

Our Ref : T 0920 / SHC2588Y /KS(st)
Your Ref: _____
Date : 7-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

ACCIDENT INVOLVING OUR TAXI SHC2588Y YOUR INSURED EW 1388U
AND OTHER _____ ON 1-Sep-2020

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No **SHC2588Y** 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 : **EW 1388U** we are submitting these claim for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 1,085.46
2	3 days Loss of Rental @ \$ 126.47 per day	\$ 379.41
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	GIA / LTA Search Fees	\$ 2.00
5	GIA / Police Report Fees	\$ -
6	Towing Fee	\$ -
		\$ 1,466.87

HIRER'S CLAIM

7	3 days Loss of Income @ \$ 80.00 per days	\$ 240.00
	Total Claims :	\$ 1,706.87

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

- a) Original repair bill :
- b) LTA search slip/s of : EW 1388U
- c) GIA / Police report/s of : SHC2588Y
- d) 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.

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

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimilie +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

A member of

COMFORTDELGRO

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING **TOYOTA PRIUS SHC2588Y , EW1388U** **ON 01-Sep-20 12:30**
ALONG **SLIP RD FROM HOUGANG AVE 1 TO LORONG AH SOO (HOUGANG AVE 3)**

I / We **TAN PHUAY HONG** (Hirer) NRIC No.: **SXXXX910C**

and/or (Relief) NRIC No.: **SXXXX910C**

Taxi Number **SHC2588Y**

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 **01-Sep-2020**

Name of Hirer **TAN PHUAY HONG**

Hirer NRIC **SXXXX910C**

Signature :



Address **210 SERANGOON CENTRAL #02-262**
550210

Contact No. **96375371**

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 **S\$1,085.46** (Repair Cost), **S\$529.41** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SHC 2588Y** that was damaged pursuant to the accident which occurred on **01/09/2020** (date) along **SLIP ROAD FROM HOUGANG AVE 1 TO LORONG AH SOO** (location) involving vehicle no/s **EW 1388U**. This is pursuant to the inspection conducted on **01/09/2020** (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 2588Y** 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 2588Y** (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 11th (day) of March (month) 2021 (year)



MTM

Signed by appointed surveyor


CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
69 LOYANG DRIVE
SINGAPORE 508969

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 01.09.2020

VEHICLE NO
SHC2588Y

INV. NO/DATE
91522794 07.09.2020

MAKE
TOYOTA

JOB NO.
305420140

MODEL
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG
14.03.2019

DATE/TIME IN
01.09.2020 13:00

CHASSIS CODE
JTDKB3FU103079451

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0302-2287	PRIG4 GUARD-REAR BUMPER CENTER	1	552.60	25.00	414.45
0002	04-01-0302-1150	PRIG4 BUMPER PROTECTOR MAT	1	50.00	0.00	50.00
SUB-TOTAL			:			464.45

JOB NATURE

0001	L	PANEL BEATING		320.00		320.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA		200.00		200.00
0003	20-22	REMOVE/REFIX REVERSE SENSOR		30.00		30.00
SUB-TOTAL			:			550.00

- 1) 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.
- 2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY OR NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- 3) 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.
- 4) 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	91522794	1,085.46	

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
SHC2588Y

INV. NO/DATE
91522794 07.09.2020

MAKE
TOYOTA

JOB NO.
305420140

MODEL
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG
14.03.2019

DATE/TIME IN
01.09.2020 13:00

CHASSIS CODE
JTDKB3FU103079451

Items total	1,014.45
Add GST @ 7.000 %	71.01
Invoice amount	1,085.46

Issued by : CHEWBEELENG 07.09.2020 10:33:42
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

- 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.
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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	91522794	1,085.46	

Our Ref: CT20090003

Date: 07 September 2020



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON
ALONG

INVOLVING

01/09/2020 @ 12:30 hrs
SLIP RD FROM HOUGANG AVE 1 TO LORONG AH
SOO (HOUGANG AVE 3)
EW1388U

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 **SHC2588Y** (the "Taxi"). The Taxi was hired to **TAN PHUAY HONG IC NO SXXXX910C** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate \$126.47 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.

