

**URGENT / FINAL REMINDER YOUR REF: CC3/CTI21003494/Qrs3 Re:  
Accident on 14/3/2021 involving SHB 817E & SMM 9502L (China Taiping's  
insured) Our Ref: TAX/03/21/2043/lg**

Cost of Repair	\$1,650.00
Loss of Rental	\$529.65 ( 5 days x \$105.93 )
Loss of Income**	\$300.00 ( 5 day x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$2,486.65</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation

**\*\* Our relief driver Mr Goh Chee Keon Lourens (NRIC No. SXXXX764Z) is claiming his injury and loss of income (based on his mc) through his own lawyer. We are claiming the loss of income (based on downtime) on behalf of our hirer Mr Teo Her Kiat (NRIC No. SXXXX688H).**

## **AUTHORIZATION TO ACT**

I, **STRIDES TAXI PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB 817E** (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 817E** that was damaged pursuant to the accident which occurred on **14/03/2021** (date) along **NEW UPPER CHANGI ROAD** (location) involving vehicle no/s **SMM 9502L** ("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 STRIDES TAXI 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 11 (day) of Jan (month) 2022 (year)



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



Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00156302003

Claim No : SNM21D201456/LKKDS

Claimant : STRIDES TAXI PTE LTD

Amount : S\$ 2,436.65

SINGAPORE DOLLARS TWO THOUSAND FOUR HUNDRED AND THIRTY SIX  
AND CENTS SIXTY FIVE 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 817E

Insured Vehicle No. : SMM 9502L

Date of Loss : 14/03/2021

Place of Accident : NEW UPPER CHANGI 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 : TAN BOON SIM

Driver Name : TAN BOON SIM

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.

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(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	1,650.00
(3) Loss of <del>Use</del> /Rental/Earning	S\$	779.65
(4) <del>GIA/Police Reports/</del> Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .	S\$	2,436.65

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Claimant Name : STRIDES TAXI PTE LTD

NRIC No : 1XXXXX369K

Signature :

Date :

11 JAN 2022

\*\*\* 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

27 APR 2021

SMRT AUTOMOTIVE SERVICES PTE LTD  
Claims & Insurance Agency

Tel: 65 69083530 Fax: 65 69083592

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV210400477  
Date : 26.04.2021  
Vehicle No. : SHB817E  
Your Ref No. : TAX/03/21/2043  
Our Ref No. : 24110062  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 1,650.00

GRAND TOTAL \$ 1,650.00

Remark :

Make/Model : PRIUS4  
Accident Date : 14.03.2021

*Koo Yew Chung*  
Koo Yew Chung (Apr 26, 2021 14:34 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

E. & O.E



## Laid Up Report

Accident Start Date : 12/03/2021

Date Generated : 05/04/2021

Accident End Date : 05/04/2021

User Name : LeeGek

Case Reference Number	Vehicle Registration Number	Company Type	Vehicle Make	Vehicle Model	Job Card Number	Date and Time (Accident Repair)	Date and Time (Repair Completed)
TAX/03/21/2043	SHB817E	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24110062	15/03/2021 9:05 AM	20/03/2021 8:33 AM



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/03/21/2043

From: SMRT Taxis Pte Ltd

Date: 6/4/2021

**ACCIDENT ACCIDENT ON 14/3/2021 INVOLVING SHB 817E & SMM 9502L  
ALONG NEW UPPER CHANGI RD**

This is to confirm that the daily rental rate for SHB 817E is \$105.93 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

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time:	16 Mar 2021 / 10:25:25	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SMM9502L	Business Transaction Reference No.:	20210316102525165023
Transaction Type:	18,32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	14 Mar 2021 09:50:00		
Insurance Company:	CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD		

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

[Enquire Related Logs](#)

[Back to List](#)

**ACCIDENT INVOLVING SMM 9502L & SHB 817E ALONG/AT NEW UPPER CHANGI ROAD TOWARDS BEDOK MALL ON 14/03/2021**

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

Tue 9/21/2021 1:40 PM

To: WINSONTANBS@GMAIL.COM <WINSONTANBS@GMAIL.COM>

Cc: Admin A <admin-a@lkkauto.com>

Our Ref: CC3/CTI21003494/Qrs3q2

**TAN BOON SIM- BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SMM 9502L & SHB 817E ALONG/AT NEW UPPER CHANGI ROAD TOWARDS BEDOK MALL ON 14/03/2021**

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.

