

Our Ref: CT0921/SH 7686H/CK(st)
Date: 24.11.2021

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

Attn : Motor Claims Department

Without Prejudice

ComfortDelGro Engineering Pte Ltd
59 Loyang Drive Singapore 508969

www.cdge.com.sg

Company Registration No: 199506048W

Dear Sir/Madam

ACCIDENT ON 22.09.2021 INVOLVING SH 7686H & SLK8261K ALONG ECP TWD AIRPORT

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SH 7686H, which was involved in the captioned accident with your insured vehicle No SLK8261K.

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\$	17,815.50
2. Loss of Rental	8 days x S\$ 125.40	S\$	1,003.20
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	8 days x S\$ 80.00	S\$	640.00
2. Others		S\$	0.00

[E&OE] **Total Claims** **S\$ 19,460.70**

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

[X] Original Repair Bill	[X] Letter of Authority from Owner/Hirer/Operator
[X] GIA/Police Report(s)	[X] Rental Rate Letter
[] LTA/GIA Search Slip(s)	[X] Downtime/Mileage Record
[] Survey Report / Bill	[] Witness Statement / Accident Scene Photo(s)
[] Driver's IC/DL/VL / Road Tax / Log Card / Certificate of Insurance	
[] 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

COMFORTDELGRO

LETTER OF AUTHORISATION

(NAF / PAF)

**ACCIDENT INVOLVING TOYOTA PRIUS SH7686H , SLK8261K , S... ON 22-Sep-21 08:40
ALONG ECP TWD AIRPORT**I / We **TAY BENG HONG** (Hirer) NRIC No.: **SXXXX238H**and/or (Relief) NRIC No.: **SXXXX238H**Taxi Number **SH7686H**

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 **22-Sep-2021**Name of Hirer **TAY BENG HONG**Hirer NRIC **SXXXX238H**

Signature :

Address **117 SIMEI STREET 1 #04-544
520117**Contact No. **96734984**

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00013242100 Claim No : SNM21D205397/C02/SLK8261K/TOHHS

Claimant : COMFORT TRANSPORTATION PTE LTD

Amount : S\$19,040.00
SINGAPORE DOLLARS NINETEEN THOUSAND AND FORTY 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. : SH 7686H
Insured Vehicle No. : SLK 8261K

Date of Loss : 22/09/2021
Place of Accident : ECP, TOWARDS CHANGI

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 : MAYALAGU SENTHILVEL
Driver Name : MAYALAGU SENTHILVEL

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) Global Sum	S\$ 19,040.00
	=====
TOTAL	S\$ 19,040.00
	=====

Claimant Name : COMFORT TRANSPORTATION PTE LTD

NRIC No : 1XXXXX821R

Signature : _____

Date : 19.4.2022

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

Please forward your payment to
COMFORTDELGRO ENGINEERING PTE LTD

"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"

GST REG. NO. M2-8921817-3

TAX INVOICE

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD
SPRINGLEAF TOWER

3 ANSON ROAD #16-00
SINGAPORE 079909

CONTACT NO: 62222366

VEHICLE NO
SH 7686H

NO/DATE
91615080 16.11.2021

MAKE
TOYOTA

JOB NO.
305487809

MODEL
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG
26.07.2017

CHASSIS CODE
JTDKB3FU203560681

JOB TYPE

Description : 3P.22.09.2021

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		16,650.00
Add GST @ 7.000 %		1,165.50
Total Invoice amount		17,815.50

Issued by : KATHERINETAN 16.11.2021 11:10:42
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 WORKED ON AT CUSTOMERS' RISK.
- CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUPPLY OF TESTS, 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 (IE, 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.

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

Our Ref: CT21090311

Date: 12 November 2021



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON	22/09/2021 @ 08:40 hrs
ALONG	ECP TWD AIRPORT
INVOLVING	SLK8261K, SMT5697Y, SLJ7850Y, SKP3737Z, SMZ4114M, SMF7382R, SMA2587Y, SH9175C, UNKNOWN

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 **SH7686H** (the "Taxi"). The Taxi was hired to **TAY BENG HONG IC NO SXXXX238H** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.40** per day (inclusive of GST).

Please be advised that the Taxi was insured with **AXA 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

Philip Chia
Manager, Fleet Safety

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

Customer SXXXX238H TAY BENG HONG
Address COMFORT TRANSPORTATION PTE LTD
383 SIN MING DRIVE
SINGAPORE 575717
67822129

Job Card Detail

Job Card Number : 000305487809
Desc : 3P.22.09.2021
Taxi Number : SH 7686H
Make : TOYOTA
Model : PRIUS HYBRID(G4)
Registration Date : 26.07.2017
Date/Time in : 22.09.2021 13:15:00
Date/Time out : 29.09.2021 12:00:00
No of days in workshop : 8.00
No of days approved : 7
Accident Date : 22.09.2021
Priority : DM(LOE Entitle) B-

Others

Activity Code	Code Group	Activity Code Text	Activity Text
PTE	CV	PRIVATE VEHICLE	SLK8261K
CHIN	INSR	CHINA ASSURANCE CO LTD	Sur by NAZ 23/09 @17000rs
ALOC	VAR5	Accident Location	ECP TWD AIRPORT
			MDT faulty - released at 1045 hrs
			KAT.12.11.21

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SLK8261K

Date of Accident

22/09/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance **26/01/2021 - 25/01/2022**

Requested By **Huang Xiao Yan (COMFORTDEL...**

Requested Date **22/09/2021 15:30**

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**

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Sunday, 14 November 2021 12:12 AM
To: allanlimcc75@gmail.com
Subject: ACCIDENT INVOLVING SLK 8261K AND SH 7686H / OTHERS ON 22/09/2021

Our Ref: CC3/CTI21010151/Nes3

14 NOV 2021

MAYALAGU SENTHILVEL

Dear Sir/Madam,

ACCIDENT INVOLVING SLK 8261K AND SH 7686H / OTHERS ON 22/09/2021

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.

