

Our Ref: CC1021/SHA 964T/KS(st)  
Date: 27.10.2021

LONPAC INSURANCE BERHAD  
300 BEACH ROAD #17-04/07  
Singapore 199555

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 13.10.2021 INVOLVING SHA 964T & YN 7605P ALONG ORCHARD RD**

We are the authorised repair workshop for CityCab Pte Ltd , the owner of vehicle No SHA 964T, which was involved in the captioned accident with your insured vehicle No YN 7605P.

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\$	4,012.50
2. Loss of Rental	6 days x S\$ 125.40	S\$	752.40
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	6 days x S\$ 80.00	S\$	480.00
2. Others		S\$	0.00

[E&OE]	<b>Total Claims</b>	<b>S\$</b>	<b>5,246.90</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

Kazali H S

CDGE Claims Department

DID: 62148736

FAX: 62141843

Email: kazali@cdge.com.sg

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

A member of

**COMFORTDELGRO**

**LETTER OF AUTHORISATION**

(NAF / PAF)

**ACCIDENT INVOLVING  
ALONG****TOYOTA PRIUS SHA964T , YN7605P  
ORCHARD RD****ON 13-Oct-21 11:25**

I / We

**CHEE SEE LAI**(Hirer) NRIC No.: **SXXXX698J**

and/or

(Relief) NRIC No.: **SXXXX698J**

Taxi Number

**SHA964T**

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

**13-Oct-2021**

Name of Hirer

**CHEE SEE LAI**

Hirer NRIC

**SXXXX698J**

Signature :



Address

**537 SERANGOON NORTH AVENUE 4...  
550537**

Contact No.

**91991028**



# LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VC00/025036  
DATE : 15 DEC 2021


## DISCHARGE VOUCHER

I/We, **CITYCAB PTE LTD** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **YN 7605P** the sum of Singapore Dollar **FOUR THOUSAND NINE HUNDRED AND SEVENTY ONLY (\$4,970.00)** in full and final satisfaction, liquidation and discharge of all injury/property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all injury/property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving **SHA 964T** and **YN 7605P** on **13/10/2021** along **ORCHARD RD.**

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TAT HIN BUILDERS PTE LTD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **COMFORTDELGRO ENGINEERING PTE LTD.**

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

  
CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508969  
17/12/21  
.....  
Signature of vehicle owner/Date  
CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508969  
.....

Name of vehicle owner /Date 17/12/2021

Please forward your cheque made payable 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**

8010042

LONPAC INSURANCE BERHAD  
THE CONCOURSE

300 BEACH ROAD #17-04/07  
SINGAPORE 199555

CONTACT NO: 62507388

VEHICLE NO  
SHA 964T

NO/DATE  
91607517 22.10.2021

MAKE  
TOYOTA

JOB NO.  
305490499

MODEL  
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG  
09.12.2016

CHASSIS CODE  
JTDKB3FU903538631

JOB TYPE  
A

Description : 3P 13.10.2021

**Invoice for Lump Sum Repair**

Total Lump Sum Repair Amt	3,750.00
Add GST @ 7.000 %	262.50
<b>Total Invoice amount</b>	<b>4,012.50</b>

Issued by : CHEWBEELING 22.10.2021 13:20:06  
Repair Type : CFSO/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 DRIVER AND REPAIR OWNERS' RISK.
- 2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY OR NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE THE VEHICLES WILL BE DEEMED TO HAVE BEEN RECEIVED 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

ACCOUNT No.

INVOICE No.

AMOUNT

BANK/CHQ No.

Kindly note that no receipt shall be issued unless requested.

**CUSTOMER'S COPY**

Our Ref: CC21100184



Date: 22 October 2021

## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 13/10/2021 @ 11:25 hrs  
ALONG ORCHARD RD  
INVOLVING YN7605P

We refer to the above-mentioned accident and wish to inform that **CityCab Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHA0964T** (the "Taxi"). The Taxi was hired to **CHEE SEE LAI IC NO SXXXX698J** a registered hirer-operator of **CityCab 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.

