

## Jasper Chua (LKK Auto)

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**From:** Ong Hua Yen (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)  
<OngHuaYen@smrt.com.sg>  
**Sent:** May 14, 2021 6:25 PM  
**To:** Admin A; CS A Team  
**Cc:** Chong Fei Yuan (Auto Svcs/FM(Mil)&SS/Claims & IA); Balqish Binte Abdul Halil (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Tan Wei Teck (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Karen Chan Siau Chin (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA); Foo Chit Yan (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)  
**Subject:** OUR REF:BUS/10/20/1021(AIG) - ACCIDENT ON 19/10/20 INVOLVING SMB1558L AND GBJ3778T ALONG CANBERRA ROAD AFTER BS:58151 (BEFORE SEMBAWANG STATION)  
**Attachments:** BUS 10 20 1021 INV.pdf; BUS 10 20 1021 LTA.pdf; BUS 10 20 1021 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1558L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$12,950.00
Loss of Use	\$2,062.50 ( 7.5 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$15,019.50</b>

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards  
Hua Yen


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

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1558L** (vehicle no.) hereby authorize **STRIDES 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 **SMB 1558L** that was damaged pursuant to the accident which occurred on **19/10/2020** (date) along **CANBERRA ROAD AFTER BS:58151 (BEFORE SEMBAWANG)** (location) involving vehicle no/s **GBJ 3778T** ("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 BUSES 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 13 (day) of 11 (month) 2021 (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, **STRIDES 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\$12,950.00** (Repair Cost), **S\$1,250.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SMB 1558L** that was damaged pursuant to the accident which occurred on **19/10/2020** (date) along **CANBERRA ROAD AFTER BS:58151 (BEFORE SEMBAWANG)** (location) involving vehicle no/s **GBJ 3778T**. This is pursuant to the inspection conducted on **26/10/2020** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** ("the third party claimant") of vehicle no. **SMB 1558L** 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 **SMB 1558L** (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 03 (day) of 11 (month) 2021 (year)



*OSP*

Signed by appointed surveyor



Signed by "the workshop" (with chop)

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. : IV210400406  
Date : 22.04.2021  
Vehicle No. : SMB1558L  
Your Ref No. : BUS/10/20/1021  
Our Ref No. : 24108649  
Terms : 30 Days



Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140

Description	Qty	Unit Cost	Add % / (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00			\$ 12,950.00
GRAND TOTAL				\$ 12,950.00

Remark :

Make/Model : MAN A22  
Accident Date : 19.10.2020

### Payment Instructions

- By Cheque: Crossed and made payable to "SMRT Automotive Services Pte Ltd" with invoice no. indicated on the reverse side. No receipt will be issued unless requested.
- By Bank Transfer:
  - Account Name : SMRT Automotive Services Pte Ltd
  - Bank Name : DBS Bank Ltd - SGD
  - Bank Account No.: 018-008617-4
  - Swift Code : DBSSSGSG

*Koo Yew Chung*

Koo Yew Chung (AIC 72, 2011 to 2021) SMRT

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time:	21 Oct 2020 / 09:37:38	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	GBJ3778T		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20201021093738855853

Search Date / Time: 19 Oct 2020 14:52:00  
Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.  
Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

## **Jasper Chua (LKK Auto)**

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**From:** Jasper Chua (LKK Auto)  
**Sent:** March 22, 2021 10:46 AM  
**To:** SOOKMON.LEONG@KHIND.COM  
**Subject:** ACCIDENT INVOLVING GBJ 3778T AND SMB 1558L ON 19/10/2020

**Our Ref: CC3/AIG20011673/Qba3**

**MAYER MARKETING PTE LTD ( BY EMAIL ONLY )**  
**Attn to : FAN TAOYU (driver)**

Dear Sir/Madam,

### **ACCIDENT INVOLVING GBJ 3778T AND SMB 1558L ON 19/10/2020**

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.

Based on the accident report and accident scenario, 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 email.

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.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@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	27 Oct 2020 14:09	<b>Clim Dtl Modified</b>	Claimant's Name: -> SMRT BUSES LTD.	[A] HOW MEI KWAN
2	27 Oct 2020 14:09	<b>Clim Veh Model Changed</b>	(202658) MAN NL320F (A22) 10.5 D (M).	[A] HOW MEI KWAN
3	27 Oct 2020 14:09	<b>Clim Created</b>	Reg No: SMB1558L. Acct Date: 2020/10/19. 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] HOW MEI KWAN
4	27 Oct 2020 14:09	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	27 Oct 2020 14:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/11/05	[A] HOW MEI KWAN
6	27 Oct 2020 14:09	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	27 Oct 2020 14:09	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[I] Merimen Administrator
8	27 Oct 2020 14:09	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	27 Oct 2020 14:09	<b>Adj Adjuster Assigned</b>	[None] -> OI SUN PIN	[A] HOW MEI KWAN
10	27 Oct 2020 14:10	<b>Clim Veh Model Changed</b>	(202658) -> (205176) MAN NL320F (A22) 10.5 D ABS TURBO (A).	[A] HOW MEI KWAN
11	22 Mar 2021 10:42	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHUA ZHEN LI
12	22 Mar 2021 10:43	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHUA ZHEN LI
13	20 Apr 2021 16:50	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] OI SUN PIN
14	23 May 2021 20:55	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
15	23 May 2021 20:55	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	23 May 2021 20:55	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2014/12/23.	[A] JOANNE LEE KHANG MIN
17	23 May 2021 20:55	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
18	04 Jun 2021 10:21	<b>Adj Mandate Request</b>	Cur.Reg:14832.00:SEEK QUANTUM BOLA 15	[A] CHUA ZHEN LI
19	23 Jun 2021 16:19	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Goh, Jeremy-CX
20	23 Jun 2021 16:29	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/11/05. Mandate Remarks: Please upload LOD. can verify accident d ate. video shows 2019 in timestamp	[I] Goh, Jeremy-CX
21	23 Jun 2021 16:29	<b>Adj Mandate Set</b>	Maintained:Please upload LOD. can verify accident date. video shows 2019 in timestamp	[I] Goh, Jeremy-CX
22	25 Jun 2021 12:05	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] CHUA ZHEN LI
23	03 Sep 2021 11:51	<b>Adj Mandate Request</b>	Cur.Reg:14832.00:Hi Jeremy , LOD in email format uploaded for your reference, DOA at 19/10/2020. K indly have your mandate approval. Thanks	[A] CHUA ZHEN LI
24	12 Oct 2021 10:23	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Tan, Bennie-WZ
25	12 Oct 2021 10:33	<b>Adj Next Rpt Changed</b>	Cur Rpt:Final Rpt. Cur Due Date:2020/11/05. Mandate Remarks: Subj to all docs/billings in order, SAB pls.	[I] Tan, Bennie-WZ
26	12 Oct 2021 10:33	<b>Adj Mandate Set</b>	Approved:14207.00:Subj to all docs/billings in order, SAB pls.	[I] Tan, Bennie-WZ

Date From



Date To



Audit Type

None

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Go

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
2622397	28 Oct 2020 17:24:07	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMB1558L	Subramaniam, Divyashni	xx.xx
2622404	28 Oct 2020 17:28:16	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMB1558L	GBJ3778T	11.00
2696414	23 May 2021 20:55:00	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB1558L	GBJ3778T	11.00