

6844 / N

Our Ref: CT0621/SHC3578U/JW(st)  
Date: 15.07.2021



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 18.06.2021 INVOLVING SHC3578U & SMX6606H ALONG ANG MO KIO AVE 3 & ANG MO KIO INDUSTRIAL**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of vehicle No SHC3578U, which was involved in the captioned accident with your insured vehicle No SMX6606H.

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\$ | 1,718.55 |
| 2. Loss of Rental          | 5 days x S\$ 125.19 | S\$ | 625.95   |
| 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 | 5 days x S\$ 80.00 | S\$ | 400.00 |
| 2. Others         |                    | S\$ | 0.00   |

[E&OE]      **Total Claims**      S\$      **2,746.50**

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

|   |   |
|---|---|
| <input checked="" type="checkbox"/> [X] Original Repair Bill                                    | <input checked="" type="checkbox"/> [X] Letter of Authority from Owner/Hirer/Operator |
| <input checked="" type="checkbox"/> [X] GIA/Police Report(s)                                    | <input checked="" type="checkbox"/> [X] Rental Rate Letter                            |
| <input checked="" type="checkbox"/> [X] LTA/GIA Search Slip(s)                                  | <input checked="" type="checkbox"/> [X] 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

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**

**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

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING Hyundai Ioniq SHC3578U , SMX6606H ON 18-Jun-21 07:55**  
**ALONG ANG MO KIO AVE 3 & ANG MO KIO INDUSTRIAL PARK 2**

I / We **LAI KOK KONG** (Hirer) NRIC No.: **SXXXX583B**

and/or (Relief) NRIC No.: **SXXXX583B**

Taxi Number **SHC3578U**

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 **18-Jun-2021**

Name of Hirer **LAI KOK KONG**

Hirer NRIC **SXXXX583B**

Signature :



Address **147 SERANGOON NORTH AVENUE 1...  
550147**

Contact No. **84357080**

**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\$ 2,200.00** (Global Sum) for vehicle no. **SHC 3578U** that was damaged pursuant to the accident which occurred on **18/06/2021** (date) along **ANG MO KIO IND PARK 2** (location) involving vehicle no/s **SMX 6606H**.

This is pursuant to the inspection conducted on **21/06/2021** (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 3578U** 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 3578U** (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 10th (day) of Sept (month) 2021 (year)

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



Signed by appointed surveyor

MNA

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
69 LOYANG DRIVE  
SINGAPORE 508969

Signed by "the workshop" (with chop)

"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"



**Workshops**
**GST REG. NO. M2-8921817-3**
**TAX INVOICE**
**COMPANY REG. NO.: 199506048W**  
Page: 1

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

**VEHICLE NO**  
SHC3578U

**INV. NO/DATE**  
91576274 09.07.2021

**MAKE**  
HYUNDAI

**JOB NO.**  
305474308

**MODEL**  
IONIQ(G2)

**ODOMETER READING**
**DATE OF REG**  
24.07.2019

**DATE/TIME IN**  
18.06.2021 12:15

**CHASSIS CODE**  
KMHC851CVKU164835

Description : 3P 18.06.2021

| S/No                    | Part No.        |                             | Qty | Unit Price | %Disc | Net    |
|-------------------------|-----------------|-----------------------------|-----|------------|-------|--------|
| <b>PART REQUISITION</b> |                 |                             |     |            |       |        |
| 0001                    | 04-01-0104-2282 | COVER-RR BUMPER#            | 1   | 459.40     | 20.00 | 367.52 |
| 0002                    | 04-01-0101-0111 | BUMPER COVER CLIP REAR      | 10  | 2.20       | 20.00 | 17.60  |
| 0003                    | 04-01-0104-2533 | MOULDING ASSY-RR BUMPER CTR | 1   | 451.25     | 20.00 | 361.00 |
| 0004                    | 09-01-9999-0068 | REVERSE SENSOR ASSY*        | 1   | 180.00     | 0.00  | 180.00 |
| 0005                    | 04-01-0104-1150 | PROTECTOR MAT               | 1   | 50.00      | 0.00  | 50.00  |
| <b>SUB-TOTAL</b>        |                 |                             |     | :          |       | 976.12 |

