

**From:** Ong Hua Yen (Auto Svcs/Claims & IA/Claims & IA/Buses) <[OngHuaYen@smrt.com.sg](mailto:OngHuaYen@smrt.com.sg)>  
**Sent:** Thursday, 28 January, 2021 12:18 PM  
**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Chong Fei Yuan (Auto Svcs/Claims & IA/Claims & IA) <[FeiYuan@smrt.com.sg](mailto:FeiYuan@smrt.com.sg)>; Balqish Binte Abdul Halil (Auto Svcs/Claims & IA/Claims & IA/Buses) <[BalqishBAH@smrt.com.sg](mailto:BalqishBAH@smrt.com.sg)>; Tan Wei Teck (Auto Svcs/Claims & IA/Claims & IA/Buses) <[TanWeiTeck@smrt.com.sg](mailto:TanWeiTeck@smrt.com.sg)>; Karen Chan Siau Chin (Auto Svcs/Claims & IA/Claims & IA/Buses) <[ChanSiauChin@smrt.com.sg](mailto:ChanSiauChin@smrt.com.sg)>; Foo Chit Yan (Auto Svcs/Claims & IA/Claims & IA) <[FooChitYan@smrt.com.sg](mailto:FooChitYan@smrt.com.sg)>  
**Subject:** OUR REF:BUS/12/20/1010(CHINA TAIPING)- ACCIDENT ON 07/12/20 INVOLVING SMB5078D AND SMV9660R ALONG PIE AFTER ADAM ROAD EXIT (TOWARDS MARINE PARADE)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB5078D. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,146.00
Loss of Use	\$1,575.00 ( 4.5 days x \$350.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$2,728.00</b>

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.

## **AUTHORIZATION TO ACT**

I, **SMRT BUSES LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SMB 5078D** (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 5078D** that was damaged pursuant to the accident which occurred on **07/12/2020** (date) along **PIE AFTER ADAM ROAD EXIT** (location) involving vehicle no/s **SMV 9660R** ("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 **04** (day) of **May** (month) 20 **21** (year)

A blue ink signature is written over a circular blue stamp. The stamp contains the text "SMRT BUSES LTD" around the perimeter.

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

A blue ink signature is written over a circular blue stamp. The stamp contains the text "SMRT AUTOMOTIVE SERVICES PTE LTD" around the perimeter.

Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW0017933200

Claim No : SNM20D204712/LKKDS

Claimant : SMRT BUSES LTD

Amount : S\$2,203.00

SINGAPORE DOLLARS TWO THOUSAND TWO HUNDRED AND THREE 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. : SMB 5078D

Insured Vehicle No. : SMV 9660R

Date of Loss : 07/12/2020

Place of Accident : PIE AFTER ADAM ROAD EXIT

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 : TEO ENG KUANG(ZHANG YONGQUAN)

Driver Name : TEO ENG KUANG(ZHANG YONGQUAN)

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/ <del>Excess</del>	S\$	1,146.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	1,050.00
(4) <del>GIA/Police Reports/</del> <del>Investigation Results</del> /Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		S\$ 2,203.00

Claimant Name : SMRT BUSES LTD

NRIC No : 198202292D

Signature :



Date :

04/05/21



Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



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. : IV210100255  
Date : 19.01.2021  
Vehicle No. : SMB5078D  
Your Ref No. : BUS/12/20/1010  
Our Ref No. : 24109096  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Labour</b>					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
<b>Others</b>					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 616.00	0.00	\$ 0.00	\$ 616.00

GRAND TOTAL \$ 1,146.00

Remark :

Make/Model : ENVIRO 500

Accident Date : 07.12.2020

#### 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 20, 2021 13:13 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Transaction History

### Transaction History Details

Log Date/Time: 08 Dec 2020 / 14:27:51

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SMV9660R		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20201208142751588608

Search Date / Time: 07 Dec 2020 09:38:00

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)

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**From:** Jaslin Kok (LKK Auto)  
**Sent:** Monday, 21 December 2020 4:05 PM  
**To:** teoengkuang@gmail.com  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SMV 9660R & SMB 5078D ALONG/AT PIE ON 07/12/2020

Our Ref: CC3/CTI20014058/Qra3

**TEO ENG KUANG(ZHANG YONGQUAN)- BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

### **ACCIDENT INVOLVING SMV 9660R & SMB 5078D ALONG/AT PIE ON 07/12/2020**

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.

