

## Asher Sng (LKKAUTO)

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**From:** Tan Lee Gek (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
<LeeGek@smrt.com.sg>  
**Sent:** Monday, 31 May 2021 10:42 AM  
**To:** CS A Team; Admin A  
**Subject:** LOD Re: Accident on 23/4/2021 involving SHB 5165U & PA 3734B (China Taiping's insured) Our Ref: TAX/04/21/2068/lg  
**Attachments:** 04 21 2068 - supporting documents.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,900.00
Loss of Rental	\$1,330.47 ( 12.25 days x \$108.61 )
Loss of Income	\$735.00 ( 12.25 days x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$4,972.47</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
- 6) Hirer's letter of authorisation

Please acknowledge receipt within 14 days from the date hereof and 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 5165U** (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 5165U** that was damaged pursuant to the accident which occurred on **23/04/2021** (date) along **CHAI CHEE DRIVE TOWARDS SIGLAP** (location) involving vehicle no/s **PA 3734B** ("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 2nd (day) of August (month) 2021 (year)



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



Signed by "the workshop"  
(with chop)

Date: 24/4/2024

Our Ref. No.:

## Letter of Authorisation

I, NG Name AIK CHUAN (NRIC No.:

registered hirer / relief driver / taxi share driver of SMRT taxi registration number

SHB 5165 U

hereby authorise **SMRT Automotive Services Pte Ltd**

("AutoSvs") to deal with all matters arising out of the accident between my taxi

and PA 8734 B happened on 23<sup>rd</sup> APRIL 2021 (1540) Date & time

along CHAI CHEE DRIVE Place

(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.

Name

NG AIK CHUAN

Signature:



NRIC No.

Tel No.

Address

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMB1SNW00003182101      Claim No : SNM21D202366/C02/PA3734B/TAYHP  
Claimant : SMRT TAXIS PTE LTD  
Amount : S\$4,175.88  
DOLLARS FOUR THOUSAND ONE HUNDRED SEVENTY FIVE AND CENTS  
EIGHTY EIGHT 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 5165U  
Insured Vehicle No. : PA 3734B

Date of Loss : 23/04/2021  
Place of Accident : CHAI CHEE DRIVE TOWARDS SIGLAP

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 : KOSEN TRANSPORT PTE LTD  
Driver Name : TAY SOON HWA

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\$	2,900.00
(3) Loss of <del>Use</del> /Rental/Earning	S\$	1,268.88
(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\$ 4,175.88

Claimant Name : SMRT TAXIS PTE LTD

NRIC No : 1XXXX369K

Signature :



Date :

- 2 AUG 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.



AUTOMOTIVE

Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705

SMRT Automotive Services Pte Ltd

Tel: 65 69083530 Fax: 65 69083592

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV210500222  
Date : 18.05.2021  
Vehicle No. : SHB5165U  
Your Ref No. : TAX/04/21/2068  
Our Ref No. : 24110686  
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 : PRIUS4  
Accident Date : 23.04.2021

*Koo Yew Chung*  
Koo Yew Chung (May 19, 2021 11:19 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

E. & O.E



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/04/21/2068

From: SMRT Taxis Pte Ltd

Date: 4/5/2021

**ACCIDENT**

**ON 23/04/2021 INVOLVING SHB 5165U & PA 3734B ALONG CHAI CHEE  
DRIVE TOWARDS SIGLAP**

This is to confirm that the daily rental rate for SHB 5165U is \$108.61 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/04/21/2068	SHB5165U	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24110686	23/04/2021 3:49 PM	06/05/2021 8:26 AM

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time:	24 Apr 2021 / 11:19:26	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	PA3734B	Business Transaction Reference No.:	20210424111926230302
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	23 Apr 2021 15:40:00		
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](#)



**Asher Sng (LKKAuto)**

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**From:** Asher Sng (LKKAuto)  
**Sent:** Monday, 3 May 2021 2:06 PM  
**To:** KOSENTRANSPORT@GMAIL.COM  
**Subject:** ACCIDENT INVOLVING PA 3734B AND SHB 5165U ON 23/04/2021

**Our Ref: CC3/CTI21005161/Eea3**

02 JUNE 2017

**KOSEN TRANSPORT PTE LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING PA 3734B AND SHB 5165U ON 23/04/2021**

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)

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**From:** Irene Tay <irene.tay@sg.cntaiping.com>  
**Sent:** Friday, 30 July 2021 4:28 AM  
**To:** Asher Sng (LKKAUTO); Admin A  
**Subject:** FW: SNM21D202366/C02/PA3734B/TAYHP / FW: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving PA3734B (OI : CTI - TBA) and SHB5165U (TP : LKK REF -CC3/CTI21005161/Eea3) on 23/04/2021  
**Attachments:** TP LOD.pdf; LETTER TO OI.pdf; LKK Survey Report.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Sir/Mdm,

Please proceed to offer repairer " **SMRT AUTOMOTIVE SERVICES PTE LTD**" at **\$4,175.88 (all-in)**.

Regards,

**Irene Tay**  
Executive  
Claims Department (Motor Division)

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #15-00 Springleaf Tower Singapore 079909  
DID: (65) 63896192 | F:(65) 62247478/62247175

**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:** Claims Dept of CTI <claimsdept@sg.cntaiping.com>  
**Sent:** Wednesday, July 7, 2021 3:06 PM  
**To:** Angie Foo <angie.foo@sg.cntaiping.com>  
**Subject:** O/R: SNM21D202366/C02/PA3734B/TAYHP / FW: [MANDATE REQUEST] RE: Direct Settlement - Accident Involving PA3734B (OI : CTI - TBA) and SHB5165U (TP : LKK REF -CC3/CTI21005161/Eea3) on 23/04/2021

Lod.

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

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.

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: 太平獅城 Taiping SG

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

**Sent:** Wednesday, 7 July 2021 2:54 PM

**To:** Irene Tay <[irene.tay@sg.cntaiping.com](mailto:irene.tay@sg.cntaiping.com)>

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

**Subject:** [MANDATE REQUEST] RE: Direct Settlement - Accident Involving PA3734B (OI : CTI - TBA) and SHB5165U (TP : LKK REF -CC3/CTI21005161/Eea3) on 23/04/2021

**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.

Your ref : SNM21D202366

Our ref : CC3/CTI21005161/Eea3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended 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 **\$4,175.88 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 10,763.90	\$ 2,900.00
2. Loss of Rental (12.25days x \$108.61)	\$ 1,330.47	\$ 868.88 (8days x \$108.61)
3. Loss of Income (12.25days x \$60)	\$ 735.00	\$ 400.00 (8days x \$50)
3. LTA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 12,836.37	\$ <b>4,175.88</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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 27 April 2021 5:53 PM

**To:** [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:** RE: Direct Settlement - Accident Involving PA3734B (OI : CTI - TBA) and SHB5165U (TP : LKK REF - CC3/CTI21005161/Eea3) on 23/04/2021

Hi all,

Resend with the correct subject.

I apologise for any inconvenience caused.

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)

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

**Sent:** Tuesday, 27 April, 2021 5:09 PM

**To:** [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

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5165U 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)