

Our Ref: CT0521/SHA3991U/JW(st)  
Date: 15.06.2021

**COMFORTDELGRO**  
**ENGINEERING**

AIG ASIA PACIFIC INSURANCE PTE LTD  
78 SHENTON WAY.AIG BUILDING #07-16  
Singapore 079120

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Attn : Motor Claims Department

**Without Prejudice**

Mainline +65 6383 6280  
Facsimile +65 6280 9755

Dear Sir/Madam

www.cdge.com.sg

Company Registration No: 199506048W

**ACCIDENT ON 12.05.2021 INVOLVING SHA3991U & SKF 932Z ALONG ANG MO KIO AVE 5**

**Workshops**

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHA3991U, which was involved in the captioned accident with your insured vehicle No SKF 932Z.

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

**Sin Ming**  
383 Sin Ming Drive  
Singapore 575717

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 408649

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 728791

The vehicle owner and the taxi hirer/driver concerned have requested and authorised us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage of the vehicle.

As the accident was caused by the negligent act of your insured driver, we are submitting these claims for your consideration on behalf of the claimants:

**Taxi Owner's Claim :**

1. Cost of Repairs		S\$	6,693.15
2. Loss of Rental	6 days x S\$ 125.19	S\$	751.14
3. Survey Report Fee		S\$	0.00
4. LTA Search Fee		S\$	0.00
5. GIA / Police Report Fee		S\$	2.00
6. Others		S\$	0.00

**Hirer's Claim :**

1. Loss of Income	6 days x S\$ 80.00	S\$	480.00
2. Others		S\$	0.00

[E&OE]      **Total Claims**      S\$      **7,926.29**

A copy each of the following supporting documents marked [X] is enclosed:

[X] Original Repair Bill	[X] Letter of Authority from Owner/Hirer/Operator
[X] GIA/Police Report(s)	[X] Rental Rate Letter
[X] LTA/GIA Search Slip(s)	[X] Downtime/Mileage Record
[ ] Survey Report / Bill	[ ] Witness Statement / Accident Scene Photo(s)
[ ] Driver's IC/DL/VL / Road Tax / Log Card / Certificate of Insurance	
[ ] Tow Chit / PIR / Hirer's IRAS / Others :	

Kindly look into the matter and let us hear from you on the settlement of our clients' claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours sincerely

Jim Wong

CDGE Claims Department

DID: 62148374

FAX: 62141843

Email: jimwong@cdge.com.sg

This is a computer-generated letter. No signature is required.

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING** **Hyundai Ioniq SHA3991U , SKF932Z** **ON 12-May-21 08:40**  
**ALONG** **ANG MO KIO AVE 5**

I / We **ONG HUI SIANG (WAN...** (Hirer) NRIC No.: **SXXXX139B**

and/or **WAI KWOK HONG** (Relief) NRIC No.: **SXXXX647E**

Taxi Number **SHA3991U**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of **"ComfortDelGro Engineering Pte Ltd"**.

Date **12-May-2021**

Name of Hirer **ONG HUI SIANG (WANG HUIXIANG)**

Hirer NRIC **SXXXX139B**

Signature :



Address **623 HOUGANG AVENUE 8 #09-242**  
**530623**

Contact No. **90999959**

Name of Relief **WAI KWOK HONG**

Relief NRIC **SXXXX647E**

Signature :



Address **456 ANG MO KIO AVE 10 #09-1574**  
**560456**

Contact No. **83396646**

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

"We/I, **COMFORTDELGRO ENGINEERING 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\$6,693.15** (Repair Cost), **S\$875.95** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SHA 3991U** that was damaged pursuant to the accident which occurred on **12/05/2021** (date) along **TOWARDS CTE** (location) involving vehicle no/s **SKF 932Z**. This is pursuant to the inspection conducted on **14/05/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **COMFORT TRANSPORTATION PTE LTD** ("the third party claimant") of vehicle no. **SHA 3991U** 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 **SHA 3991U** (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 20<sup>th</sup> (day) of Aug. (month) 20 (year)



MTH

Signed by appointed surveyor

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
60 LOYANG DRIVE  
SINGAPORE 508969

Signed by "the workshop" (with chop)

Please forward your cheque made payable for  
COMFORTDELGRO ENGINEERING PTE LTD

GST REG. NO. M2-8921817-3

**TAX INVOICE**

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY, AIG BUILDING #07-16  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

Description : 3P 12.05.2021

VEHICLE NO  
SHA3991U

INV. NO/DATE  
91566912 02.06.2021

MAKE  
HYUNDAI

JOB NO.  
305468581

MODEL  
IONIQ(G3)

