



Ong Hua Yen (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA) <OngHuaYen@smrt.com.sg>
Mon 6/7/2021 6:50 PM
To: Admin A: CS A Team
Cc: Chong Fei Yuan (Auto Svcs/FM&SuppSvcs/Claims & IA) <FeiYuan@smrt.com.sg> +4 others



 BUS 04 21 1058 INV.pdf
44 KB

 BUS 04 21 1058 LTA.pdf
18 KB

 BUS 04 21 1058 SAS.pdf
241 KB

3 attachments (303 KB) Download all

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB3541X. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,146.00
Loss of Use	\$1,575.00 (4.5 days x \$350.00)
LTA search fee	\$7.00
Total	\$2,728.00

We enclose the following documents,
1) Repair Invoice
2) GIA report
3) LTA Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

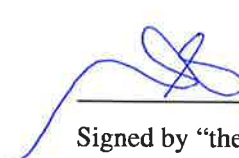
AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, **SMRT BUSES LTD** (the third party claimant") of **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SMB 3541X** (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 **SMB 3541X** that was damaged pursuant to the accident which occurred on **29/04/2021** (date) along **TAMPINES CONCOURSE TO TAMPINES CENTRAL 1** (location) involving vehicle no/s **SJW 9010Y** ("the accident").

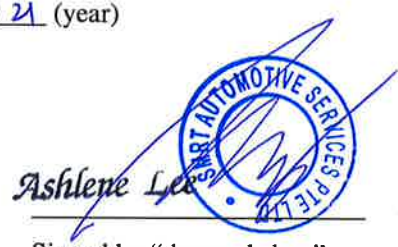
I further authorize the workshop to settle my above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my claim with payment cheque/s being made in favor of the workshop.

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 19 (day) of 7 (month) 20 21 (year)


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




Signed by "the workshop"
(with chop)



RELEASE VOUCHER
(AIG Asia Pacific - Express Third Party Claim)

"We/I, **SMRT AUTOMOTIVE SERVICES PTE LTD** ("the workshop") hereby confirm that we/I have reached an agreement with the appointed surveyor of AIG Asia Pacific Insurance Pte Ltd **LKK AUTO CONSULTANTS PTE LTD** (name of surveyor) with respect to the amount claimed for **S\$573.00** (Repair Cost), **S\$450.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SMB 3541X** that was damaged pursuant to the accident which occurred on **29/04/2021** (date) along **TAMPINES CONCOURSE TO TAMPINES CENTRAL 1** (location) involving vehicle no/s **SJW 9010Y**. This is pursuant to the inspection conducted on **06/05/2021** (date) at "the workshop".

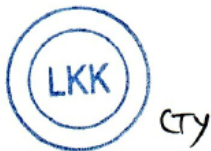
We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** ("the third party claimant") of vehicle no. **SMB 3541X** make the claim as set out in the above paragraph and we/I have full authority to settle the matter on his/her behalf in a manner that we/I deem fit. We/I enclose herein the letter of authority given by "the third party claimant".

We/I further confirm that we/I will indemnify AIG Asia Pacific Insurance Pte Ltd for all damages, loss and/or expense that they will or have already incurred in the event that "the third party claimant" after the above said agreement lodges a further claim against the former for any loss and expenses suffered pertaining to costs of repairs and/or rental and/or loss of use pursuant to the damage to **SMB 3541X** (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

This agreement is subject to the application of Singapore law and the Singapore Courts have exclusive jurisdiction over any dispute arising out of the same.

Dated this 19 (day) of 07 (month) 2021 (year)



Signed by appointed surveyor

Ashlene Lee

 Signed by "the workshop" (with chop)



Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



SMRT Automotive Services Pte Ltd
2 Tanjong Katong Road, Tower 3, Paya
Lebar Quarter, #08-01, Singapore 437161
Tel: 65 69083530 Fax: 65 69083592

Tax Invoice

GST Reg No. : MR-8500001-7
CRN : 1990042802
Invoice No. : IV210500349
Date : 25.05.2021
Vehicle No. : SMB3541X
Your Ref No. : BUS/04/21/1058
Our Ref No. : 24110850
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
Labour					
TO REMOVE & INSTALL ALL ABOVE ITEMS AND REPAIR OTHERS DAMAGED AFFECTED AREAS.	1.00	\$ 530.00	0.00	\$ 0.00	\$ 530.00
Others					
PROVIDE LABOUR AND MATERIAL TO PUTTY AND RESPRAY ABOVE REPAIR ITEMS	1.00	\$ 616.00	0.00	\$ 0.00	\$ 616.00

GRAND TOTAL \$ 1,146.00

Remark :

