

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) [<mailto:LeeGek@smrt.com.sg>]
Sent: Friday, 27 November 2020 5:04 PM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 20/10/2020 involving SHC 4470P & SKG 8883Z (China Taiping's insured) Our Ref: TAX/10/20/2037/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,750.00
Loss of Rental	\$600.27 (5.5 days x \$109.14)
Loss of Income	\$461.07 (5.5 day x \$83.83)
LTA Search Fee	\$7.00
Total	\$3,818.34

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Police investigation result
- 5) Accident vehicle laid-up report
- 6) LTA search
- 7) Hirer's letter of authorisation & current Notice of Assessment

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, Eng Eng Joo (NRIC No.: [Redacted])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SAC4470P hereby authorise **SMRT Automotive Services Pte Ltd**
("AutoSvs") to deal with all matters arising out of the accident between my taxi
and SKG 8883Z happened on 20/10/20 7:42 AM
along KPE towards Airport Road
(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

Eng Eng Joo

Signature:



NRIC No.

Tel No.

Address

Crescent

AUTHORISATION TO ACT

We, **SMRT TAXIS PTE LTD** ("the third party claimant") of **No. 60 Woodlands Industrial Park E4, Singapore 757705** (address), owner of **SHC 4470P** (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. **SKG 8883Z** was damaged pursuant to the accident which occurred on **20/10/2020** (date) along **KPE towards Airport Rd** (location) involving vehicle no/s. **SHC 4470P** ("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 19 (day) of May (month) 2021 (year)



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



Signed by "the workshop"
(with company stamp)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00033952000

Claim No : SNM20D203959

Claimant : SMRT TAXIS PTE LTD

Amount : **S\$3,500.00**

Singapore Dollars Three Thousand Five Hundred Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHC 4470P

Insured Vehicle No. : SKG 8883Z

Date of Loss : 20/10/2020

Place of Accident : KPE TWDS MCE

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : KOH XUE TING ADRIANA

Driver Name : TEO BOON CHUN MICHAEL

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) Global Sum	S\$ 3,500.00
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TOTAL	S\$ 3,500.00
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Claimant Name: SMRT TAXIS PTE LTD

NRIC No : SXXXX706F

Signature :



Date :

19 MAY 2021



SMRT Automotive Services Pte Ltd

60 Woodlands Ind Park E4
Singapore 757705

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. : IV201100272
Date : 23.11.2020
Vehicle No. : SHC4470P
Your Ref No. : TAX/10/20/2037
Our Ref No. : 24108540
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,750.00
GRAND TOTAL					\$ 2,750.00

Remark :

Make/Model : PRIUS4

Accident Date : 19.10.2020

Please issue cheque in
favour of SMRT TAXIS
PTE LTD.

Koo Yew Chung

Koo Yew Chung (Nov 24, 2020 10:48 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/10/20/2037

From: SMRT Taxis Pte Ltd

Date: 30/10/2020

**ACCIDENT ON 20/10/2020 INVOLVING SHC 4470P & SKG 8883Z ALONG
KPE TOWARDS AIRPORT RD**

This is to confirm that the daily rental rate for SHC 4470P 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 : 20/10/2020

Date Generated : 29/10/2020

Accident End Date : 29/10/2020

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/10/20/2037	SHC4470P	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24108540	20/10/2020 11:25 AM	26/10/2020 8:29 AM

Tax Reference No : SXXXX1191
Year of Assessment : 2020
Income Tax
Date : 29 Sep 2020

NOTICE OF ASSESSMENT ORIGINAL



INLAND REVENUE
AUTHORITY
OF SINGAPORE

55 Newton Road
Revenue House
Singapore 307987
Tel: 1800-356 8300
Website: <http://www.iras.gov.sg>
e-Services: <https://mytax.iras.gov.sg>

Please quote the Tax Reference Number (eg. NRIC, FIN, etc) in full when corresponding with us.

MR ONG ENG JOO



260-1

	S'PORE (\$)	OTHER COUNTRIES (\$)	TOTAL (\$)
TRADE	30,598.00		30,598.00
PROPERTY	10,200.00		10,200.00
TOTAL INCOME	40,798.00		40,798.00
ASSESSABLE INCOME			40,798.00
LESS: PERSONAL RELIEFS			
Earned Income		1,000.00	
NSman-self/wife/parent		1,500.00	
Child (QCR)		4,000.00	
Provident Fund/Life Insurance		2,349.00	
TOTAL PERSONAL RELIEFS			8,849.00
CHARGEABLE INCOME			31,949.00
FIRST 30,000.00		200.00	
NEXT 1,949.00 @ 3.50%		68.22	268.22
TAX PAYABLE BY 29 OCT 2020			268.22 DR

If you need help with your tax payment, please check go.gov.sg/iras-difficulty-paying-tax on how you may apply for a longer GIRO payment arrangement.

