

Our Ref: CT1121/SHD3373M/JW(st)
Date: 03.12.2021

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 20.11.2021 INVOLVING SHD3373M & SMM5894G ALONG FINALAYSON GREEN

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHD3373M, which was involved in the captioned accident with your insured vehicle No SMM5894G.

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\$	1,177.00
2. Loss of Rental	5 days x S\$ 110.67	S\$	553.35
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	5 days x S\$ 80.00	S\$	400.00
2. Others		S\$	0.00

[E&OE]	Total Claims	S\$	2,132.35
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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
[X] 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 i 40 SHD3373M , SMM5894G ON 20-Nov-21 10:10
ALONG JUNCTION OF FINALAYSON GREEN & COLLYER QUAY

I / We **TAN MENG KOON** (Hirer) NRIC No.: **SXXXX172B**

and/or (Relief) NRIC No.: **SXXXX172B**

Taxi Number **SHD3373M**

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 **20-Nov-2021**

Name of Hirer **TAN MENG KOON**

Hirer NRIC **SXXXX172B**

Signature :



Address **858 JURONG WEST STREET 81 #11...
640858**

Contact No. **96234439**

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 **\$1,177.00** (Repair Cost), **S\$562.35** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SHD 3373M** that was damaged pursuant to the accident which occurred on **20/11/2021** (date) along **FINLAYSON GREEN & COLLYER QUAY** (location) involving vehicle no/s **SMM 5894G**. This is pursuant to the inspection conducted on **22/11/2021** (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. **SHD 3373M** 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 **SHD 3373M** (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 September (month) 2021 (year)



Signed by appointed surveyor

Signed by "the workshop" (with chop)

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
59 LOYANG DRIVE
SINGAPORE 508969

"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"

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

Workshops

205 Braddell Road Singapore 579701 383 Sin Ming Drive Singapore 575717
59 Loyang Drive Singapore 508969 7 Sungei Kadut Way Singapore 728791
45 Pandan Road Singapore 609286 320 Ubi Road 3 Singapore 408649

COMPANY REG. NO.: 199506048W

Page: 1

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

Description : 3P.20.11.2021

VEHICLE NO
SHD3373M

MAKE
HYUNDAI

MODEL
I-40

DATE OF REG
28.07.2016

CHASSIS CODE
KMHLB41UMGU093212

NO/DATE
91620489 30.11.2021

JOB NO.
305495134

ODOMETER READING

JOB TYPE

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt		1,100.00
Add GST @ 7.000 %		77.00
Total Invoice amount		1,177.00

Issued by : KATHERINETAN 30.11.2021 13:36:01
Repair Type : CLS0/57/57
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 DAMAGED AND DESTROYED AT 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

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

Our Ref: CT21110279

Date: 30 November 2021



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 20/11/2021 @ 10:10 hrs
ALONG JUNCTION OF FINALAYSON GREEN and COLLYER
 QUAY
INVOLVING SMM5894G

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 **SHD3373M** (the "Taxi"). The Taxi was hired to **TAN MENG KOON IC NO SXXXX172B** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$110.67** 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.

SHD 3373M

HOURS OPERATED (TIME)		DATE	NAME OF DRIVER	MILEAGE READING		(KM)	HOURS OPERATED (TIME)	
FROM	TO			FROM	TO		FROM	TO
1800	0556	16/11	M	03	589	7	0700	1730
1640	1750	16/11	M	03	620	9	1910	0600
		17/11	M	03	652	0	0640	1755
1807		17/11	M	03	784	4	1855	0600
1805	0603	18/11	M	03	710	2	0640	1755
1740	1725	18/11	M	03	741	5	1910	0606
1900	0605	19/11	M	03	777	3	0640	1807
230	1695	19/11	M	03	809	3	1915	0602
1900	0557	20/11	M	03	819	3		
0640	1800	20-11-21	Accident	14	✓		11:25	-
1910	0558	24-11-21	Repair	14	✓		1430	-

INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SMM5894G

Date of Accident

20/11/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance AIG Asia Pacific Insurance Pte....

Period of Insurance 05/07/2021 - 04/07/2022

Requested By Por Moy Juan (COMFORTDELG...

Requested Date 22/11/2021 07:46

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**

8110 3393 m

Cecilia Chong (LKK Auto)

From: Cecilia Chong (LKK Auto)
Sent: Tuesday, 17 May 2022 2:34 pm
To: ow_tuck_meng@hotmail.com
Subject: <STANDARD LETTER> ACCIDENT INVOLVING SMM 5894G & SHD 3373M ON 20/11/2021

Our Ref: CC4/AIG21011867/Tgs3

17 MAY 2022

OW TUCK MENG

Dear Sir/Madam,

ACCIDENT INVOLVING SMM 5894G & SHD 3373M ON 20/11/2021

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 SHD 3373M.

Based on the accident report and accident scenario and 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. Unless proven otherwise.

If you have evidence/information to proof that we should not settle the third party claim, kindly let us have them in writing within the next 3 days i.e. by 20/05/2022, after we shall proceed with negotiation with Third Party claimant on the **without prejudice basis** and any settlement should not bind any claims whatsoever by you/your driver against the other party's insurer arising from this particular accident.

