

## Hsiao Tong (LKKAuto)

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**From:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
<LeeGek.Tan@strides.com.sg>  
**Sent:** Monday, 25 October 2021 10:56 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** Admin A  
**Subject:** LOD Your Ref: TAX/09/21/2051 (SHB796G) // LKK Ref: CC3/AIG21010077/R1ps3  
[ACCIDENT INVOLVING SLZ 7111M(AIG) AND SHB 796G ON 25/09/2021 ]  
**Attachments:** VIDEO-2021-10-07-16-50-47.mp4; 09 21 2051 - supporting documents .pdf

Dear Hsiao Tong,

We quantify our claim as follows:-

|                |                                |
|----------------|--------------------------------|
| Cost of Repair | \$2,800.00                     |
| Loss of Rental | \$749.00 ( 7 days x \$107.00 ) |
| Loss of Income | \$420.00 ( 7 days x \$60.00 )  |
| LTA Search Fee | \$7.00                         |
| <b>Total</b>   | <b>\$3,976.00</b>              |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) Police/GIA reports
- 4) Accident vehicle laid-up report
- 5) LTA search
- 6) Hirer's letter of authorisation
- 7) Video footage

**Our hirer engaged his own lawyer to claim for his injury only.**

Please acknowledge receipt within 14 days from the date hereof and let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

Strides Automotive Services Pte Ltd



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**From:** Tan Lee Gek (Strides Automotive Services Pte Ltd)

**Sent:** Monday, 11 October 2021 2:33 PM

**To:** Hsiao Tong (LKKAuto)

**Subject:** [Request for Video Footage] - Your Ref: TAX/09/21/2051 (SHB796G) // LKK Ref: CC3/AIG21010077/R1ps3  
[ACCIDENT INVOLVING SLZ 7111M(AIG) AND SHB 796G ON 25/09/2021 ]

Dear Hsiao Tong,

We attach the video footage as requested.

Regards  
Tan Lee Gek (DID: 6556 3548)  
Claims Department  
Strides Automotive Services Pte Ltd



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**From:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Wednesday, 6 October 2021 11:20 AM  
**To:** Tan Lee Gek (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA)  
**Subject:** [Request for Video Footage] - Your Ref: TAX/09/21/2051 (SHB796G) // LKK Ref: CC3/AIG21010077/R1ps3  
[ACCIDENT INVOLVING SLZ 7111M(AIG) AND SHB 796G ON 25/09/2021 ]

Your Ref: **TAX/09/21/2051 (SHB796G)**      Without Prejudice

LKK Ref: CC3/AIG21010077/R1ps3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SLZ 7111M(AIG) AND SHB 796G ON 25/09/2021**

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference.

As per AIG instruction, we would like to request for a copy of video footage as stated in your client report for our necessary action.

Appreciate an early reply.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.”

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

***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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**AUTHORIZATION TO ACT**  
**(AIG Asia Pacific - Express Third Party Claim)**

I, **STRIDES TAXI PTE LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SHB 796G** (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 **SHB 796G** that was damaged pursuant to the accident which occurred on **25/09/2021** (date) along **HANDY ROAD** (location) involving vehicle no/s **SLZ 7111M** ("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 STRIDES TAXI 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 18 (day) of Nov (month) 2021 (year)



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

**RELEASE VOUCHER**  
**(AIG Asia Pacific - Express Third Party Claim)**

"We/I, **STRIDES AUTOMOTIVE SERVICES 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\$2,800.00** (Repair Cost), **S\$628.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SHB 796G** that was damaged pursuant to the accident which occurred on **25/09/2021** (date) along **HANDY ROAD** (location) involving vehicle no/s **SLZ 7111M**. This is pursuant to the inspection conducted on **27/09/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **STRIDES TAXI PTE LTD** ("the third party claimant") of vehicle no. **SHB 796G** 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 796G** (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 18 (day) of NOV (month) 2021 (year)

  
**LKK**  
**MPB**

Signed by appointed surveyor

  
**STRIDES AUTOMOTIVE SERVICES PTE LTD**

Signed by "the workshop" (with chop)

\*\*\* This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

# STRIDES

AUTOMOTIVE

Strides 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. : IV211000265  
Date : 15.10.2021  
Vehicle No. : SHB796G  
Your Ref No. : TAX/09/21/2051  
Our Ref No. : 24112460  
Terms : 30 Days

Customer Code: 3000063

STRIDES TAXI PTE. LTD.

