

## Asher Sng (LKKAuto)

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**From:** Tan Lee Gek (Auto Svcs/FM(Mil)&SS/Claims & IA/Claims & IA)  
<LeeGek@smrt.com.sg>  
**Sent:** Tuesday, 11 May 2021 12:20 PM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 7/4/2021 involving SHB 616T & YN 7327S (China Taiping's insured) (Our Ref: TAX/04/21/2014/lg)  
**Attachments:** 04 21 2014.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed  
**Categories:** PROCESSING

Dear All,

We quantify our own losses as follows:-

Cost of Repair	\$2,900.00
Loss of Rental	\$1,270.63 ( 9.5 days x \$133.75 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$4,177.63</b>

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



## **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 616T** (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 616T** that was damaged pursuant to the accident which occurred on **07/04/2021** (date) along **JUNRONG ISLAND HWY EXXONMOBIL CAR PARK** (location) involving vehicle no/s **YN 7327S** ("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 21 (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 : DMCVSNA00095662000      Claim No : SNM21D202006/C02/YN7327S/CHNGPW  
Claimant : SMRT TAXIS PTE LTD  
Amount : S\$3,840.00  
SINGAPORE DOLLARS THREE THOUSAND EIGHT HUNDRED AND FORTY 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 616T  
Insured Vehicle No. : YN 7327S

Date of Loss : 07/04/2021  
Place of Accident : JURONG ISLAND HWY EXXONMOBIL CAR PARK

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 : ENSURE ENGINEERING PTE LTD  
Driver Name : CHINNAKARUPPAN MUTHU

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) Global Sum	S\$ 3,840.00
	=====
TOTAL . . . . .	S\$ 3,840.00
	=====

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Claimant Name : SMRT TAXIS PTE LTD

NRIC No : 1XXXXX369K

Signature :



Date :

21 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.



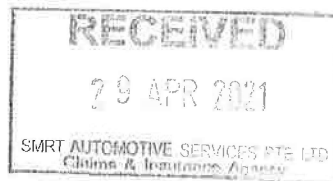
SMRT Automotive Services Pte Ltd

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



Tel: 65 69083530 Fax: 65 69083592

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV210400526  
Date : 28.04.2021  
Vehicle No. : SHB616T  
Your Ref No. : TAX/04/21/2014  
Our Ref No. : 24110392  
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 : TOYOTA PRIUS  
Accident Date : 07.04.2021

*Koo yew Chung*  
Koo yew Chung (Apr 28, 2021 16:38 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

E. & O.E



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/04/21/2014

From: SMRT Taxis Pte Ltd

Date: 16/4/2021

**ACCIDENT ON 7/4/2021 INVOLVING SHB 616T & YN 7327S ALONG JURONG ISLAND HWY EXXONMOBILE CAR PARK**

This is to confirm that the daily rental rate for SHB 616T is \$133.75 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

Accident Start Date : 06/04/2021

Date Generated : 19/04/2021

Accident End Date : 19/04/2021

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/04/21/2014	SHB616T	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24110392	07/04/2021 12:16 PM	17/04/2021 8:18 AM

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time:	08 Apr 2021 / 11:14:29	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	YN7327S		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20210408111429783571

Search Date / Time: 07 Apr 2021 08:07:00  
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)**

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**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 3 May 2021 4:11 PM  
**To:** anthony@multiheight.com  
**Subject:** ACCIDENT INVOLVING YN 7327S AND SHB 616T ON 07/04/2021

**Our Ref: CC3/CTI21004700/Qes3**

03 MAY 2021

**ENSURE ENGINEERING PTE LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING YN 7327S AND SHB 616T ON 07/04/2021**

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](mailto:ashersng@lkkauto.com)

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



## Asher Sng (LKKAuto)

---

**From:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Sent:** Tuesday, 15 June 2021 4:26 PM  
**To:** Asher Sng (LKKAuto)  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

[Strictly Confidential]

Dear Asher

Please proceed to resolve claim at S\$ 4,110.75 (all-in).

Please try to negotiate LOR from 5 days up to 9 days.

### **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.

**Adeline Chng**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

**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:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Monday, 7 June 2021 4:29 PM  
**To:** Adeline Chng <adeline.chng@sg.cntaiping.com>  
**Cc:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: [MANDATE REQUEST] RE: OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

**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.

Hi Adeline,

We refer to the email below.

Enclosed a copy of the video for your easy reference.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto: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.**

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>

**Sent:** Friday, 4 June 2021 4:07 PM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: [MANDATE REQUEST] RE: OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

**Importance:** High

[Strictly Confidential]

Dear Asher

Understand that third party has in car camera, please assist to provide video footage in order for us to review the claim.

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Thank you.

**Adeline Chng**

Executive

Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6155 | F: (65) 6225 5879

**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:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Sent:** Thursday, 27 May 2021 9:53 AM  
**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** [MANDATE REQUEST] RE: OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

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Your ref : SNM21D202006/C02/YN7327S/CHNGPW  
Our ref : CC3/CTI21004700/Qes3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured reversed into the parking lot hit third party vehicle. We are of the opinion that 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 **\$4,110.75 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 17,248.78	\$ 2,900.00
2. Loss of Rental (9.5days x \$133.75)	\$ 1,270.63	\$ 1,203.75 (9days x \$133.75)
3. LTA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 18,526.41	<b>\$ 4,110.75</b>

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](mailto: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.**

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**From:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>  
**Sent:** Thursday, 22 April 2021 3:08 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

[Strictly Confidential]

Without Prejudice

Dear Su Li

Attached herewith our insured SAS report for your perusal.

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Thank you.

**Adeline Chng**  
Executive  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6155 | F: (65) 6225 5879

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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Thursday, 22 April 2021 10:24 AM  
**To:** Adeline Chng <[adeline.chng@sg.cntaiping.com](mailto:adeline.chng@sg.cntaiping.com)>; [suli@lkkauto.com](mailto:suli@lkkauto.com); Asher Sng (LKKAuto <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** OUR REF: SNM21D202006/C02/YN7327S/CHNGPW & YOUR REF: CC3/CTI21004700/Qes3)-SHD616T -DIRECT SETTLEMENT

WITHOUT PREJUDICE

Dear Adeline Chng,

Please revert to LKK Auto on Direct Settlement **SHB616T** soonest possible.

Officer In Charge: Adeline Chng- DID 63896155.

\*Kindly quote our claim reference number when replying.\*

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Thank you

**Angie Foo**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896116 | F: (65) 62247175

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, April 22, 2021 8:27 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)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving YN 7327S (OI : CTI - TBA) and SHB 616T (TP : LKK REF - CC3/CTI21004700/Qes3) on 07/04/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SHB 616T 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 Asher.

***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**