

Jasper Chua (LKK Auto)

Subject: FW: OUR REF:BUS/11/20/1057(LONPAC)- ACCIDENT ON 27/11/20 INVOLVING SMB148T AND Q3C ALONG FARRER ROAD BEFORE BS:41119 (OPP LUTHERAN TWRS) *** LKK REF; CC4/LPC20013221/Qba3

Attachments: BUS 11 20 1057 LTA.pdf; BUS 11 20 1057 SAS.pdf; BUS 11 20 1057 INV.pdf

From: Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <OngHuaYen@smrt.com.sg>
Sent: Friday, 26 February, 2021 1:45 PM
To: Admin A <admin-a@lkkauto.com>
Cc: Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <FeiYuan@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <ChanSiauChin@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <TanWeiTeck@smrt.com.sg>; Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>
Subject: OUR REF:BUS/11/20/1057(LONPAC)- ACCIDENT ON 27/11/20 INVOLVING SMB148T AND Q3C ALONG FARRER ROAD BEFORE BS:41119 (OPP LUTHERAN TWRS)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB148T. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,411.00
Loss of Use	\$1,375.00 (5 days x \$275.00)
LTA search fee	\$7.00
Total	\$2,793.00

We enclose the following documents,

1. Repair invoice
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

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 148T** (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 **SMB 148T** that was damaged pursuant to the accident which occurred on **27/11/2020** (date) along **Farrer Road before BS41119 (Opp Lutheran Twr)** (location) involving vehicle no/s **Q 3C** ("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 the workshop.

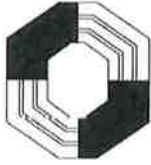
I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle/s is concerned.

Dated this 27 (day) of 11 (month) 20 20 (year)


SMRT Buses Ltd

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


Ashlene Lee

Signed by "the workshop"
(with chop)



LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VP05/023948
DATE : 10 MARCH 2021

DISCHARGE VOUCHER

I/We, SMRT BUSES LTD confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of Q 3C the sum of Singapore Dollar One Thousand Two Hundred and Fifty Only (**\$1,250.00**) in full and final satisfaction, liquidation and discharge of all property/injury losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SMB 148T on 27 November 2020 along Farrer Road before BS41119 (Opp Lutheran Twr).

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ KAYAKITA INVESTMENT PTE LTD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **SMRT BUSES LTD.**

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

 10.03.2021

Signature of vehicle owner/Date



SMAT Buses Ltd 10.03.2021

Name of vehicle owner /Date

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: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV210100476
Date : 29.01.2021
Vehicle No. : SMB148T
Your Ref No. : BUS/11/20/1057
Our Ref No. : 24109026
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
BUMPER:REAR,RH, FOR MB CITARO 0530	1.00	\$ 837.84	100.00	\$ 837.84	\$ 0.00
FLAP,RADIATOR:FOR MB CITARO 0530	1.00	\$5445.00	100.00	\$5445.00	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 795.00	0.00	\$ 0.00	\$ 795.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 616.00	0.00	\$ 0.00	\$ 616.00
GRAND TOTAL					\$ 1,411.00

Remark :

Make/Model : MB CITARO 0530
Accident Date : 27.11.2020

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 (Feb 1, 2021 09:10 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time: 01 Dec 2020 / 15:31:37

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: Q3C

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment)

Channel: External Agency

User ID: ESASBAH0 - BALQISH BINTE ABDUL HALIL

Business Transaction Reference No.: 20201201153137277076

Search Date / Time: 27 Nov 2020 15:38:00

Insurance Company: LONPAC INSURANCE BHD

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

[Enquire Related Logs](#)

[Back to List](#)

Jasper Chua (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 8 March 2021 12:01 PM
To: Jasper Chua (LKK Auto)
Cc: Admin A; MT_Claim_SG
Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 / veh : SMB 148T [External Confidential]

Lonpac External - Confidential

Dear Jasper

Please proceed but start with lower sum for "loss of use".

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Thursday, 4 March 2021 4:21 PM
To: ONG LI LI <llong@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential] / veh : SMB 148T

Dear Li Li,

We refer to the subject matter.

It was reported that Insured driver hit TP, liability on 50% as agreed by both parties.

