

Our Ref: CT1221/SHA4399Z/JW(st)  
Date: 23.12.2021

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 07.12.2021 INVOLVING SHA4399Z & SLT 830Z ALONG HAVELOCK RD TWDS CITY**

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHA4399Z, which was involved in the captioned accident with your insured vehicle No SLT 830Z.

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\$	2,996.00
2. Loss of Rental	2 days x S\$ 125.19	S\$	250.38
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	2 days x S\$ 80.00	S\$	160.00
2. Others		S\$	0.00

[E&OE]	<b>Total Claims</b>	<b>S\$</b>	<b>3,408.38</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
<input checked="" type="checkbox"/> 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  
ALONG****Hyundai Ioniq SHA4399Z , SLT830Z  
HAVELOCK RD TWDS CITY****ON 07-Dec-21 10:30**

I / We

**LIM LOONG MONG**

(Hirer) NRIC No.:

**SXXXX657B**

and/or

(Relief) NRIC No.:

**SXXXX657B**

Taxi Number

**SHA4399Z**

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

**07-Dec-2021**

Name of Hirer

**LIM LOONG MONG**

Hirer NRIC

**SXXXX657B**

Signature :



Address

**499 JURONG WEST STREET 41 #14...  
640499**

Contact No.

**93887891**

**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\$3,300.00** (Global Sum) for vehicle no. **SHA 4399Z** that was damaged pursuant to the accident which occurred on **07/12/2021** (date) along **HAVELOCK ROAD** (location) involving vehicle no/s **SLT 830Z**.

This is pursuant to the inspection conducted on **07/12/2021** (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 4399Z** 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 4399Z** (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 21 (day) of September (month) 2022 (year)

  
Signed by appointed surveyor

  
Signed by "the workshop" (with chop)

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
59 LOYANG DRIVE  
SINGAPORE 508969

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"

**Workshops**

205 Braddell Road Singapore 579701  
59 Loyang Drive Singapore 608969  
45 Pandan Road Singapore 609286

383 Sin Ming Drive Singapore 575717  
7 Sungei Kadut Way Singapore 728791  
320 Ubi Road 3 Singapore 408649

**COMPANY REG. NO.:** 199506048W  
Page: 1

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

**TAX INVOICE**

Repeat printout

8010004

AIG ASIA PACIFIC INSURANCE PTE LTD

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

CONTACT NO: 64193000 3225094

Description : 3P 07.12.2021

**VEHICLE NO**  
SHA4399Z

**MAKE**  
HYUNDAI

**MODEL**  
IONIQ(G2)

**DATE OF REG**  
30.04.2019

**CHASSIS CODE**  
KMHC851CVKU146197

**NO/DATE**  
91625871 17.12.2021

**JOB NO.**  
305497152

**ODOMETER READING**

**JOB TYPE**

**Invoice for Lump Sum Repair**

Total Lump Sum Repair Amt		2,800.00
Add GST @ 7.000 %		196.00
<b>Total Invoice amount</b>		<b>2,996.00</b>

Issued by : CHEWBEELING 17.12.2021 09:35:10  
Repair Type : CLSO/57/57  
Payment Type/Term : /Credit 30 days

1) WHILE 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 DRIVEN AND TESTED AT OWNERS' RISK.

2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

3) INTEREST ON UNPAID AMOUNTS 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: CT21120085

Date: 17 December 2021



## TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON                      07/12/2021    @   10:30 hrs  
ALONG                              HAVELOCK RD TWDS CITY  
INVOLVING                      SLT830Z

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 **SHA4399Z** (the "Taxi"). The Taxi was hired to **LIM LOONG MONG IC NO SXXXX657B** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.19** 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.

DECEMBER 2021

E READING			MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)	
				FROM	TO
6	9	0	159	0600	1500
8	6	2	172	1521	2156
0	7	3	211	0625	1800
2	2	0	147	05245	1500
3	9	3	173	1529	2315
5	7	3	180	0600	1505
8	6	7	294	1528	0112
0	2	2	185	0845	1500
1	7	4	153	1517	2137
3	6	2	188	0540	1800
5	0	4		0545	1135

[illegible]

INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SLT830Z

Date of Accident

07/12/2021 📅

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

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

Period of Insurance ..... **17/10/2021 - 16/10/2022**

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

Requested Date ..... **07/12/2021 12:45**

**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 43992



## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Thursday, 28 July 2022 10:04 am  
**To:** hohuangeng@gmail.com  
**Subject:** <STANDARD LETTER> ACCIDENT INVOLVING SLT 830Z & SHA 4399Z ON 07/12/2021

**Importance:** High

Our Ref: CC4/AIG21012395/Vga3

28 JULY 2022

**HO HUANG ENG**

Dear Sir/Madam,

### **ACCIDENT INVOLVING SLT 830Z & SHA 4399Z ON 07/12/2021**

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 **SHA 4399Z**.

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](mailto: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	07 Dec 2021 18:22	<b>Clim Dtl Modified</b>	Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] HOW MEI KWAN
2	07 Dec 2021 18:22	<b>Clim Veh Model Changed</b>	(207128) HYUNDAI AE IONIQ HEV 1.6 DCT (A).	[A] HOW MEI KWAN
3	07 Dec 2021 18:22	<b>Clim Created</b>	Reg No: SHA4399Z. Acct Date: 2021/12/07. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: AXA Insurance Pte Ltd (HQ). Workshop: ComfortDelGro Engineering Pte Ltd (Loyang)	[A] HOW MEI KWAN
4	07 Dec 2021 18:22	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	07 Dec 2021 18:22	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/12/16	[A] HOW MEI KWAN
6	07 Dec 2021 18:22	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	07 Dec 2021 18:22	<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	07 Dec 2021 18:22	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	07 Dec 2021 18:28	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
10	07 Dec 2021 18:28	<b>Adj Adjuster Assigned</b>	[None] -> Thevan Thomas Karthikesavan	[A] HOW MEI KWAN
11	08 Dec 2021 10:00	<b>Clim Registration Modified</b>	Acct Time:10:00:00->10:40:00.	[I] AIG OneClaim Integration User
12	30 Aug 2022 16:43	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
13	30 Aug 2022 16:43	<b>Clim Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	30 Aug 2022 16:43	<b>Clim Dtl Modified</b>	JPJ Reg. Date: -> 2019/04/30.	[A] JOANNE LEE KHANG MIN
15	30 Aug 2022 16:43	<b>Clim Details Notified</b>		[A] JOANNE LEE KHANG MIN
16	20 Sep 2022 13:56	<b>Adj Mandate Request</b>	Cur.Req:3348.38:\$3,348.38	[A] CHEW HSIAO TONG
17	20 Sep 2022 14:09	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2021/12/16	[I] Yong, Joanne
18	20 Sep 2022 14:09	<b>Adj Mandate Set</b>	Approved:3348.38.	[I] Yong, Joanne

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
2747372	07 Dec 2021 18:30:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHA4399Z	SLT830Z	11.00
2836545	30 Aug 2022 16:43:12	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHA4399Z	SLT830Z	11.00