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)

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

DID: 6749-4274 | MAIN: 6256 3561 | 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	22 Nov 2021 17:17	Clm Dtl Modified	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD. Claimant's ID: -> 199303821R.	[A] Lee Su Li
2	22 Nov 2021 17:17	Clm Veh Model Changed	(204577) HYUNDAI I40 1.7 D CRDI F/L ABS AIRBAG 4DR (A).	[A] Lee Su Li
3	22 Nov 2021 17:17	Clm Created	Reg No: SHD3373M. Acct Date: 2021/11/20. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] Lee Su Li
4	22 Nov 2021 17:17	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	22 Nov 2021 17:17	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/12/01	[A] Lee Su Li
6	22 Nov 2021 17:17	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	22 Nov 2021 17:17	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Exp ress)	[A] Merimen Administrator
8	22 Nov 2021 17:17	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	22 Nov 2021 17:18	Label Added	(23):Express.	[A] Lee Su Li
10	22 Nov 2021 17:18	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] Lee Su Li
11	25 Nov 2021 16:01	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
12	25 Nov 2021 16:06	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2021/12/01. Mandate Remarks: please provide liability assesement.	[I] Goh, Jeremy-CX
13	25 Nov 2021 16:06	Adj Mandate Set	Approved:0.00:please provide liability assesement.	[I] Goh, Jeremy-CX
14	21 Dec 2021 09:19	Video Downloaded	Downloaded Video - Accident	[I] Gan, Angie-GL
15	17 May 2022 14:05	Video Downloaded	Downloaded Video - Accident	[A] Chong Pui Lin
16	17 May 2022 14:11	Adj Mandate Request	Cur.Reg:0.00:HI, WE ARE IN THE OPINION THAT 50/50 SETTLEMENT AS TP CHANGE LANE FROM LANE 1 -2, AND OI FROM 3-2. THANKS	[A] Chong Pui Lin
17	17 May 2022 14:18	Video Downloaded	Downloaded Video - Accident	[A] Chong Pui Lin
18	17 May 2022 14:22	Video Downloaded	Downloaded Video - Accident	[A] Chong Pui Lin
19	17 May 2022 15:55	Adj Mandate Request Cancelled		[A] Chong Pui Lin
20	17 May 2022 15:58	Adj Mandate Request	Cur.Reg:0.00:HI, TP VF UPLOADED. LIABILITY DOWN AGAINST OI	[A] Chong Pui Lin
21	27 May 2022 15:00	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
22	27 May 2022 15:00	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
23	30 May 2022 11:25	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/12/01. Mandate Remarks: do update the details in merimen and seek mandate when LOD arrives	[I] Goh, Jeremy-CX
24	30 May 2022 11:25	Adj Mandate Set	Maintained:do update the details in merimen and seek mandate when LOD arrives	[I] Goh, Jeremy-CX
25	21 Jun 2022 09:05	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN

AUDIT TRAIL				
No.	On	Audit	Remarks	By
26	21 Jun 2022 09:05	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
27	21 Jun 2022 09:05	Clim Dtl Modified	JPJ Reg. Date: -> 2016/07/28.	[A] JOANNE LEE KHANG MIN
28	21 Jun 2022 09:05	Clim Details Notified		[A] JOANNE LEE KHANG MIN
29	05 Jul 2022 15:29	Adj Mandate Request	Cur.Req:1982.35:LIABILITY: 100% BOLA S15 CORw/GST: 1,177.00 + LOR(5days x \$110.67): 553.35 + LOI(5days x \$50.00): 250.00 + SEARCH FEE: 2.00 = 1,982.35 02 RECOMMENDED REPAIR DAYS + 2WE EKENDS + 1PRS = 5 DAYS FOR YOUR APPROVAL PLEASE	[A] Chong Pui Lin
30	18 Jul 2022 10:35	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/12/01. Mandate Remarks: mandate approved. ensure insured is cleared and understand liability against insured. settle at best. subject to documents in order. settle at LO R and LOI 2 days	[I] Goh, Jeremy-CX
31	18 Jul 2022 10:35	Adj Mandate Set	Approved:1500.34:mandate approved. ensure insured is cleared and understand liability against insured. settle at best. subject to documents in order. settle at LOR and LOI 2 days	[I] Goh, Jeremy-CX
32	21 Jul 2022 17:15	Adj Mandate Request	Cur.Req:1982.35:Hi, TP reject offer, propose \$1741.35. For your approval / instruction. Thanks	[A] Chong Pui Lin
33	15 Aug 2022 16:23	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2021/12/01. Mandate Remarks: mandate approved. settle at 3 days instead of 4 days. settle at best.	[I] Goh, Jeremy-CX
34	15 Aug 2022 16:23	Adj Mandate Set	Approved:1741.35:mandate approved. settle at 3 days instead of 4 days. settle at best.	[I] Goh, Jeremy-CX

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
2742893	23 Nov 2021 10:04:57	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHD3373M	Low, Xianyu	xx.xx
2742896	23 Nov 2021 10:10:38	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHD3373M	SMM5894G	11.00
2793155	17 May 2022 15:57:29	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHD3373M	Chong Pui Lin	xx.xx
2806566	21 Jun 2022 09:05:30	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD3373M	SMM5894G	11.00

