

Our Ref: CT0621/SH 7750E/CK(st)  
Date: 28.06.2021

CHINA TAIPING INSURANCE CO (S)PTE L  
3 ANSON ROAD #16-00  
Singapore 079909

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Attn : Motor Claims Department

**Without Prejudice**

Mainline +65 6383 6280  
Facsimilie +65 6280 9755

Dear Sir/Madam

www.cdge.com.sg

Company Registration No: 199506046W

**ACCIDENT ON 05.06.2021 INVOLVING SH 7750E & SJT6478S ALONG PIE EXIT JLN EUNOS**

**Workshops**

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SH 7750E, which was involved in the captioned accident with your insured vehicle No SJT6478S.

**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\$	1,117.56
2. Loss of Rental	4.5 days x S\$ 126.47	S\$	569.12
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	4.5 days x S\$ 80.00	S\$	360.00
2. Others		S\$	0.00

[E&OE] **Total Claims** S\$ **2,048.68**

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

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Original Repair Bill                                    | <input checked="" type="checkbox"/> Letter of Authority from Owner/Hirer/Operator |
| <input checked="" type="checkbox"/> GIA/Police Report(s)                                    | <input checked="" type="checkbox"/> Rental Rate Letter                            |
| <input checked="" type="checkbox"/> LTA/GIA Search Slip(s)                                  | <input checked="" type="checkbox"/> Downtime/Mileage Record                       |
| <input type="checkbox"/> Survey Report / Bill   | <input type="checkbox"/> Witness Statement / Accident Scene Photo(s)              |
| <input type="checkbox"/> Driver's IC/DL/VL / Road Tax / Log Card / Certificate of Insurance |   |
| <input type="checkbox"/> 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

Catherine Koh

CDGE Claims Department

DID: 62148733

FAX: 62141843

Email: catherinekoh@cdge.com.sg

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

A member of

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING TOYOTA PRIUS SH7750E , SJT6478S , G... ON 05-Jun-21 15:10  
ALONG PIE EXIT JLN EUNOS**

I / We **TAN KOK KEOW** (Hirer) NRIC No.: **SXXXX411G**

and/or (Relief) NRIC No.: **SXXXX411G**

Taxi Number **SH7750E**

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 **07-Jun-2021**

Name of Hirer **TAN KOK KEOW**  
Hirer NRIC **SXXXX411G**

Signature :



Address **221 PENDING ROAD #02-147  
670221**

Contact No. **82235858**







Our Ref: CT21060060

Date: 16 June 2021



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON           05/06/2021 @ 15:10 hrs  
ALONG                   PIE EXIT JLN EUNOS  
INVOLVING             SJT6478S, GBJ1899R

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 **SH7750E** (the "Taxi"). The Taxi was hired to **TAN KOK KEOW IC NO SXXXX411G** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$126.47** 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.

DATE	NAME OF DRIVER	MILEAGE READING				MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF
		1	2	3	4		FROM	TO		
	SH	7750E								
2/6	LIMBS	1	1	0	6	33	2	28	0300	
3/6	TM	1	1	0	9	75	0	715	1820	
3/6	LIMBS	1	1	0	6	0	2	108	0230	
4/6	TAS	1	1	1	2	76	0	717	1830	
4/6	LIMBS	1	1	1	3	79	2	130	0418	
5-6	TAS	1	1	1	6	56	0	725	1800	
5/6	Accident							1815	/	
9/6	Repair							1415	/	

INSURER ENQUIRY

# Find insurer

Vehicle reg. no.

SJT6478S

Date of Accident

05/06/2021 📅

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

Insurance ..... **China Taiping Insurance (Sing...**

Period of Insurance ..... **26/10/2020 - 25/10/2021**

Requested By ..... **Por Moy Juan (COMFORTDELG...**

Requested Date ..... **07/06/2021 10:53**

#### 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**

817705

**ACCIDENT INVOLVING SJT 6478S/ SH 7750E / OTHERS ALONG/AT J(CHANGI)EXIT  
SLIP RD TWDS JLN EUNOS ON 05/06/2021**

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

Thu 7/8/2021 1:08 PM

To: D3R3K KOH@HOTMAIL.COM <D3R3K KOH@HOTMAIL.COM>

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

Our Ref: CC3/CTI21006570/Nrs3

**KOH CHEE SIONG DEREK – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SJT 6478S / SH 7750E / OTHERS ALONG/AT J(CHANGI)EXIT SLIP RD TWDS  
JLN EUNOS ON 05/06/2021**

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.

