

OUR REF:BUS/01/21/7025(AIG) - ACCIDENT ON 22/01/21 INVOLVING SMB1425L AND SFA1778G ALONG Farrer Rd (Bef BS: 41111 – Lutheran Twrs)

Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)

<OngHuaYen@smrt.com.sg>

Mon 12/7/2021 4:47 PM

To: Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>

Cc: Chong Fei Yuan (Auto Svcs/FM&SuppSvcs/Claims & IA) <FeiYuan@smrt.com.sg>; Balqish Binte Abdul Halil (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <BalqishBAH@smrt.com.sg>; Tan Wei Teck (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <TanWeiTeck@smrt.com.sg>; Karen Chan Siau Chin (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <ChanSiauChin@smrt.com.sg>; Foo Chit Yan (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <FooChitYan@smrt.com.sg>

 3 attachments (466 KB)

BUS 01 21 7025 INV.pdf; BUS 01 21 7025 LTA.pdf; BUS 01 21 7025 SAS.pdf;

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1425L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$2,028.00
Loss of Use	\$1,237.50 (4.5 days x \$275.00)
LTA search fee	\$7.00
Total	\$3,272.50

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 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

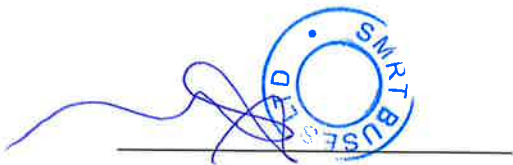
AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 1425L** (vehicle no.) hereby authorize **STRIDES 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 1425L** that was damaged pursuant to the accident which occurred on **22/01/2021** (date) along **FARRER ROAD (BEF BS: 41111- LUTHERAN TWRS)** (location) involving vehicle no/s **SFA 1778G**("the accident").

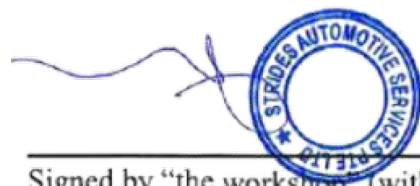
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favour of SMRT BUSES LTD.

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 23 (day) of 11 (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, **STRIDES 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\$2,028.00** (Repair Cost), **S\$500.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SMB 1425L** that was damaged pursuant to the accident which occurred on **22/01/2021** (date) along **FARRER ROAD (BEF BS: 41111 - LUTHERAN TRWS** (location) involving vehicle no/s **SFA 1778G**. This is pursuant to the inspection conducted on **28/01/2021** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** (“the third party claimant”) of vehicle no. **SMB 1425L** 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 **SMB 1425L** (vehicle no.) as a result of the accident.

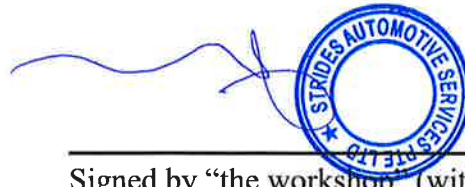
We/I confirm that the agreement reached above is in full and final settlement of any claim of “the third party claimant” pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

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 23 (day) of 11 (month) 2021 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)

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. : IV210600394
Date : 23.06.2021
Vehicle No. : SMB1425L
Your Ref No. : BUS/01/21/7025
Our Ref No. : 24110358
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Parts					
PANEL, SIDE: L11, FOR MAN A22 BUS	1.00	\$1092.50	100.00	\$1092.50	\$ 0.00
COVER: REAR TAIL LAMP, LH, FOR MAN A22 BUS	1.00	\$ 974.70	100.00	\$ 974.70	\$ 0.00
Sub-Total					\$ 0.00
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 538.00	0.00	\$ 0.00	\$ 538.00
ADVERTISEMENT STICKER	1.00	\$ 960.00	0.00	\$ 0.00	\$ 960.00
GRAND TOTAL					\$ 2,028.00

Remark :

Make/Model : MAN A22
Accident Date : 22.01.2021

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 Jun 23, 2021 09:52 GMT-8

Authorised Signature
for SMRT Automotive Services Pte Ltd

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time: 28 Jan 2021 / 11:01:49

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SFA1778G		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20210128110149287972

Search Date / Time: 22 Jan 2021 16:34:00

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: Friday, 5 February 2021 3:47 PM
To: ADRIANNG77@GMAIL.COM
Subject: ACCIDENT INVOLVING SFA 1778G(AIG) AND SMB 1425L AT/ALONG JUNCTION OF LUTHERAN ROAD & FARRER ROAD ON 22/01/2021

05 Feb 2021

Mr Ng Kia Whye Adrian *[By Email Only]*

Dear Sir/Madam,

You Ref: SFA1778G

Our Ref: CC3/AIG21001397/Qpa3

ACCIDENT INVOLVING SFA 1778G(AIG) AND SMB 1425L AT/ALONG JUNCTION OF LUTHERAN ROAD & FARRER ROAD ON 22/01/2021

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 SMB1425L against your insurance policy.

