

Our Ref: CT0421/SHA7008H/JW(st)  
Date: 05.05.2021

# COMFORTDELGRO ENGINEERING

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

Attn : Motor Claims Department

Dear Sir/Madam

**Without Prejudice**

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

## ACCIDENT ON 02.04.2021 INVOLVING SHA7008H & SMV3016R ALONG BRAS BASAH RD TWDS NICOLL HIGHWAY

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of vehicle No SHA7008H, which was involved in the captioned accident with your insured vehicle No SMV3016R.

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:

### Taxi Owner's Claim :

1. Cost of Repairs	5 days x S\$ 125.19	S\$	3,470.14
2. Loss of Rental		S\$	625.95
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	5 days x S\$ 80.00	S\$	400.00
2. Others		S\$	0.00

[E&OE]      **Total Claims**      S\$      **4,498.09**

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

[X] Original Repair Bill	[X] Letter of Authority from Owner/Hirer/Operator
[X] GIA/Police Report(s)	[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 :	

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.

A member of

COMFORTDELGRO

### Workshops

**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

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 728791

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING  
ALONG****Hyundai Ioniq SHA7008H , SMV3016R  
BRAS BASAH RD TWDS NICOLL HWY****ON 02-Apr-21 19:15**

I / We

**BOOK WING LEUNG**(Hirer) NRIC No.: **SXXXX007E**

and/or

(Relief) NRIC No.: **SXXXX007E**

Taxi Number

**SHA7008H**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date

**26-Oct-2021**

Name of Hirer

**BOOK WING LEUNG**

Hirer NRIC

**SXXXX007E**

Signature :



Address

**123 HOUGANG AVENUE 1 #10-1420  
530123**

Contact No.

**96199037**

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

"We/I, **COMFORTDELGRO ENGINEERING 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\$3,470.14** (Repair Cost), **S\$700.76** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SHA 7008H** that was damaged pursuant to the accident which occurred on **02/04/2021** (date) along **BRAS BASAH ROAD** (location) involving vehicle no/s **SMV 3016R**. This is pursuant to the inspection conducted on **05/04/2021** (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. **SHA 7008H** 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 **SHA 7008H** (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<sup>rd</sup> (day) of October (month) 2021 (year)



MTH

Signed by appointed surveyor

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508969

Signed by "the workshop" (with chop)

"The contents of this document apply to vehicle damages only  
All personal injuries and damages arising therefrom are excluded  
from the ambit and application of this document"

Please forward your cheque made payable to:  
**COMFORTDELGRO ENGINEERING PTE LTD**

### Workshops

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHA7008H

MAKE  
HYUNDAI

MODEL  
IONIQ(G2)

DATE OF REG  
26.06.2019

CHASSIS CODE  
KMHC851CVKU164385

INV. NO/DATE  
91557405 30.04.2021

JOB NO.  
305461945

ODOMETER READING

DATE/TIME IN  
03.04.2021 09:50

Description : 3P 02.04.2021

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0104-3813	EMBLEM-BLUE DRIVE LH	1	26.60	20.00	21.28
0002	04-01-0104-2361	MOULDING-FRONT BUMPER CTR UPR	1	368.50	20.00	294.80
0003	03-01-0104-2061	CAP ASSY-WHEEL HUB	1	346.40	20.00	277.12
0004	04-01-0104-2815	LAMP ASSY-HEAD LH#	1	1,993.65	20.00	1,594.92
SUB-TOTAL			:			2,188.12

### JOB NATURE

0001	PB	PANEL BEATING	525.00	525.00
0002	SP	SPRAYPAINT CHARGE	500.00	500.00
0003	17-01	CHECK ALL LIGHTING	30.00	30.00

WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.

CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.

PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91557405	3,470.14	

GST REG. NO. M2-8921817-3

**TAX INVOICE**

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHA7008H

MAKE  
HYUNDAI

MODEL  
IONIQ(G2)

DATE OF REG  
26.06.2019

CHASSIS CODE  
KMHC851CVKU164385

INV. NO/DATE  
91557405 30.04.2021

JOB NO.  
305461945

ODOMETER READING

DATE/TIME IN  
03.04.2021 09:50

S/No	Part No.	Qty	Unit Price	%Disc	Net
SUB-TOTAL :					1,055.00

Items total		3,243.12
Add GST @	7.000 %	227.02
Invoice amount		3,470.14

Issued by : KATHERINETAN 30.04.2021 13:40:06  
Repair type : CLSO/57/57  
Payment Type/Term: /Credit 30 days

- WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY OF NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

Head Office:  
205 Braddell Road  
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

**CUSTOMER'S COPY**

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91557405	3,470.14	

Our Ref: CT21040027

Date: 30 April 2021



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	02/04/2021 @ 19:15 hrs
ALONG	BRAS BASAH RD TWDS NICOLL HWY
INVOLVING	SMV3016R

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 **SHA7008H** (the "Taxi"). The Taxi was hired to **BOOK WING LEUNG IC NO SXXXX007E** 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.

