

Our Ref: CT1021/SHA2636C/JW(st)  
Date: 26.10.2021

AIG ASIA PACIFIC INSURANCE PTE LTD  
78 SHENTON WAY.AIG BUILDING #07-16  
Singapore 079120

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 09.10.2021 INVOLVING SHA2636C & GBF9914Z ALONG JALAN BESAR AND OPHIR RD**

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHA2636C, which was involved in the captioned accident with your insured vehicle No GBF9914Z.

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\$	909.50
2. Loss of Rental	3 days x S\$ 125.40	S\$	376.20
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	3 days x S\$ 80.00	S\$	240.00
2. Others		S\$	0.00

[E&OE]	<b>Total Claims</b>	<b>S\$</b>	<b>1,527.70</b>
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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

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**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING TOYOTA PRIUS SHA2636C , GBF9914Z ON 09-Oct-21 15:05**  
**ALONG JALAN BESAR AND OPHIR RD**

I / We **NG SAY LIM** (Hirer) NRIC No.: **SXXXX465B**

and/or (Relief) NRIC No.: **SXXXX465B**

Taxi Number **SHA2636C**

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 **11-Oct-2021**

Name of Hirer **NG SAY LIM**

Hirer NRIC **SXXXX465B**

Signature :



Address **677C YISHUN RING ROAD #10-1958**  
**763677**

Contact No. **98397446**

**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\$1,260.00** (Global Sum) for vehicle no. **SHA 2636C** that was damaged pursuant to the accident which occurred on **09/10/2021** (date) along **TRAFFIC JUNCTION OF OPHIR ROAD** (location) involving vehicle no/s **GBF 9914Z**.

This is pursuant to the inspection conducted on **11/10/2021** (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. **SHA 2636C** 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 **SHA 2636C** (vehicle no.) as a result of the accident.

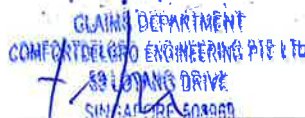
We/I confirm that the agreement reached above is in full and final settlement of any claim of “the third party claimant” pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

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 07th (day) of Dec (month) 2021 (year)



Signed by appointed surveyor



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”

**GST REG. NO. M2-8921817-3**

**TAX INVOICE**

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

**VEHICLE NO**  
SHA2636C

**MAKE**  
TOYOTA

**MODEL**  
PRIUS HYBRID(G4)

**DATE OF REG**  
07.09.2017

**CHASSIS CODE**  
JTDKB3FUX03563862

**NO/DATE**  
91607509 22.10.2021

**JOB NO.**  
305490250

**ODOMETER READING**

**JOB TYPE**

Description : 3P.09.10.2021

**Invoice for Lump Sum Repair**

Total Lump Sum Repair Amt	850.00
Add GST @ 7.000 %	59.50
<b>Total Invoice amount</b>	<b>909.50</b>

Issued by : KATHERINETAN 22.10.2021 13:03:52  
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 RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE QUINERABLE RISK. OWNERS' RISK.
- 2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY IN 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**

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: CT21100126

Date: 22 October 2021



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON                      09/10/2021    @   15:05 hrs  
ALONG                              JALAN BESAR AND OPHIR RD  
INVOLVING                        GBF9914Z

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 **SHA2636C** (the "Taxi"). The Taxi was hired to **NG SAY LIM IC NO SXXXX465B** 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.

S. NO.	DATE	TIME	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
				FROM	TO
1	13			1100	0045
2	29			1030	0050
3	19			1030	2345
4	12			1000	0250
5	84			1200	0230
6	3			1130	2320
7	42			1030	0045
8	3			1130	7330
9	06			0930	0230
10	36			1345	0330
11	17			1200	0145

[illegible]

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

GBF9914Z

Date of Accident

09/10/2021 📅

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance ..... **18/05/2021 - 17/05/2022**

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

Requested Date ..... **11/10/2021 11:03**

**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**

SHA 2636C

**Claim Notification - ACCIDENT INVOLVING GBF 9914Z(AIG) AND SHA 2636C AT/ALONG JALAN BESAR ROAD NEAR SIM LIM TOWER ON 09/10/2021**

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

Thu 14/10/2021 2:14 PM

To: keviny.pioneer@gmail.com <keviny.pioneer@gmail.com>

14 Oct 2021

**M/s Pioneer Hardware Trading Pte Ltd**

*[By Email Only]*

Driver: Zhang Shujun

Dear Sir/Madam,

**You Ref: GBF9914Z**

**Our Ref: CC4/AIG21010421/T1ps3**

**ACCIDENT INVOLVING GBF 9914Z(AIG) AND SHA 2636C AT/ALONG JALAN BESAR ROAD NEAR SIM LIM TOWER ON 09/10/2021**

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 SHA2636C against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's 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.

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	11 Oct 2021 17:28	<b>Clim Dtl Modified</b>	Claimant's Name: -> -.	[A] Lee Su Li
2	11 Oct 2021 17:28	<b>Clim Veh Model Changed</b>	(206086) ADIVA AD1 200 190cc 3W.	[A] Lee Su Li
3	11 Oct 2021 17:28	<b>Clim Created</b>	Reg No: SHA2636C. Acct Date: 2021/10/09. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] Lee Su Li
4	11 Oct 2021 17:28	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	11 Oct 2021 17:28	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/10/20	[A] Lee Su Li
6	11 Oct 2021 17:28	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	11 Oct 2021 17:28	<b>Clim Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	11 Oct 2021 17:28	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	11 Oct 2021 17:28	<b>Label Added</b>	(23):Express.	[A] Lee Su Li
10	11 Oct 2021 17:28	<b>Adj Adjuster Assigned</b>	[None] -> ACCUSER4	[A] Lee Su Li
11	12 Oct 2021 09:52	<b>Clim Dtl Modified</b>	Claimant's Name: - -> COMFORT TRANSPORTATION PTE LTD.	[A] Lee Su Li
12	12 Oct 2021 09:52	<b>Clim Veh Model Changed</b>	(206086) -> (205436) TOYOTA PRIUS HYBRID 1.8 CVT (A).	[A] Lee Su Li
13	12 Oct 2021 16:12	<b>Clim Registration Modified</b>	Acct Time:00:00:00->15:05:00.	[I] AIG OneClaim Integration User
14	13 Oct 2021 11:52	<b>Adj Adjuster Assigned</b>	ACCUSER4 -> MOHD TAUFIKH BIN HAMID	[A] Lee Su Li
15	31 Oct 2021 16:25	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
16	31 Oct 2021 16:25	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	31 Oct 2021 16:25	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2017/09/07.	[A] JOANNE LEE KHANG MIN
18	31 Oct 2021 16:25	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
19	03 Nov 2021 09:14	<b>Adj Mandate Request</b>	Cur.Req:1437.70:Liability: 100%(BOLA 27) *Quantum: (a)CORw/GST: \$909.50 + (b)LOR(3days x \$12 5.40): \$376.20 + (c)LOI(3days x \$50): \$150.00 + (d)Search fee: \$2.00 = Total: \$1,437.70 *2 recommendation repair days *For your approval please.	[A] CHEW HSIAO TONG
20	15 Nov 2021 11:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/10/20	[I] Lee, Ming-Yao
21	15 Nov 2021 11:09	<b>Adj Mandate Set</b>	Approved:1437.70.	[I] Lee, Ming-Yao

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
2732189	11 Oct 2021 17:36:03	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHA2636C	GBF9914Z	11.00

2737131	31 Oct 2021 16:25:56	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHA2636C	GBF9914Z	11.00
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