



AR REGISTERED

Longpac Insurance Bhd
Singapore Branch 100,
Beach Road #19-00
Shaw Tower Singapore 189702

SMRT AUTOMOTIVE SERVICES PTE LTD
60 Woodlands Industrial Park E4
Singapore 757705
Tel : 65 6868 2652
Fax : 65 6368 7421
www.smrt.com.sg

Via LKK - Jas Khine / Surveyor Calvin

Date : 1 MARCH 2017
Our Ref. BUS/02/17/5004 /AW

Dear Sirs,

**ACCIDENT INVOLVING SMB1649H AND SJB7201L ON 6 FEB 2017 ALONG UPPER
BUKIT TIMAH ROAD.**

LETTER OF CLAIM

We claim on behalf of **SMRT BUSES LTD**, owner/hirer of the vehicle Reg. No.: **SMB1649H**. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 830.00
2. Loss of Use for 2 days @ S\$ 275 /day	:	\$ 550.00
3. Loss of Rental for _____ days @ S\$ _____ /day	:	_____
4. Loss of Income for _____ days @ S\$ _____ /day	:	_____
5. Police Report/ SAS Report/ LTA Search Fee	:	\$ 5.00
6. Survey Fee	:	_____
7. Others	:	_____
Total Claims :		\$ 1385.00

We enclose the following documents :

- | | |
|--|---|
| ☒ Repair Invoice | ☐ Letter of Authorisation |
| ☐ Survey Report | ☒ LTA Search result |
| ☐ Photographs _____ pcs | ☒ Others : |
| ☐ Investigation results | 1. <u>LAI D UP REPORT</u> |
| ☐ Proof of Loss of Use/Rental/Income | 2. <u>Copy of Bus Driver's Driving License</u> |
| ☒ Police / SAS report of _____ | 3. _____ |

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT BUSES LTD**

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD


Audrey Woo
For Manager, Claims
Claims Department

AUTHORIZATION TO ACT

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 SINGAPORE 569140** (address), owner of **SMB 1649H** (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 1649H** that was damaged pursuant to the accident which occurred on **06/02/2017** (date) along **UPPER BUKIT TIMAH ROAD** (location) involving vehicle no/s **SJB 7201L** ("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.

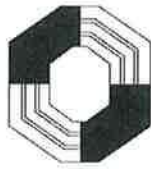
Dated this 04 (day) of May (month) 2021 (year)



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



Signed by "the workshop"
(with chop)



LONPAC INSURANCE BHD

CLAIM NO : 17/17/17/VP05/019676
DATE : 23/04/2021

DISCHARGE VOUCHER

I/We, **SMRT BUSES LTD** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner **SJB 7201L** the sum of Singapore Dollars **SIX HUNDRED AND SEVENTY ONLY. (\$670.00)** in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving, **SMB 1649H** on **06/02/2017** along/at **UPPER BUKIT TIMAH ROAD**.

I /We hereby agree to indemnify and keep indemnify (**LIM BEE BEE /LONPAC INSURANCE BHD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **M/s SMRT BUSES LTD**.

I/We hereby acknowledge that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



04/05/21

.....
Signature of vehicle owner/Date

SMRT Buses Ltd 04/05/21

.....
Name of vehicle owner/Date



Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



SMRT Automotive Services Pte Ltd
251 North Bridge Road Singapore 179102
Tel: 65 53311000 Fax: 65 63340247

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV170200556
Date : 23.02.2017
Vehicle No. : SMB1649H
Your Ref No. : BUS/02/17/5004
Our Ref No. : 24087885
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount		Amount
Labour						
TO REPAIR RH FRONT PORTION	1.00	\$ 530.00	0.00	\$ 0.00	\$	530.00
Others						
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 300.00	0.00	\$ 0.00	\$	300.00
GRAND TOTAL						\$ 830.00

Remark :

Make/Model : MAN
Accident Date : 06.02.2017

N.B. Payment by cheque should be crossed and made payable to 'SMRT Automotive Services Pte Ltd'.
No receipt will be issued unless requested.

