

BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

WITHOUT PREJUDICE

Our Ref : **SHD 3952 S**
Your Ref : **SMV 9314 R**

India International Insurance Pte Ltd
64 Cecil Street
#04/ #05 IOB Building
Singapore 049711

Attention: Motor Claims Department

Dear Sir/Mdm.

Accident on 24.12.2021 @ 14:00 hours along Corporation Drive & Yung An Road involving vehicles SHD 3952 S and SMV 9314 R

We refer to the above-mentioned accident.

We are claiming as per below:-

1. Repair Cost – Lump Sum (With GST)	\$	10,539.50
2. Loss of Income for 12 Days x \$80/- per day	\$	960.00
3. Loss of Rental for 12 Days x \$125.19 per day (With GST)	\$	1,502.28
4. LTA/GIA Search fee (With GST)	\$	7.45
5. Towing Fee	\$	80.00
TOTAL	\$	13,089.23

Enclosed herewith a copy each of relevant GIA report, LTA, Proforma Tax invoice, Rental Agreement/Tax invoice, Mileage Record, Towing Fee and Letter of Authorization for your attention. Kindly let us have your reply with the next 14 days upon receipt of this letter.

If you have any enquiries, please contact us @ 9648-8228 or you may email to us at claims@bifrostauto.com

Yours faithfully,
BIFROST AUTO PTE. LTD.

NOTE: # Please note that the Loss of Use will be paid based on negotiation and on the NIMA Protocol (Court Guideline).

This is a computer generated letter and does not need a signature.

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 at 7% is charged where applicable

BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

LETTER OF AUTHORISATION

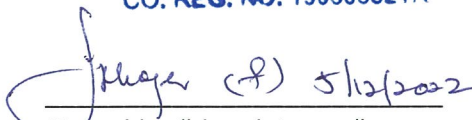
Accident on 24.12.2021 @ 14:00 hours along Corporation Drive & Yung An Road involving vehicles SHD 3952 S and SMV 9314 R

In consideration of **Bifrost Auto Pte Ltd, 6001 Beach Road #22-01, Golden Mile Tower Singapore 199589**, repairing my/our motor vehicle no **SHD 3952 S** at my request, I/We, **COMFORT TRANSPORTATION PTE LTD** ("the claimant") of **383 Sin Ming Drive Singapore 575717** (address) bearing UEN / NRIC No: **199303821R** the owner of motor vehicle no **SHD 3952 S**, hereby authorize them to demand claim, settle and receive whatever amount settle payable by the insurance company or third party or commence legal proceeding for cost of repairs, loss of use and etc to any of their appointed solicitors to act for me/us in respect of the said accident/claim and all the amount claimed or settled shall belong and make payable to them absolutely by the insurance company of the third party. I/We further authorized them to give an absolute discharge on my/our behalf and to sign discharge voucher(s) and any other documents necessary or incidentals to the conduct and disposal of my/our above claims.

In the event that settlement cheque were to be drawn in my/our favour, I/we hereby give my/our instructions to clear the said cheque on my/our behalf by presenting the same for payment directly into **Bifrost Auto Pte Ltd** account. Upon clearance of the said cheque, I/we further authorize **Bifrost Auto Pte Ltd** and/or their appointed law firm to utilize the monies to pay their charges without further reference to me. I confirm that the payment to **Bifrost Auto Pte Ltd** shall amount to a good discharge of **Bifrost Auto Pte Ltd** and/or their appointed law firm's obligation to me in respect of the settlement monies.

