

LOD Your Ref: CC3/AIG20010430/Qpa3 Re: Accident on 23/9/2020 involving SHB 5329P & SMQ 8280L (AIG's insured) Our Ref: TAX/09/20/2060/lg

Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>

Fri 27/11/2020 12:24 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

📎 1 attachments (422 KB)

2650_001.pdf;

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$6,650.00
Loss of Rental	\$1,350.88 (12.5 days x \$108.07)
Loss of Income	\$750.00 (12.5 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$8,757.88

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
- 7) video footage (given on 9/10/20)

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd





Date:

Our Ref. No.:

Letter of Authorisation

I, Teong Song Hong (NRIC No. [REDACTED])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SHB 5329P hereby authorise SMRT Automotive Services Pte Ltd
("AutoSvs") to deal with all matters arising out of the accident between my taxi
and SMD 8280L happened on ~~Feb~~ 23/09/20 1430hrs
along Mackenzie Rd
(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

Teong Song Hong.

Signature:

Teof

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 SHB 5329P (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 SHB 5329P that was damaged pursuant to the accident which occurred on 23/09/2020 (date) along MACKENZIR ROAD (NEAR REX CINEMA) (location) involving vehicle no/s SMQ 8280L ("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 6 (day) of Jan (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\$7,760.00 (Global Sum) for vehicle no. SHB 5329P that was damaged pursuant to the accident which occurred on 23/09/2020 (date) along MACKENZIR ROAD (NEAR REX CINEMA) (location) involving vehicle no/s SMQ 8280L.

This is pursuant to the inspection conducted on 24/09/2020 (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. SHB 5329P 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 5329P (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 6 (day) of Jan (month) 2021 (year)



OSP

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

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV201100247
Date : 19.11.2020
Vehicle No. : SHB5329P
Your Ref No. : TAX/09/20/2060
Our Ref No. : 24108264
Terms : 30 Days

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 6,650.00

GRAND TOTAL \$ 6,650.00

Remark :

Make/Model : PRIUS4
Accident Date : 23.09.2020

Payment Instructions

Please issue cheque in
favour of SMRT TAXIS
PTE LTD.

Koo Yew Chung

Koo Yew Chung (Nov 19, 2020 14:33 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/09/20/2060

From: SMRT Taxis Pte Ltd

Date: 2/10/2020

**ACCIDENT ON 23/09/2020 INVOLVING SHB 5329P & SMQ 8280L ALONG
MACKENZIR RD (NEAR REX CINEMA)**

This is to confirm that the daily rental rate for SHB 5329P is \$108.07 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 : 23/09/2020

Date Generated : 09/10/2020

Accident End Date : 09/10/2020

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/09/20/2060	SHB5329P	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24108264	23/09/2020 2:31 PM	06/10/2020 8:03 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	24 Sep 2020 / 15:09:40	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SMQ8280L	Business Transaction Reference No.:	20200924150940803945
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 23 Sep 2020 14:30:00

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](#)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 2 October 2020 9:10 AM
To: 'ETGBCCC@GMAIL.COM'
Subject: ACCIDENT INVOLVING SMQ 8280L(AIG) AND SHB 5329P AT/ALONG MACKENZIE ROAD NEAR REX CINEMA ON 23/09/2020

02 Oct 2020

Mr Chng Chang Ching

[By Email Only]

Dear Sir/Madam,

You Ref: SMQ8280L

Our Ref: CC3/AIG20010430/Qpa3

ACCIDENT INVOLVING SMQ 8280L(AIG) AND SHB 5329P AT/ALONG MACKENZIE ROAD NEAR REX CINEMA ON 23/09/2020

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 SHB5329P against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as you filtered into third party's lane and collided onto third party taxi. 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 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.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	29 Sep 2020 15:56	Clim Dtl Modified	Claimant's Name: -> SMRT TAXIS PTE LTD.	[A] Jaslin Kok Chin Yi
2	29 Sep 2020 15:56	Clim Veh Model Changed	(204897) TOYOTA PRIUS TAXI 1.8 (A).	[A] Jaslin Kok Chin Yi
3	29 Sep 2020 15:56	Clim Created	Reg No: SHB5329P. Acct Date: 2020/09/23. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] Jaslin Kok Chin Yi
4	29 Sep 2020 15:56	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Jaslin Kok Chin Yi
5	29 Sep 2020 15:56	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/10/08	[A] Jaslin Kok Chin Yi
6	29 Sep 2020 15:56	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Jaslin Kok Chin Yi
7	29 Sep 2020 15:56	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	29 Sep 2020 15:56	Label Added	(19):Fastlane.	[A] Jaslin Kok Chin Yi
9	29 Sep 2020 15:56	Adj Adjuster Assigned	[None] -> OI SUN PIN	[A] Jaslin Kok Chin Yi
10	30 Sep 2020 12:33	Clim Veh Model Changed	(204897) -> (205436) TOYOTA PRIUS HYBRID 1.8 CVT (A).	[A] HOW MEI KWAN
11	26 Nov 2020 15:42	Video Downloaded	Downloaded SHB5329P vs SMQ8280L_TP VIDEO	[I] Loh, Chee-Heng
12	03 Dec 2020 11:18	Adj Rpt Initiated		[A] HUEY YON
13	03 Dec 2020 11:18	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] HUEY YON
14	03 Dec 2020 11:18	Clim Dtl Modified	JPJ Reg. Date: -> 2017/11/01.	[A] HUEY YON
15	03 Dec 2020 11:18	Clim Details Notified		[A] HUEY YON
16	08 Dec 2020 08:41	Adj Mandate Request	Cur.Req:7921.56:Liability: 100% *Quantum: (a)COR:\$6,650.00 + (b)LOR(8days x \$108.07): \$864.56+ (c)LOI(8days x \$50.00):\$400.00 + (d)LTA/GIA search fee: \$7.00 = Total: \$7,921.56 *Vehicle Model: Toyota Prius 4(1796cc) *5 recommendation repair days +	[A] CHEW HSIAO TONG
17	09 Dec 2020 17:05	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/10/08. Mandate Remarks: * rental subject to no rental subsidy given by SMRT due to Covid-19	[I] Loh, Chee-Heng
18	09 Dec 2020 17:05	Adj Mandate Set	Approved:7921.56:* rental subject to no rental subsidy given by SMRT due to Covid-19	[I] Loh, Chee-Heng

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
2599436	30 Sep 2020 18:39:54	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB5329P	SMQ8280L	11.00
2607625	11 Oct 2020	Video Upload	Motor	AIG Asia	AIG Asia	SHB5329P	CHEW HSIAO	xx.xx

1/6/2021

Merimen e-Claims

	21:28:29			Pacific Insurance Pte. Ltd.	Pacific Insurance Pte. Ltd. (SG)		TONG	
2651312	03 Dec 2020 11:18:50	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHB5329P	SMQ8280L	11.00