

## Asher Sng (LKKAuto)

**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 20 May 2021 12:37 PM  
**To:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA); Asher Sng (LKKAuto)  
**Cc:** CS A Team; Admin A  
**Subject:** RE: LOD Re: Accident on 13/4/2021 involving SHB 5555C, SMZ 112U (China Taiping's insured) etc Our Ref: TAX/04/21/2034/lg \*\*\* LKK REF: CC3/CTI21004781/Qea3  
**Attachments:** 04 21 2034 - documents.pdf

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**From:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) [<mailto:LeeGek@smrt.com.sg>]  
**Sent:** Thursday, 20 May 2021 11:38 AM  
**To:** CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** LOD Re: Accident on 13/4/2021 involving SHB 5555C, SMZ 112U (China Taiping's insured) etc Our Ref: TAX/04/21/2034/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$14,150.00
Loss of Rental	\$1,966.13 ( 17.5 days x \$112.35 )
Loss of Income	\$90.00 ( **1.5 day x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$16,213.13</b>

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Police reports lodged by our driver and his witness
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Letter of Authorisation

Our relief driver Mr Koh Kwok Chuen (NRIC No. S1121441Z) is injured and is claiming his injury and loss of income (based on his medical leave) through his own lawyer. We are claiming the loss of income (based on downtime) on behalf of our hirer Mr Cheng Kin Mun (NRIC No. S1419401J).

Please let us have your offer soon. Thanks.

\*\* our hirer took a replacement taxi on 14/4/2021 at 2.30pm.

Regards

Tan Lee Gek (DID: 6556 3548)


Claims Department

SMRT Automotive Services Pte Ltd



Date: 13/4/2021

Our Ref. No.: Letter of Authorisation

I, Name KOH Kwok chuen (NRIC No.: )  
registered hirer / relief driver / taxi share driver of SMRT taxi registration number  
Taxi No. SHB 5553 hereby authorise **SMRT Automotive Services Pte Ltd**  
(**"AutoSvs"**) to deal with all matters arising out of the accident between my taxi  
and ~~SMZ 112U~~ SJJ P960C happened on 13/4/2021, 6.40 am  
along Place Sembawang Way  
(the **"Accident"**) on my behalf, including but not limited to instituting and any claims or  
proceedings against such party or parties (as AutoSvs deems fit in its absolute  
discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or  
action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve  
and settle any proceeding or claim arising out of the accidents, including but not limited  
to doing any act or executing any document or signing the Discharge Voucher on my  
behalf as may be required.

witness

Name: KOH Kwok chuen Signature: 

NRIC No.

Tel No.

Address

## **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 5555C** (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 5555C** that was damaged pursuant to the accident which occurred on **13/04/2021** (date) along **SEMBAWANG TOWARDS JURONG** (location) involving vehicle no/s **SMZ 112U** ("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 28 (day) of July (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 : DMPCSNW00056282100      Claim No : SNM21D202136/C02/SMZ112U/LEWLC  
Claimant : SMRT TAXIS PTE LTD  
Amount : S\$15,917.25  
DOLLARS FIFTEEN THOUSAND NINE HUNDRED SEVENTEEN AND CENTS  
TWENTY 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 5555C  
Insured Vehicle No. : SMZ 112U

Date of Loss : 13/04/2021  
Place of Accident : SEMBAWANG TOWARDS JURONG

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 : SEBASTIN LIM CHOON HUAT  
Driver Name : SEBASTIN LIM CHOON HUAT

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.

(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	14,150.00
(3) Loss of Use/Rental/Earning	S\$	1,760.25
(4) GIA/Police Reports/ Investigation Results/Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) <del>Survey Fees</del> /Towing Fee	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		S\$ 15,917.25

Claimant Name : SMRT TAXIS PTE LTD

NRIC No : 1XXXX369K

Signature :



Date :

28 JUL 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. : IV210500150  
Date : 10.05.2021  
Vehicle No. : SHB5555C  
Your Ref No. : TAX/04/21/2034  
Our Ref No. : 24110485  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 14,150.00

GRAND TOTAL \$ 14,150.00

Remark :

Make/Model : PRIUS4  
Accident Date : 13.04.2021

*Koo Yew Chung*  
Koo Yew Chung May 10, 2021 15:09 GMT+8

Authorised Signature  
for SMRT Automotive Services Pte Ltd

E. & O.E



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/04/21/2034

From: SMRT Taxis Pte Ltd

Date: 28/04/2021

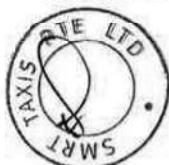
**ACCIDENT ON 13/4/2021 INVOLVING SHB 5555C, SMZ 112U ETC ALONG SEMBAWANG WAY TOWARDS JURONG**

