

Our Ref : CT0121/ SH 7567T /JW (st)

Date : 16-Feb-2021

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

COMFORTDELGRO
ENGINEERING

QBE INSURANCE (INT'L) LTD
1 Raffles Quay #29-10
South Tower
Singapore 048583

WITHOUT PREJUDICE

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mainline +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

Attn : Motor Claims Department

Dear Sir

ACCIDENT INVOLVING OUR TAXI SH 7567T YOUR INSURED SLK2007T
AND OTHER ON 4 Jan 2021

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SH 7567T which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SLK2007T we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 1,701.93
2	3 days Loss of Rental @ \$ 128.40 per day	\$ 385.20
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 2.00
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transportation Fees	\$ -
Sub Total :		\$ 2,089.13

HIRER'S CLAIM

7	3 days Loss of Income @ \$ 80.00 per days	\$ 240.00
Total Claims :		\$ 2,329.13

We enclose herewith the following documents to support the claims: -

- a) Original repair bill
- b) LTA search slip/s of : SLK2007T
- c) GIA / Police report/s of : SH 7567T
- d) Letter of authority from owner / hirer / operator
 - () Witness statement/s () Towing/Medical bill/receipts () Certificate of Insurance
 - () Photocopies of Accident Scene (x) Downtime/Mileage record (x) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours faithfully

Jim Wong

CDGE Claims Department

Tel : 6214 8374 Fax : 6214 1843 Email : jimwong@cdge.com.sg

This is a computer generated letter. No signature is required.

A member of

COMFORTDELGRO

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING **Hyundai Ioniq SH7567T , SLK2007T** **ON 04-Jan-21 18:55**
ALONG **BUKIT TIMAH ROAD U-TURN TO DUNEARN ROAD**

I / We **YEO KUEI CHWAN DON...** (Hirer) NRIC No.: **SXXXX244D**

and/or (Relief) NRIC No.: **SXXXX244D**

Taxi Number **SH7567T**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date **05-Jan-2021**

Name of Hirer **YEO KUEI CHWAN DONNY**

Hirer NRIC **SXXXX244D**

Signature :



Address **325 SERANGOON AVENUE 3 #08-292**
550325

Contact No. **96828319**

DISCHARGE VOUCHER

Without Prejudice
Save As to Costs

Your Reference : SH 7567T
Our Reference : VC014226

I/We COMFORT TRANSPORTATION PTE LTD do hereby acknowledge the sum of Singapore Dollars: Two Thousand Two Hundred Thirty Nine and Cents Twelve Only (\$2,239.12) being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, 'TAY LIAM KIAT', over damage to my/our vehicle SH 7567T from an accident involving SLK 2007T and SH 7567T at/along BUKIT TIMAH RD U TURN TO DUNEAN RD, which occurred on 04 January 2021 at about 1905 hours.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured 'TAY LIAM KIAT', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 12th of (month) April (year) 2021

f. m.
Signature

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
Claimant's Name
SINGAPORE 508969

FIN/NRIC No.

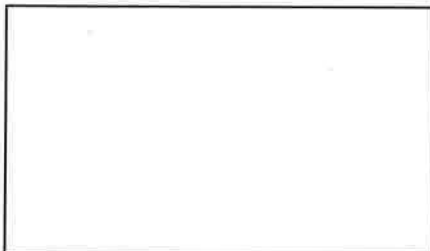
Ka Z.
Witness's Signature

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
Witness's Name
59 LOYANG DRIVE
SINGAPORE 508969

FIN/NRIC No.

"The contents of this document apply to vehicle damages only
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

Address



Company stamp if applicable

Address

Please return to:
General Claims Department
QBE Insurance (Singapore) Pte Ltd
60 Anson Road
#11-01 Mapletree Anson
Singapore 079914
Fax: 6534 5356

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 1

8010056

QBE INSURANCE (INT'L)LTD

1 RAFFLES QUAY SOUTH TOWER #29-10
SINGAPORE SG 048583

CONTACT NO: 62246633

Description : 3P 04.01.2021

VEHICLE NO
SH 7567T

MAKE
HYUNDAI

MODEL
IONIQ(G2)

DATE OF REG
17.07.2019

CHASSIS CODE
KMHC851CVKU164679

INV. NO/DATE
91542993 26.01.2021

JOB NO.
305446415

ODOMETER READING

DATE/TIME IN
05.01.2021 13:25

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0104-2282	REAR BUMPER	1	459.40	25.00	344.55
0002	04-01-0104-2533	REAR BUMPER CTR MOULDING	1	451.25	25.00	338.44
0003	04-01-0104-0851	REAR BUMPER REFLECTOR LH	1	41.45	25.00	31.09
0004	09-01-9999-0068	REVERSE SENSOR	1	180.00	0.00	180.00
0005	04-01-0104-1150	REAR BUMPER MAT	1	50.00	0.00	50.00
SUB-TOTAL						944.08

JOB NATURE

0001	PB	PANEL BEATING	350.00	350.00
0002	SP	SPRAYPAINT CHARGE	250.00	250.00
0003	L	R/I REVERSE SENSOR	30.00	30.00

ComfortDelGro Engineering Pte Ltd
member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010056	91542993	1,701.93	

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 2

8010056

QBE INSURANCE (INT'L)LTD

1 RAFFLES QUAY SOUTH TOWER #29-10
SINGAPORE SG 048583

CONTACT NO: 62246633

VEHICLE NO
SH 7567T

INV. NO/DATE
91542993 26.01.2021

MAKE
HYUNDAI

JOB NO.
305446415

MODEL
IONIQ(G2)