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.

Yours faithfully,

Asher
Case Handler
Email: ashersng@lkkauto.com

c.c. China Taiping Insurance (Singapore) Pte Ltd
(Motor Claims Dept)

Asher Sng (LKKAuto)

From: Alfred Toh <alfred.toh@sg.cntaiping.com>
Sent: Sunday, 17 April 2022 10:53
To: Asher Sng (LKKAuto); Admin A
Cc: Claims Dept of CTI; Alfred Toh
Subject: RE: [MANDATE REQUEST] RE: OUR REF: SNM21D205397/C02/SLK8261K/TOHHS & YOUR REF: CC3/CTI21010151/Nes3-SH7686H, TPP DIRECT SETTLEMENT

Follow Up Flag: Follow up
Flag Status: Completed

LKK REF: CC3/CTI21010151/Nes3-SH7686H
CTI REF: SNM21D205397/C02/SLK8261K/TOHHS

Dear Asher

We refer to your email of 15 March 2022.

Please proceed to offer the property damage claim up to \$19,045.30.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Sent: Tuesday, 15 March 2022 1:45 pm
To: Alfred Toh <alfred.toh@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: OUR REF: SNM21D205397/C02/SLK8261K/TOHHS & YOUR REF: CC3/CTI21010151/Nes3-SH7686H, TPP DIRECT SETTLEMENT

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.

Your ref : SNM21D205397/C02/SLK8261K/TOHHS
Our ref : CC3/CTI21010151/Nes3q2

Dear Sirs,

We refer to the above matter.

The said chain collision involved 9 vehicles whereby our insured was the 7th vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We did clarify with insured the nature of the accident and he's aware that NCD (if any) maybe affected.

We seek your approval to offer repairer " **COMFORTDELGRO ENGINEERING PTE LTD**" at **\$19,045.30 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repairs (with GST)	\$ 27,256.06	\$ 17,815.50
2. Loss of Rental (8days x \$125.40)	\$ 1,003.20	\$ 877.80 (7days x \$125.40)
3. Loss of Income (8days x \$80)	\$ 640.00	\$ 350.00 (7days x \$50)
4. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 28,901.26	\$ 19,045.30

Enclosed here with all the relevant documents for your perusal.

For your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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

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.

From: Alfred Toh <alfred.toh@sg.cntaiping.com>

Sent: Tuesday, 5 October 2021 16:05

To: Su Li (LKK Auto) <suli@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>; Alfred Toh <alfred.toh@sg.cntaiping.com>

Subject: RE: OUR REF: SNM21D205397/C02/SLK8261K/TOHHS & YOUR REF: CC3/CTI21010151/Nes3-SH7686H, TPP DIRECT SETTLEMENT

LKK REF: CC3/CTI21010151/Nes3

CTI REF: SNM21D205397/C02/SLK8261K/TOHHS

Dear Sirs

We refer to your email of even date pertaining to the above matter.

Attach herewith Insured's SAS report for your attention and necessary action.

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. Any inconvenience caused is much regretted.

Best Regards

Alfred Toh
Senior Executive
Claims Department
China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: 65 6389 6183
Email: claimsdept@sg.cntaiping.com
alfred.toh@sg.cntaiping.com

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 TaipingSG

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>

Sent: Tuesday, October 5, 2021 12:52 PM

To: Alfred Toh <alfred.toh@sg.cntaiping.com>; suli@lkkauto.com; Asher Sng (LKKAuto <AsherSng@lkkauto.com>); Admin A <admin-a@lkkauto.com>

Subject: OUR REF: SNM21D205397/C02/SLK8261K/TOHHS & YOUR REF: CC3/CTI21010151/Nes3-SH7686H, TPP DIRECT SETTLEMENT

WITHOUT PREJUDICE
via EMAIL ONLY

Dear Alfred,

Please revert to LKK Auto on **Direct Settlement SH7686H** soonest possible.

Please contact our claims department **Alfred Toh 6389 6183** the officer in charge.

Kindly quote our claim reference number when replying.

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 or fax at 6224 7175. . Any inconvenience caused is much regretted.

Thank you

Angie Foo

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 | FB: 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>

Sent: Tuesday, October 5, 2021 12:14 PM

To: Lim Shu Min <shumin.lim@sg.cntaiping.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Re: prs : Direct Settlement - Accident Involving SLK 8261K (OI : CTI - TBA) and SH 7686H (TP : LKK REF - CC3/CTI21010151/Nes3) on 22/09/2021

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 Angie,

Insured vehicle amended.

We have inspected third party vehicle SH 7686H 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 Asher.

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

From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Tuesday, October 5, 2021 11:53 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: Lim Shu Min <shumin.lim@sg.cntaiping.com>

Subject: FW: prs : Direct Settlement - Accident Involving SKP 3737Z (OI : CTI - TBA) and SH 7686H (TP : LKK REF - CC3/CTI21010151/Nes3) on 22/09/2021

Dear Suli,

We refer to your email on even date.

Please be advised that SKP3737Z this vehicle is not found in our system.

Regards.

Angie Foo

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 63896186 | M: (65) 62247175 | F: (65) 6222 1033

W: www.sg.cntaiping.com | **FB:** 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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Tuesday, October 5, 2021 12:47 AM

To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: Direct Settlement - Accident Involving SKP 3737Z (OI : CTI - TBA) and SH 7686H (TP : LKK REF - CC3/CTI21010151/Nes3) on 22/09/2021

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 SH 7686H 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 Asher.

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