內。工友必須保存一切有关的

[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

TAX INVOICE

Our Ref No: GR-20-103809
Date of Request: 01/09/2020

Your Ref No: Online Purchase

ComfortDelGro Engineering Pte Ltd
205 Braddell Road
Singapore 579701

Dear Sir/Madam,

Enquiry Date 01/09/2020
Enquiry By Huang XiaoYan
TP Vehicle No. EW1388U
Accident Date 01/09/2020

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.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Wednesday, 25 November 2020 12:29 PM
To: JOLENG_D23@YAHOO.COM.SG
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: ACCIDENT INVOLVING EW 1388U & SHC 2588Y ALONG/AT 116.86,148, 168 LOR AH SOO, SINGAPORE ON 11/09/2020

Our Ref: CC4/AIG20009312/T1ra3

TAY AH CHAI- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING EW 1388U & SHC 2588Y ALONG/AT 116.86,148, 168 LOR AH SOO, SINGAPORE ON 1/09/2020

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 2588Y against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's 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 7 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.

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

Thank you.

Best Regards,

Jaslin Kok | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@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	02 Sep 2020 11:51	Cim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	02 Sep 2020 11:51	Cim Veh Model Changed	(206252) TOYOTA PRIUS 1.8 5DR HATCHBACK (A).	[A] HOW MEI KWAN
3	02 Sep 2020 11:51	Cim Created	Reg No: SHC2588Y. Acct Date: 2020/09/01. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (S G). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyan g)	[A] HOW MEI KWAN
4	02 Sep 2020 11:51	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	02 Sep 2020 11:51	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/09/11	[A] HOW MEI KWAN
6	02 Sep 2020 11:51	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	02 Sep 2020 11:51	Cim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	02 Sep 2020 11:51	Label Added	(23):Express.	[A] HOW MEI KWAN
9	02 Sep 2020 11:51	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	19 Jan 2021 23:48	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
11	19 Jan 2021 23:48	Cim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	19 Jan 2021 23:48	Cim Dtl Modified	JPJ Reg. Date: -> 2019/03/14.	[A] JOANNE LEE KHANG MIN
13	19 Jan 2021 23:48	Cim Details Notified		[A] JOANNE LEE KHANG MIN
14	01 Feb 2021 16:53	Adj Mandate Request	Cur.Req:1616.87:Lia:100%(OI REAR-ENDED TP) *Quantum:(a)CORw/GST: \$1,085.46+(b)LOR(3days x \$12 6.47):\$379.41+(c) LOI (3days x \$50):\$150 +(d)LTA/GIA search fee:\$2=Total:\$1,616.87*Vehicle Model: Toyota Prius*Recommended 2 repair days +1PRS=3DAYS	[A] Jaslin Kok Chin Yi
15	04 Feb 2021 17:52	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/09/11. Mandate Remarks: do upload rental invoice & DL verification for our further review. also kindly advise if OI have been apprised as he reported no damage on the taxi at the material time.	[I] Syed-Yusoff, Saliha
16	04 Feb 2021 17:52	Adj Mandate Set	Maintained:do upload rental invoice & DL verification for our further review. also kindly advise if OI have been apprised as he reported no damage on the taxi at the material time.	[I] Syed-Yusoff, Saliha
17	09 Feb 2021 14:21	Adj Mandate Request	Cur.Req:1616.87:Lia:100%(OI REAR-ENDED TP) *Quantum:(a)CORw/GST:\$1,085.46+(b)LOR(3days x \$12 6.47):\$379.41+(c) LOI (3days x \$50):\$150 +(d)LTA/GIA search fee:\$2=Total:\$1,616.87*Vehicle Model: Toyota Prius*Recommended 2 repair days +1PRS=3DAYS	[A] Jaslin Kok Chin Yi
18	16 Feb 2021 17:19	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2020/09/11. Mandate Remarks: pls proceed with settlement @ \$1,616.87 (COR-\$1,085.46 LOR-\$379.41 LOI-\$150 LTA-\$2) ** subject to final repair bill/ATA and no further covid-relief given by the govt	[I] Syed-Yusoff, Saliha
19	16 Feb 2021 17:19	Adj Mandate Set	Approved:1616.87:pls proceed with settlement @ \$1,616.87 (COR-\$1,085.46 LOR-\$379.41 LOI-\$150 LTA-\$2) ** subject to final repair bill/ATA and no further covid-relief given by the govt	[I] Syed-Yusoff, Saliha

Date From   Date To   Audit Type 

ACTIVITY

[08/09/2020 19:05] HOW MEI KWAN:
OINR. To send out first letter.

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
2575945	02 Sep 2020 12:00:00	TP Case (Insurer)	Motor	LKK Auto Consultants	AIG Asia Pacific	SHC2588Y	EW1388U	11.00

3/11/2021

Merimen e-Claims

				Pte Ltd	Insurance Pte. Ltd. (Express)			
2662802	19 Jan 2021 23:48:09	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC2588Y	EW1388U	11.00