

## Asher Sng (LKKAuto)

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**From:** Selena Tan Lee See (Auto Svcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
<TanSelena@smrt.com.sg>  
**Sent:** Wednesday, 14 July 2021 10:22 AM  
**To:** Asher Sng (LKKAuto)  
**Subject:** Accident involving SHF365X & XD8528L on 01.06.2021 along Simei Avenue towards Bedok North Avenue 4 (Our Ref: TAX/06/21/2002/ST)  
**Attachments:** 2285\_001.pdf; VID-20210714-WA0004.mp4; IMG\_20210601\_105241.jpg  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Asher

We refer to the above accident and wish to quantify our claims as follow:

Cost of Repairs	S\$6,550.00
Loss of Rental	S\$1,641.92 (S\$105.93 x 15.5 days)
Loss of Income	S\$ 930.00 (S\$60.00 x 15.5 days)
LTA search fee	S\$ 7.00
<b>TOTAL</b>	<b>S\$9,128.92</b>

Please find attached supporting documents and our video footage for your urgent attention.

Thank you

Regards

*Selena Tan*

Claims and Insurance Agency  
Direct line +65 6866 2653 | Direct fax +65 6368 7421  
60 Woodlands Industrial Park E4  
Singapore 757705



Date: 1/6/2021

Our Ref. No.:

Letter of Authorisation

I, Name SOH BOON THYE (NRIC No.: S1455193/2) the registered hirer / relief driver / taxi share driver of SMRT taxi registration number SH1P365X hereby authorise **SMRT Automotive Services Pte Ltd ("AutoSvs")** to deal with all matters arising out of the accident between my taxi and party XD8528L happened on 1/6/2021 & 10.50 AM along Place SIMEL AVENUE (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 SOH BOON THYE Signature: [Signature]  
NRIC No. S1455193/2  
Tel No. 81028541  
Address BLK 633 #08-05  
BROOK RESERVOIR RD #10633

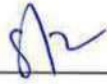
## **AUTHORIZATION TO ACT**


I, **SMRT TAXIS PTE LTD** (the third party claimant") of **6 WOODLANDS INDUSTRIAL PARK E4 (S)757705** (address), owner of **SHF 365X** (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 **SHF 365X** that was damaged pursuant to the accident which occurred on **01/06/2021** (date) along **SIMEI AVENUE TOWARDS BEDOK NORTH AVE 4** (location) involving vehicle no/s **XD 8528L** ("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 16th (day) of August (month) 2021 (year)

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



  
\_\_\_\_\_  
Signed by "the workshop"  
(with chop)



# DISCHARGE VOUCHER

Without Prejudice  
Save As to Costs

Your Reference : TAX/06/21/2002/ST  
Our Reference : VC014576

I/We, **SMRT TAXIS PTE LTD** do hereby acknowledge the sum of Singapore Dollars: **EIGHT THOUSAND FOUR HUNDRED TWENTY EIGHT AND CENTS SIXTEEN ONLY (S\$8,428.16)** being full discharge and satisfaction of all claims against QBE Insurance (Singapore) Pte Ltd and their Insured, '**WATT WAH PETROLEUM HAULAGE PTE LTD**', over damage to my/our vehicle **SHF 365X** from an accident involving **SHF 365X** and **XD 8528L** at/along **SIMEI AVENUE TOWARDS BEDOK NORTH AVE 4** which occurred on **01/06/2021** at about **10:50 hours**.

Further, I/we hereby acknowledge and accept that the above said sum paid to me is 'strictly on a without admission of liability basis' and I/we hereby discharge and release the said QBE Insurance (Singapore) Pte Ltd and their Insured '**WATT WAH PETROLEUM HAULAGE PTE LTD**', from all claims, demands or action of damages as a result of the said accident.

Also, I/we hereby agree to indemnify and keep indemnified the said QBE Insurance (Singapore) Pte Ltd against all and any claims whatsoever made or to be made by any person or persons on my/our behalf in respect of the said accident.

Dated this (day) 16th of (month) August (year) 2021

Signature

Selena Tan

Claimant's Name

S X X X X 811 B

FIN/NRIC No.

Address

60 Woodlands Industrial  
Park E4  
Spore 757705

Company stamp if applicable

Witness's Signature

Ang Hun Zen

Witness's Name

G XXXX 922P

FIN/NRIC No.

Address

Please return to:  
General Claims Department  
QBE Insurance (Singapore) Pte Ltd  
60 Anson Road  
#11-01 Mapletree Anson  
Singapore 079914  
Fax: 6534 5356



Customer Code: 3000063

SMRT TAXIS PTE LTD

Block Unit

60 WOODLANDS INDUSTRIAL PARK E  
SINGAPORE 757705



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 : 199004280Z  
Invoice No. : IV210600462  
Date : 25.06.2021  
Vehicle No. : SHF365X  
Your Ref No. : TAX/06/21/2002  
Our Ref No. : 24111121  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 6,550.00
GRAND TOTAL					\$ 6,550.00

Remark :

Make/Model : PRIUS4  
Accident Date : 01.06.2021

#### 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 (Jan 23, 2021 14:00 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd



**SMRT Taxis Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/06/21/2002/ST

From: SMRT Taxis Pte Ltd

Date: 09.06.2021

**ACCIDENT INVOLVING SHF365X AND XD8528L ON 1/6/2021 10:50 AM SIMEI AVENUE  
TOWARDS BEDOK NORTH AVE 4.**

This is to certify that the daily rental rate for SHF365X is \$105.93.

