LOD Re: Accident on 14/4/2021 involving SHB 738A & SFB 8998L (Clhina Taiping's insured) Our Ref: TAX/04/21/2039/lg *** LKK REF: CC3/CTI21004887/Qra3

1

Ref: TAX/04/21/2039/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	$2,100.00					
Loss of Rental	$364.50	(	6	days x	$60.75	)
Loss of Income	$360.00	(	6	day x	$60.00	)
LTA Search Fee	$7.00					
Total	**$2,831.50**					

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
6) Hirer's letter of authorisation

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 738A** (vehicle no.) hereby authorize **STRIDES 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 738A** that was damaged pursuant to the accident which occurred on **14/04/2021** (date) along SERANGOON AVE 1 (location) involving vehicle no/s **SFB 8998L** ("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 12 (day) of Nov (month) 2021 (year)

STRIDES TAXI PTE LTD

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

STRIDES AUTOMOTIVE SERVICES PTE LTD

Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00143932004 Claim No : SNM21D202168 /LKKDS

Claimant : STRIDES TAXI PTE LTD

Amount : S$ 1,389.25
SINGAPORE DOLLARS ONE THOUSAND THREE HUNDRED EIGHTY NINE 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 738A
Insured Vehicle No. : SFB 8998L

Date of Loss : 14/04/2021
Place of Accident : SERANGOON AVE 1

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 : TIAN HOCK GUAN
Driver Name : WONG YOONG YOKE

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/~~Excess~~	S$	1,050.00
(3) Loss of ~~Use~~/Rental/Earning	S$	332.25
(4) ~~CIA/Police Reports/ 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$	1,389.25

Claimant Name : STRIDES TAXI PTE LTD NRIC No : SXXXX706F

Signature : Date : 12 NOV 2021

STRIDES TAXI PTE LTD

*** 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

SMRT Automotive Services Pte Ltd

Tel: 65 69083530 Fax: 65 69083592

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705

RECEIVED
07 MAY 2021
SMRT AUTOMOTIVE SERVICES PTE LTD
Claims & Insurance Agency

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 199004280Z
Invoice No. : IV210500070
Date : 05.05.2021
Vehicle No. : SHB738A
Your Ref No. : TAX/04/21/2039
Our Ref No. : 24110499
Terms : 30 Days

Description	Qty	Unit Cost	Add / (Discount) %	Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				$ 2,100.00
				GRAND TOTAL	$ 2,100.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 14.04.2021

Koo Yew Chung
Koo Yew Chung (May 5, 2021 16:26 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

E. & O.E

SMRT Taxis Pte Ltd

MEMORANDUM

To: Claims Dept

Our Ref: TAX/04/21/2039

From: SMRT Taxis Pte Ltd

Date: 28/4/2021

ACCIDENT ON 14/4/2021 INVOLVING SHB 738A & SFB 8998L ALONG SERANGOON NORTH AVE 1 / SERANGOON GARDEN SECONDARY SCHOOL

This is to confirm that the daily rental rate for SHB 738A is $60.75 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

SMRT TAXIS PTE LTD

for Manager

SMRT AUTOMOTIVE

Laid Up Report

Accident Start Date : 01/04/2021

Accident End Date : 27/04/2021

Date Generated : 27/04/2021

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/04/21/2039	SHB738A	SMRT Taxis Pte Ltd	TOYOTA	PRIUS	24110499	14/04/2021 7:37 AM	20/04/2021 9:03 AM

A Singapore Government Agency Website

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time:	14 Apr 2021 / 15:08:04		
Asset Type:	Vehicle	Transaction Amount:	$7.49
Asset ID:	SFB8998L		
Transaction Type:	18,32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20210414150804181220

Search Date / Time:	14 Apr 2021 07:26:00
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 SFB 8998L & SHB 738A ALONG/AT SERANGOON AVE 1 ON 14/04/2021

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

Sat 7/31/2021 5:58 PM

To: alfiechong-2849@hotmail.com <alfiechong-2849@hotmail.com>
Cc: **Admin A <admin-a@lkkauto.com>**

Our Ref : **CC3/CTI21004887/Qra3q2**

TIAN HOCK GUAN– BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SFB 8998L & SHB 738A ALONG/AT SERANGOON AVE 1 ON 14/04/2021

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.