1. Your tax assessment is based on information given by you in your income tax return.

2. You can view your total outstanding income tax payable, if any, via the View Account Summary e-Service.

If the total outstanding tax payable is less than \$10, the amount will be carried forward to the next bill.

3. If you have any objection, please submit your objection online within 30 days via the Object to Assessment e-service or email us at myTax Portal.

© \$83.83

Ng Wai Choong

NG WAI CHOONG
COMPTROLLER OF INCOME TAX

Enquire Transaction History

Transaction History Details

Log Date/Time:	20 Oct 2020 / 12:58:56	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SKG8883Z		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20201020125856539403

Search Date / Time: 20 Oct 2020 07:42:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

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

Enquire Related Logs

OK

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Tuesday, 29 December 2020 2:51 PM
To: MICKTEO8885@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SKG 8883Z & SHC 4470P ALONG/AT KPE TWDS MCE ON 20/10/2020

Our Ref: CC3/CTI20011474/Qrs3

KOH XUE TING ADRIANA- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SKG 8883Z & SHC 4470P ALONG/AT KPE TWDS MCE ON 20/10/2020

We refer to the above accident where we are acting for China Taiping Insurance (Singapore) 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 SHC 4470P 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 a 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 call us if you have further queries.

*c.c. China Taiping Insurance (Singapore) 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)

RE: SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

Alfred Toh <alfred.toh@sg.cntaiping.com>

Sat 5/15/2021 11:11 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

LKK REF - CC3/CTI20011474/Qds3

CTI REF - SNM20D203959/C02/SKG8883Z/TOHHS

Dear Jaslin

We refer to your emails of 9 April 2021 and 14 May 2021.

Please proceed to resolve the property damage claim up to \$3,552.70.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: 65 6389 6183

Email: claimsdept@sg.cntaiping.com

alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 TaipingSG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Friday, May 14, 2021 11:13 AM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Alfred

We refer to our mandate request on 04/09/2021.

Kindly let us have your approval.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

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)

From: Jaslin Kok (LKK Auto)

Sent: Friday, April 9, 2021 2:48 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

Dear Sirs/Mdm,

ACCIDENT INVOLVING SKG8883Z (CTI) AND SHC4470P (TP) ON 0 20/10/2020

We refer to the above matter.

It is a head to rear collision.. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 3,552.70 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 13,250.00	\$ 2,750.00
2. Loss of Rental (5.5 days x \$109.14)	\$ 600.27	\$ 545.70 (5 days x \$109.14)
3. Loss of Income (5.5 days x \$83.83)	\$ 461.06	\$ 250.00 (5 days x \$50.00)
4. LTA / GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 14,318.33	<u>\$ 3,552.70</u>

Surveyor recommended 3 days for repair + 1 PRS + 1 SUN = 5DAYS

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

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)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Tuesday, 17 November 2020 6:13 PM
To: Jia Le (LKK Auto) <JiaLe@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Subject: RE: SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

LKK REF - CC3/CTI20011474/Qds3
CTI REF - SNM20D203959/C02/SKG8883Z/tohhs

Dear Sirs

Attach herewith report of SKG8883Z for your attention and further assistance.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平狮城 TaipingSG
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From: Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Sent: Tuesday, November 17, 2020 5:49 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z (OI : CTI - TBA) and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

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)

From: Claims Dept of CTI [<mailto:claimsdept@sg.cntaiping.com>]

Sent: Wednesday, 28 October 2020 2:56 PM

To: Su Li (LKK Auto); Admin A; Jia Le (LKK Auto); Alfred Toh

Cc: Claims Dept of CTI

Subject: O/R:SNM20D203959/C02/SKG8883Z/TOHHS / Direct Settlement - Accident Involving SKG 8883Z (OI : CTI - TBA) and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

Dear all,

Please note that officer in charge for this case is Alfred Toh.

Claim no. SNM20D203959/C02/SKG8883Z/TOHHS.

Dear Alfred,

Pls revert LKK.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Thank you

Chong Boon Sen

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 28 October 2020 1:52 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>
Subject: Direct Settlement - Accident Involving SKG 8883Z (OI : CTI - TBA) and SHC 4470P (TP : LKK REF - CC3/CTI20011474/Qds3) on 20/10/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHC 4470P at M/s SMRT AUTOMOTIVE SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jia Le.

To check availability of the case handler, you may contact the undersigned.

**** 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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6841 1467 Email: SuLi@lkkauto.com | Fax : 6271 8802

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)