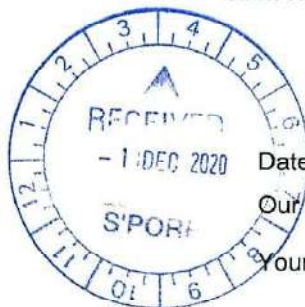




Lonpac Insurance Bhd
100 Beach Rd
#19-00 Shaw Tower
Singapore 189702
Attn: Ong Li Li

23554



AR REGISTERED

SMRT AUTOMOTIVE SERVICES PTE LTD
6 Ang Mo Kio Street 62
Singapore 569140
Tel : 65 6556 3522
Fax : 65 6368 7421
www.smrt.com.sg

Date: 07.11.2020

Our Ref.: BUS/08/20/7005/KC

Your Ref.: TBA

Dear Sirs,

ACCIDENT INVOLVING SG5812D AND XE9997D ON 14/08/20 ALONG SEMBAWANG ROAD AFTER BS: 57121 (OPP BLK 115B)

LETTER OF CLAIM

We claim on behalf of SMRT BUSES LTD, owner/hirer of the vehicle Reg. No.: SG5812D. Your driver's negligent driving has caused the above accident. As a result, my client has suffered the following losses:-

1. Cost of Repair	:	\$ 4,300.00
2. Loss of Use for <u>7.5</u> days @ S\$ <u>350.00</u> /day	:	\$ 2,625.00
3. Loss of Rental for <u> </u> days @ S\$ <u> </u> /day	:	<u> </u>
4. Loss of Income for <u> </u> days @ S\$ <u> </u> /day	:	<u> </u>
5. Police Report/ SAS Report/ LTA Search Fee	:	\$ 7.00
6. Survey Fee	:	<u> </u>
7. Others	:	<u> </u>
Total Claims :		\$ 6,932.00

We enclose the following documents :

☒ Repair Invoice	☐ Letter of Authorisation
☐ Survey Report	☒ LTA Search result
☐ Photographs <u> </u> pcs	☐ Others :
☐ Investigation results	1. <u> </u>
☐ Proof of Loss of Use/Rental/Income	2. <u> </u>
☒ Police / SAS report of SG5812D	3. <u> </u>

We look forward to your confirmation to settle our claims within 15 days from the date of this letter. Payment by cheque shall be crossed and made payable to **SMRT BUSES LTD**.

Yours sincerely,
SMRT AUTOMOTIVE SERVICES PTE LTD

Karen Chan
For Manager, Claims
Claims Department
Email: ChanSiauChin@smrt.com.sg

C.C

AUTHORIZATION TO ACT

I, SMRT BUSES LTD (the third party claimant") of 6 ANG MO KIO STREET 62 (address), owner of SG 5812D (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 SG 5812D that was damaged pursuant to the accident which occurred on 14/08/2020 (date) along SEMBAWANG ROAD AFTER BS:57121 (OPP BLK 115B) (location) involving vehicle no/s XE 9997D ("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 the workshop.

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 10 (day) of Dec (month) 2021 (year)

A blue circular stamp for SMRT Buses Ltd is partially visible, with a handwritten signature in blue ink over it.

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

A blue circular stamp for Strides Automotive Services Pte Ltd is partially visible, with a handwritten signature in blue ink over it.

Signed by "the workshop"
(with chop)



LONPAC INSURANCE BHD

CLAIM NO : 19/20/20/VC00/023554
DATE : 01 DECEMBER 2021

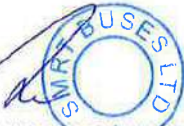
DISCHARGE VOUCHER

I/We, SMRT BUSES LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **XE 9997D** the sum of Singapore Dollar Six Thousand Four Hundred and Seven Only (\$6,407.00) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving **XE 9997D** and **SG 5812D** on 14 August 2020 along **SEMBAWANG ROAD AFTER BS:57121 (OPP BLK 115B)**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ HONG FA LOGISTICS & ENGINEERING PTE LTD AND/OR SOHIR BIN TEKAD**) 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 **SMRT BUSES LIMITED**.

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.



Signature of vehicle owner/Date 10/12/2021

SMRT Buses Ltd
Name of vehicle owner /Date 10/12/2021



ATTN: LONPAC INSURANCE BHD
Customer Code: 3000066

SMRT BUSES LTD

Block Unit
STREET 62
6 ANG MO KIO
SINGAPORE 569140



SMRT 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. : IV201000268
Date : 24.10.2020
Vehicle No. : SG5812D
Your Ref No. : BUS/08/20/7005
Our Ref No. : 24107887
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 4,300.00
GRAND TOTAL					\$ 4,300.00

Remark :

Make/Model : MAN A95
Accident Date : 14.08.2020

Payment Instructions

By Cheque: Crossed and made payable to "SMRT Automotive Services Pte Ltd" with invoice no. indicated on the reverse side. No receipt will be issued unless requested.

By Bank Transfer:

Account Name : SMRT Automotive Services Pte Ltd
Bank Name : DBS Bank Ltd - SGD
Bank Account No.: 018-008617-4
Swift Code : DBSSSGSG

Koo Yew Ching

Koo Yew Ching (Oct 27, 2020 09:12 GMT+8)

Authorised Signature
for SMRT Automotive Services Pte Ltd

Enquire Transaction History

Transaction History Details

Log Date/Time:	18 Aug 2020 / 16:26:29		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	XE9997D		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20200818162629379253

Search Date / Time: 14 Aug 2020 09:05:00

Insurance Company: LONPAC INSURANCE BHD

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

[Enquire Related Logs](#)

[Back to List](#)

Cecilia Chong (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 15 November 2021 12:20 pm
To: Cecilia Chong (LKK Auto)
Cc: Mei Kwan (LKKAuto); MT_Claim_SG
Subject: RE: YOUR REF: SG 5812D (OUR REF: CC4/LPC20008710/Qga3) *** ACCIDENT INVOLVING XE 9997D & SG 5812D ON 14/08/2020 *** Our Ref : BUS/08/20/7005/KC Our Ref: 19/20/20/VC00/023554

Lonpac External - General

Dear Cecilia

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: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Monday, 15 November 2021 12:13 PM
To: ONG LI LI <llong@lonpac.com>
Cc: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: YOUR REF: SG 5812D (OUR REF: CC4/LPC20008710/Qga3) *** ACCIDENT INVOLVING XE 9997D & SG 5812D ON 14/08/2020 *** Our Ref : BUS/08/20/7005/KC Our Ref: 19/20/20/VC00/023554

Dear Lili,

Sorry for the type error on the mandate email .

Revised as follow:

Lonpac Ref: **19/20/20/VC00/023554**

LKK Ref: CC4/LPC20008710/Qga3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 25/08/2020 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Liability assessment based on GIA. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**SMRT BUSES LIMITED**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 5,185.60	\$4,300.00
2. Loss of Use (7.5days x \$350.00)	\$ 2,625.00	\$2,100.00 (6days x \$350.00)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 7,817.60	<u>\$6,407.00</u>

**05days recommendation for repair + 1sunday = 6days.

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

The above is for your approval.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108