

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Wednesday, 6 January 2021 10:09 AM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD Re: Accident on 4/11/2020 involving SHC 4769D & PA 6075A (China Taiping's insured) & SHD 4041P (Our Ref: TAX/11/20/2013/lg)

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$10,900.00
Loss of Rental	\$2,225.60 (20 days x \$111.28)
LTA Search Fee	\$7.00
Total	\$13,132.60

We enclose the following documents:

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

Our hirer is claiming his injury and loss of income through is own lawyer.

Please let us have your offer soon. Thanks.

Regards
Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



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 4769D (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 4769D that was damaged pursuant to the accident which occurred on 04/11/2020 (date) along PAN-ISLAND EXPRESSWAY (location) involving vehicle no/s PA 6075A ("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. / STRIDES TAXI 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 1st (day) of Sept (month) 2021 (year)



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



Signed by "the workshop"
(with chop)

Date: 7/11/2020

Our Ref. No.:

Letter of Authorisation

I, Tan Poh Hock (NRIC No.: [Redacted])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SHC 4769D hereby authorise **SMRT Automotive Services Pte Ltd**
("AutoSvs") to deal with all matters arising out of the accident between my taxi
and PA 6075A / SHD 4041 P happened on 4/11/2020, 1520hrs
along PIE towards Jurong
(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

Tan Poh Hock

Signature:



NRIC No.:

Tel No.:

Address:

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMB1SNA00010092000

Claim No : SNM20D204270/LKKDS

Claimant : SMRT TAXIS PTE LTD

Amount : S\$ 12,353.64

SINGAPORE DOLLARS TWELVE THOUSAND THREE HUNDRED FIFTY THREE
AND CENTS SIXTY FOUR 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 4769D

Insured Vehicle No. : PA 6075A

Date of Loss : 04/11/2020

Place of Accident : PAN-ISLAND EXPRESSWAY

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 : MULTIHEIGHT SCAFFOLDING PTE LTD

Driver Name : AHMAD FAISAL BIN SALLEH

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) General Damages	S\$	
(2) Cost of Repair/ Excess	S\$	10,900.00
(3) Loss of Use/Rental/ Earning	S\$	1,446.64
(4) CIA/Police Reports/ Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL		S\$ 12,353.64

Claimant Name : SMRT TAXIS PTE LTD

NRIC No : Sxxxx706F

Signature :



Date :

1 SEP 2021

*** 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~~

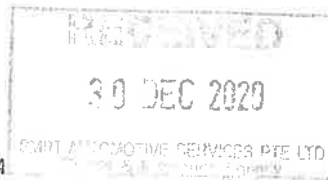
Tel: 65 69083530 Fax: 65 69083592

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 : 1990042802
Invoice No. : IV201200281
Date : 24.12.2020
Vehicle No. : SHC4769D
Your Ref No. : TAX/11/20/2013
Our Ref No. : 24108744
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 10,900.00
GRAND TOTAL					\$ 10,900.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 04.11.2020

Payment instructions:-

By cheque: crossed and made payable to
SMRT TAXIS PTE LTD

and mail to:-

Claims Department
No.60 Woodlands Industrial Park E4
Singapore 757705

Koo Yew Chung

Koo Yew Chung (Dec 24, 2020 11:44 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/11/20/2013

From: SMRT Taxis Pte Ltd

Date: 25/11/2020

**ACCIDENT ON 4/11/2020 INVOLVING SHC 4769D, PC 6075A & SHD 4041P
ALONG PIE TOWARDS JURONG**

This is to confirm that the daily rental rate for SHC 4769D is \$111.28 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 : 04/11/2020

Date Generated : 25/11/2020

Accident End Date : 25/11/2020

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/11/20/2013	SHC4769D	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24108744	04/11/2020 5:11 PM	25/11/2020 9:13 AM

Enquire Transaction History

Transaction History Details

Log Date/Time: 09 Nov 2020 / 10:41:05

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	PA6075A		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20201109104105926358

Search Date / Time: 04 Nov 2020 15:20:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

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

[Enquire Related Logs](#)