Dated this 05 day of 12 (month) 2022 (year)

COMFORT TRANSPORTATION PTE LTD
CO. REG. NO. 199303821R

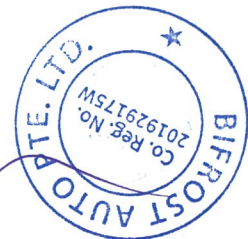

Signed by "the claimant"

Name: **COMFORT TRANSPORTATION PTE LTD**

UEN No: 199303821R


Signed by Bifrost Auto Pte Ltd

Name: Joseph Koh



my execution of this Discharge Voucher is only
my claim for property damage and not prejudicial
to any other claims arising from the same accident

EXPRESS SETTLEMENT

DISCHARGE VOUCHER III-Direct Settlement (PODS)

India Ref: MFL2022D0000017
Claimant Ref: SHD3952S

We/I, BIFROST AUTO PTE LTD ("the workshop") hereby confirm that we/I have reached an agreement with the appointed Surveyor of India International Insurance Pte Ltd LKK Auto Consultants Pte Ltd (name of Surveyor) with respect to the amount claimed for S\$ 11,800.00 (Global Sum) ~~(repair cost), S\$ (loss of use/rental), S\$ (search fee)~~, vehicle no. SHD3952S that was damaged pursuant to the accident which occurred on 24/12/2021 (date) at YUNG AN ROAD (location) involving vehicle no. SMV9314R (insured vehicle). This is pursuant to the inspection conducted on 29/12/2021 (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. SHD3952S to 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 India International 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 cost of repairs and/or rental and/or loss of use pursuant to the damage to SHD3952S (vehicle no.) as a result of the accident.

We/I confirm that the agreement reached above is in full and final settlement of all claims 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.

We/I authorize you to pay the total amount of S\$ 11,800.00 to BIFROST AUTO PTE LTD.

Dated this 18 day of 11 2022

CLAIMANT:

Signature:

Signed by "the workshop" (with chop)

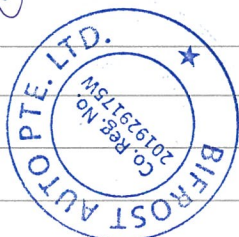
Name:

NRIC:

Address:

Nationality:

Occupation:



WITNESS:

Signature:

Signed by appointed Surveyor

Name:

NRIC:

Address:

Nationality:

Occupation:



ABT

LKK Auto Consultants Pte Ltd

199607198R

51 Ubi Avenue 1

#01-25 Paya Ubi Ind. Park S(408933)

BIFROST AUTO PTE. LTD.

GST. Reg. No. : 201929175W

Tax Invoice

India International Insurance Pte Ltd
64 Cecil Street
#04/ #05 IOB Building
Singapore 049711

Inv. No. : BA.LT.2212018
Inv. Date : 08-12-2022
Ref : 24.12.2021
Terms : 30 Days
Veh. No. : SHD 3952 S
Make & Model : Ioniq

#	Description	Qty	Rate	Total	Tax
1	LUMP SUM REPAIR AS RECOMMENDED BY SURVEYOR	1.0	\$9,850.00	\$9,850.00	\$689.50

Subtotal for invoice : S\$9,850.00
GST (7.0%) : S\$689.50
Total : S\$10,539.50


*I agree to the price as listed above and
affirm that the goods are received in good
condition.*

On behalf of **BIFROST AUTO PTE. LTD.**

(Customer's Signature and Company Stamp)

Janice Syn

(Authorised Signature)



Please make cheque payable to "BIFROST AUTO PTE LTD" and mail to **6001 BEACH ROAD #22-01, GOLDEN MILE TOWER Singapore 199589** or direct bank transfer to **DBS Bank Current Account 070-902-886-1.**

Our Ref: CT21120426

Date: 28 December 2021



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 24/12/2021 @ 14:00 hrs
ALONG CORPORATION DR and YUNG AN RD
INVOLVING SMV9314R

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 **SHD3952S** (the "Taxi"). The Taxi was hired to **LEE KAI MENG IC NO SXXXX009B** 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.