We have received a claim from SH 7750E against your motor insurance policy.

Pursuant to the above said accident wherein you and/or your authorized driver had amongst other information given us your version of how the accident had occurred, we as the appointed agent of your insurers shall proceed to negotiate for an amicable settlement with third party claimant.

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.

c.c. China Taiping Insurance (Singapore) 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)

**RE: SNM21D203318/C02/SJT6478S/THAMYL / FW: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021**

Pauline Tham <pauline.tham@sg.cntaiping.com>

Sat 8/14/2021 6:07 PM

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

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>

Hi Jaslin

Please proceed.

Thanks

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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](tel:62247175). Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**

Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**

3 Anson Road #16-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6541 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

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

**Sent:** Thursday, July 29, 2021 2:49 PM

**To:** Pauline Tham <pauline.tham@sg.cntaiping.com>

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

**Subject:** Re: SNM21D203318/C02/SJT6478S/THAMYL / FW: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

**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.

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SJT 6478S (CTI) AND SH 7750E (TP) ON 05/06/2021**

We refer to the above matter.

We seek your approval to offer repairer "**COMFORTDELGRO ENGINEERING PTE LTD**" at **\$ 1,913.68(all-in)**.

The summary is as follows: -

□

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 1,730.60	\$ 1,117.56 (\$1,044.45 + 7% GST)
2. Loss of Rental (4.5 days x \$126.47)	\$ 569.12	\$ 569.12 (4.5 days x \$126.47)
3. Loss of Income (4.5 days x \$80.00)	\$ 360.00	\$ 225.00 (4.5 days x \$50.00)
4. LTA / GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	\$ 2,661.72	<b><u>\$ 1,913.68</u></b>

Surveyor recommended 2 days for repair + 1DOA + 1SUN + 0.5 PRS = 4.5DAYS

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

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)

**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Sent:** Monday, June 14, 2021 1:23 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** RE: SNM21D203318/C02/SJT6478S/THAMYL / FW: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

Hi Su Li

OI report attached.

\*\* Note: Please cc to [claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com) when you reply to us.

**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](tel:62247175). . Any inconvenience caused is much regretted

Thanks.

**Pauline Tham**  
Claims Department

**China Taiping Insurance (Singapore) Pte. Ltd.**  
3 Anson Road #16-00 Springleaf Tower Singapore 079909  
DID: (65) 6389 6541 | F: (65) 6224 7175

**W:** [www.sg.cntaiping.com](http://www.sg.cntaiping.com) | **FB:** [www.facebook.com/chinataipingsg/](https://www.facebook.com/chinataipingsg/) | **WeChat:** 太平狮城 Taiping SG

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Sent:** Friday, June 11, 2021 1:47 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>  
**Cc:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Subject:** O/R: SNM21D203318/C02/SJT6478S/THAMYL / FW: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

Dear Sir,

Please note that officer in charge for this case is Pauline Tham.

Claim no. SNM21D203318/C02/SJT6478S/THAMYL.

Dear Pauline,

Pls revert LKK.

**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](tel:62247175). 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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 11 June 2021 11:02 AM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Re: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

**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.

Dear Boon Sen,

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Sent:** Friday, June 11, 2021 9:38 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

Hi Su Li,

Sorry can attach all your documents in 1 email for processing pls?

**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](tel:62247175). 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

*Disclaimer: This e-mail and any files transmitted with it is intended only for the named recipients and may contain confidential information. Any unauthorized disclosure, use or dissemination of this message, either in whole or partial, is prohibited. If you are not the intended recipient, please notify the sender immediately. Please delete the e-mail and any copies of it thereafter.*

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, 10 June 2021 6:15 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

**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.

Dear Sir / Madam,

Re-send with attachment.

Sorry for your inconvenience caused.

*\*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.*

Thank you.

Best Regards,  
**Su Li** | Admin Support  
**LKK Auto Consultants Pte Ltd**

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Thursday, June 10, 2021 6:11 PM  
**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>  
**Subject:** Direct Settlement - Accident Involving SJT 6478S (OI : CTI - TBA) and SH 7750E (TP : LKK REF - CC3/CTI21006570/Nrs3) on 05/06/2021

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SH 7750E at M/s COMFORTDELGRO ENGINEERING PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **TP GIA report**
- **Preliminary advice**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jaslin.

***To check availability of the case handler, you may contact the undersigned.***

***\*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.***

Thank you.

Best Regards,  
**Su Li** | Admin Support  
**LKK Auto Consultants Pte Ltd**