This is to confirm that the daily rental rate for SHB 5555C is \$112.35 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 : 01/02/2021  
Accident End Date : 10/05/2021

Date Generated : 10/05/2021  
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/04/21/2034	SHB5555C	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24110485	13/04/2021 8:57 AM	30/04/2021 11:01 AM

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time:	14 Apr 2021 / 10:41:20	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SMZ112U	Business Transaction Reference No.:	20210414104120920972
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	13 Apr 2021 06:40:00		
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:** Tuesday, 4 May 2021 2:38 PM  
**To:** SEBASTINLIM@GMAIL.COM  
**Subject:** ACCIDENT INVOLVING SMZ 112U AND SHB 5555C / OTHERS ON 13/04/2021

Our Ref: CC3/CTI21004781/Qea3

04 MAY 2021

**SEBASTIN LIM CHOON HUAT**

Dear Sir/Madam,

**ACCIDENT INVOLVING SMZ 112U AND SHB 5555C / OTHERS ON 13/04/2021**

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.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant

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)

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**From:** Jenny Lew <jenny.lew@sg.cntaiping.com>  
**Sent:** Thursday, 22 July 2021 2:10 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: SNM21D202136/C02/SMZ112U/LEWLC / FW: Direct Settlement - Accident Involving SMZ112U (OI : CTI - TBA) and SHB5555C (TP : LKK REF - CC3/CTI21004781/Qea3) on 13/04/2021

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Asher,

Please proceed:

	Amount Revised
1. Cost of Repairs (with GST)	\$ 14,150.00
2. Loss of Rental (17.5days x \$112.35)	\$ 1,685.25 (15days x \$112.35)
3. Loss of Income (1.5days x \$60)	\$ 75.00 (1.5days x \$50)
4. LTA Search Fee	\$ 7.00
	<b>Total\$ 15,917.25</b>

Thank you.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

### **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**. Any inconvenience caused is much regretted.

Regards,

**Jenny Lew**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | 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](mailto:AsherSng@lkkauto.com)>  
**Sent:** Tuesday, 22 June 2021 9:58 AM  
**To:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@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: SNM21D202136/C02/SMZ112U/LEWLC / FW: Direct Settlement - Accident Involving SMZ112U (OI : CTI - TBA) and SHB5555C (TP : LKK REF - CC3/CTI21004781/Qea3) on 13/04/2021

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Your ref : SNM21D202136

Dear Sirs,

We refer to the above matter.

The said chain collision involved 4 vehicles whereby our insured was the 3rd vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) maybe affected.

We seek your approval to offer repairer " **SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$15,917.25 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 48,458.10	\$ 14,150.00
2. Loss of Rental (17.5days x \$112.35)	\$ 1,966.13	\$ 1,685.25 (15days x \$112.35)
3. Loss of Income (1.5days x \$60)	\$ 90.00	\$ 75.00 (1.5days x \$50)
4. LTA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 50,521.23	\$ 15,917.25

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:** Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

**Sent:** Friday, 16 April 2021 10:09 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: SNM21D202136/C02/SMZ112U/LEWLC / FW: Direct Settlement - Accident Involving SMZ112U (OI : CTI - TBA) and SHB5555C (TP : LKK REF - CC3/CTI21004781/Qea3) on 13/04/2021

Hi Mei Kwan,

We refer to the above.

As requested, please refer to attached.

Thank you.

**\*\* Note:** Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

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Regards,

**Jenny Lew**

Executive  
Claims Department

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

3 Anson Road #15-00 Springleaf Tower Singapore 079909  
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**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Friday, April 16, 2021 9:55 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jenny Lew <[jenny.lew@sg.cntaiping.com](mailto:jenny.lew@sg.cntaiping.com)>

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

**Subject:** O/R: SNM21D202136/C02/SMZ112U/LEWLC / FW: Direct Settlement - Accident Involving SMZ112U (OI : CTI - TBA) and SHB5555C (TP : LKK REF - CC3/CTI21004781/Qea3) on 13/04/2021

Dear Sir,

Please note that officer in charge for this case is Jenny Lew.

Claim no. SNM21D202136/C02/SMZ112U/LEWLC.

Dear Jenny,

Pls revert LKK.

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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:** 太平狮城 Taiping SG

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, 15 April 2021 5:56 PM

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

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SMZ112U (OI : CTI - TBA) and SHB5555C (TP : LKK REF - CC3/CTI21004781/Qea3) on 13/04/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5555C 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 GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report and claim ref 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.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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