Our Ref:

Dear Sir/Madam

CT0321/SHD4089C/JW(st)

Date:

05.05.2021



AIG ASIA PACIFIC INSURANCE PTE LTD 78 SHENTON WAY.AIG BUILDING #07-16 Singapore 079120

Attn : Motor Claims Department

Without Prejudice

ComfortDelGro Engineering Pte Ltd 205 Braddell Road Singapore 579701

Mainline +65 6383 6280 Facsimilie +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

## ACCIDENT ON 16.03.2021 INVOLVING SHD4089C & SMV1383T ALONG AMK AVE 9 X AMK AVE 6

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHD4089C, which was involved in the captioned accident with your insured vehicle No SMV1383T.

The vehicle owner and the taxi hirer/driver concerned have requested and authorised us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage of the vehicle.

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

n No. 199506048W

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

320 Ubi Road 3 Singapore 408649

Sungei Kadut 7 Sungei Kadut Way Singapore 728791

### Taxi Owner's Claim:

Taxi Owner 3 Claim.				
1. Cost of Repairs		S\$	2,126.35	
2. Loss of Rental	4 days x S\$ 125.19	S\$	500.76	
3. Survey Report Fee		S\$	0.00	
4. LTA Search Fee		S\$	0.00	
5. GIA / Police Report Fee		S\$	2.00	
6. Others		S\$	0.00	
Hirer's Claim :				
1. Loss of Income	4 days x S\$ 80.00	S\$	320.00	
2. Others		S\$	0.00	

A copy each of the following supporting documents marked [X] is enclosed:

[X] Original Repair Bill [X] Letter of Authority from Owner/Hirer/Operator GIA/Police Report(s) [X] [X] Rental Rate Letter [X]LTA/GIA Search Slip(s) [X] Downtime/Mileage Record [] Survey Report / Bill [] Witness Statement / Accident Scene Photo(s) Driver's IC/DL/VL / Road Tax / Log Card / Certificate of Insurance [] Tow Chit / PIR / Hirer's IRAS / Others:

[E&OE]

**Total Claims** 

\$\$

2,949.11

Kindly look into the matter and let us hear from you on the settlement of our clients' 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 sincerely Jim Wong CDGE Claims Department

DID: 62148374

FAX: 62141843

Email: jimwong@cdge.com.sg

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





#### LETTER OF UNDERTAKING

(NAF: Rental Lay-off) (PAF: Rental Lay-off)

ACCIDENT INVOLVI... Hyundai Ioniq SHD4089C , SMV1383T

ON 16-Mar-21 14:10

**ALONG** 

ANG MO KIO AVE 9 X ANG MO KIO AVE 6

In consideration of the Rental Lay-off given by Comfort Transportation Pte Ltd (CTPL) & CityCab Pte Ltd (CCPL), I hereby undertake to CDGE that:

- 1.I have completely and correctly declared all material circumstances that lead to the abovementioned accident in my "Taxi Accident Report" and that I am not the party contributing to the abovementioned accident (Not At Fault). I undertake that if my accident report is found to be untrue, I shall be fully liable to pay CDGE all expenses, costs and any other incidental costs arising from this accident
- I will, at any time requested, extend fullest co-operation to CDGE's Claims Department to provide all supporting document for the purpose of claiming against third party. I confirm that all settlement payment by third party shall be made payable to "ComfortDelgro Engineering Pte Ltd".
- 3. I am fully aware that should the accident claims against third party subsequently becomes not in my favour, I shall not hold CDGE responsible for my LOE. I will within 3 business days from the date of notification return this LOE advance payment back to CDGE. Furthermore, CDGE shall reserves its rights to recover the rental lay-off amount that is given to me by CTPL/CCPL for the period when my taxi is undergoing accident repair.
- 4. I also undertake that should there be a counter-claim from third party against CTPL/CCPL arising from the abovementioned accident, I shall pay another \$1,000 to CTPL/CCPL for the Third Party Excess (TPE).

Notwithstanding any provisions herein contained, I shall not hold CDGE responsible for costs, expenses and damages whatsoever incurred by me in respect of the said claim howsoever arising but not limited to delays in affecting settlement or in the event CDGE is not successful in effecting settlement for whatever reasons.

This undertaking shall be governed by and construed in accordance with the laws of the Republic of Singapore.

Signature

of Hirer

YONG KENG CHONG

Name NRIC

SXXXX876A

Date

16-Mar-2021

Contact No.

97625455

Attended By: Loke Wei Yieng

# RELEASE VOUCHER (AIG Asia Pacific - Express Third Party Claim)

"We/I, <u>COMFORTDELGRO ENGINEERING PTE LTD</u> ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd <u>LKK AUTO CONSULTANTS PTE LTD</u> (name of surveyor) with respect to the amount claimed for <u>S\$1,330.00</u> (Global Sum) for vehicle no. <u>SHD 4089C</u> that was damaged pursuant to the accident which occurred on <u>16/03/2021</u> (date) along <u>ANG MO KIO AVE 6</u> (location) involving vehicle no/s <u>SMV 1383T</u>.

