

## Hsiao Tong (LKKAuto)

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**From:** Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>  
**Sent:** Monday, 12 October 2020 12:49 PM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 8/9/2020 involving SHC 4655Z & SKF 2715B (AIG's insured)  
Our Ref: TAX/09/20/2021/lg  
**Attachments:** 0835\_001.pdf; SHC 4655Z (1st clip).mp4; SHC 4655Z (2nd clip).mp4

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$4,200.00
Loss of Rental	\$818.55 ( 7.5 days x \$109.14 )
Loss of Income	\$450.00 ( 7.5 day x \$60.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$5,475.55</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorization
- 6) Video footages

Please let us have your offer soon. Thanks.

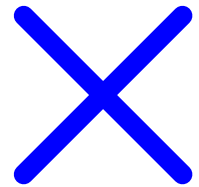
Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd





Date: 8/9/2020

Our Ref. No.:

## Letter of Authorisation

I, CHAN KIN WHYE (NRIC No.: [REDACTED])  
registered hirer / relief driver / taxi share driver of SMRT taxi registration number  
SHC 4655 Z hereby authorise **SMRT Automotive Services Pte Ltd**  
("AutoSvs") to deal with all matters arising out of the accident between my taxi  
and SKP 5517 B happened on 8-9-20 at 11:23  
along Beaconfield to Fortcanning Rd junction  
(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: CHAN KIN WHYE Signature: [Signature]

NRIC No.:

Tel No.:

Address:

**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHC 4655Z** (vehicle no.) hereby authorize **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") to act for me with respect to my claim for repair costs and/or rental and/or loss of use ("claim") for my vehicle no **SHC 4655Z** that was damaged pursuant to the accident which occurred on **08/09/2020** (date) along **BENCOOLEN STREET TOWARDS FORT CANNING ROAD** (location) involving vehicle no/s **SKF 2517B** ("the accident").

I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being 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 12 (day) of March (month) 20 21 (year)



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



Signed by "the workshop"  
(with chop)

**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\$5,000.00 (Global Sum) for vehicle no. SHC 4655Z that was damaged pursuant to the accident which occurred on 08/09/2020 (date) along BENCOOLEN STREET TOWARDS FORT CANNING ROAD (location) involving vehicle no/s SKF 2517B.

This is pursuant to the inspection conducted on 08/09/2020 (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. SHC 4655Z 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 4655Z (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 12 (day) of March (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 out 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. : IV201000067  
Date : 06.10.2020  
Vehicle No. : SHC4655Z  
Your Ref No. : TAX/09/20/2021  
Our Ref No. : 24108094  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 4,200.00
GRAND TOTAL					\$ 4,200.00

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 08.09.2020

Please issue cheque in  
favour of SMRT TAXIS  
PTE LTD.

Koo Yew Chung  
Koo Yew Chung (Oct 6, 2020 15:30 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

E. & O.E



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/09/20/2021

From: SMRT Taxis Pte Ltd

Date: 16/9/2020

**ACCIDENT ON 08/09/2020 INVOLVING SHC 4655Z & SKF 2517B ALONG  
BENCOOLEN STREET TOWARDS FORT CANNING ROAD**

This is to confirm that the daily rental rate for SHC 4655Z 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 : 01/09/2020

Date Generated : 16/09/2020

Accident End Date : 16/09/2020

User Name : LeeGek

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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/09/20/2021	SHC4655Z	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24108094	08/09/2020 1:28 PM	16/09/2020 8:23 AM

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	08 Sep 2020 / 15:03:06	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SKF2517B	Business Transaction Reference No.:	20200908150306904116
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	08 Sep 2020 11:23:00		
Insurance Company:	AIG ASIA PACIFIC INSURANCE PTE. LTD.		

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

[Enquire Related Logs](#)

[Back to List](#)





Auto  
Consultants  
Pte Ltd

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

**Our Ref: CC3/AIG20009738/Qka3**

3 NOVEMBER 2020

**EDY SUSANTO PANGGABEAN  
80 JELlicoe ROAD  
#22-01  
SINGAPORE 208766**

Dear Sir/Madam,

**ACCIDENT INVOLVING SHC 4655Z & SKF 2517B ON 08/09/2020**

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

We have received a claim from Body Repairer/Workshop against your motor insurance policy.

