6741 4108  
Email: [jjale@lkkauto.com](mailto:jjale@lkkauto.com)

c.c. *AIG Asia Pacific Insurance Pte Ltd*  
*(Motor Claims Dept)*



## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	Aug 2020 20:02	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	Aug 2020 20:02	<b>Clim Veh Model Changed</b>	(206517) HYUNDAI AE IONIQ HEV FL 1.6 DCT (A).	[A] HOW MEI KWAN
3	Aug 2020 20:02	<b>Clim Created</b>	Reg No: SHC1291J. Acct Date: 2020/08/21. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: India International Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	Aug 2020 20:02	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	Aug 2020 20:02	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/09/02	[A] HOW MEI KWAN
6	Aug 2020 20:02	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	Aug 2020 20:02	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Exp ress)	[I] Merimen Administrator
8	Aug 2020 20:02	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	Aug 2020 20:02	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	Aug 2020 08:24	<b>Clim Registration Modified</b>	Acct Time:16:00:00->16:30:00.	[I] AIG OneClaim Integration User
11	Nov 2020 14:44	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
12	Nov 2020 14:44	<b>Clim Dtl Modified</b>	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	Nov 2020 14:44	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2020/03/18.	[A] JOANNE LEE KHANG MIN
14	Nov 2020 14:44	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
15	2020 17:07	<b>Adj Mandate Request</b>	Cur.Req:3286.72:Liab:100%(Ass:0%)4 VEH CC, OI 2ND*Quantum: (a)CORw/GST:\$2,566.84 + (b)LOR (4days x \$129.47):\$517.88 + (c)LOI(4days x \$50):\$200 + (d)LTA/GIA search fee: \$2 = Total: \$3,286.72 *Vehicle Model: HYUNDAI AE IONIQ HEV FL 1.6*Recommended 2 rep	[A] Jaslin Kok Chin Yi
16	29 Dec 2020 14:59	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/09/02. Mandate Remarks: Mandate approved at COR per recommended. LOR and LOI to give 2 days. GIA pending receipt. Subject to all document in order and taxi log card. upload letter to OI into merimen.	[I] Goh, Jeremy-CX
17	29 Dec 2020 14:59	<b>Adj Mandate Set</b>	Approved:2927.78:Mandate approved at COR per recommended. LOR and LOI to give 2 days. GIA pending receipt. Subject to all document in order and taxi log card. upload letter to OI into merimen.	[I] Goh, Jeremy-CX
18	15 Sep 2021 14:08	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2020/09/02. Mandate Remarks: Mandate approved at COR per recommended. LOR and LOI to give 2 days. GIA pending receipt. Subject to all document in order and taxi log card. upload letter to OI into merimen.	[I] Goh, Jeremy-CX
19	15 Sep 2021 14:08	<b>Adj Mandate Set</b>	Approved:3200.00:Mandate approved at COR per recommended. LOR and LOI to give 2 days. GIA pending receipt. Subject to all document in order and taxi log card. upload letter to OI into 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
2567962	24 Aug 2020 20:06:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHC1291J	SLL9848G	11.00
2644378	23 Nov 2020 14:44:17	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC1291J	SLL9848G	11.00