We have received a claim from SHB 817E 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 your vehicle was changing lane and collided with third party who was on own lane. Under Motor Accident Guide, vehicles should keep in the proper lane and change lane only when it is safe. 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 call us if you have further queries.

*c.c. China Taiping 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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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



## Jaslin Kok (LKK Auto)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Wednesday, 29 September 2021 11:38 AM  
**To:** Jaslin Kok (LKK Auto); Admin A  
**Subject:** FW: SNM21D201456/C02/SMM9502L/TAYHP / FW: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021  
**Attachments:** VIDEO-2021-08-02-17-15-33.mp4; SHB817E \_ PIR.pdf; LETTER TO OI SMM 9502L.pdf; LKK SURVEY REPORT & PHOTOS.pdf; TP LOD & DOCS.pdf

Dear Sir/Mdm,

Please proceed to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at \$ 2,436.65(all-in).

Regards,

Irene Tay  
Claims Department (Motor Division)

China Taiping Insurance (Singapore) Pte. Ltd.  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

W: [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | FB: [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | WeChat: 太平獅城 Taiping SG

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**From:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>  
**Sent:** Tuesday, September 21, 2021 1:54 PM  
**To:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** Re: SNM21D201456/C02/SMM9502L/TAYHP / FW: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

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Dear Sirs/Mdm,

**ACCIDENT INVOLVING SMM 9502L (CTI) AND SHB 817E (TP) ON 14/03/2021**

We refer to the above matter.

We seek your approval to offer repairer "SMRT AUTOMOTIVE SERVICES PTE LTD" at **\$ 2,436.65(all-in).**

The summary is as follows: -

▪

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 11,250.00	\$ 1,650.00
2. Loss of Rental (5 days x \$105.93)	\$ 529.65	\$ 529.65(5 days x \$105.93)
3. Loss of Income (5 days x \$60.00)	\$ 300.00	\$ 250.00 (5 days x \$50.00)
4. LTA / GIA Search Fee	\$ 7.00	\$ 7.00
<b>Total</b>	\$ 12,086.65	<b><u>\$ 2,436.65</u></b>

Surveyor recommended 3 days for repair + 1 Sun + 1 PRS=5Days

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](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Sent:** Tuesday, July 27, 2021 3:12 PM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Subject:** FW: SNM21D201456/C02/SMM9502L/TAYHP / FW: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear Sir/Mdm,

Enclosed herewith INSURED GIA REPORT for your attention.

Regards,

**Irene Tay**

Executive

Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896192 | F: (65) 62247478/62247175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Tuesday, July 27, 2021 2:39 PM

**To:** [suli@lkkauto.com](mailto:suli@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Subject:** O/R: SNM21D201456/C02/SMM9502L/TAYHP / FW: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear all,

Please note that officer in charge for this case is Irene Tay.

Claim no SNM21D201456/C02/SMM9502L/TAYHP.

Dear Irene,

Pls revert LKK.

**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](mailto:claimsdept@sg.cntaiping.com) or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

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](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平獅城 Taiping SG

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Tuesday, 27 July 2021 9:58 AM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** Re: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 817E 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 estimated cost of repair
- TP GIA report
- Preliminary advice

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jaslin.

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

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Wednesday, July 21, 2021 6:48 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

---

**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Thursday, June 10, 2021 10:51 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Saturday, May 29, 2021 11:47 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, March 18, 2021 9:35 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

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

**Subject:** Direct Settlement - Accident Involving SMM 9502L (OI : CTI - TBA) and SHB 817E (TP : LKK REF - CC3/CTI21003494/Qrs3) on 14/03/2021

Dear Sir / Madam,

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Enclosed for your perusal is:

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Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

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

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**