**JOB NATURE**

|      |    |                          |        |        |
|------|----|--------------------------|--------|--------|
| 0001 | PB | PANEL BEATING (SHC3578U) | 350.00 | 350.00 |
| 0002 | SP | SPRAYPAINT CHARGE        | 250.00 | 250.00 |
| 0003 | L  | REMOVE/REFIX REVERSE     | 30.00  | 30.00  |

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     | 91576274    | 1,718.55 |              |
|             |             |          |              |
|             |             |          |              |
|             |             |          |              |

Kindly note that no receipt shall be issued unless requested.

**CUSTOMER'S COPY**

GST REG. NO. M2-8921817-3

**TAX INVOICE**

COMPANY REG. NO.: 199506048W  
Page: 2

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHC3578U

MAKE  
HYUNDAI

MODEL  
IONIQ(G2)

DATE OF REG  
24.07.2019

CHASSIS CODE  
KMH851CVKU164835

INV. NO/DATE  
91576274 09.07.2021

JOB NO.  
305474308

ODOMETER READING

DATE/TIME IN  
18.06.2021 12:15

| S/No | Part No. | Qty | Unit Price | %Disc | Net    |
|------|----------|-----|------------|-------|--------|
|      | SENSOR   |     |            |       |        |
|      |          |     | SUB-TOTAL  | :     | 630.00 |

|                   |          |
|-------------------|----------|
| Items total       | 1,606.12 |
| Add GST @ 7.000 % | 112.43   |
| Invoice amount    | 1,718.55 |

Issued by : KATHERINETAN 09.07.2021 13:36:57  
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.  
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ComfortDelGro Engineering Pte Ltd

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. |
|-------------|-------------|----------|--------------|
| 8010004     | 91576274    | 1,718.55 |              |
|             |             |          |              |
|             |             |          |              |
|             |             |          |              |

Our Ref: CT21060229

Date: 09 July 2021



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

|             |   |
|-------------|---|
| ACCIDENT ON | 18/06/2021 @ 07:55 hrs                            |
| ALONG       | ANG MO KIO AVE 3 and ANG MO KIO INDUSTRIAL PARK 2 |
| INVOLVING   | SMX6606H  |

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 **SHC3578U** (the "Taxi"). The Taxi was hired to **LAI KOK KONG IC NO SXXXX583B** 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][illegible]

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SMX6606H

Date of Accident

18/06/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... AIG Asia Pacific Insurance Pte....

Period of Insurance ..... 25/01/2021 - 24/01/2022

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

Requested Date ..... 18/06/2021 13:14

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**

SMC 38784



## **Jaslin Kok (LKK Auto)**

---

**From:** Jaslin Kok (LKK Auto)  
**Sent:** Friday, 2 July 2021 2:29 PM  
**To:** ARTHUR.JING@GMAIL.COM  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SMX 6606H & SHC 3578U ALONG/AT AMK AVE 3 ON 17/06/2021

Our Ref: CC4/AIG21006844/Nra3

**JING HONGYU – BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SMX 6606H & SHC 3578U ALONG/AT AMK AVE 3 ON 18/06/2021**

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 SHC 3578U against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour 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



