

## Hsiao Tong (LKKAuto)

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**From:** Su Li (LKK Auto)  
**Sent:** Thursday, 2 September 2021 11:05 PM  
**To:** HuaYen.Ong@strides.com.sg; Jaslin Kok (LKK Auto)  
**Cc:** Admin A; FeiYuan.Chong@strides.com.sg; Balqish.Halil@strides.com.sg; WeiTeck.Tan@strides.com.sg; SiauChin.Chan@strides.com.sg; ChitYan.Foo@strides.com.sg  
**Subject:** Fw: OUR REF:BUS/06/21/5020(CHINA TAIPING) - ACCIDENT ON 15/06/21 INVOLVING SMB290P AND SJH3783T ALONG JELAPANG ROAD (BS:44619-BLK 506) LKK REF : CC3/CTI21006927/R1rs3q2  
**Attachments:** BUS 06 21 5020 INV.pdf; BUS 06 21 5020 LTA.pdf; BUS 06 21 5020 SAS.pdf

Without Prejudice

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jaslin,

FYNA, CC3/CTI21006927/R1rs3q2

***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**

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**From:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@strides.com.sg>  
**Sent:** Thursday, September 2, 2021 7:08 PM  
**To:** Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>  
**Cc:** Chong Fei Yuan (Strides Automotive Services Pte Ltd) <FeiYuan.Chong@strides.com.sg>; Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd) <Balqish.Halil@strides.com.sg>; Tan Wei Teck (Strides Automotive Services Pte Ltd) <WeiTeck.Tan@strides.com.sg>; Karen Chan Siau Chin (Strides Automotive Services Pte Ltd) <SiauChin.Chan@strides.com.sg>; Foo Chit Yan (Strides Automotive Services Pte Ltd) <ChitYan.Foo@strides.com.sg>  
**Subject:** OUR REF:BUS/06/21/5020(CHINA TAIPING) - ACCIDENT ON 15/06/21 INVOLVING SMB290P AND SJH3783T ALONG JELAPANG ROAD (BS:44619-BLK 506)

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB290P. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$8,700.00
Loss of Use	\$1,650.00 ( 6 days x \$275.00 )
LTA search fee	\$7.00
<b>Total</b>	<b>\$10,357.00</b>

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards  
Hua Yen

## **AUTHORIZATION TO ACT**

I, **SMRT BUSES LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SMB 290P** (vehicle no.) hereby authorize **STRIDES 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 **SMB 290P** that was damaged pursuant to the accident which occurred on **15/06/2021** (date) along **JELAPANG ROAD** (location) involving vehicle no/s **SJH 3783T** ("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 BUSES 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 21 (day) of February (month) 2022 (year)

  


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



Signed by "the workshop"  
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00027182100

Claim No : SNM21D203406/LKKDS

Claimant : SMRT BUSES LTD

Amount : S\$ 10,207.00

SINGAPORE DOLLARS TEN THOUSAND TWO HUNDRED AND SEVEN ONLY

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SMB 290P

Insured Vehicle No. : SJH 3783T

Date of Loss : 15/06/2021

Place of Accident : ALONG JELAPANG ROAD

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : BURNETT LIM YU SHENG

Driver Name : BURNETT LIM YU SHENG

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

(1) General Damages	S\$	
(2) Cost of Repair/ <del>Excess</del>	S\$	8,700.00
(3) Loss of Use/ <del>Rental/Earning</del>	S\$	1,500.00
<del>Investigation Results</del> /Search Fees	S\$	7.00
(5) Medical Reports/Expenses	S\$	
(6) Survey Fees/P.T. Fees	S\$	
(7) Cost including Disbursement	S\$	
TOTAL . . . . .		S\$ 10,207.00

Claimant Name : SMRT BUSES LTD

NRIC No : 1XXXXX292D

Signature :



Date :

21/2/22



Customer Code: 3000066

SMRT BUSES LTD

Block Unit  
STREET 62  
6 ANG MO KIO  
SINGAPORE 569140



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. : IV210800058  
Date : 06.08.2021  
Vehicle No. : SMB290P  
Your Ref No. : BUS/06/21/5020  
Our Ref No. : 24111335  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 8,700.00
GRAND TOTAL					\$ 8,700.00

Remark :

Make/Model : MAN A22  
Accident Date : 14.06.2021

#### 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 (Aug 10, 2021 09:25 GMT+8)

Authorised Signature  
for SMRT Automotive Services Pte Ltd

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time: 18 Jun 2021 / 16:04:57

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SJH3783T		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20210618160457509360

Search Date / Time: 15 Jun 2021 01:50:00

Insurance Company: CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD

Information displayed is correct as at the log date and time.

