

Cecilia Chong (LKK Auto)

From: Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@strides.com.sg>
Sent: Thursday, 6 January 2022 7:21 pm
To: Admin A; CS A Team
Cc: Chong Fei Yuan (Strides Automotive Services Pte Ltd); Tan Wei Teck (Strides Automotive Services Pte Ltd); Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd); Foo Chit Yan (Strides Automotive Services Pte Ltd)
Subject: OUR REF:BUS/10/21/5036(AIG) - ACCIDENT ON 23/10/21 INVOLVING SMB1649H AND SMK4903G ALONG BUKIT BATOK WEST AVE 7-BS:43649 (HOME TEAMNS)
Attachments: BUS 10 21 5036 INV.pdf; BUS 10 21 5036 LTA.pdf; BUS 10 21 5036 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1649H. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$1,800.00
Loss of Use	\$825.00 (3 days x \$275.00)
LTA search fee	\$7.00
Total	\$2,632.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search Fee

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

Thanks & Regards
Hua Yen

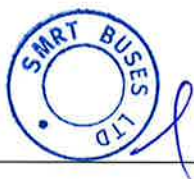
AUTHORIZATION TO ACT
(AIG Asia Pacific - Express Third Party Claim)

I, SMRT BUSES LTD (the third party claimant") of 6 ANG MO KIO STREET 62 (S)569140 (address), owner of SMB 1649H (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 SMB 1649H that was damaged pursuant to the accident which occurred on 23/10/2021 (date) along BUKIT BATOK WEST AVE 7 BS:43649 (HOME TEAMNS) (location) involving vehicle no/s SMK 4903G ("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 SMRT BUSES 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 07 (day) of NOV (month) 2022 (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\$1,800.00** (Repair Cost), **S\$625.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SMB 1649H** that was damaged pursuant to the accident which occurred on **23/10/2021** (date) along **BUKIT BATOK WEST AVE 7 BS:43649 (HOME TEAMNS)** (location) involving vehicle no/s **SMK 4903G**. This is pursuant to the inspection conducted on **15/11/2021** (date) at "the workshop".

We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** ("the third party claimant") of vehicle no. **SMB 1649H** 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 **SMB 1649H** (vehicle no.) as a result of the accident.

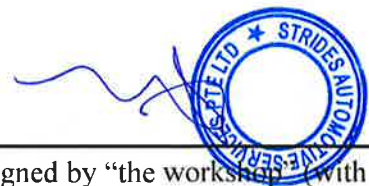
We/I confirm that the agreement reached above is in full and final settlement of any claim of "the third party claimant" pursuant to the accident and that further this settlement is reached on a without prejudice and without admission of liability basis.

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 07 (day) of Nov (month) 2022 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

STRIDES

AUTOMOTIVE

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD
SINGAPORE 739484



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. : IV211200160
Date : 09.12.2021
Vehicle No. : SMB1649H
Your Ref No. : BUS/10/21/5036
Our Ref No. : 24113021
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 1,800.00
GRAND TOTAL					\$ 1,800.00

Remark :

Make/Model : MAN A22
Accident Date : 23.10.2021

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 [Dec 9, 2021 10:32 GMT+8]

Authorised Signature
for Strides Automotive Services Pte. Ltd.

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time:	27 Oct 2021 / 11:50:45		
Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SMK4903G		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20211027115045045832

Search Date / Time: 23 Oct 2021 08:54:00

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](#)

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Wednesday, 27 July 2022 10:09 am
To: 'lee_lay_tin@yahoo.com'
Subject: <STANDARD LETTER> ACCIDENT INVOLVING SMK 4903G & SMB 1649H ON 23/10/2021

Importance: High

Our Ref: CC3/AIG21011750/Rga3

27 JULY 2022

LEE LAY TIN

Dear Sir/Madam,

ACCIDENT INVOLVING SMK 4903G & SMB 1649H ON 23/10/2021

We refer to the above accident. We are the Appointed Surveyor and Loss Adjuster Company by your Motor Insurer (AIG Asia Pacific Insurance Pte Ltd.) to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

This is to inform you that we received a Third Party Claim from **SMB 1649H**.

Based on the accident report and accident scenario, liability is down against us. 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 3 days** from the date of this letter together with the supporting evidence (E.g: Video Footage / Traffic Police Investigation result).

Please note that your No-Claim Discount (NCD) (if any) will be affected and reduced by 30% (20% for commercial vehicles) 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 call us if you have further queries.

c.c AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | HP: 8891 1278 | EMAIL: CeciliaChong@lkkauto.com FAX: 6741-4108

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



Save the Earth. Print only when necessary.

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	17 Nov 2021 22:31	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD.	[A] HOW MEI KWAN
2	17 Nov 2021 22:31	Clm Veh Model Changed	(205176) MAN NL320F (A22) 10.5 D ABS TURBO (A).	[A] HOW MEI KWAN
3	17 Nov 2021 22:31	Clm Created	Reg No: SMB1649H. Acct Date: 2021/10/23. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. L td. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: Strides Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	17 Nov 2021 22:31	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	17 Nov 2021 22:31	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/11/26	[A] HOW MEI KWAN
6	17 Nov 2021 22:31	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	17 Nov 2021 22:31	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[A] Merimen Administrator
8	17 Nov 2021 22:31	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	17 Nov 2021 22:40	Label Added	(23):Express.	[A] HOW MEI KWAN
10	17 Nov 2021 22:40	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
11	26 Jul 2022 10:46	Video Downloaded	Downloaded Video - Accident	[I] Yong, Joanne
12	27 Jul 2022 09:27	Video Downloaded	Downloaded Video - Accident	[I] Tan, Bennie-WZ
13	27 Jul 2022 10:14	Video Downloaded	Downloaded Video - Accident	[A] Chong Pui Lin
14	10 Oct 2022 13:08	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	10 Oct 2022 13:08	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	10 Oct 2022 13:08	Clm Dtl Modified	JPJ Reg. Date: -> 2015/02/27.	[A] JOANNE LEE KHANG MIN
17	10 Oct 2022 13:08	Clm Details Notified		[A] JOANNE LEE KHANG MIN
18	11 Oct 2022 17:35	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
19	11 Oct 2022 17:37	Adj Mandate Request	Cur.Reg:2632.00:Liability: 100%(OID hit TP right side while OID tried to overtook TP) *Quantum: \$2,632.00 (all-in). Pls refer to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
20	12 Oct 2022 17:11	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/11/26. Mandate Remarks: Please attempt to settle LOU @ \$250/day as they previously also agree with the rate.	[I] Lee, Ming-Yao
21	12 Oct 2022 17:11	Adj Mandate Set	Approved:2632.00:Please attempt to settle LOU @ \$250/day as they previously also agree with the rat e.	[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
2741935	18 Nov 2021 12:27:44	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SMB1649H	Low, Xianyu	xx.xx

2741936	18 Nov 2021 12:34:31	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMB1649H	SMK4903G	11.00
2853693	10 Oct 2022 13:08:36	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB1649H	SMK4903G	11.00