

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)

A handwritten signature in blue ink is written over a circular blue stamp. The stamp contains the text "STRIDES TAXI PTE LTD" around the perimeter and a small star in the center.

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

A handwritten signature in blue ink is written over a circular blue stamp. The stamp contains the text "STRIDES AUTOMOTIVE SERVICES PTE LTD" around the perimeter and a small star in the center.

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 : SXXXXX706F

Signature :

Date :

12 NOV 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

Tel: 65 69083530 Fax: 65 69083592

Tax Invoice

SMRT TAXIS PTE LTD

GST Reg No. : MR-8500001-7

CRN : 1990042802

Invoice No. : IV210500070

Date : 05.05.2021

Vehicle No. : SHB738A

Your Ref No. : TAX/04/21/2039

Our Ref No. : 24110499

Terms : 30 Days

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



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

A circular blue ink stamp with the text "SMRT TAXIS PTE LTD" around the perimeter. In the center, there is a stylized signature or mark.

for Manager



Laid Up Report

Accident Start Date : 01/04/2021

Date Generated : 27/04/2021

Accident End Date : 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

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time:	14 Apr 2021 / 15:08:04	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	SFB6998L	Business Transaction Reference No.:	20210414150804181220
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL		
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](tel:62247175). 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

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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

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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	\$ <u>12,131.50</u>	\$ <u>2,771.50</u>

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

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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

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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

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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

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