[illegible]



## INSURER ENQUIRY

**Find  
insurer**

Vehicle reg. no.

SMV3016R

Date of Accident

02/04/2021 

Reset

% **RESULT & RECEIPT**

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **25/09/2020 - 24/09/2021**Requested By ..... **Janet Lim Siang Gek (COMFOR...**Requested Date ..... **03/04/2021 10:56****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**



**Re: ACCIDENT INVOLVING SMV 3016R & SHA 7008H ALONG/AT NICOLL HIGHWAY ON 02/04/2021****WEE BOON** <chiawb@yahoo.com>

Fri 4/9/2021 8:55 AM

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

Hi Jaslin,

Thanks and I understand on the NCD parts.

Regards

Ken Chia

[Sent from Yahoo Mail for iPhone](#)

On Friday, April 9, 2021, 08:52, Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com> wrote:

Dear Mr Chia

Thank you for your email.

Please be assure that we will look at the matter to ensure fair and even payout and AIG will amend the liability percentage accordingly.

However, your NCD will still be affected, since we cannot absolve of all liability.

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:** WEE BOON <chiawb@yahoo.com>**Sent:** Thursday, 8 April 2021 6:49 PM**To:** Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>**Subject:** Re: ACCIDENT INVOLVING SMV 3016R & SHA 7008H ALONG/AT NICOLL HIGHWAY ON 02/04/2021

Hi Jaslin,

regarding our conversaion this afternoon, sorry i got a bit work up.

but also not wanted to make your job hard. Just process with what you think is right.

as i also tired to push on this issue, even thought i'm clear what i'm doing, and making sure all the road user is safe.

regards

Ken Chia

On Thursday, April 8, 2021, 12:43:20 PM GMT+8, Jaslin Kok (LKK Auto)  
<[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)> wrote:

Our Ref: CC4/AIG21004283/T1ra3

**CHIA WEE BOON – BY EMAIL ONLY**

[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SMV 3016R & SHA 7008H ALONG/AT NICOLL HIGHWAY ON  
02/04/2021**

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 SHA 7008H against your motor insurance policy.

Based on the accident report and accident scenario, liability is not in your favour as your vehicle changed lane and collided with third party who is moving in his 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 note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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.

Yours faithfully,

*c.c. AIG Asia Pacific Insurance 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)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	05 Apr 2021 15:18	<b>Clm Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	05 Apr 2021 15:18	<b>Clm Veh Model Changed</b>	(205282) HYUNDAI AE IONIQ HEV DCT 1.6 (A).	[A] HOW MEI KWAN
3	05 Apr 2021 15:18	<b>Clm Created</b>	Reg No: SHA7008H. Acct Date: 2021/04/02. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	05 Apr 2021 15:18	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	05 Apr 2021 15:18	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/04/14	[A] HOW MEI KWAN
6	05 Apr 2021 15:18	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	05 Apr 2021 15:18	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	05 Apr 2021 15:19	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	05 Apr 2021 15:19	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	08 Apr 2021 12:37	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
11	08 Apr 2021 15:20	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
12	08 Apr 2021 16:13	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Goh, Jeremy-CX
13	29 Apr 2021 16:39	<b>Video Downloaded</b>	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
14	21 May 2021 07:10	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
15	21 May 2021 07:10	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	21 May 2021 07:10	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2019/06/26.	[A] JOANNE LEE KHANG MIN
17	21 May 2021 07:10	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
18	13 Aug 2021 18:52	<b>Adj Mandate Request</b>	Cur.Req:4172.90:Lia:100%*Quantum:(a)COR:\$3,470.14+(b)LOR(4days x \$125.19):\$500.76+(c)LOI(4days x \$50):\$200+ (d)GIA search fee:\$2=Total:\$4,172.90*Recommended 3 repair days +1 PRS= 4 Days	[A] Jaslin Kok Chin Yi
19	23 Sep 2021 12:05	<b>Video Downloaded</b>	Downloaded Video - Accident	[I] Goh, Jeremy-CX
20	23 Sep 2021 12:16	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/04/14. Mandate Remarks: mandate approved. subject to documents in order. settle at best.	[I] Goh, Jeremy-CX
21	23 Sep 2021 12:16	<b>Adj Mandate Set</b>	Approved:4172.90:mandate approved. subject to documents in order. settle at best.	[I] Goh, Jeremy-CX

Date From    
 Date To    
 Audit Type  

### 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
2683696	06 Apr 2021 12:19:34	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHA7008H	Low, Xianyu	xx.xx
2683699	06 Apr 2021	TP Case	Motor	LKK Auto	AIG Asia	SHA7008H	SMV3016R	11.00

	12:25:07	(Insurer)		Consultants Pte Ltd	Pacific Insurance Pte. Ltd. (Express)			
2696065	21 May 2021 07:10:52	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHA7008H	SMV3016R	11.00