

Our Ref : T 0720 / SHB4171H /KS(st)  
Your Ref: \_\_\_\_\_  
Date : 21-Jul-2020

## COMFORTDELGRO ENGINEERING

**AIG ASIA PACIFIC INSURANCE PTE LTD**  
**AIG Building**

**78 Shenton Way**

**#07-16**

**Singapore 079120**

**Attn : Motor Claims Department**

Dear Sir

**ACCIDENT INVOLVING OUR TAXI SHB4171H YOUR INSURED SLL1644E**  
**AND OTHER \_\_\_\_\_ ON 4-Jul-2020**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No **SHB4171H** which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : **SLL1644E** we are submitting these claim for your consideration on behalf of the claimants.

### TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 4,815.00
2	5 days Loss of Rental @ \$ 110.67 per day	\$ 553.35
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	GIA / LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing Fee	\$ -
		<b>\$ 5,375.84</b>

### HIRER'S CLAIM

7	5 days Loss of Income @ \$ 80.00 per days	\$ 400.00
	<b>Total Claims :</b>	<b>\$ 5,775.84</b>

We enclose herewith the following documents to support the claims: -

- a) Original repair bill :
- b) LTA search slip/s of : SLL1644E
- c) GIA / Police report/s of : SHB4171H
- d) Letter of authority from owner / hirer / operator
  - ( ) Photograph/s of Accident Scene ( ) Certificate of Insurance
  - ( ) Witness statement/s ( ) PIR ( x ) Downtime/Mileage record

Kindly look into the matter and let us hear from you on the settlement of the said 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 faithfully

*Kazali Hj Selahudin*

CDGE Taxi Claims Department

Tel : 6214 8736 Fax : 6214 1843 Email : kazali@cdge.com.sg

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

CDGE Taxi Claims Dept

59 Loyang Drive 4th Floor

Singapore 508969

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 199506048W

### 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 i 40 SHB4171H , SLL1644E ON 04-Jul-20 15:30**  
**ALONG ECP EXIT 10A TOWARDS MARINE PARADE FLYOVER**

I / We **YAP BOON OOI** (Hirer) NRIC No.: **SXXXX437J**

and/or (Relief) NRIC No.: **SXXXX437J**

Taxi Number **SHB4171H**

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, 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 **06-Jul-2020**

Name of Hirer **YAP BOON OOI**

Hirer NRIC **SXXXX437J**

Signature :



Address **502 JELAPANG ROAD #17-388**  
**670502**

Contact No. **90281813**



**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\$5,300.00** (Global Sum) for vehicle no. **SHB 4171H** that was damaged pursuant to the accident which occurred on **04/07/2020** (date) along **STILL ROAD SOUTH - MARINE PARADE FLYOVER** involving vehicle no/s **SLL 1644E**.

This is pursuant to the inspection conducted on **06/07/2020** (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. **SHB 4171H** 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 **SHB 4171H** (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 16<sup>th</sup> (day) of September (month) 2021 (year)



MTH

Signed by appointed surveyor

  
CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 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"

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



## TAX INVOICE

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

78 SHENTON WAY AIG BUILDING #07-16  
SINGAPORE 079120

CONTACT NO: 64193000 3225094

VEHICLE NO  
SHB4171H

MAKE  
HYUNDAI

MODEL  
I-40

DATE OF REG  
05.11.2015

CHASSIS CODE  
KMHLB41UMGU080371

NO/DATE  
91514939 16.07.2020

JOB NO.  
305409383

ODOMETER READING

JOB TYPE

Description : 3P 04.07.2020

### Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	4,500.00
Add GST @ 7.000 %	315.00
<b>Total Invoice amount</b>	<b>4,815.00</b>

Issued by : KATHERINETAN 16.07.2020 14:00:50  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

1) 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.  
2) 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.  
3) 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.  
4) 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: CT20070056

Date: 16 July 2020



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	04/07/2020 @ 15:30 hrs
ALONG	ECP EXIT 10A TOWARDS MARINE PARADE FLYOVER
INVOLVING	SLL1644E

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 **SHB4171H** (the "Taxi"). The Taxi was hired to **YAP BOON OOI IC NO SXXXX437J** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$110.67** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance 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

Christine Tay  
Manager, Fleet Safety

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



MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
	FROM	TO
269	07.15	22.20
222	8.10	19.35
364	6.15	22.05
208	8.10	22.05
124	11.00	20.35
255	7.15	21.20
310	5.35	22.10
277	7.35	21.40
292	7.45	21.50
310	7.00	22.25
95	11.15	16.35

[illegible]



**Enquire Vehicle Insurance Details**

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SLL1644E	04 Jul 2020 / 15:30:00	Successful	A04	AIG ASIA PACIFIC INSURANCE PTE. LTD.

[Previous](#)      [OK](#)



## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Tuesday, 21 July 2020 5:45 PM  
**To:** [iwantutukueh@gmail.com](mailto:iwantutukueh@gmail.com)  
**Subject:** ACCIDENT INVOLVING SLL 1644E & SHB 4171H ALONG/AT STILL ROAD SOUTH – MARINE PARADE FLYOVER ON 04/07/2020

Our Ref: CC4/AIG20007021/T1da3

**NG YEW KEN, DESMOND**  
BLK 625C JURONG WEST STREET 61  
#13-410  
SINGAPORE 643652

Dear Sir/Madam,

**ACCIDENT INVOLVING SLL 1644E & SHB 4171H ALONG/AT STILL ROAD SOUTH – MARINE PARADE FLYOVER ON 04/07/2020**

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 SHB 4171H 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 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.