Based on the accident report, accident scenario and evidence at hand, 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,

*Khanchna*

DID: 6841 2360



FAX: 6741 4108

Email: [khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	11 Sep 2020 14:42	<b>Clim Dtl Modified</b>	Claimant's Name: -> SMRT TAXIS PTE LTD.	[A] Jaslin Kok Chin Yi
2	11 Sep 2020 14:42	<b>Clim Veh Model Changed</b>	(204897) TOYOTA PRIUS TAXI 1.8 (A).	[A] Jaslin Kok Chin Yi
3	11 Sep 2020 14:42	<b>Clim Created</b>	Reg No: SHC4655Z. Acct Date: 2020/09/08. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] Jaslin Kok Chin Yi
4	11 Sep 2020 14:42	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Jaslin Kok Chin Yi
5	11 Sep 2020 14:42	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/09/22	[A] Jaslin Kok Chin Yi
6	11 Sep 2020 14:42	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Jaslin Kok Chin Yi
7	11 Sep 2020 14:42	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[I] Merimen Administrator
8	11 Sep 2020 14:43	<b>Label Added</b>	(19):Fastlane.	[A] Jaslin Kok Chin Yi
9	11 Sep 2020 14:43	<b>Adj Adjuster Assigned</b>	[None] -> OI SUN PIN	[A] Jaslin Kok Chin Yi
10	01 Oct 2020 17:10	<b>Label Removed</b>	(19):Fastlane.	[A] HOW MEI KWAN
11	01 Oct 2020 17:10	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
12	02 Oct 2020 22:39	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Khanchna Pothuraj
13	08 Jan 2021 13:49	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
14	08 Jan 2021 13:49	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	08 Jan 2021 13:49	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2014/09/19.	[A] JOANNE LEE KHANG MIN
16	08 Jan 2021 13:49	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
17	08 Jan 2021 14:55	<b>Adj Mandate Request</b>	Cur.Req:5002.70:Liability: 100%(Traffic light green in TP's favour) *Quantum: (a)COR: \$4,200.00 + (b) LOR(5days x \$109.14): \$545.70 +(c)LOI(5days x \$50):\$250.00 + (d)LTA/GIA search fee: \$7.00 = Total: \$5,002.70 *4 recommendation repair days + 1PRS =	[A] CHEW HSIAO TONG
18	09 Feb 2021 17:49	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
19	09 Feb 2021 17:49	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHEW HSIAO TONG
20	09 Feb 2021 21:13	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Goh, Jeremy-CX
21	09 Feb 2021 21:13	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Goh, Jeremy-CX
22	08 Mar 2021 14:05	<b>Video Downloaded</b>	Downloaded SHC4655Z vs SKF2517B_TP VIDEO(Clip 1)	[I] Goh, Jeremy-CX
23	08 Mar 2021 14:05	<b>Video Downloaded</b>	Downloaded SHC4655Z vs SKF2517B_TP VIDEO(Clip 2)	[I] Goh, Jeremy-CX
24	08 Mar 2021 14:23	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/09/22. Mandate Remarks: mandate approved. settle at best, start negotiations with 4 days LOR and LOI.	[I] Goh, Jeremy-CX
25	08 Mar 2021 14:23	<b>Adj Mandate Set</b>	Approved:5002.70:mandate approved. settle at best, start negotiations with 4 days LOR and LOI.	[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
2585657	15 Sep 2020 09:22:14	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHC4655Z	SKF2517B	11.00
2601149	02 Oct 2020 09:24:00	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC4655Z	HOW MEI KWAN	xx.xx
2601150	02 Oct 2020 09:24:00	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC4655Z	HOW MEI KWAN	xx.xx
2660093	08 Jan 2021 13:49:27	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC4655Z	SKF2517B	11.00
2675459	08 Mar 2021 11:35:25	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC4655Z	CHEW HSIAO TONG	xx.xx
2675460	08 Mar 2021 11:35:27	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC4655Z	CHEW HSIAO TONG	xx.xx