ODOMETER READING

DATE OF REG  
08.04.2020

DATE/TIME IN  
12.05.2021 12:30

CHASSIS CODE  
KMHC851CVLU190702

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0104-2282	COVER-RR BUMPER#	1	459.40	20.00	367.52
0002	04-01-0104-2533	MOULDING ASSY-RR BUMPER CTR	1	451.25	20.00	361.00
0003	04-01-0101-0111	BUMPER COVER CLIP REAR	10	2.20	20.00	17.60
0004	04-01-0104-0852	REFLECTOR/REFLEX ASSY-RR RH	1	41.45	20.00	33.16
0005	04-01-0104-1150	PROTECTOR MAT	1	50.00	0.00	50.00
0006	09-01-9999-0068	REVERSE SENSOR ASSY*	1	180.00	0.00	180.00
0007	04-01-0104-2270	EMBLEM-HYBRID	1	24.30	20.00	19.44
0008	04-01-0104-2271	EMBLEM-IONIQ	1	31.80	20.00	25.44
0009	04-01-0104-2175	SYMBOL MARK-H	1	38.00	20.00	30.40
0010	28-01-9999-2025	APP LOGO REAR BONNET CTPL	1	40.00	0.00	40.00

WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT. PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

Head Office:  
205 Braddell Road  
Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91566912	6,693.15	

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

**GST REG. NO. M2-8921817-3**
**TAX INVOICE**

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY.AIG BUILDING #07-16  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

**VEHICLE NO**  
SHA3991U

**MAKE**  
HYUNDAI

**MODEL**  
IONIQ(G3)

**DATE OF REG**  
08.04.2020

**CHASSIS CODE**  
KMHC851CVLU190702

**INV. NO/DATE**  
91566912 02.06.2021

**JOB NO.**  
305468581

**ODOMETER READING**
**DATE/TIME IN**  
12.05.2021 12:30

S/No	Part No.		Qty	Unit Price	%Disc	Net
0011	28-01-0103-0005	REAR BOOT LOGO CTPL	1	30.00	0.00	30.00
0012	28-01-0103-0006	REAR BOOT TEL NUMBER CTPL*	1	30.00	0.00	30.00
0013	04-01-0104-2256	PANEL ASSY-TAIL GATE#	1	2,480.40	20.00	1,984.32
0014	09-01-0104-2207	UNIT ASSY-REAR CORNER RADAR RH	1	1,625.00	20.00	1,300.00
0015	04-01-0104-2547	COVER-RR BUMPER SIDE UNDER RH	1	108.00	20.00	86.40
SUB-TOTAL			:			4,555.28

**JOB NATURE**

0001	PB	PANEL BEATING	700.00	700.00
0002	SP	SPRAYPAINT CHARGE	750.00	750.00
0003	20-204	REMOVE/REFIX UPHOLSTERY ASST REPAIR	60.00	60.00

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**ComfortDelGro Engineering Pte Ltd**

Head Office:  
205 Braddell Road  
Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91566912	6,693.15	

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**CUSTOMER'S COPY**

**GST REG. NO. M2-8921817-3**
**TAX INVOICE**

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY, AIG BUILDING #07-16  
SINGAPORE SG 079120

CONTACT NO: 64193000 3225094

**VEHICLE NO**  
SHA3991U

**MAKE**  
HYUNDAI

**MODEL**  
IONIQ(G3)

**DATE OF REG**  
08.04.2020

**CHASSIS CODE**  
KMHC851CVLU190702

**INV. NO/DATE**  
91566912 02.06.2021

**JOB NO.**  
305468581

**ODOMETER READING**
**DATE/TIME IN**  
12.05.2021 12:30

S/No	Part No.		Qty	Unit Price	%Disc	Net
0004	20-00	TUFF COAT ON AFFECTED PARTS.		30.00		30.00
0005	20-22	REMOVE/REFIX REVERSE SENSOR		40.00		40.00
0006	L	DIAGNOSE/RESET ERROR FAULT CODE		120.00		120.00
SUB-TOTAL			:			1,700.00

Items total	6,255.28
Add GST @ 7.000 %	437.87
Invoice amount	6,693.15

Issued by : KATHERINETAN 02.06.2021 08:37:20  
Repair type : CLSO/57/57  
Payment Type/Term: /Credit 30 days

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**ComfortDelGro Engineering Pte Ltd**

Head Office:  
205 Braddell Road  
Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010004	91566912	6,693.15	

Kindly note that no receipt shall be issued unless requested.

**CUSTOMER'S COPY**



Our Ref: CT21050196



Date: 31 May 2021

## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	12/05/2021 @ 08:40 hrs
ALONG	ANG MO KIO AVE 5
INVOLVING	SKF932Z

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHA3991U** (the "Taxi"). The Taxi was hired to **ONG HUI SIANG (WANG HUIXIANG) IC NO SXXXX139B** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** per day (inclusive of GST).

