

Our Ref : T 1020 / SHC2559G /KS(st)  
Your Ref: \_\_\_\_\_  
Date : 2-Nov-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 SHC2559G YOUR INSURED SKS 390T  
AND OTHER \_\_\_\_\_ ON 22-Oct-2020**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No SHC2559G 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 : SKS 390T we are submitting these claim for your consideration on behalf of the claimants.

### TAXI OWNER'S CLAIM

1	Cost of Repair	\$	4,674.53
2	<u>5</u> days Loss of Rental @ \$ 126.47 per day	\$	632.35
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	\$	-
		\$	5,308.88

### HIRER'S CLAIM

7	<u>5</u> days Loss of Income @ \$ 80.00 per days	\$	400.00
<b>Total Claims :</b>		\$	5,708.88

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

- a) Original repair bill :
- b) LTA search slip/s of : SKS 390T
- c) GIA / Police report/s of : SHC2559G
- 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.

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING** **TOYOTA PRIUS SHC2559G , SKS390T** **ON 22-Oct-20 11:25**  
**ALONG** **BLK 410 ANG MO KIO AVE 10**

I / We **ONG CHYE OON** (Hirer) NRIC No.: **SXXXX096F**

and/or (Relief) NRIC No.: **SXXXX096F**

Taxi Number **SHC2559G**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), 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 **22-Oct-2020**

Name of Hirer **ONG CHYE OON**

Hirer NRIC **SXXXX096F**

Signature :



Address **909 HOUGANG STREET 91 #08-104**  
**530909**

Contact No. **96944452**

**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\$4,674.53** Repair Cost), **S\$705.88** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SHC 2559G** that was damaged pursuant to the accident which occurred on **22/10/2020** (date) along **BLK 410 ANG MO KIO AVE 10 OPENSOURCE CARPARK** (location) involving vehicle no/s **SKS 390T**. This is pursuant to the inspection conducted on **22/10/2020** (date) at "the workshop".

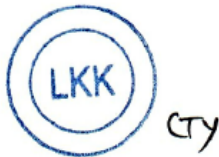
We/I confirm that we/I are/am authorized by the owner **COMFORTDELGRO TRANSPORTATION PTE LTD** (the third party claimant") of vehicle no. **SHC 2559G** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. 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 2559G** (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 19<sup>th</sup> (day) of July (month) 2021 (year)



Signed by appointed surveyor

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 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*

## 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

VEHICLE NO  
SHC2559G

INV. NO/DATE  
91530324 28.10.2020

MAKE  
TOYOTA

JOB NO.  
305429467

MODEL  
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG  
06.12.2018

DATE/TIME IN  
22.10.2020 12:30

CHASSIS CODE  
JTDKB3FU803077518

Description : 3P 22.10.2020

S/No Part No.

Qty Unit Price %Disc Net

### PART REQUISITION

0001	04-01-0302-0592	PRIG4 PANEL SUB-ASSY FRONT DOOR RH	1	1,264.00	25.00	948.00
0002	04-01-0302-0595	PRIG4 PANEL SUB-ASSY RR DOOR RH	1	1,258.30	25.00	943.72
0003	04-01-0302-0810	PRIG4 MLDG ASSY BODY ROCKER PANEL RH	1	576.00	25.00	432.00
0004	28-01-0103-0003	(I40)FRT DOOR LOGO SONATA CTPL	1	75.00	0.00	75.00
0005	28-01-9999-2023	APP LOGO REAR DOOR L/R CTPL	1	80.00	0.00	80.00
SUB-TOTAL			:			2,478.72

### JOB NATURE

0001 PB PANEL BEATING 960.00 960.00

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	91530324	4,674.53	

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  
SHC2559G

INV. NO/DATE  
91530324 28.10.2020

MAKE  
TOYOTA

JOB NO.  
305429467

MODEL  
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG  
06.12.2018

DATE/TIME IN  
22.10.2020 12:30

CHASSIS CODE  
JTDKB3FU803077518

S/No	Part No.		Qty	Unit Price	%Disc	Net
0002	SP	SPRAY PAINTING		800.00		800.00
0003	20-00	TUFF COAT ON AFFECTED PARTS.		30.00		30.00
0004	L	TRANSFER OF DOOR		100.00		100.00
SUB-TOTAL			:			1,890.00

Items total	4,368.72
Add GST @ 7.000 %	305.81
Invoice amount	4,674.53

Issued by : CHEWBEELENG 28.10.2020 15:29:50  
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.  
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	91530324	4,674.53	

Our Ref: CT20100361

Date: 28 October 2020



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	22/10/2020 @ 11:25 hrs
ALONG	BLK 410 ANG MO KIO AVE 10
INVOLVING	SKS390T

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 **SHC2559G** (the "Taxi"). The Taxi was hired to **ONG CHYE OON IC NO SXXXX096F** 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

Philip Chia  
Manager, Fleet Safety

This is a computer generated letter. No signature is required.