This is pursuant to the inspection conducted on 17/03/2021 (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **COMFORT TRANSPORTATION**PTE LTD ("the third party claimant") of vehicle no. SHD 4089C 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 **SHD 4089C** (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 \_\_\_\_\_\_ (day) of \_\_\_\_\_\_

(month) 20 1/2 (year)

/ MTH

Signed by appointed surveyor

SINGAPORE

59 LOYANG DRIVE

Signed by "the workshop" (with chop)

COMFORTDELGRO ENGINEERING PTE LTD

"The contents of this document apply to vehicle damages only All personal injuries and demages arising therefrom are administration of this document"



A member of COMFORTDELGRO

#### GST REG. NO. M2-8921817-3

## TAX INVOICE

ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Mainline + 65 6383 6280 Facsimile + 65 6280 9755

Workshops

59 Loyang Drive Singapore 508969 383 Sin Ming Drive Singapore 575717 45 Pandan Road Singapore 609286 320 Ubi Road 3 Singapore 408649 24 Senoko Loop Singapore 758156 7 Sungei Kadut Way Singapore 728791 501 Yishun Industrial Park A Singapore 76873

> COMPANY REG. NO.: 199506048W Page: 1

-	-	1	-	-	-	
-8	1.1	1	13	11	11	1
	V	1	10	V	3	T

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY AIG BUILDING #07-16 SINGAPORE SG 079120

CONTACT NO: 64193000

PART REQUISITION

0001 04-01-0104-2282

3225094

VEHCLE NO SHD4089C

INV. NO/DATE 91555812 27.04.2021

MAKE HYUNDAT

JOB NO. 305458927

MODEL IONIQ(G3)

ODOMETER READING

DATE OF REG 30.10.2019

DATE/TIME IN 16.03.2021 15:50

Net

CHASSIS CODE KMHC851CVLU187739

Description: 3P 16.03.2021

S/No	Part No.	Qty	Unit	Price	%Disc
-					

COVER-RR BUMPER#

0001	04-01-0104-2282	COVER-RR BUMPER#	1	459.40	20.00	367.52
0002	04-01-0101-0111	BUMPER COVER CLIP REAR	10	2.20	20.00	17.60
0003	28-01-0302-2017	FUEL TANK LID (PETROL ONLY) CTPL	1	15.00	0.00	15.00
0004	03-01-0104-2137	CAP ASSY-WHEEL HUB	1	346.40	20.00	277.12
			SUB-TOTAL	*		677.24

#### JOB NATURE

0001	L	PANEL BEATING	700.00	700.00
0002	23-502	SPRAYPAINT ON AFFECTED AREA	500.00	500.00
	20-22	REMOVE/REFIX REVERSE SENSOR	30.00	30.00

## ComfortDelGro Engineering Pte Ltd

A member of COMFORTDELGRO

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91555812	2,126.35	
		•	

Kindly note that no receipt shall be issued unless requested.

**CUSTOMER'S COPY** 



A member of COMFORTDELGRO

GST REG. NO. M2-8921817-3

TAX INVOICE

ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Mainline + 65 6383 6280 Facsimile + 65 6280 9755

383 Sin Ming Drive Singapore 508969 383 Sin Ming Drive Singapore 575717 45 Pandan Road Singapore 609286 320 Ubi Road 3 Singapore 408649 24 Senoko Loop Singapore 758156 7 Sungei Kadut Way Singapore 728791 501 Yishun Industrial Park A Singapore 768732

COMPANY REG. NO.: 199506048W

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY AIG BUILDING #07-16 SINGAPORE SG 079120

CONTACT NO: 64193000

3225094

VEHCLE NO SHD4089C

INV. NO/DATE 91555812 27.04.2021

MAKE HYUNDAI

&Disc

MODEL. IONIQ(G3)

ODOMETER READING

DATE OF REG 30.10.2019

CHASSIS CODE KMHC851CVLU187739

Qty Unit Price

S/No Part No.

ADJUST REAR WHEEL

Net

0004 20-08

ALIGNMENT

80.00

80.00

SUB-TOTAL

1,310.00

Items total

Add GST @

7.000 %

1,987.24 139.11

Invoice amount

2,126.35

Issued by

CHEWBEELENG 27.04.2021 10:21:27

Type : CLSO/57/57

Type/Term: /Credit 30 days

Repair

## ComfortDelGro Engineering Pte Ltd

A member of **COMFORT**DELGRO

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91555812	2,126.35	

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

Our Ref: CT21030278

Date: 12 April 2021



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON

16/03/2021 @ 14:10 hrs

ALONG

ANG MO KIO AVE 9 X ANG MO KIO AVE 6

INVOLVING

SMV1383T

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 SHD4089C (the "Taxi"). The Taxi was hired to YONG KENG CHONG IC NO SXXXX876A a registered hirer-operator of Comfort Transportation Pte Ltd at the time of occurrence of the aforementioned accident at a rental rate \$125.19 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.

INSURER ENQUIRY

# Find insurer

Vehicle reg. no.