We have received a claim from SMB 5078D 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 slide into Third Party's lane and collided with Third Party who was moving in own lane. 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 call us if you have further queries.

c.c. *China Taiping Insurance (Singapore) Pte Ltd*  
*(Motor Claims Dept)*

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

## Jaslin Kok (LKK Auto)

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**From:** Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Sent:** Friday, 19 March 2021 3:40 PM  
**To:** Jaslin Kok (LKK Auto)  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: OUR REF: SNM20D204712/C02/SMV9660R & YOUR REF: CC3/CTI20014058/Qra3-SMB5078D- PRS-DS

[Confidential]

Dear Jaslin,

We refer to your email below.

Please proceed to offer at \$2,203.00(all-in).

Please keep us posted for us to act accordingly.

Thank you.

### **NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at 6224 7175. Any inconvenience caused is much regretted.

Regards

**Tan Kah Leong**  
Assistant Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6193 | F: (65) 6222 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/)

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**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Tuesday, March 16, 2021 4:47 PM  
**To:** Tan Kah Leong <KahLeong.Tan@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: OUR REF: SNM20D204712/C02/SMV9660R & YOUR REF: CC3/CTI20014058/Qra3-SMB5078D- PRS-DS

[Confidential]

Dear Kah Leong

We refer to our mandate request on 05/02/2021.

**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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Jaslin Kok (LKK Auto)

**Sent:** Friday, 5 February 2021 11:31 AM

**To:** 'Tan Kah Leong' <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: OUR REF: SNM20D204712/C02/SMV9660R & YOUR REF: CC3/CTI20014058/Qra3-SMB5078D - PRS-DS

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMV 9660R (CTI) AND SMB 5078D (TP) ON 07/12/2020**

We refer to the above matter.

OI slide into Third Party's lane. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 2,203.00 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,503.00	\$ 1,146.00
2. Loss of Use (4.5 days x \$350.00)	\$ 1,575.00	\$ 1,050.00 (3 days x \$350.00)
3. LTA Search Fee	\$ 7.00	\$ 7.00
<b>Total</b>	<b>\$ 3,085.00</b>	<b><u>\$ 2,203.00</u></b>

Surveyor recommended 2 days for repair + 1 PRS = 3 days.

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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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



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**From:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>  
**Sent:** Monday, 21 December 2020 3:32 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: OUR REF: SNM20D204712/C02/SMV9660R & YOUR REF: CC3/CTI20014058/Qra3-SMB5078D- PRS-DS

[Confidential]

**Without Prejudice**

Dear Mei Kwan,

We refer to your email below.

Attached is our insured's accident report for claim settlement purpose and you necessary action.

Please keep us posted on the status for us to act accordingly.

Thank you.

**NOTICE :**

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Regards

**Tan Kah Leong**  
Assistant Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6193 | F: (65) 6222 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/)

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Monday, December 21, 2020 2:16 PM  
**To:** Tan Kah Leong <[KahLeong.Tan@sg.cntaiping.com](mailto:KahLeong.Tan@sg.cntaiping.com)>; [Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com); [jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)  
**Subject:** OUR REF: SNM20D204712/C02/SMV9660R & YOUR REF: CC3/CTI20014058/Qra3-SMB5078D- PRS-DS

Dear Kah Leong,

Please refer to the append email and attachment.

Please revert to LKK Auto soonest possible.

Officer in charge: Tan Kah Leong : DID 6389 6193

\*Kindly quote our claim reference number when replying.\*

**NOTICE :**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175) . Any inconvenience caused is much regretted.

Thank you

**Angie Foo**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896116 | F: (65) 62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Saturday, December 19, 2020 4:38 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SMV9660R (OI : CTI - TBA) and SMB5078D (TP : LKK REF - CC3/CTI20014058/Qra3) on 07/12/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 5078D 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.***

***"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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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