***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,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256 3561 | email: [Jiale@lkkauto.com](mailto:Jiale@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	06 Jul 2020 16:47	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] HOW MEI KWAN
2	06 Jul 2020 16:47	<b>Clim Veh Model Changed</b>	(204577) HYUNDAI I40 1.7 D CRDI F/L ABS AIRBAG 4DR (A).	[A] HOW MEI KWAN
3	06 Jul 2020 16:47	<b>Clim Created</b>	Reg No: SHB4171H. Acct Date: 2020/07/04. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: India International Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	06 Jul 2020 16:47	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	06 Jul 2020 16:47	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/07/15	[A] HOW MEI KWAN
6	06 Jul 2020 16:47	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	06 Jul 2020 16:47	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Exp res)	[I] Merimen Administrator
8	06 Jul 2020 16:47	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
9	06 Jul 2020 16:47	<b>Adj Adjuster Assigned</b>	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
10	10 Sep 2020 09:58	<b>Adj Rpt Initiated</b>		[A] HUEY YON
11	10 Sep 2020 09:58	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] HUEY YON
12	10 Sep 2020 09:58	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2015/11/05.	[A] HUEY YON
13	10 Sep 2020 09:58	<b>Clim Details Notified</b>		[A] HUEY YON
14	14 Sep 2020 13:48	<b>Adj Mandate Request</b>	Cur.Req:5625.84:Liability: 100% BOLA 27 Quantum: (a)CORw/GST: \$4,815.00 + (b)LOR(5days x \$110.67): \$553.35 + (c)LOI(5days x \$50): \$250.00 = (d)LTA/GIA search fee: \$7.49 = Total: \$5,625.84 4 recommendation repair days + 1PRS = 5days For your approv	[A] CHAN JIA LE
15	18 Sep 2020 17:19	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2020/07/15. Mandate Remarks: 50% covid-19 rental waiver. To verify with CDGE. COR \$4,815.00 LOR \$276.70 (5 days x \$55.34) LOI \$250.00 (5 days x \$50) LTA fee \$7.49	[I] Loh, Chee-Heng
16	18 Sep 2020 17:19	<b>Adj Mandate Set</b>	Approved:5349.19:50% covid-19 rental waiver. To verify with CDGE. COR \$4,815.00 LOR \$276.70 (5 days x \$55.34) LOI \$250.00 (5 days x \$50) LTA fee \$7.49	[I] Loh, Chee-Heng
17	30 Aug 2021 21:03	<b>Label Removed</b>	(23):Express.	[A] HOW MEI KWAN
18	30 Aug 2021 21:03	<b>Label Added</b>	(64):Revoked / No settlement.	[A] HOW MEI KWAN
19	31 Aug 2021 11:16	<b>Claim Offer Type Changed</b>	Offer Type: Cost of Repairs->Contract Repair	[A] JOANNE LEE KHANG MIN
20	01 Sep 2021 10:35	<b>Adj Ofr Auth Verified</b>	Verified: 4500.00	[A] CHEW HSIAO TONG
21	01 Sep 2021 10:35	<b>Adjuster Tax Invoice Issued</b>	Submitted Tax Invoice: -> AC2106101.	[A] CHEW HSIAO TONG
22	01 Sep 2021 10:35	<b>Adj Rpt Submitted</b>	Amt:4500.00. Late Remarks:	[A] CHEW HSIAO TONG
23	01 Sep 2021 10:35	<b>Adj Invoice Submitted</b>		[A] CHEW HSIAO TONG
24	01 Sep 2021 10:35	<b>Ins Est Details Deleted</b>		[A] Merimen Administrator
25	01 Sep 2021 10:35	<b>Ins Rpt-For-Repairer Sent</b>	Rpt-type 1	[A] CHEW HSIAO TONG



AUDIT TRAIL				
No.	On	Audit	Remarks	By
26	01 Sep 2021 10:35	<b>Ins Transferred Claim To Rep</b>	ComfortDelGro Engineering Pte Ltd (Loyang)	[A] CHEW HSIAO TONG
27	01 Sep 2021 10:35	<b>Ins Ofr Authorized</b>	Approved amt: 0.00 (nett)	[A] CHEW HSIAO TONG
28	01 Sep 2021 10:35	<b>Rep Ofr Acceptance Bypassed</b>		[A] CHEW HSIAO TONG
29	15 Sep 2021 10:46	<b>Ins Est Details Deleted</b>	Deleting/uncombining due to send back adj rpt	[A] CHEW HSIAO TONG
30	15 Sep 2021 10:46	<b>Ins Send Back Adj Rpt</b>		[I] Merimen Administrator
31	15 Sep 2021 10:46	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/09/17	[A] Merimen Administrator
32	15 Sep 2021 10:46	<b>Adj Mandate Set</b>	Maintained.	[A] Merimen Administrator

Date From

Date To

Audit Type

None

Go

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
2533001	06 Jul 2020 16:54:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB4171H	SLL1644E	11.00
2582258	10 Sep 2020 09:58:43	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHB4171H	SLL1644E	11.00