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705



| Description  | Qty  | Unit<br>Cost | Add<br>% | (Discount)<br>Amount | Amount      |
|--|------|--------------|----------|----------------------|-------------|
| LUMP SUM AMOUNT FOR REPAIR<br>AS PER SURVEYOR'S RECOMMENDATION | 1.00 |              |          |                      | \$ 2,800.00 |
| GRAND TOTAL  |      |              |          |                      | \$ 2,800.00 |

Remark :

Make/Model : TOYOTA PRIUS  
Accident Date : 25.09.2021

### Payment Instructions

- By Cheque: Crossed and made payable to "Strides Automotive Services Pte. Ltd." with invoice no. indicated on the reverse side. No receipt will be issued unless requested.
- By Bank Transfer:
  - Account Name : Strides 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 (Oct 18, 2021 10:15 GMT+8)

Authorised Signature  
for Strides Automotive Services Pte. Ltd.

**STRIDES**

TAXI

**Strides Taxi Pte Ltd**

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/09/21/2051

From: Strides Taxi Pte Ltd

Date: 1/10/2021

**ACCIDENT ON 25/9/2021 INVOLVING SHB 796G & SLZ 7111M ALONG  
HANDY ROAD**

This is to confirm that the daily rental rate for SHB 796G is \$107.00 per day.

Please proceed to recover any rental loss from the third party as a result of the  
above accident.

Thank you.

Yours sincerely  
STRIDES TAXI PTE LTD



for Manager



## Laid Up Report

Accident Start Date : 14/09/2021

Date Generated : 05/10/2021

Accident End Date : 05/10/2021

User Name : LeeGek

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| 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/09/21/2051        | SHB796G                     | Strides Taxi Pte Ltd | TOYOTA       | PRIUS         | 24112460        | 27/09/2021 9:51 AM              | 04/10/2021 9:26 AM               |

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time: 27 Sep 2021 / 13:45:39

Asset Type: Vehicle

Asset ID: SLZ7111M

Transaction Type: 18.32 Insurance Enquiry (GIRO Payment)

User ID: ESASBAH0 - BALQISH BINTE ABDUL HALIL

Transaction Amount: \$7.49

Channel: External Agency

Business Transaction Reference No.: 20210927134539162519

Search Date / Time: 25 Sep 2021 20:00:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE, LTD.

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

[Enquire Related Logs](#)

[Back to List](#)

**Claim Notification - ACCIDENT INVOLVING SLZ 711M(AIG) AND SHB 796G AT/ALONG HANDY ROAD ON 25/09/2021**

Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Wed 6/10/2021 11:49 AM

To: kathryn.adriano@daimler.com <kathryn.adriano@daimler.com>

06 Oct 2021

**M/s DAIMLER FLEET MANAGEMENT SINGAPORE PTE. LTD**

[By Email Only]

**Driver: SEAN WONG JUN DA**

Dear Sir/Madam,

**You Ref: SLZ7111M**

**Our Ref: CC3/AIG21010077/R1ps3**

**ACCIDENT INVOLVING SLZ 711M(AIG) AND SHB 796G AT/ALONG HANDY ROAD ON 25/09/2021**

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 SHB796G against your 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 a 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 07 days from the date of this letter.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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 take note that there is an applicable Third-Party excess under your policy.**

Thank you.

