

Asher Sng (LKKAuto)

From: Tan Lee Gek (Auto Svcs/Claims & IA/Claims & IA/Taxis) <LeeGek@smrt.com.sg>
Sent: Friday, 16 April 2021 11:54 AM
To: CS A Team; Admin A
Subject: LOD Re: Accident on 29/1/2021 involving SHB 5105T & SLU 7085G (China Taiping's insured) Our Ref: TAX/01/21/2064/lg
Attachments: 2965_001.pdf

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2,900.00
Loss of Rental	\$1,067.33 (9.5 days x \$112.35)
LTA Search Fee	\$7.00
Total	\$3,974.33

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

Please let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)
Claims Department
SMRT Automotive Services Pte Ltd



Date: 29/1/2021

Our Ref. No.:

Letter of Authorisation

I, Name PHUA TEE K THUAN (NRIC No. [REDACTED])
registered hirer / relief driver / taxi share driver of SMRT taxi registration number
SHB5T05T hereby authorise **SMRT Automotive Services Pte Ltd**
(**"AutoSvs"**) to deal with all matters arising out of the accident between my taxi
and SLU F085 G happened on 29/1/21 time 9:25 a.m
along Place Sembawang Ave Toward Sembawang 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 PHUA TEE K THUAN Signature: 

NRIC No. :..

Tel No. :..

Address :..

AUTHORIZATION TO ACT

I, **SMRT TAXIS PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB 5105T** (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 **SHB 5105T** that was damaged pursuant to the accident which occurred on **29/01/2021** (date) along **TRAFFIC JUNCTION OF SEMBAWANG AVE AND SEMBAWANG ROAD** (location) involving vehicle no/s **SLU 7085G** ("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 8 (day) of June (month) 2021 (year)



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



Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00062332001 Claim No : SNM21D200561/C02/SLU7085G/THAMYL

Claimant : SMRT TAXIS PTE LTD

Amount : S\$3,800.00
SINGAPORE DOLLARS THREE THOUSAND AND EIGHT HUNDRED 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. : SHB 5105T

Insured Vehicle No. : SLU 7085G

Date of Loss : 29/01/2021

Place of Accident : TRAFFIC JUNCTION OF SEMBAWANG AVE AND SEMBAWANG ROAD

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 : MUHAMMAD NOOR BUDIMAN BIN ZAINAL

Driver Name : MUHAMMAD NOOR BUDIMAN BIN ZAINAL

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) Global Sum	S\$ 3,800.00
	=====
TOTAL	S\$ 3,800.00
	=====

Claimant Name: SMRT TAXIS PTE LTD

NRIC No : 1XXXXX369K

Signature :



Date :

-8 JUN 2021

*** 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

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

RECEIVED

09 APR 2021

SMRT AUTOMOTIVE SERVICES PTE LTD
Claims & Insurance Agency

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV210400092
Date : 06.04.2021
Vehicle No. : SHB5105T
Your Ref No. : TAX/01/21/2064
Our Ref No. : 24109617
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,900.00
GRAND TOTAL					\$ 2,900.00

Remark :

Make/Model : PRIUS4
Accident Date : 29.01.2021

Koo Yew Chung

Koo Yew Chung (Apr 6, 2021 13:10 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E



SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept
From: SMRT Taxis Pte Ltd

Our Ref: TAX/01/21/2064
Date: 1/3/2021

**ACCIDENT ON 29/01/2021 INVOLVING SHB 5105T & SLU 7085G AT
JUNCTION OF SEMBAWANG WAY & SEMBAWANG RD**

This is to confirm that the daily rental rate for SHB 5105T is \$112.35 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

1/2021
2/2021

Date Generated : 26/02/2021

User Name : LeeGek

Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24109617	29/01/2021 1:59 PM	08/02/2021 8:09 AM

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time:	30 Jan 2021 / 09:04:04	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SLU7085G	Business Transaction Reference No.:	20210130090403916210
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		

Search Date / Time: 29 Jan 2021 09:25:00
Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD
Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Wednesday, 14 April 2021 3:45 PM
To: mnbudiman.mnb@gmail.com
Subject: ACCIDENT INVOLVING SLU 7085G AND SHB 5105T ON 29/01/2021

Our Ref: CC3/CTI21001800/Qea3

14 APR 2021

MUHAMMAD NOOR BUDIMAN BIN ZAINAL

Dear Sir/Madam,

ACCIDENT INVOLVING SLU 7085G AND SHB 5105T ON 29/01/2021

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.

Based on the accident report and accident scenario, liability is down against us. 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 10 days from the date of this letter.

Please call us if you have further queries.

Yours faithfully,

Asher
Case Handler
DID: 6841 6051
FAX: 6741 4108
Email: ashersng@lkkauto.com

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

Asher Sng (LKKAuto)

From: Pauline Tham <pauline.tham@sg.cntaiping.com>
Sent: Sunday, 6 June 2021 6:56 PM
To: Asher Sng (LKKAuto)
Cc: Claims Dept of CTI
Subject: RE: lod [MANDATE REQUEST] RE: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher

Please proceed with your recommendation.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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 or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted

Thanks.

Pauline Tham
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #16-00 Springleaf Tower Singapore 079909
DID: (65) 6389 6541 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, May 17, 2021 2:56 PM
To: Angie Foo <angie.foo@sg.cntaiping.com>
Subject: lod [MANDATE REQUEST] RE: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

[Confidential]

From: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Sent: Monday, May 17, 2021 2:42 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: [MANDATE REQUEST] RE: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your ref : SNM21D200561/C02/SLU7085G/THAMYL

Our ref : CC3/CTI21001800/Qea3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle. We are of the opinion that BOLA scenario 27 is applicable for this matter. Liability is not in our insured's favour.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) would be affected.

We seek your approval to offer repairer " **SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$3,805.80 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs	\$ 14,347.34	\$ 2,900.00
2. Loss of Rental (9.5days x \$112.35)	\$ 1,067.33	\$ 898.80 (8days x \$112.35)
3. LTA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 15,421.67	\$ 3,805.80

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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.

From: Pauline Tham <pauline.tham@sg.cntaiping.com>

Sent: Wednesday, 17 February 2021 11:58 AM

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

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

[Confidential]

Hi Mei Kwan

Attached oi report.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Thanks.

Pauline Tham

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平獅城 Taiping SG

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

Sent: Tuesday, February 16, 2021 5:29 PM

To: Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

Dear Pauline,

We refer to the above matter.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Monday, 8 February, 2021 1:50 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Pauline Tham <pauline.tham@sg.cntaiping.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: O/R: SNM21D200561/C02/SLU7085G/THAMYL / FW: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

Dear Sir,

Please note that officer in charge for this case is Pauline Tham.

Claim no. SNM21D200561/C02/SLU7085G/THAMYL.

Dear Pauline,

Pls revert LKK.

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Thank you

Chong Boon Sen
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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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

Sent: Monday, 8 February 2021 11:17 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Direct Settlement - Accident Involving SLU7085G (OI : CTI - TBA) and SHB5105T (TP : LKK REF - CC3/CTI21001800/Qea3) on 29/01/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5105T 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 Asher.

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)