SMV1383T

**Date of Accident** 

16/03/2021

Reset

## % RESULT & RECEIPT

## 

Payment details

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13** 

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

**General Insurance Association** 

Records Management Centre GST Registration No: **M400017735** 

## **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

**Sent:** Tuesday, 23 March 2021 10:44 AM **To:** TANKHANDY@GMAIL.COM

Subject: ACCIDENT INVOLVING SMV 1383T(AIG) AND SHD 4089C AT/ALONG YIO CHU

KANG ROAD TURNING INTO ANG MO KIO AVE 6 ON 16/03/2021

23 March 2021

Mr Tan Kok Heng [By Email Only]

Dear Sir/Madam,

You Ref: SMV1383T

Our Ref: CC4/AIG21003477/T1pa3

ACCIDENT INVOLVING SMV 1383T(AIG) AND SHD 4089C AT/ALONG YIO CHU KANG ROAD TURNING INTO ANG MO

**KIO AVE 6 ON 16/03/2021** 

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 SHD4089C against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. 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 07 days from the date of this letter.

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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | Fax: 6741 4108 HQ: Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

## **Claim Audit**

<u>-</u>	AUDIT T	RAIL		
	On	Audit	Remarks	Ву
	17 Mar 2021 13:31	Clm Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	17 Mar 2021 13:31	Clm Veh Model Changed	(206517) HYUNDAI AE IONIQ HEV FL 1.6 DCT (A).	[A] HOW MEI KWAN
3	17 Mar 2021 13:31	Clm Created	Reg No: SHD4089C. Acct Date: 2021/03/16. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	17 Mar 2021 13:31	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	17 Mar 2021 13:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/03/26	[A] HOW MEI KWAN
6	17 Mar 2021 13:31	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	17 Mar 2021 13:31	Clm Ins Co Changed		[I] Merimen Administrator
8	17 Mar 2021 13:32	Label Added	(23):Express.	[A] HOW MEI KWAN
9	17 Mar 2021 13:32	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	04 May 2021 17:08	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
11	04 May 2021 17:08	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
12	04 May 2021 17:08	Clm Dtl Modified	JPJ Reg. Date: -> 2019/10/30.	[A] JOANNE LEE KHANG MIN
13	04 May 2021 17:08	Clm Details Notified		[A] JOANNE LEE KHANG MIN
14	01 Jun 2021 10:26	Adj Mandate Request	Cur.Req:1415.56:Liability: Proposed 50% as Both turning into same direction. If TP reject, we will reseek mandate. $*$ Quantum: $$1,415.56(all-in) *3$ recommendation repair days $+ 1PRS = 4$ days $*$ For your approval please.	[A] CHEW HSIAO TONG
15	02 Jun 2021 09:09	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (1)	[I] Loh, Chee-Heng
16	02 Jun 2021 09:10	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (2)	[I] Loh, Chee-Heng
17	02 Jun 2021 09:14	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date: 2021/03/26. Mandate Remarks: COR \$2,126.35 LOR \$375.57 (3 days x \$125.19) LOE \$150.00 (3 days x \$50) sub-total \$2,651.92 at 50% \$1,325.96 GIA fee \$2.00 Total \$1,3 27.96	[I] Loh, Chee-Heng
18	02 Jun 2021 09:14	Adj Mandate Set	Approved:1327.96:COR \$2,126.35 LOR \$375.57 (3 days $\times$ \$125.19) LOE \$150.00 (3 days $\times$ \$50) subtotal \$2,651.92 at 50% \$1,325.96 GIA fee \$2.00 Total \$1,327.96	[I] Loh, Chee-Heng
19	15 Jun 2021 14:38	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (1)	[I] Azlan, Syazairdina
20	15 Jun 2021 14:39	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (2)	[I] Azlan, Syazairdina
21	15 Jun 2021 17:12	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (1)	[I] Loh, Chee-Heng
22	15 Jun 2021 17:12	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (2)	[I] Loh, Chee-Heng
23	30 Jun 2021 17:16	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (1)	[I] Loh, Chee-Heng
24	30 Jun 2021 17:17	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (2)	[I] Loh, Chee-Heng
25	30 Jun 2021 17:17	Video Downloaded	Downloaded SHD4089C vs SMV1383T_TP VIDEO (2)	[I] Loh, Chee-Heng
26	16 Aug 2021 09:32	Claim Offer Type Changed	Offer Type: Cost of Repairs->Contract Repair	[A] CHEW HSIAO TONG
		_		

8/23/2021 Merimen e-Claims



## **ACTIVITY**

[23/06/2021 15:33] CHEW HSIAO TONG: Called OI, Mr Tan as per AIG CCU. Informed him that there is 3rd party claim and still on going. He noted. He said that he received a letter from AIG mention the claim had been settled, but he said no details, so he just wants to check wat kind of claim. Advised him that the letter is for his OD claim, TP claim still on going. He noted and no further issue.

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	
2678392	18 Mar 2021 10:34:35	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHD4089C	SMV1383T	11.00	
2692089	04 May 2021 17:08:01	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD4089C	SMV1383T	11.00	
2698574	01 Jun 2021 10:10:37	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHD4089C	CHEW HSIAO TONG	xx.xx	
2698575	01 Jun 2021 10:10:52	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHD4089C	CHEW HSIAO TONG	xx.xx	