

Our Ref: CT0521/SHC1629U/JW(st)
Date: 15.06.2021

6089 / NP

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

www.cdge.com.sg

Company Registration No: 199506048W

Dear Sir/Madam

ACCIDENT ON 22.05.2021 INVOLVING SHC1629U & SGT 838L ALONG KALLANG ED TWDS CITY (LAVENDER ST)

Workshops

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

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHC1629U, which was involved in the captioned accident with your insured vehicle No SGT 838L.

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\$	3,798.50
2. Loss of Rental	7 days x S\$ 125.40	S\$	877.80
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	7 days x S\$ 80.00	S\$	560.00
2. Others		S\$	0.00

[E&OE] **Total Claims** S\$ **5,238.30**

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
ALONG****TOYOTA PRIUS SHC1629U , SGT838L
KALLANG ED TWDS CITY (LAVENDER ST.)****ON 22-May-21 09:55**

I / We

SHIOK KIM SENG(Hirer) NRIC No.: **SXXXX585Z**

and/or

(Relief) NRIC No.: **SXXXX585Z**

Taxi Number

SHC1629U

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

22-May-2021

Name of Hirer

SHIOK KIM SENG

Hirer NRIC

SXXXX585Z

Signature :



Address

**63 SIMS PLACE #05-215
380063**

Contact No.

96468191

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\$4,800.00** (Global Sum) for vehicle no. **SHC 1629U** that was damaged pursuant to the accident which occurred on **22/05/2021** (date) along **KALLANG ROAD/ LAVENDER ST** (location) involving vehicle no/s **SGT 838L**

This is pursuant to the inspection conducted on **24/05/2021** (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. **SHC 1629U** 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 **SHC 1629U** (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 15 (day) of Dec (month) 2021 (year)



Signed by appointed surveyor

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

Signed by "the workshop" (with chop)

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

The contents of this document apply to vehicle damages only
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document

TAX INVOICE

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

VEHICLE NO
SHC1629U

MAKE
TOYOTA

MODEL
PRIUS HYBRID(G4)

DATE OF REG
23.08.2017

CHASSIS CODE
JTDKB3FU303563752

NO/DATE
91567266 03.06.2021

JOB NO.
305470113

ODOMETER READING

JOB TYPE

Description : 3P 22.05.2021

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		3,550.00
Add GST @	7.000 %	248.50
Total Invoice amount		3,798.50

Issued by : CHEWBEELENG 03.06.2021 14:03:04
Repair Type : CLSO/57/57
Payment Type/Term : /Credit 30 days

- 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
A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Our Ref: CT21050336



Date: 03 June 2021

TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	22/05/2021 @ 09:55 hrs
ALONG	KALLANG ED TWDS CITY (LAVENDER ST.)
INVOLVING	SGT838L

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 **SHC1629U** (the "Taxi"). The Taxi was hired to **SHIOK KIM SENG IC NO SXXXX585Z** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.40** 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.

INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SGT838L

Date of Accident

22/05/2021 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **AIG Asia Pacific Insurance Pte....**Period of Insurance **30/04/2021 - 29/04/2022**Requested By **Por Moy Juan (COMFORTDELG...**Requested Date **24/05/2021 07:56****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**

51016294

ACCIDENT INVOLVING SGT 838L(AIG) AND SHC 1629U AT/ALONG KALLANG ROAD TOWARDS BUGIS JUST BEFORE RIGHT TURN TO KALLANG AVE ON 22/05/2021

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Wed 2/6/2021 1:10 PM

To: cheeses70@gmail.com <cheeses70@gmail.com>

02 June 2021

Mr Neo Chee Seng

[By Email Only]

Dear Sir/Madam,

You Ref: SGT838L

Our Ref: CC4/AIG21006089/Npa3

ACCIDENT INVOLVING SGT 838L(AIG) AND SHC 1629U AT/ALONG KALLANG ROAD TOWARDS BUGIS JUST BEFORE RIGHT TURN TO KALLANG AVE ON 22/05/2021

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 SHC1629U against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour as your vehicle changed lane and collided with third party who was driving within his own lane. Under Motor Accident Guide, vehicles should keep in the proper lane and change lane only when it is safe. 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 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Thank you.