SHA 964T

DATE	NAME OF DRIVER	MILEAGE READING	MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
				FROM	TO
11/10/21	Rhee	656039	56	1225	1620
11/10/21	NG	656306	267	1620	0230
12/10/21	Rhee	656514	208	0600	1638
12/10/21	NG	656756	242	1638	0123
13/10/21	Rhee	656909	153	0605	1300
13/10/21	Accident Repair	7x	x	1315	
18/10/21	@Luj.			1600	

INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

YN7605P

Date of Accident

13/10/2021



Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

Insurance ..... **Lonpac Insurance Bhd**

Period of Insurance ..... **27/01/2021 - 26/01/2022**

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

Requested Date ..... **13/10/2021 15:05**

#### 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)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Wednesday, 15 December 2021 12:34 PM  
**To:** Asher Sng (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: DOA 13.10.2021 SHA964T with your insured YN7605P CLAIM NO : 21/21/21/VC00/025036 LKK REF : CC4/LPC21010560/Ves3

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## Lonpac External - General

Dear Asher

Please proceed.

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

***"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".***

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Friday, 10 December 2021 3:21 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [MANDATE REQUEST] RE: DOA 13.10.2021 SHA964T with your insured YN7605P CLAIM NO : 21/21/21/VC00/025036 LKK REF : CC4/LPC21010560/Ves3

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 25/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **COMFORTDELGRO ENGINEERING PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 12,681.29	\$ 4,012.50
2. Loss of Rental (6days x \$125.40)	\$ 752.40	\$ 689.70 (5.5days x \$125.40)



3. Loss of Income (6days x \$80)	\$ 480.00	\$ 275.00
4. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 13,915.69</b>	<b>\$ 4,979.20</b>

\*\*3 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

**The above is for your approval please.**

**Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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.***

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Monday, 25 October 2021 8:35 AM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** Re: DOA 13.10.2021 SHA964T with your insured YN7605P CLAIM NO : 21/21/21/VC00/025036 LKK REF : CC4/LPC21010560/Ves3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SHA 964T 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**
- **Preliminary advice**
- **TP GIA report**

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**

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**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Friday, October 15, 2021 1:42 PM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: DOA 13.10.2021 SHA964T with your insured YN7605P CLAIM NO : 21/21/21/VC00/025036

## Lonpac External - General

Dear Summer

Please see attached for our Insured's GIA report and above for our claim no.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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**From:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 13 October 2021 4:38 PM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: DOA 13.10.2021 SHA964T with your insured YN7605P

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 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.

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Wednesday, 13 October, 2021 4:33 PM  
**To:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: DOA 13.10.2021 SHA964T with your insured YN7605P

## Lonpac External - General

Our Ref: TBA

Dear Summer,

FYA. Insured has yet to lodge the report.

Thank you.

Best Regards

Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



***"In view of the revised measures for COVID-19 restrictions effective 27 September 2021, more than 50% of our staff will be working from home. Please expect delays***

***in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused” .***

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**From:** Loke Wei Yieng <[LokeWY@sparkcarcare.com](mailto:LokeWY@sparkcarcare.com)>

**Sent:** Wednesday, 13 October 2021 4:25 pm

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Jumanibm Masudin <[jumanibm@cdge.com.sg](mailto:jumanibm@cdge.com.sg)>

**Subject:** [WARNING: ATTACHMENT UNSCANNED]DOA 13.10.2021 SHA964T with your insured YN7605P

Hi officer in-charge,

Herewith repair estimate and Insurance search of your client.

Save as to costs,

Kindly arrange to pre-inspection vehicle at 59 Loyang Drive (S)508969 4th floor ASAP, GIA report will be provided once it ready.

Best regards,

Ms. Loke YY  
Loyang Accident Repair  
ComfortDelgro Engineering Pte Ltd  
DID: 62148355

Do you really need to print?  
Go Digital! Go Paperless!



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**From:** [canon@comfortdelgro.com.sg](mailto:canon@comfortdelgro.com.sg) <[canon@comfortdelgro.com.sg](mailto:canon@comfortdelgro.com.sg)>

**Sent:** Wednesday, 13 October 2021 4:10 PM

**To:** Loke Wei Yieng <[LokeWY@sparkcarcare.com](mailto:LokeWY@sparkcarcare.com)>

**Subject:** Scan Image

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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