Please be advised that the Taxi was insured with **AXA Insurance Singapore Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Philip Chia  
Manager, Fleet Safety

This is a computer generated letter. No signature is required.

[illegible]




## INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SKF932Z

Date of Accident

12/05/2021 

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**Period of Insurance ..... **28/04/2021 - 27/04/2022**Requested By ..... **Janet Lim Siang Gek (COMFOR...**Requested Date ..... **12/05/2021 13:57**

## Payment details

Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2**

## General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

**ACCIDENT INVOLVING SKF 932Z & SHA 3991U ALONG/AT NARROW ROAD ENTRANCE OF CTE FROM AVE 5 ON 12/05/2021**

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

Mon 5/17/2021 3:24 PM

To: RAMUK@INBOX.COM <RAMUK@INBOX.COM>

Cc: Admin A <admin-a@lkkauto.com>

Our Ref: CC4/AIG21005805/Ura3

**KUMAR RAMACHANDRA - BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SKF 932Z & SHA 3991U ALONG/AT NARROW ROAD ENTRANCE OF CTE FROM AVE 5 ON 12/05/2021**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHA 3991U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favor as it is head-to-rear collision. 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 7 days from the date of this letter.

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** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto: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	14 May 2021 14:06	<b>Clm Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	14 May 2021 14:06	<b>Clm Veh Model Changed</b>	(206517) HYUNDAI AE IONIQ HEV FL 1.6 DCT (A).	[A] HOW MEI KWAN
3	14 May 2021 14:06	<b>Clm Created</b>	Reg No: SHA3991U. Acct Date: 2021/05/12. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfordDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	14 May 2021 14:06	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	14 May 2021 14:06	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/05/25	[A] HOW MEI KWAN
6	14 May 2021 14:06	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	14 May 2021 14:06	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[I] Merimen Administrator
8	14 May 2021 14:06	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	14 May 2021 14:06	<b>Adj Adjuster Assigned</b>	[None] -> MARCUS CHUA	[A] HOW MEI KWAN
10	17 May 2021 16:30	<b>Clm Registration Modified</b>	Acct Time:08:00:00->08:45:00.	[I] AIG OneClaim Integration User
11	06 Jul 2021 08:46	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
12	06 Jul 2021 08:46	<b>Clm Dtl Modified</b>	Insured ID: -> -. Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	06 Jul 2021 08:46	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2020/04/08.	[A] JOANNE LEE KHANG MIN
14	06 Jul 2021 08:46	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
15	07 Aug 2021 22:42	<b>Adj Mandate Request</b>	Cur.Req:7746.29:Lia:100%*Quantum:(a)CORw/GST:\$6,693.15+(b)LOR(6days x \$125.19):\$751.14 +(c)LOI(6days x \$50): \$300+(d)GIA search fee:\$2=Total:\$7,746.29*Recommended 4 repair days + 1 PRS + 1SUN= 6 Days	[A] Jaslin Kok Chin Yi
16	10 Aug 2021 09:00	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/05/25. Mandate Remarks: COR \$6,693.15 LOR \$688.55 (up to 5.5 days x \$125.19) LOE \$275.00 (up to 5.5 days x \$50) GIA fee \$2.00	[I] Loh, Chee-Heng
17	10 Aug 2021 09:00	<b>Adj Mandate Set</b>	Approved:7658.70:COR \$6,693.15 LOR \$688.55 (up to 5.5 days x \$125.19) LOE \$275.00 (up to 5.5 days x \$50) GIA fee \$2.00	[I] Loh, Chee-Heng
18	10 Aug 2021 16:06	<b>Video Downloaded</b>	Downloaded TP VIDEO	[I] Chew, Mavis
19	10 Aug 2021 16:06	<b>Video Downloaded</b>	Downloaded TP VIDEO	[I] Chew, Mavis
20	10 Aug 2021 16:20	<b>Video Downloaded</b>	Downloaded TP VIDEO 1	[I] Chew, Mavis
21	10 Aug 2021 17:03	<b>Video Downloaded</b>	Downloaded TP VIDEO	[I] Loh, Chee-Heng
22	10 Aug 2021 17:04	<b>Video Downloaded</b>	Downloaded TP VIDEO 1	[I] Loh, Chee-Heng

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
2694423	14 May 2021	TP Case	Motor	LKK Auto	AIG Asia	SHA3991U	SKF932Z	11.00

	14:12:00	(Insurer)		Consultants Pte Ltd	Pacific Insurance Pte. Ltd. (Express)			
2706713	06 Jul 2021 08:46:40	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHA3991U	SKF932Z	11.00
2715456	10 Aug 2021 15:53:23	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHA3991U	Jaslin Kok Chin Yi	xx.xx
2715457	10 Aug 2021 15:53:33	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHA3991U	Jaslin Kok Chin Yi	xx.xx