## Claim Audit

### AUDIT TRAIL

| No. | On                | Audit                         | Remarks   | By                        |
|-----|-------------------|-------------------------------|---|---------------------------|
| 1   | 21 Jun 2021 12:28 | <b>Clim Dtl Modified</b>      | Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.   | [A] HOW MEI KWAN          |
| 2   | 21 Jun 2021 12:28 | <b>Clim Veh Model Changed</b> | (205282) HYUNDAI AE IONIQ HEV DCT 1.6 (A).  | [A] HOW MEI KWAN          |
| 3   | 21 Jun 2021 12:28 | <b>Clim Created</b>           | Reg No: SHC3578U. Acct Date: 2021/06/18. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. L td. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loy ang) | [A] HOW MEI KWAN          |
| 4   | 21 Jun 2021 12:28 | <b>Adj Co Assigned</b>        | LKK Auto Consultants Pte Ltd (HQ):  | [A] HOW MEI KWAN          |
| 5   | 21 Jun 2021 12:28 | <b>Adj Next Rpt Changed</b>   | Next Rpt:Final Rpt.Due Date:2021/06/30  | [A] HOW MEI KWAN          |
| 6   | 21 Jun 2021 12:28 | <b>Adj Mandate Set</b>        | Approved:0.00.Reinsp:Adj decides.   | [A] HOW MEI KWAN          |
| 7   | 21 Jun 2021 12:28 | <b>Clim Ins Co Changed</b>    | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)  | [A] Merimen Administrator |
| 8   | 21 Jun 2021 12:28 | <b>Label Added</b>            | (20224):Field Survey.   | [A] Merimen Administrator |
| 9   | 21 Jun 2021 12:29 | <b>Label Added</b>            | (23):Express.   | [A] HOW MEI KWAN          |
| 10  | 21 Jun 2021 12:29 | <b>Adj Adjuster Assigned</b>  | [None] -> Muhammad Nazril Bin Abdullah  | [A] HOW MEI KWAN          |
| 11  | 27 Jul 2021 23:54 | <b>Adj Rpt Initiated</b>      |   | [A] JOANNE LEE KHANG MIN  |
| 12  | 27 Jul 2021 23:54 | <b>Clim Dtl Modified</b>      | Claim Conclusion: -> 3.   | [A] JOANNE LEE KHANG MIN  |
| 13  | 27 Jul 2021 23:54 | <b>Clim Dtl Modified</b>      | JPJ Reg. Date: -> 2019/07/24.   | [A] JOANNE LEE KHANG MIN  |
| 14  | 27 Jul 2021 23:54 | <b>Clim Details Notified</b>  |   | [A] JOANNE LEE KHANG MIN  |
| 15  | 05 Aug 2021 19:47 | <b>Adj Mandate Request</b>    | Cur.Req:2246.12:Lia:100%*Quantum:(a)COR:\$1,718.55+(b)LOR(3days x \$125.19):\$375.57+(c)LOI (3days x \$50):\$150+(d)GIA search fee:\$2=Total:\$2,246.12*Recommended 2 repair days +1 PRS= 3 Days            | [A] Jaslin Kok Chin Yi    |
| 16  | 06 Sep 2021 17:04 | <b>Adj Next Rpt Changed</b>   | Next Rpt:Final Rpt.Due Date:2021/06/30. Mandate Remarks: subject to all docs in place.  | [I] Ler, Bernard-JQ       |
| 17  | 06 Sep 2021 17:04 | <b>Adj Mandate Set</b>        | Approved:2246.12:subject to all docs in place.  | [I] Ler, Bernard-JQ       |

Date From     Date To     Audit Type None 

### 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 |
|-------------|----------------------|-----------------------|----------|------------------------------|--|----------|----------|--------|
| 2703282     | 22 Jun 2021 13:00:21 | TP Case (Insurer)     | Motor    | LKK Auto Consultants Pte Ltd | AIG Asia Pacific Insurance Pte. Ltd. (Express) | SHC3578U | SMX6606H | 11.00  |
| 2712243     | 27 Jul 2021 23:54:30 | OD/TP Case (Adjuster) | Motor    | LKK Auto Consultants Pte Ltd | LKK Auto Consultants Pte Ltd (HQ)              | SHC3578U | SMX6606H | 11.00  |