Based on both parties report and all the available information on hand, we are of the view that liability is not in your favour as your vehicle was moving out from the side road and collided with the bus who was on the main road. Therefore, we shall proceed to negotiate for an amicable settlement of the third party claim at best to avoid further litigation, which would escalate to even more cost.

If you have evidence/video/Police Investigation Result to proof that we should not settle the third party claim, kindly let us have them in writing within the next 10 days i.e. by 17/02/2021, after we shall proceed with negotiation with Third Party claimant on the without prejudice basis and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

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 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	29 Jan 2021 14:17	Clim Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	29 Jan 2021 14:17	Clim Veh Model Changed	(205176) MAN NL320F (A22) 10.5 D ABS TURBO (A).	[A] HOW MEI KWAN
3	29 Jan 2021 14:17	Clim Created	Reg No: SMB1425L. Acct Date: 2021/01/22. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	29 Jan 2021 14:17	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	29 Jan 2021 14:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/02/09	[A] HOW MEI KWAN
6	29 Jan 2021 14:17	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	29 Jan 2021 14:17	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	29 Jan 2021 14:18	Label Added	(23):Express.	[A] HOW MEI KWAN
9	29 Jan 2021 14:18	Adj Adjuster Assigned	[None] -> OI SUN PIN	[A] HOW MEI KWAN
10	01 Feb 2021 16:21	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
11	22 Jun 2021 07:44	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	22 Jun 2021 07:44	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	22 Jun 2021 07:44	Clim Dtl Modified	JPJ Reg. Date: -> 2014/07/08.	[A] JOANNE LEE KHANG MIN
14	22 Jun 2021 07:44	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	13 Jul 2021 10:33	Adj Mandate Request	Cur.Req:3135.00:Liability: 100%(OID turned out from minor road) *Quantum: (a)COR: \$2,028.00 + (b) LOU(4days x \$275.00): \$1,100.00 + (c)LTA/GIA search fee: \$7.00 = Total: \$3,135.00 *2 recommendations on repair days + 1Sunday + 1PRS = 4days *For your app	[A] CHEW HSIAO TONG
16	11 Aug 2021 10:08	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
17	11 Aug 2021 10:14	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/02/09. Mandate Remarks: mandate approved. LOU @ \$250/day for 2 days.	[I] Goh, Jeremy-CX
18	11 Aug 2021 10:14	Adj Mandate Set	Approved:2535.00:mandate approved. LOU @ \$250/day for 2 days.	[I] Goh, Jeremy-CX
19	19 Aug 2021 08:59	Adj Mandate Request	Cur.Req:2660.00:For LOU, 3rd party counter propose 2.5days. Kindly review and let us have your further mandate. Thanks.	[A] CHEW HSIAO TONG
20	08 Sep 2021 10:54	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/02/09. Mandate Remarks: Mandate maintained. ask TPWS to show logcard for 2.5 days justification	[I] Goh, Jeremy-CX
21	08 Sep 2021 10:54	Adj Mandate Set	Maintained:Mandate maintained. ask TPWS to show logcard for 2.5 days justification	[I] Goh, Jeremy-CX
22	28 Sep 2021 11:05	Adj Mandate Request	Cur.Req:2660.00:Hi, 3rd party replied as surveyor recommended 2 days for repair & they proposed 0.5 day for survey is considered fair & reasonable. Pls review. Thanks.	[A] CHEW HSIAO TONG
23	28 Sep 2021 11:26	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/02/09. Mandate Remarks: Mandate maintained. ask TPWS to show vehicle workshop logcard	[I] Goh, Jeremy-CX
24	28 Sep 2021 11:26	Adj Mandate Set	Maintained:Mandate maintained. ask TPWS to show vehicle workshop logcard	[I] Goh, Jeremy-CX
25	30 Sep 2021 16:12	Adj Mandate Request	Cur.Req:2660.00:Hi, We have requested logcard. But 3rd party replied as surveyor recommended 2 days for repair & they proposed 0.5 day for survey is considered fair & reasonable. Pls review. Thanks.	[A] CHEW HSIAO TONG
26	03 Nov 2021 15:49	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/02/09. Mandate Remarks: Mandate maintained. ask TPWS to show vehicle workshop logcard	[I] Goh, Jeremy-CX

AUDIT TRAIL

No.	On	Audit	Remarks	By
03 Nov 27 2021 15:49	Adj Mandate Set	Maintained:Mandate maintained. ask TPWS to show vehicle workshop logcard	[I] Goh, Jeremy-CX	

Date From

Date To

Audit Type

None

Go

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
2666709	01 Feb 2021 12:41:48	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMB1425L	Low, Xianyu	xx.xx
2666712	01 Feb 2021 12:46:22	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMB1425L	SFA1778G	11.00
2703130	22 Jun 2021 07:44:32	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB1425L	SFA1778G	11.00