Make/Model : ENVIRO 500
Accident Date : 29.04.2021

Payment Instructions

- By Cheque: Crossed and made payable to "SMRT Automotive Services Pte Ltd" with invoice no. indicated on the reverse side. No receipt will be issued unless requested.
- By Bank Transfer:
 - Account Name : SMRT Automotive Services Pte Ltd
 - Bank Name : DBS Bank Ltd - SGD
 - Bank Account No.: 018-008617-4
 - Swift Code : DBSSSGSG

Koo Yew Chung
Koo Yew Chung (May 25, 2021 11:40 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time: 04 May 2021 / 09:20:48

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SJW9010Y		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20210504092048185653

Search Date / Time: 29 Apr 2021 09:00:00

Insurance Company:AIG ASIA PACIFIC INSURANCE PTE. LTD.

Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

Jaslin Kok (LKK Auto)

From: Jaslin Kok (LKK Auto)
Sent: Friday, 28 May 2021 10:35 AM
To: STEVE_randle@hotmail.com
Cc: Admin A
Subject: ACCIDENT INVOLVING SJW 9010Y & SMB 3541X ALONG/AT JUNCTION OF TAMPINES CONCOURSE & TAMPINES ON 29/04/2021

Our Ref: CC3/AIG21005554/Era3

WANG JUNJIE- BY EMAIL ONLY
[POLICY HOLDER]

Dear Sir/Madam,

ACCIDENT INVOLVING SJW 9010Y & SMB 3541X ALONG/AT JUNCTION OF TAMPINES CONCOURSE & TAMPINES ON 29/04/2021

We refer to the above accident where we are acting for AIG Asia Pacific Insurance 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 SMB 3541X against your motor insurance policy.

Based on the available information on hand, we are of the view that both parties should exercise caution while turning into the same direction. The case would be resolved at equal liability. Therefore, we will proceed to negotiate for an amicable settlement with third party claimant.

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Thank you.

Best Regards,

Jaslin Kok | Admin

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)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	06 May 2021 14:06	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD.	[A] HOW MEI KWAN
2	06 May 2021 14:06	Clm Veh Model Changed	(204094) Alexander Dennis ENVIRO500 8.8 D (A).	[A] HOW MEI KWAN
3	06 May 2021 14:06	Clm Created	Reg No: SMB3541X. Acct Date: 2021/04/29. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: SMRT Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	06 May 2021 14:06	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	06 May 2021 14:06	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/05/18	[A] HOW MEI KWAN
6	06 May 2021 14:06	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	06 May 2021 14:06	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	06 May 2021 14:07	Label Added	(23):Express.	[A] HOW MEI KWAN
9	06 May 2021 14:07	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
10	11 May 2021 14:41	Video Downloaded	Downloaded Video - Accident	[I] Syed-Yusoff, Saliha
11	11 May 2021 14:45	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
12	18 May 2021 12:21	Video Downloaded	Downloaded Video - Accident	[A] Jaslin Kok Chin Yi
13	02 Jun 2021 10:59	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
14	02 Jun 2021 10:59	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
15	02 Jun 2021 10:59	Clm Dtl Modified	JPJ Reg. Date: -> 2014/10/01.	[A] JOANNE LEE KHANG MIN
16	02 Jun 2021 10:59	Clm Details Notified		[A] JOANNE LEE KHANG MIN
17	08 Jun 2021 11:26	Adj Mandate Request	Cur.Req:1105.00:Lia:50%*Quantum:(a)COR:\$1,146+(b)LOU(3days x \$350):\$1,050=(50%):\$1,098+(c)LTA/GIA search fee: \$7=Total:\$1,105*Vehicle Model:ALEXANDER DENNIS ENVIRO 500*Recommend 2 repair days +1 PRS= 3 Days	[A] Jaslin Kok Chin Yi
18	11 Jun 2021 17:55	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/05/18. Mandate Remarks: please proceed with settlement @ \$1,105 [COR-\$1146 LOU-\$1050 @ 50% liability LTA-\$7] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha
19	11 Jun 2021 17:55	Adj Mandate Set	Approved:1105.00:please proceed with settlement @ \$1,105 [COR-\$1146 LOU-\$1050 @ 50% liability LTA-\$7] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha

Date From Date To Audit Type

ACTIVITY

No record

Merimen Billing for this case - Transaction History

Bill Ref No	Bill Date	Bill Type	Acc Type	Acc Name	Co Name (Branch)	Ref 1	Ref 2	Amount
2692900	07 May 2021 11:01:48	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMB3541X	Low, Xianyu	xx.xx
2692910	07 May 2021 11:06:55	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMB3541X	SJW9010Y	11.00
2698882	02 Jun 2021 10:59:41	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB3541X	SJW9010Y	11.00