

Hsiao Tong (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Thursday, 14 January 2021 2:48 PM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 25/11/2020 involving SHD 6269L & SLE 5840R (AIG's insured)
Our Ref: TAX/11/20/2057/lg
Attachments: 4484_001.pdf

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$885.63
Loss of Rental	\$240.76 (2 days x \$120.38)
Loss of Income	\$120.00 (2 day x \$60.00)
LTA Search Fee	\$7.00
Total	\$1,253.39

We enclose the following documents:

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

Please let us have your offer soon. Thanks.

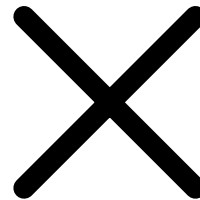
Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

SMRT Automotive Services Pte Ltd





Date:

Our Ref. No.: TAX/11/20/2057

Letter of Authorisation

I, Lai Gim Huat (Name) (NRIC No.: [REDACTED])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SHD 6269L hereby authorise **SMRT Automotive Services Pte Ltd**
(**"AutoSvs"**) to deal with all matters arising out of the accident between my taxi
and SLE 5840R happened on 25/11/2020
along Marine Parade Rd to Hill Rd
(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

LAI GIM HUAT

Signature:

NRIC No.

Tel No.

Address

20015

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 SHD 6269L (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 SHD 6269L that was damaged pursuant to the accident which occurred on 25/11/2020 (date) along MARINE PARADE ROAD TOWARDS STILL ROAD (location) involving vehicle no/s SLE 5840R ("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.

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 2 (day) of March (month) 20 21 (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, **SMRT 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\$1,230.00** (Global Sum) for vehicle no. **SHD 6269L** that was damaged pursuant to the accident which occurred on **25/11/2020** (date) along **MARINE PARADE RD TOWARDS STILL RD** (location) involving vehicle no/s **SLE 5840R**.

This is pursuant to the inspection conducted on **26/11/2020** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **SMRT TAXIS PTE LTD** (“the third party claimant”) of vehicle no. **SHD 6269L** 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 **SHD 6269L** (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 2 (day) of March (month) 2021 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)

*** 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. : IV210100075
Date : 06.01.2021
Vehicle No. : SHD6269L
Your Ref No. : TAX/11/20/2057
Our Ref No. : 24108945
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
Parts					
COVER, RR BUMPER ASSY	1.00	\$ 485.60	(100.00)	\$ 485.60	\$ 0.00
PAD, RR BUMPER, RH & LH , 1	0.00	\$ 4.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, RH & LH , 2	0.00	\$ 4.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, RH & LH , 3	0.00	\$ 11.00	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER ARM, RH & LH	0.00	\$ 11.30	0.00	\$ 0.00	\$ 0.00
RETAINER, RR BUMPER, RH	0.00	\$ 132.60	0.00	\$ 0.00	\$ 0.00
RETAINER, RR BUMPER, LH	0.00	\$ 132.60	0.00	\$ 0.00	\$ 0.00
CLIPS PIECE, FRT & RR BUMPER	0.00	\$ 4.50	0.00	\$ 0.00	\$ 0.00
GUARD, RR BUMPER, LOWER	1.00	\$ 374.50	(25.00)	\$ 93.62	\$ 280.88
COVER, GUARD RR BUMPER LOWER	0.00	\$ 22.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, CTR	3.00	\$ 11.00	(25.00)	\$ 8.25	\$ 24.75
REAR BUMPER REFLECTOR ASSY, REFLEX, RH	0.00	\$ 39.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER REFLECTOR ASSY, REFLEX, LH	0.00	\$ 39.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER REINFORCEMENT	0.00	\$ 332.70	0.00	\$ 0.00	\$ 0.00
ANTENNA, ELECTRICAL KEY	0.00	\$ 72.00	0.00	\$ 0.00	\$ 0.00
REVERSE SENSOR, REAR BUMPER	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , RH	0.00	\$ 175.10	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER CENTER	0.00	\$ 229.90	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , LH	0.00	\$ 241.90	0.00	\$ 0.00	\$ 0.00
PIXEL STICKER	2.00	\$ 60.00	0.00	\$ 0.00	\$ 120.00
END PANEL SUB-ASSY, BODY LOWER BACK	0.00	\$ 651.00	0.00	\$ 0.00	\$ 0.00
SEALANT SIKAFLEX	0.00	\$ 37.00	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 425.63

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 (Jan 6, 2021 16:01 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

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 : 1990042802
Invoice No. : IV210100075
Date : 06.01.2021
Vehicle No. : SHD6269L
Your Ref No. : TAX/11/20/2057
Our Ref No. : 24108945
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
Labour						
TO REPAIR REAR PORTION	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
Others						
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$	0.00	\$ 200.00
TO RESPRAY BUMPER BEAM	0.00	\$ 180.00	0.00	\$	0.00	\$ 0.00
TO RESPRAY REAR PANEL	0.00	\$ 180.00	0.00	\$	0.00	\$ 0.00
TO CHECK WIRING AND SYSTEM FUNCTION	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO REMOVE AND REFIT WIRE HARDESS	1.00	\$ 20.00	0.00	\$	0.00	\$ 20.00
TO REMOVE AND INSTALL LUGGAGE COMPARTMENT TRIM TO FACILITATE REPAIR.	0.00	\$ 120.00	0.00	\$	0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$	0.00	\$ 0.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$	0.00	\$ 0.00
GRAND TOTAL				\$	885.63	