[Back to List](#)

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Thursday, 12 November 2020 9:36 AM
To: ANTHONY@MULTIHEIGHT.COM
Cc: Admin A; Hsiao Tong (LKKAuto)
Subject: ACCIDENT INVOLVING PA 6075A & SHC 4769D ALONG/AT PAN-ISLAND EXPRESSWAY ON 04/11/2020

Our Ref: CC3/CTI20012331/Qra3

MULTIHEIGHT SCAFFOLDING PTE LTD- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING PA 6075A / SHC 4769D / OTHERS ALONG/AT PAN-ISLAND EXPRESSWAY ON 04/11/2020

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.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant

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 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: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Irene Tay <irene.tay@sg.cntaiping.com>

Thu 7/29/2021 8:17 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Dear Sir/Mdm,

Please proceed to offer repairer **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **\$ 12,353.64 (all-in).**

Regards,

Irene Tay

Executive

Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

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

Sent: Tuesday, July 27, 2021 3:57 PM

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

Cc: Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

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 13/07/2021.

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, July 13, 2021 2:46 PM
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Irene Tay <irene.tay@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Alfred,

We refer to the above matter.

Kindly let us have your approval asap, as Workshop is chasing and need a reply by 20th July 2021. Otherwise, they will escalate to GIA without further notice.

We seek your approval to offer repairer **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **\$ 12,353.64 (all-in).**

The summary is as follows: -

□

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 21,950.00	\$ 10,900.00
2. Loss of Rental (20 days x \$111.28)	\$ 2,225.60	\$ 1,446.64 (13 days x \$111.28)

3. LTA/GIA Search fee	\$ 7.00	\$ 7.00
Total	\$ 24,182.60	<u>\$ 12,353.64</u>

Surveyor recommended 9 days for repair + 2 Sundays + 2 PRS = 13days

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

Sent: Thursday, June 10, 2021 2:27 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Irene

Please find attached report.

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) <jaslinkok@lkkauto.com>

Sent: Thursday, June 10, 2021 2:22 PM

To: Irene Tay <irene.tay@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Irene

Tried calling you but to no avail.

Kindly call us back @ 92307081.

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: Irene Tay <irene.tay@sg.cntaiping.com>

Sent: Thursday, June 10, 2021 12:54 PM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Mdm,

Please forward us the survey report.

Regards,

Irene Tay

Executive
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F:(65) 62247478/62247175

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

Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Sent:** Thursday, June 10, 2021 12:50 AM**To:** Irene Tay <irene.tay@sg.cntaiping.com>**Cc:** Admin A <admin-a@lkkauto.com>**Subject:** Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

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 Irene

We refer to our mandate request on 04/03/2021.

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, May 24, 2021 4:40 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Irene

We refer to our mandate request on 04/03/2021.

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: Jaslin Kok (LKK Auto)
Sent: Monday, April 5, 2021 3:18 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Irene

We refer to our mandate request on 04/03/2021.

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: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, 4 March 2021 12:45 PM
To: Irene Tay <irene.tay@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Sirs/Mdm,

ACCIDENT INVOLVING PA 6075A (CTI) AND SHC 4769D (TP) ON 04/11/2020

We refer to the above matter.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 12,353.64 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 21,950.00	\$ 10,900.00
2. Loss of Rental (20 days x \$111.28)	\$ 2,225.60	\$ 1,446.64 (13 days x \$111.28)
3. LTA/GIA Search fee	\$ 7.00	\$ 7.00
Total	\$ 24,182.60	<u>\$ 12,353.64</u>

Surveyor recommended 9 days for repair + 2 Sundays + 2 PRS = 13days

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: Irene Tay <irene.tay@sg.cntaiping.com>
Sent: Wednesday, November 11, 2020 1:56 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Sir/Mdm,

Enclosed herewith our insured GIA REPORT as requested by you.

Regards,
Irene Tay

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, November 10, 2020 6:03 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving PA6075A (OI : CTI - TBA) and SHC4769D (TP : LKK REF - CC3/CTI20012331/Qra3) on 04/11/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 4769D 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 GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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