Enquire Related Logs

OK

**ACCIDENT INVOLVING SJH 3783T & SMB 290P ALONG/AT JELAPANG ROAD ON 15/06/2021**

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

Fri 12/3/2021 6:04 PM

To: blys.burnettlim93@gmail.com <blys.burnettlim93@gmail.com>

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

Our Ref: CC3/CTI21006927/R1rs3q2

**BURNETT LIM YU SHENG- BY EMAIL ONLY**  
[POLICY HOLDER]

Dear Sir/Madam,

**ACCIDENT INVOLVING SJH 3783T & SMB 290P ALONG/AT JELAPANG ROAD ON 15/06/2021**

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 SMB 290P 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 your vehicle collided with third party who was stationary. 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 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)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 3 August 2022 1:57 PM  
**To:** Pauline Tham  
**Cc:** Claims Dept of CTI; Admin A  
**Subject:** RE: SNM21D203406/C02/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

Dear Sirs/Mdm,

For an update, we have settled the matter at **\$10,207.00(all-in)**.

1. Cost of Repair (w/GST)	\$ 8,700.00
2. Loss of Use (6 days x \$250.00)	\$ 1,500.00
3. LTA/GIA Search Fee	\$ 7.00
<b>Total</b>	<b><u>\$ 10,207.00</u></b>

We will proceed to close file and submit all the relevant documents to your good office once it is ready.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

**Sent:** Wednesday, 19 January 2022 11:35 PM

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

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

**Subject:** RE: SNM21D203406/C02/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

[Confidential]

Hi Jaslin

LOU at \$250 per day for single deck



The rest of offer are ok.

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

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

**Sent:** Monday, January 3, 2022 5:04 PM

**To:** 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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNM21D203406/CO2/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

[Confidential]

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Dear Sirs/Mdm,

**ACCIDENT INVOLVING SJH 3783T (CTI) AND SMB 290P (TP) ON 15/06/2021**

We refer to the above matter.

We seek your approval to offer repairer "STRIDES AUTOMOTIVE SERVICES PL." at **\$ 10,357.00 (all-in).**

The summary is as follows: -

?

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 10,925.89	\$ 8,700.00
2. Loss of Use (6 days x \$275.00)	\$ 1,650.00	\$ 1,650.00 (6 days x \$275.00)
3. LTA / GIA Search Fee	\$ 7.00	\$ 7.00

Surveyor recommended 4 days for repair + 1SUN +1PRS=6DAYS

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)

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**From:** Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Sent:** Monday, 29 November 2021 8:40 AM

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

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

**Subject:** RE: SNM21D203406/C02/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

[Confidential]

Hi Jaslin

Insured report attached.

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

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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

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

**Sent:** Friday, August 6, 2021 8:31 PM

**To:** Claims Dept of CTI <[claimsdept@sg.cntaiping.com](mailto:claimsdept@sg.cntaiping.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Pauline Tham <[pauline.tham@sg.cntaiping.com](mailto:pauline.tham@sg.cntaiping.com)>

**Subject:** Re: SNM21D203406/C02/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

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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 for our necessary action.

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

**Sent:** Friday, June 25, 2021 12:22 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:SNM21D203406/C02/SJH3783T/THAMYL / FW: Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

Dear all,

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

Claim no. SNM21D203406/C02/GBJ9132S/THAMYL.

Dear Pauline,

Pls revert LKK.

**NOTICE :**

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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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 25 June 2021 10:09 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:** Direct Settlement - Accident Involving SJH 3783T (OI : CTI - TBA) and SMB 290P (TP : LKK REF - CC3/CTI21006927/R1rs3) on 15/06/2021

**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,

We refer to the above matter.

We have inspected third party vehicle SMB 290P at M/s SMRT AUTOMOTIVE SERVICES 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**