Remark :

Make/Model :
Accident Date : 25.11.2020

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 (Jan 6, 2021 16:01 GMT+8)

Authorized Signature
for SMRT Automotive Services Pte Ltd



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/11/20/2057

From: SMRT Taxis Pte Ltd

Date: 7/12/2020

**ACCIDENT ON 25/11/2020 INVOLVING SHD 6269L & SLE 5840R ALONG
MARINE PARADE RD TOWARDS STILL RD**

This is to confirm that the daily rental rate for SHD 6269L is \$120.38 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 : 25/11/2020

Date Generated : 04/12/2020

Accident End Date : 04/12/2020

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/11/20/2057	SHD6269L	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4FL	24108945	26/11/2020 9:53 AM	28/11/2020 8:32 AM

Enquire Transaction History

Transaction History Details

Log Date/Time:	26 Nov 2020 / 12:54:02	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SLE5840R	Business Transaction Reference No.:	20201126125402915540
Transaction Type:	18,32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 25 Nov 2020 19:50:00
Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.
Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)

[Back to List](#)

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Monday, 14 December 2020 2:54 PM
To: MASROORCHEEMA@HOTMAIL.COM
Subject: ACCIDENT INVOLVING SLE 5840R(AIG) AND SHD 6269L AT/ALONG NEAR HOUGANG ON 25/11/2020
Attachments: Addendum Form(SLE5840R).pdf

14 Dec 2020

Mr Masroor Ahmad Cheema

[By Email Only]

Dear Sir/Madam,

You Ref: SLE5840R

Our Ref: CC3/AIG20013335/Qpa3

ACCIDENT INVOLVING SLE 5840R(AIG) AND SHD 6269L AT/ALONG NEAR HOUGANG ON 25/11/2020

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 SHD6269L against your insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as it is a head-to-rear collision. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

We noticed the time of accident should be at 19:30 instead of 07:30 in your SAS report. Kindly assist to sign on the addendum form attached and return it to us (LKK) via email for our further action.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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 Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	03 Dec 2020 19:31	Clim Dtl Modified	Claimant's Name: -> SMRT TAXIS PTE LTD. Claimant's ID: -> 198905369K.	[A] HOW MEI KWAN
2	03 Dec 2020 19:31	Clim Veh Model Changed	(206252) TOYOTA PRIUS 1.8 5DR HATCHBACK (A).	[A] HOW MEI KWAN
3	03 Dec 2020 19:31	Clim Created	Reg No: SHD6269L. Acct Date: 2020/11/25. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	03 Dec 2020 19:31	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	03 Dec 2020 19:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/12/14	[A] HOW MEI KWAN
6	03 Dec 2020 19:31	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	03 Dec 2020 19:31	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[I] Merimen Administrator
8	03 Dec 2020 19:31	Label Added	(23):Express.	[A] HOW MEI KWAN
9	03 Dec 2020 19:31	Adj Adjuster Assigned	[None] -> OI SUN PIN	[A] HOW MEI KWAN
10	10 Dec 2020 00:24	Clim Registration Modified	Acct Time:19:00:00->07:00:00.	[I] AIG OneClaim Integration User
11	28 Jan 2021 09:38	Adj Rpt Initiated		[A] HUEY YON
12	28 Jan 2021 09:38	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] HUEY YON
13	28 Jan 2021 09:38	Clim Dtl Modified	JPJ Reg. Date: -> 2019/12/26.	[A] HUEY YON
14	28 Jan 2021 09:38	Clim Details Notified		[A] HUEY YON
15	09 Feb 2021 10:00	Video Downloaded	Downloaded SHD6269L vs SLE5840R-TP VIDEO(REAR)	[I] Ng, Hai-Chuan
16	10 Feb 2021 09:53	Adj Mandate Request	Cur.Req:1233.39:Liability: 100%(BOLA 27) *Quantum: (a)COR: \$885.63 + (b)LOR(2days x \$120.38): \$240.76 + (c)LOI(2days x \$50.00):\$100.00 + (d)LTA/GIA search fee: \$7.00= Total: \$1,233.39 *2 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
17	15 Feb 2021 17:01	Video Downloaded	Downloaded SHD6269L vs SLE5840R-TP VIDEO(REAR)	[I] Goh, Jeremy-CX
18	17 Feb 2021 10:13	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2020/12/14. Mandate Remarks: Mandate approved. subject to documents in order.	[I] Goh, Jeremy-CX
19	17 Feb 2021 10:13	Adj Mandate Set	Approved:1233.39:Mandate approved. subject to documents in order.	[I] Goh, Jeremy-CX

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
2652064	07 Dec 2020 16:12:02	TP Case (Insurer)	Motor	LKK Auto Consultants	AIG Asia Pacific	SHD6269L	SLE5840R	11.00

				Pte Ltd	Insurance Pte. Ltd. (Express)			
2665451	28 Jan 2021 09:38:35	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD6269L	SLE5840R	11.00
2668689	08 Feb 2021 17:24:46	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHD6269L	CHEW HSIAO TONG	xx.xx