We have received a claim from SHB 738A against your motor insurance policy.

Kindly note that we have reviewed this matter and would like to advise that you and/or your authorized driver may not be absolved from blame for this accident.

We shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

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 | fax: 6741 4108

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

RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Jenny Lew <jenny.lew@sg.cntaiping.com>
Wed 10/6/2021 2:54 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: **Admin A <admin-a@lkkauto.com>**

Dear Jaslin,

Please proceed up to S$ 1,389.25.

Thank you.

** Note: Please cc to 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 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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Wednesday, 6 October 2021 12:33 pm
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Re: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

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Dear Jenny

Please find attached.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, September 20, 2021 3:47 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Dear Jaslin,

Please advise have you manage to clear OI on the liability?

Thank you.

** Note: Please cc to 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
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Monday, September 20, 2021 3:44 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

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Dear Jenny

Please find attached LOI.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Monday, September 20, 2021 3:07 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Dear Jaslin

Please advise is there any letter/email to insured on the claim?

Thank you.

** Note: Please cc to 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
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, 12 August 2021 8:43 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

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Dear Sirs/Mdm,

ACCIDENT INVOLVING SFB 8998L (CTI) AND SHB 738A (TP) ON 14/04/2021

Kindly ignore previous email.

In view of accident falls under Bola Guideline 14(a).

We seek your approval to offer repairer **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **$ 1,389.25(all-in).**

	Amount Claimed	**Amount Revised**
1. Cost of Repair	$ 11,400.00	$ 2,100.00
2. Loss of Rental (6 days x $60.75)	$ 364.50	$ 364.50 (6 days x $60.75)
3. Loss of Income (6 days x $60.00)	$ 360.00	$ 300.00 (6 days x $50.00)
@50%	$ 6,062.25	$ 1,382.25
4. LTA / GIA Search Fee	$ 7.00	$ 7.00

Surveyor recommended 3 days for repair + 1 Sun + 2PRS = 6 days

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 | fax: 6741 4108

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Thursday, August 12, 2021 8:33 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Dear Sirs/Mdm,

ACCIDENT INVOLVING SFB 8998L (CTI) AND SHB 738A (TP) ON 14/04/2021

We refer to the above matter.

In view of accident falls under Bola Guideline 14(a).

We seek your approval to offer repairer **"SMRT AUTOMOTIVE SERVICES PTE LTD"** at **$ 2,771.50 (all-in).**

	Amount Claimed	**Amount Revised**

1. Cost of Repair	$ 11,400.00	$ 2,100.00
2. Loss of Rental (6 days x $60.75)	$ 364.50	$ 364.50 (6 days x $60.75)
3. Loss of Income (6 days x $60.00)	$ 360.00	$ 300.00 (6 days x $50.00)
4. LTA Report fee	$ 7.00	$ 7.00
Total	$ **12,131.50**	**$ 2,771.50**

Surveyor recommended 3 days for repair + 1 Sun + 2PRS = 6 days

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 | fax: 6741 4108

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, April 20, 2021 3:22 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

[Confidential]

Dear Jaslin,

As requested, please refer to attached.

Thank you.

** Note: Please cc to 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
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Tuesday, April 20, 2021 3:12 PM
To: Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

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Dear Jenny

We will forward TP's video footage once we gotten from workshop.

Meanwhile, kindly provide us with insured's video footage

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: Jenny Lew <jenny.lew@sg.cntaiping.com>
Sent: Tuesday, 20 April 2021 12:09 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Dear Mei Kwan,

As requested, please refer to attached.

Please request for TP video clip for review.

Thank you.

** Note: Please cc to 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
DID: (65) 6389 6172 | Tel: (65) 6389 6116 | F: (65) 6225 5879

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Tuesday, April 20, 2021 11:29 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Jenny Lew <jenny.lew@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D202168/C02/SFB8998L/LEWLC / FW: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

Dear Sir,

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

Claim no. SNM21D202168/C02/ SFB8998L/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 | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Monday, 19 April 2021 5:26 PM
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: Direct Settlement - Accident Involving SFB8998L (OI : CTI - TBA) and SHB738A (TP : LKK REF - CC3/CTI21004887/Qra3) on 14/04/2021

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Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 738A 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 Jaslin.

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 | fax: 67414108

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