Summary to offer to repairer **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 8,223.34	\$ 1,411.00
Loss of Use (5 days x \$275.00)	\$ 1,375.00	\$ 1,375.00
SUBTOTAL		\$ 2,786.00
50%		
Proposed Total		\$ 1,393.00
LTA	\$ 7.00	\$ 7.00

TOTAL	\$ 9,605.34	\$ 1,400.00
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Breakdown of days is as follows:

Recommended days	3
Weekends / Downtime	2
CLAIM DAYS	5

For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 30 December 2020 7:57 PM

To: ONG LI LI <long@lonpac.com>

Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Dear Li Li,

Still pending reply from SMRT.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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)

From: ONG LI LI <long@lonpac.com>

Sent: Wednesday, 30 December, 2020 5:42 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan/Jasper

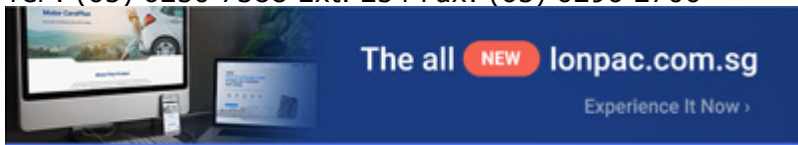
Have you received the video footage?

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse

Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Monday, 14 December 2020 2:19 PM
To: ONG LI LI <long@lonpac.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Dear LiLi,

Contents noted with thanks.

We will request CCTV from SMRT.

"Best Wishes for Merry Christmas & Happy New Year 2021"

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)

From: ONG LI LI <long@lonpac.com>
Sent: Monday, 14 December, 2020 12:53 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

Attached is our Insured's GIA report.

As spoken, please note that this is our VIP client, do handle with care.

Thank you.

Regards,

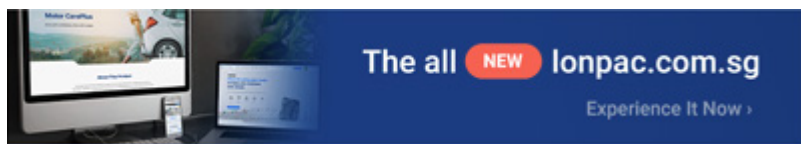
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 10 December 2020 8:16 PM
To: ONG LI LI <long@lonpac.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential] // LKK REF: CC4/LPC20013221/Qba3

Dear Li Li,

Further to the email below.

Kindly let us have a copy of insured's accident report for our necessary action.

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)

From: Mei Kwan (LKKAuto)
Sent: Thursday, 10 December, 2020 8:14 PM
To: ONG LI LI <long@lonpac.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential] // LKK REF: CC4/LPC20013221/Qba3

Dear Li Li,

We refer to the above matter.

We had inspected TP vehicle SMB 148T on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report

Please take note that the case handler in-charge is Jasper.

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

"Best Wishes for Merry Christmas & Happy New Year 2021"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

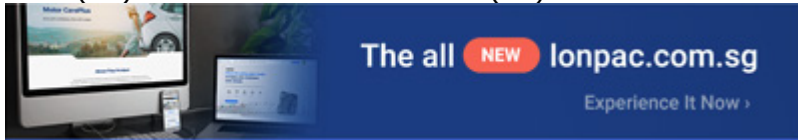
From: ONG LI LI <long@lonpac.com>
Sent: Tuesday, 1 December, 2020 5:05 PM
To: 'assignments@lkkauto.com' <assignments@lkkauto.com>; Nivitha (LKK Auto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential]

Lonpac External - Confidential

Dear Nivitha

FYA -pls arrange TP survey.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



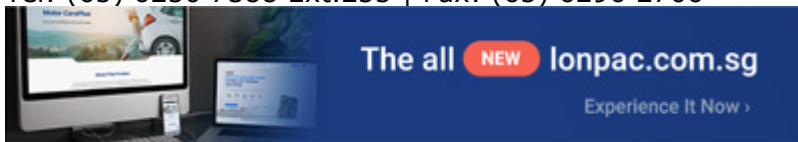
We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: GERALD POH WEE BIN
Sent: Tuesday, 1 December 2020 4:29 PM
To: ONG LI LI <long@lonpac.com>
Subject: FW: LONPAC survey [External Confidential]

Lonpac External - Confidential

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Tay Boon Chew (Auto Svcs/ARC/ARC/Buses) [<mailto:BoonChew.Tay@smrt.com.sg>]
Sent: Tuesday, 1 December 2020 4:15 pm
To: 'geraldpoh@lonpac.com'
Cc: Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <catherineleesc@smrt.com.sg>; Gerald Tan Chwee Hock (Auto Svcs/ARC/ARC/Buses) <tanchweehock@smrt.com.sg>; Goh Kok Khoo (Auto Svcs/ARC/ARC/Buses) <GohKK2@smrt.com.sg>
Subject: RE: LONPAC survey

Hi

Kindly arrange to survey the vehicle **SMB148T** within 48 hours according to GIA guide line, involving your insured **Q3C**

Insurance Company : **LONPAC**

Vehicle is in woodlands Bus Depot

GIA still progress

Regards

Boon chew
97399848

Kok Khoon
96451982