ODOMETER READING

DATE OF REG
17.07.2019

DATE/TIME IN
05.01.2021 13:25

CHASSIS CODE
KMH851CVKU164679

S/No	Part No.	Qty	Unit Price	%Disc	Net
0004	20-05	REAR BUMPER CLIPS-10 pcs	16.50		16.50
		SUB-TOTAL			646.50

Items total 1,590.58

Add GST @ 7.000 % 111.35

Invoice amount 1,701.93

Issued by : KATHERINETAN 26.01.2021 10:05:23
Repair type : CLSO/57/57
Payment Type/Term: /Credit 30 days

ComfortDelGro Engineering Pte Ltd
member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010056	91542993	1,701.93	

Our Ref: CT21010071

Date: 26 January 2021



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	04/01/2021 @ 18:55 hrs
ALONG	BUKIT TIMAH ROAD U-TURN TO DUNEARN ROAD
INVOLVING	SLK2007T

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SH7567T** (the "Taxi"). The Taxi was hired to **YEO KUEI CHWAN DONNY IC NO SXXXX244D** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$128.40** per day (inclusive of GST).

Please be advised that the Taxi was insured with **AXA Insurance Singapore Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Philip Chia
Manager, Fleet Safety

This is a computer generated letter. No signature is required.

[illegible]


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SLK2007T

Date of Accident

04/01/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance QBE

Period of Insurance 16/11/2020 - 15/11/2021

Requested By Huang Xiao Yan (COMFORTDEL...

Requested Date 05/01/2021 14:37

Payment details

Request Amount: **S\$1.87**

GST Amount: **S\$0.13**

Total Amount Due (GST Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

SH75677



Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Monday, 18 January 2021 9:14 AM
To: LIAMKIAT@GMAIL.COM
Cc: Admin A
Subject: ACCIDENT INVOLVING SLK 2007T & SH 7567T ALONG/AT BUKIT TIMAH RD U TURN TO DUNEAN RD ON 04/01/2021

OUR REF : CC3/QBE21000748/T1ra3

TAY LIAM KIAT – BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SLK 2007T & SH 7567T ALONG/AT BUKIT TIMAH RD U TURN TO DUNEAN RD ON 04/01/2021

We refer to the above accident where we are acting for QBE 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 SH 7567T 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 it is a head-to-rear collision. 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 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.

*c.c. QBE 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 | fax: 6741 4108

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

Jaslin Kok (LKK Auto)

From: Andrew Lim <andrew.lim@qbe.com>
Sent: Friday, 9 April 2021 3:40 PM
To: Jaslin Kok (LKK Auto)
Cc: Admin A; claims-singapore
Subject: RE: Direct Settlement - Accident Involving SLK2007T (OI : QBE - VC014226) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

Dear Jaslin,

Please proceed as advised.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1243 | +65 6224 6633

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 9 April 2021 12:38 pm
To: Andrew Lim <andrew.lim@qbe.com>
Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>
Subject: RE: Direct Settlement - Accident Involving SLK2007T (OI : QBE - VC014226) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLK2007T (QBE) AND SH7567TJ (TP) ON 04/01/2021

We refer to the above matter.

It is a head to rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer “COMFORTDELGRO ENGINEERING PTE LTD” at **\$ 2,239.12 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,896.83	\$ 1,701.92 (\$1,590.58+ 7% GST)
2. Loss of Rental (3 days x \$128.40)	\$ 385.20	\$ 385.20 (3 days x \$128.40)
3. Loss of Income (3 days x \$80.00)	\$ 240.00	\$ 150.00 (3 days x \$50.00)
4. LTA / GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 2,524.03	<u>\$ 2,239.12</u>

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 | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto)

Sent: Wednesday, 24 March 2021 12:20 PM

To: Andrew Lim <andrew.lim@qbe.com>

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SLK2007T (OI : QBE - VC014226) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

Dear Andrew

Noted! We are currently preparing our report to seek mandate.

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: Andrew Lim <andrew.lim@qbe.com>

Sent: Wednesday, 24 March 2021 12:10 PM

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

Cc: Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>

Subject: RE: Direct Settlement - Accident Involving SLK2007T (OI : QBE - VC014226) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

Dear Jaslin,

We attach TP's LOD above. Please negotiate with TP on this.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1243 | +65 6224 6633

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

From: Andrew Lim

Sent: Friday, 15 January 2021 4:07 pm

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jenny Toh <jenny.toh@qbe.com>

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

Subject: RE: Direct Settlement - Accident Involving SLK2007T (OI : QBE - VC014226) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

Dear Mei Kwan,

Our GIA report is attached above.

Thank you.

Andrew Lim

Executive

Claims | Asia

1 Wallich Street, #35-01, Guoco Tower, Singapore 078881

+65 6477 1243 | +65 6224 6633

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore
Insurance Business Asia List – Top Insurance Workplaces 2020, Asia
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

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

Sent: Friday, 15 January 2021 3:50 pm

To: Jenny Toh <jenny.toh@qbe.com>; Andrew Lim <andrew.lim@qbe.com>

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

Subject: Direct Settlement - Accident Involving SLK2007T (OI : QBE - TBA) and SH7567TJ (TP : LKK REF - CC3/QBE21000748/T1ra3) on 04/01/2021

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SH 7567T at M/s ComfortDelGro Engineering Pte Ltd (Loyang) 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 for our necessary action.

Kindly take note that the case handler in-charge 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)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.

----- IMPORTANT NOTICE : The information in this email is confidential and may also be privileged. If you are not the intended recipient, any use or dissemination of the information and any disclosure or copying of this email is unauthorised and strictly prohibited. If you have received this email in error, please promptly inform us by reply email or telephone. You should also delete this email and destroy any hard copies produced.