STARTED (TIME)	DATE	NAME OF DRIVER	MILEAGE READING		MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
			TO	FROM		TO	
0308	21/10/20	By C C	3240	22	257	1557	0203
1524	22/10/20	By C C				0514	
0325	22/10/2020	Accident				1230	
2005	26/10/2020	Repair					1125
0815							
0122							
1551							
0206							
1649							
0316							
1500							



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-20-128672

Date of Request: 22/10/2020

Your Ref No:

Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 22/10/2020  
Enquiry By Catherine Por Moy Juan  
TP Vehicle No. SKS390T  
Accident Date 22/10/2020

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



## TP Insurer Enquiry

### ENQUIRY DETAILS

Accident Date	22/10/2020			
NRIC/FIN or Co. Reg. No.				
Vehicle No.	SKS390T			

### Policy Details

Req. By	Req. Date	Search	Enq. Accident Date	TP Insurer	Tel No.	Period of Insurance	Status	Action
Catherine Por Moy Juan [ComfortDelGro Engineering Pte Ltd]	22/10/2020 13:31	SKS390T	22/10/2020	AIG Asia Pacific Insurance Pte. Ltd.	65-6419- 3000	19/11/2019- 18/11/2021		<a href="#">Receipt</a>

#### Note:

- All submitted enquiry will be recorded and you can refer back from the History.

### Third Party Insurer Enquiry

Our Ref No: GR-20-128672

Date of Request: 22/10/2020

Your Ref No:

Online Purchase

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road  
Singapore 579701

Dear Sir/Madam,

Enquiry Date 22/10/2020  
Enquiry By Catherine Por Moy Juan  
TP Vehicle No. SKS390T  
Accident Date 22/10/2020

#### Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKS390T	AIG Asia Pacific Insurance Pte. Ltd.	19/11/2019-18/11/2021	65-6419-3000

Thank You.

SUC 2889 B

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.



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/AIG20011580/Epa3

23 NOVEMBER 2020

**CHAN GIM TECK @ CHERN CHIN TER**  
18 STRATTON ROAD  
SINGAPORE 806796

Dear Sir/Madam,

**ACCIDENT INVOLVING SKS 390T & SHC 2559G ALONG/AT BLK 410 ANG  
MO KIO AVE 10 OPENSOURCE CARPARK ON 22/10/2020**

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 2559G against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle was turning into the main road and collided with Third party. 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.

Yours faithfully,

JASLIN KOK  
Case Handler  
DID: 6841 2157  
FAX: 6741 4108  
Email: [Jaslinkok@lkkauto.com](mailto:Jaslinkok@lkkauto.com)

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

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	26 Oct 2020 14:31	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	26 Oct 2020 14:31	<b>Clim Veh Model Changed</b>	(206252) TOYOTA PRIUS 1.8 5DR HATCHBACK (A).	[A] HOW MEI KWAN
3	26 Oct 2020 14:31	<b>Clim Created</b>	Reg No: SHC2559G. Acct Date: 2020/10/22. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	26 Oct 2020 14:31	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	26 Oct 2020 14:31	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/11/04	[A] HOW MEI KWAN
6	26 Oct 2020 14:31	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	26 Oct 2020 14:31	<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	26 Oct 2020 14:32	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	26 Oct 2020 14:32	<b>Adj Adjuster Assigned</b>	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
10	20 Nov 2020 15:15	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
11	20 Nov 2020 15:15	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
12	23 Nov 2020 16:15	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
13	08 Dec 2020 11:43	<b>Adj Im. Advice Submitted</b>	Next Rpt:Final Rpt.Due Date:2020/11/04	[A] Jaslin Kok Chin Yi
14	08 Dec 2020 11:46	<b>Adj Mandate Request</b>	Cur.Req:5382.41:Liab:100%(OI was against traffic flow)*Quantum:(a)CORw/GST:\$4,674.53+(b)LORw/ GST(4days x \$126.47): \$505.88 + (c)LOI(4days x \$50):\$200 + (d)LTA/GIA search fee: \$2 =Total:\$5,382.41 *Vehicle Model: Toyota PRIUS 5DR HATCHBACK (A)**Recomme	[A] Jaslin Kok Chin Yi
15	27 May 2021 18:48	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Lee, Ming-Yao
16	27 May 2021 18:50	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/11/04	[I] Lee, Ming-Yao
17	27 May 2021 18:50	<b>Adj Mandate Set</b>	Approved:5382.41.	[I] Lee, Ming-Yao

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
2621314	27 Oct 2020 17:29:35	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHC2559G	SKS390T	11.00
2642930	20 Nov 2020 15:14:15	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC2559G	Jaslin Kok Chin Yi	xx.xx
2642932	20 Nov 2020 15:16:11	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC2559G	Jaslin Kok Chin Yi	xx.xx
2652374	08 Dec 2020 11:43:15	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC2559G	SKS390T	11.00