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 : 01/06/2021

Date Generated : 17/06/2021

Accident End Date : 17/06/2021

User Name : TanSelena

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/06/21/2002	SHF365X	SMRT Taxis Pte Ltd	TOYOTA	PRIUS4	24111121	01/06/2021 2:04 PM	17/06/2021 8:14 AM

1.6 - 1/2

2.6 - 1

3.6 - 1

4.6 - 1

5.6 - 1

6.6 - 1

7.6 - 1

8.6 - 1

9.6 - 1

15.6 - 1

16.6 - 1

15 1/2

11.6 - 1

12.6 - 1

13.6 - 1

14.6 - 1

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time:	01 Jun 2021 / 15:37:34	Transaction Amount:	\$7.49
Asset Type:	Vehicle	Channel:	External Agency
Asset ID:	XD8528L	Business Transaction Reference No:	20210601153734693462
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)		
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL		
Search Date / Time:	01 Jun 2021 10:50:00		
Insurance Company:	QBE 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, 5 July 2021 11:05 AM  
**To:** SEBATIANCHUA@WATTWAHGROUP.COM  
**Subject:** ACCIDENT INVOLVING XD 8528L AND SHF 365X ON 01/06/2021

**Our Ref: CC3/QBE21006395/R1ea3**

05 JULY 2021

**WATT WAH PETROLEUM HAULAGE PTE LTD**

Dear Sir/Madam,

**ACCIDENT INVOLVING XD 8528L AND SHF 365X ON 01/06/2021**

We refer to the above accident where we are acting for QBE 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 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.

Yours faithfully,

Asher  
*Case Handler*  
DID: 6841 6051  
FAX: 6741 4108  
Email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com)

*c.c. QBE Insurance (Singapore) Pte Ltd  
(Motor Claims Dept)*

## Asher Sng (LKKAUTO)

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**From:** Jenny Toh <jenny.toh@qbe.com>  
**Sent:** Wednesday, 11 August 2021 3:59 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** Admin A; claims-singapore  
**Subject:** FW: [MANDATE REQUEST] RE: VC014576 : Direct Settlement - Accident Involving XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021  
**Attachments:** TP LOD.pdf; LKK Survey Report.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Asher

Kindly proceed to settle as per advise.

regards

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### Jenny Toh

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



Winner of Insurance Asia Awards 2020 – Digital General Insurance Initiative of the Year, Singapore

Insurance Business Asia List – Top Insurance Workplaces 2020, Asia

Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

*Celebrating 130 years in Singapore, 1891 – 2021*

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Monday, 2 August 2021 11:05 am  
**To:** Jenny Toh <jenny.toh@qbe.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; claims-singapore <claims-singapore@qbe.com>  
**Subject:** [MANDATE REQUEST] RE: VC014576 : Direct Settlement - Accident Involving XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021

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Your ref : VC009642

Our ref : CC4/QBE16019127/Keb3q2

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

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 **\$8,428.16 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 24,675.90	\$ 6,550.00
2. Loss of Rental (15.5days x \$105.93)	\$ 1,641.92	\$ 1,271.16 (12days x \$105.93)
3. Loss of Income (15.5days x \$60)	\$ 930.00	\$ 600.00 (12days x \$50)
4. LTA Search Fee	\$ 7.00	\$ 7.00
<b>Total :</b>	<b>\$ 27,254.82</b>	<b>\$ 8,428.16</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:** Friday, 18 June 2021 12:21 PM

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>

**Subject:** RE: VC014576 : Direct Settlement - Accident Involving XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021

Dear Sir / Madam,

Kindly assist to email a copy of insured GIA report with driver full NRIC number to check status of driving license.

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)

**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:** Jenny Toh [<mailto:jenny.toh@qbe.com>]

**Sent:** Friday, 18 June 2021 10:42 AM

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

**Cc:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; claims-singapore <[claims-singapore@qbe.com](mailto:claims-singapore@qbe.com)>

**Subject:** VC014576 : Direct Settlement - Accident Involving XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021

Dear Mei Kwan

Attached the claim form as per request.

---

**Jenny Toh**

Senior Assistant

Claims | Asia

1 Wallich Street, #35-01 Guoco Tower, Singapore 078881

+65 64771225

[Website](#) [LinkedIn](#) [Twitter](#)



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Insurance Business Asia List – Top Insurance Workplaces 2020, Asia  
Winner of AustCham Singapore Business Awards 2020 – Digital Capability Award

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

**Sent:** Tuesday, 8 June 2021 9:57 am

**To:** Jenny Toh <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.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 XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021

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Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

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:** Thursday, 3 June, 2021 10:51 PM

**To:** 'Jenny Toh' <[jenny.toh@qbe.com](mailto:jenny.toh@qbe.com)>; Andrew Lim <[andrew.lim@qbe.com](mailto:andrew.lim@qbe.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 XD8528L (OI : QBE - TBA) and SHF365X (TP : LKK REF - CC3/QBE21006395/R1ea3) on 01/06/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHF 365X at M/s SMRT Automotive Services Pte Ltd (Woodlands) 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 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)

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