Authorised Signature
for SMRT Automotive Services Pte Ltd



Accident Vehicle Laid-Up Report

Registration No. : SMB1649H

Accident Case No. : BUS/02/17/5004

Make / Model : MAN NL320F(A22)

Ref. No. : 24087885

Date and Time Vehicle off-road for Accident Repair : 16.02.2017 13:06:23

Date and Time Repair Completed : 17.02.2017 15:02:06

Remarks :

Generated by : CATHERINELEE

Printed on : 21.02.2017

Text size + -

Enquire Transaction History

Transaction History Details

Log Date/Time:	07 Feb 2017 / 15:50:37		
Asset Type:	Vehicle	Transaction Amount:	\$5.35
Asset ID:	SJB7201L		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20170207155037770978

Search Date / Time: 06 Feb 2017 12:20:00

Insurance Company: LONPAC INSURANCE BHD

Information displayed is correct as at the log date and time.

[Enquire Related Logs](#)[Back to List](#)Land Transport Authority

Please read through the [Privacy Statement](#), [Terms of Use](#) and [Disclaimer](#).
Please do not use the **Back** or **Forward** buttons on your browser as this may alter the results of the transactions.
Best viewed with IE 6.0 SP3 and above. 1024 X 768 resolution
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Asher Sng (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 8 April 2021 5:04 PM
To: Asher Sng (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [MANDATE REQUEST] [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Lonpac External - Confidential

Dear Asher

Please proceed with your recommendation.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - Confidential data is for use by authorised external parties only.

From: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Thursday, 8 April 2021 10:49 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Hi Li Li,

We refer to the above matter.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 50% liability.

Summary to offer to repairer **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 1,241.00	\$ 830.00
2. Loss of Use (2days x \$275)	\$ 550.00	\$ 550.00 (2days x \$275)
	Sub Total :	\$ 1,380.00
	50% :	\$ 690.00
3. LTA/GIA Search Fee	\$ 5.00	\$ 5.00
Total	\$ 1,796.00	\$ 695.00

**2 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is 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: Asher Sng (LKKAuto)

Sent: Tuesday, 9 March 2021 5:29 PM

To: ONG LI LI <llong@lonpac.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Hi Li Li,

We refer to the email below.

Third party appeal on the case to settle the matter at 100%.

We are still in the midst of reviewing the liability.

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: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, 9 March 2021 4:32 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Subject: RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Lonpac External - Confidential

Hi Asher

Please update us on this old case.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 4 November 2020 4:20 PM
To: ONG LI LI <long@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Dear Li Li,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

Please check and reply.

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

From: ONG LI LI <long@lonpac.com>
Sent: Wednesday, 4 November, 2020 1:07 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 // LKK Ref: CC3/LPC17002778/K1yb3n2 [External Confidential]

Lonpac External - Confidential

Hi Shu Pei

Any update on this case?

Regards,

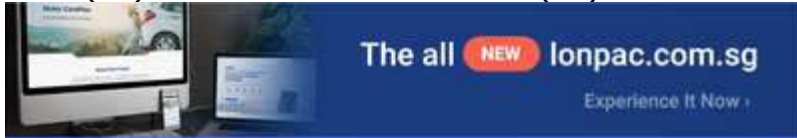
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

Sent: Wednesday, 3 April 2019 12:25 PM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>

Subject: RE: [LPC]: REOPEN - Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 [External Confidential] // LKK Ref: CC3/LPC17002778/K1yb3n2

Dear Li Li,

Thank you for your email.

Please note that this case has been re-assigned to Vic.

Our respective case handler will look into the matter and revert to you in due course.