***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,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@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           | 30 Sep 2021 10:32 | <b>Clm Dtl Modified</b>          | Claimant's Name: -> STRIDES TAXI PTE LTD.   | [A] Lee Su Li             |
| 2           | 30 Sep 2021 10:32 | <b>Clm Veh Model Changed</b>     | (205436) TOYOTA PRIUS HYBRID 1.8 CVT (A).   | [A] Lee Su Li             |
| 3           | 30 Sep 2021 10:32 | <b>Clm Created</b>               | Reg No: SHB796G. Acct Date: 2021/09/25. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: Smrt Automotive Services Pte Ltd (HQ)   | [A] Lee Su Li             |
| 4           | 30 Sep 2021 10:32 | <b>Adj Co Assigned</b>           | LKK Auto Consultants Pte Ltd (HQ):  | [A] Lee Su Li             |
| 5           | 30 Sep 2021 10:32 | <b>Adj Next Rpt Changed</b>      | Next Rpt:Final Rpt.Due Date:2021/10/11  | [A] Lee Su Li             |
| 6           | 30 Sep 2021 10:32 | <b>Adj Mandate Set</b>           | Approved:0.00.Reinsp:Adj decides.   | [A] Lee Su Li             |
| 7           | 30 Sep 2021 10:32 | <b>Clm Ins Co Changed</b>        | [200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)  | [A] Merimen Administrator |
| 8           | 30 Sep 2021 10:32 | <b>Label Added</b>               | (20224):Field Survey.   | [A] Merimen Administrator |
| 9           | 30 Sep 2021 10:32 | <b>Label Added</b>               | (23):Express.   | [A] Lee Su Li             |
| 10          | 30 Sep 2021 10:32 | <b>Adj Adjuster Assigned</b>     | [None] -> MOHD RASUL  | [A] Lee Su Li             |
| 11          | 11 Oct 2021 18:21 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [I] Tan, Bennie-WZ        |
| 12          | 12 Oct 2021 12:25 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [I] Cheok, Lee Wai        |
| 13          | 14 Oct 2021 10:28 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [A] MOHD RASUL            |
| 14          | 14 Oct 2021 11:26 | <b>Clm Registration Modified</b> | Rep:205507-> 200446.  | [A] CHEW HSIAO TONG       |
| 15          | 24 Oct 2021 23:57 | <b>Adj Rpt Initiated</b>         |   | [A] JOANNE LEE KHANG MIN  |
| 16          | 24 Oct 2021 23:57 | <b>Clm Dtl Modified</b>          | Claim Conclusion: -> 3.   | [A] JOANNE LEE KHANG MIN  |
| 17          | 24 Oct 2021 23:57 | <b>Clm Dtl Modified</b>          | JPJ Reg. Date: -> 2016/04/01.   | [A] JOANNE LEE KHANG MIN  |
| 18          | 24 Oct 2021 23:57 | <b>Clm Details Notified</b>      |   | [A] JOANNE LEE KHANG MIN  |
| 19          | 29 Oct 2021 08:25 | <b>Adj Mandate Request</b>       | Cur.Req:3749.00:Liability: 100%(BOLA27) *Quantum: (a)COR: \$2,800.00 + (b)LOR(6days x \$107.00): \$642.00 + (c)LOI(6days x \$50):\$300.00 (d)Search fee: \$7.00= Total: \$3,749.00 *4 recommendation re pair days + 1Sunday + 1PRS = 6days *For your approval | [A] CHEW HSIAO TONG       |
| 20          | 02 Nov 2021 22:54 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [I] Tan, Bennie-WZ        |
| 21          | 02 Nov 2021 22:54 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [I] Tan, Bennie-WZ        |
| 22          | 03 Nov 2021 11:15 | <b>Adj Next Rpt Changed</b>      | Next Rpt:Final Rpt.Due Date:2021/10/11. Mandate Remarks: Subj to all docs/billings in order & LOI not claimed BI claim (if any), SAB frm: \$3395-3592 (All-in).   | [I] Tan, Bennie-WZ        |
| 23          | 03 Nov 2021 11:16 | <b>Adj Mandate Set</b>           | Approved:3592.00:Subj to all docs/billings in order & LOI not claimed BI claim (if any), SAB frm: \$3395 -3592 (All-in).  | [I] Tan, Bennie-WZ        |
| 24          | 17 Nov 2021 16:02 | <b>Video Downloaded</b>          | Downloaded SHB796G Video  | [I] Ahmad, Mohamad Nazri  |

Date From  Date To  Audit Type

### 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 |
|-------------|-------------------------|-----------------------|----------|--------------------------------------|--|---------|-----------------|--------|
| 2729231     | 30 Sep 2021<br>10:42:00 | TP Case (Insurer)     | Motor    | LKK Auto Consultants Pte Ltd         | AIG Asia Pacific Insurance Pte. Ltd. (Express) | SHB796G | SLZ7111M        | 11.00  |
| 2732086     | 11 Oct 2021<br>14:45:39 | Video Upload          | Motor    | AIG Asia Pacific Insurance Pte. Ltd. | AIG Asia Pacific Insurance Pte. Ltd. (SG)      | SHB796G | CHEW HSIAO TONG | xx.xx  |
| 2735326     | 24 Oct 2021<br>23:57:25 | OD/TP Case (Adjuster) | Motor    | LKK Auto Consultants Pte Ltd         | LKK Auto Consultants Pte Ltd (HQ)              | SHB796G | SLZ7111M        | 11.00  |