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.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@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	24 May 2021 16:08	Clim Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	24 May 2021 16:08	Clim Veh Model Changed	(201861) TOYOTA PRIUS 1.8 HYBRID CVT (A).	[A] HOW MEI KWAN
3	24 May 2021 16:08	Clim Created	Reg No: SHC1629U. Acct Date: 2021/05/22. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyan g)	[A] HOW MEI KWAN
4	24 May 2021 16:08	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	24 May 2021 16:08	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/06/03	[A] HOW MEI KWAN
6	24 May 2021 16:08	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	24 May 2021 16:08	Clim Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[A] Merimen Administrator
8	24 May 2021 16:08	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	24 May 2021 16:10	Label Added	(23):Express.	[A] HOW MEI KWAN
10	24 May 2021 16:10	Adj Adjuster Assigned	[None] -> Muhammad Nazril Bin Abdullah	[A] HOW MEI KWAN
11	20 Jun 2021 23:29	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
12	20 Jun 2021 23:29	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
13	20 Jun 2021 23:29	Clim Dtl Modified	JPJ Reg. Date: -> 2017/08/23.	[A] JOANNE LEE KHANG MIN
14	20 Jun 2021 23:29	Clim Details Notified		[A] JOANNE LEE KHANG MIN
15	29 Jun 2021 19:12	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Chew, Mavis
16	06 Jul 2021 16:05	Adj Mandate Request	Cur Req:4852.90;Liability: 100%(B15) *Quantum: (a)CORw/GST: \$3,798.50 + (b)LOR(6days x \$125.40): \$752.40 +(c)LOI(6days x \$50):\$300.00 + (d)LTA/GIA search fee: \$2.00 = Total: \$4,852.90 *4 reco mmendation repair days + 1Sunday + 1PRS = 6days *For you	[A] CHEW HSIAO TONG
17	07 Jul 2021 16:53	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Chew, Mavis
18	15 Jul 2021 08:49	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Chew, Mavis
19	27 Jul 2021 10:16	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Chew, Mavis
20	03 Aug 2021 14:51	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Goh, Jeremy-CX
21	03 Aug 2021 15:06	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/06/03. Mandate Remarks: mandate approved at 50% LOB, BOLA 18, TP video shows TP straddling lane. LOR and LOI at 4 days. no justification for 6 days.	[I] Goh, Jeremy-CX
22	03 Aug 2021 15:06	Adj Mandate Set	Approved:2252.05:mandate approved at 50% LOB, BOLA 18, TP video shows TP straddling lane. LOR and LOI at 4 days. no justification for 6 days.	[I] Goh, Jeremy-CX
23	16 Aug 2021 10:43	Claim Offer Type Changed	Offer Type: Cost of Repairs->Contract Repair	[A] CHEW HSIAO TONG
24	16 Aug 2021 10:44	Adj Mandate Request	Cur Req:3700.00:Hi, 3rd party rejected our offer at 50% as 3rd party is of the view that BOLA 15 applicable. 3rd party proposed g/s \$3,700.00(all-in). Pls advise. Thanks.	[A] CHEW HSIAO TONG
25	20 Aug 2021 09:28	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Chan, Yoke Shi
26	20 Aug 2021 14:06	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Dally Amri, Mimi Zarina

AUDIT TRAIL

No.	On	Audit	Remarks	By
27	26 Aug 2021 11:09	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/06/03. Mandate Remarks: mandate maintain. you can drag out the case for settlement. let me know if TP takes any action.	[I] Goh, Jeremy-CX
28	26 Aug 2021 11:09	Adj Mandate Set	Maintained:mandate maintain. you can drag out the case for settlement. let me know if TP takes any action.	[I] Goh, Jeremy-CX
29	15 Sep 2021 12:18	Claim Offer Type Changed	Offer Type: Contract Repair->Cost of Repairs	[A] CHEW HSIAO TONG
30	15 Sep 2021 12:19	Adj Mandate Request	Cur.Req:4852.90:Hi,3rd party submitted PIR to show that traffic police take action against OI. Therefore, 3rd party proposed 100% settlement. Pls advise. Thanks.	[A] CHEW HSIAO TONG
31	16 Sep 2021 17:31	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/06/03. Mandate Remarks: mandate maintain. video shows TP vehicle change lane and straddle lane without fully in the lane when accident happened. TP could have undertaken evasive action as well since left lane is clear.	[I] Goh, Jeremy-CX
32	16 Sep 2021 17:31	Adj Mandate Set	Maintained:mandate maintain. video shows TP vehicle change lane and straddle lane without fully in the lane when accident happened. TP could have undertaken evasive action as well since left lane is clear.	[I] Goh, Jeremy-CX
33	22 Sep 2021 11:35	Video Downloaded	Downloaded SHC1629U vs SGT838L_TP VIDEO	[I] Dally Amri, Mimi Zarina
34	06 Oct 2021 09:42	Adj Mandate Request	Cur.Req:4852.90:Hi, 3rd party insisted for 100%. Otherwise, 3rd party will escalate to GIA. For your review please.	[A] CHEW HSIAO TONG
35	25 Nov 2021 10:34	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/06/03. Mandate Remarks: MANDate approved. settle at best.	[I] Goh, Jeremy-CX
36	25 Nov 2021 10:34	Adj Mandate Set	Approved:4852.90:MANDate approved. settle at best.	[I] Goh, Jeremy-CX

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
2696901	25 May 2021 11:06:21	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHC1629U	SGT838L	11.00
2702782	20 Jun 2021 23:29:20	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHC1629U	SGT838L	11.00
2704580	28 Jun 2021 12:58:18	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHC1629U	CHEW HSIAO TONG	xx.xx