Thank you

To check availability of the case handler, you may contact the undersigned.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: ONG LI LI [<mailto:long@lonpac.com>]

Sent: Monday, 1 April, 2019 9:30 AM

To: MT_Claim_SG <mt_claim@lonpac.com>; Jas Khine (LKKAUTO) <jaskhine@lkkauto.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAUTO) <olivialau@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: RE: Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 [External Confidential]

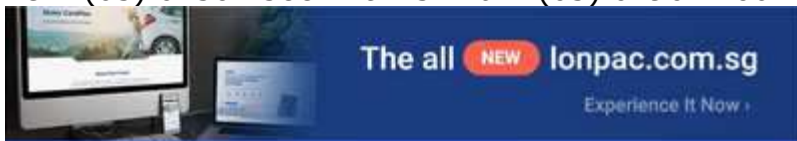
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Dear Mr Lau/Olivia/Hsiao Tong

We understand from SMRT that Jas had resigned.

Please let us know who is taking over her so that this case can be attended to.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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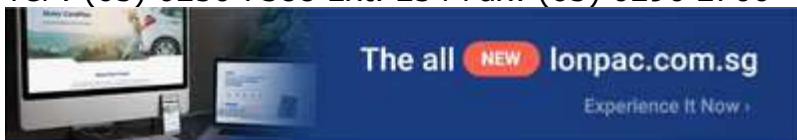
From: ONG LI LI
Sent: Monday, 1 April, 2019 9:21 AM
To: CATHERINE CHAN MIEW HAN; MT_Claim_SG; jaskhine@lkkauto.com
Cc: ELIZABETH GOH SUAN CHOO; audrey@smrt.com.sg
Subject: RE: Our Ref: 17/17/17/VP05/019676 Our Ref:URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 [External Confidential]

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Dear Jas

Please refer to the attached email for your action, please.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



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From: CATHERINE CHAN MIEW HAN
Sent: Monday, 1 April, 2019 8:31 AM
To: MT_Claim_SG
Cc: ELIZABETH GOH SUAN CHOO
Subject: FW: URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017 [External Confidential]
Importance: High

Lonpac External - Confidential

Dear Claims,

FYA please

Best Regards,
Catherine Chan

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From: Audrey Woo (Auto Svcs/Claims & IA/Claims & IA/Buses) [<mailto:audrey@smrt.com.sg>]
Sent: Friday, 29 March, 2019 10:22 PM
To: 'thinthin@lkkauto.com'; Customer SG
Cc: Admin A (admin-a@lkkauto.com); 'vivianlau@lkkauto.com'; Hsiao Tong (chewht@lkkauto.com)
Subject: URGENT REMINDER : BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017
Importance: High

BUS/02/17/5004/AW
Lonpac Ref : SJB7201L

Dear LKK & Lonpac officer,

LOD had been issued since Jan 2018, been more than a year now, could someone from LKK or Lonpac please respond and action on this case ?

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims
Department | 6 Ang Mo Kio Street 62 Singapore 569140



From: Audrey Woo (Auto Svcs/Ext Biz Svcs/Claims & IA/Buses)
Sent: Friday, 19 October, 2018 2:54 PM
To: 'thinthin@lkkauto.com'
Cc: Admin A (admin-a@lkkauto.com); 'vivianlau@lkkauto.com'; Hsiao Tong (chewht@lkkauto.com)
Subject: BUS/02/17/5004/AW - SMB1649H & SJB7201L - DOA 6 FEB 2017
Importance: High

BUS/02/17/5004/AW
Lonpac Ref : SJB7201L

Dear Thin Thin,

Above attached refer. We have not heard from LKK since Jan 2018.
Ms Jas Khine emailed in Jan 2018 that she will review and revert. However no further reply from her and she had since left LKK. The officer taking over this case failed to update on Lonpac's review outcome either.

Please let us have Lonpac's offer soon. Thank you.

Audrey Woo | DID : 6556 3521 | FAX : 6481 9221 | Email : audrey@smrt.com.sg | Claims
Department | 6 Ang Mo Kio Street 62 Singapore 569140