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 28 Dec 2021 / 10:55:03

Receipt Date/Time : 28 Dec 2021 / 10:55:03

Tax Invoice/Receipt

Receipt No. : ITNET-00000-211228-001206

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SMV9314R

As at 24 Dec 2021/14:00:00

Insurance Co: INDIA INT'L INS PTE LTD

1 Insurance Enquiry - SMV9314R

Enquiry Fee

20211228105415378220

7.00 0.49 7.49

Sub-Total 7.00 0.49 7.49

Total Before Rounding 7.00 0.49 7.49

Rounding Difference 0.04

Total Amount Payable 7.45

Paid By

411911XXXXXX7094 eNETS Credit Card 7.45

Total 7.45

Cash Change 0.00

Tendered Amount 7.45

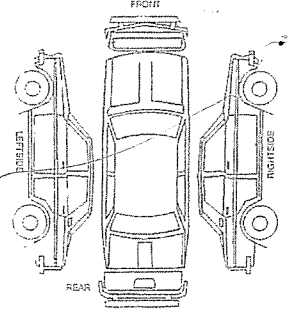
Excess Refundable Amount 0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Accident

JOB REQUISITION FOR BREAKDOWN / TOWING SERVICE

Job Requisition			
1. Date: 24/12/21 Time Received: 1535		3. Vehicle Type: <input type="checkbox"/> Private <input checked="" type="checkbox"/> Taxi (CTPL/CCPL) <input type="checkbox"/> Fleet <input type="checkbox"/> STK (Boon Lay)	
2. <input type="checkbox"/> New <input type="checkbox"/> SPARK Kakis Name of Customer : Lee Kai Meng Contact No. : SHD 39529 Vehicle No. : 9837 9203 Make / Model / Colour : IDN1Q - comfort Email :		4. Type of Towing: <input checked="" type="checkbox"/> Normal Tow <input type="checkbox"/> King Dolly <input type="checkbox"/> Flat Bed <input type="checkbox"/> Crane-up	
7. Location: 277 Toh Guan Rd (m&cp)		5. Nature of Service: <input type="checkbox"/> Jumpstart <input checked="" type="checkbox"/> Recovery <input type="checkbox"/> Change Tyre / Battery	
9. Preferred Workshop: <input type="checkbox"/> Braddell <input checked="" type="checkbox"/> Loyang <input type="checkbox"/> Pandan <input type="checkbox"/> Sin Ming <input type="checkbox"/> Sungei Kadut <input type="checkbox"/> Ubi <input type="checkbox"/> Komoco (UBI / Leng Kee) <input type="checkbox"/> Cycle & Carriage (PD) <input type="checkbox"/> Others:		8. Vehicle Tow - In Workshop: <input type="checkbox"/> Smoky Exhaust <input type="checkbox"/> Wheel Jammed <input type="checkbox"/> Overheating <input type="checkbox"/> Steering Faulty <input type="checkbox"/> Brake Faulty <input type="checkbox"/> Alternator Faulty <input type="checkbox"/> Starting Problem <input type="checkbox"/> Loss Power <input checked="" type="checkbox"/> Accident <input type="checkbox"/> Engine Stalled <input type="checkbox"/> Return Taxi	
10. Odometer Reading : Fuel Level : F 1/4 1/2 3/4 E		11. Radio / CD Player <input type="checkbox"/> OK <input type="checkbox"/> Faulty <input type="checkbox"/> Not tested	
Job Attended			
12. Tow Truck / Recovery Van : <input type="checkbox"/> VRS <input checked="" type="checkbox"/> QA <input type="checkbox"/> GAO <input type="checkbox"/> OTHERS Name of Driver : TM124 Vehicle No. : YP4655D Time Dispatch : 1605 Time of Arrival : 1645 Time Completed : 1745		 # : Cracked X : Dented / : Scatched O : Missing Signature of Customer	
Cash Invoice Details (if applicable)			
13. Cash Invoice No. :			
Customer Acknowledgement			
a. I have been advised to remove all valuable items in my vehicle, including Global Positioning System (GPS), audio compact disk, thumbdrive, carpark coupons, cash cards, spectacles, pen, etc. b. I understand that any items left behind are at my own risk and SPARK Car Care™ will not be held liable for such losses. c. Surcharge: Towing fee will be levied if the customer decides neither to tow nor proceed with the repairs in SPARK Car Care™.			
24/12/21 Date		1645 Time	
Signature of Customer			
14. WORKSHOP			
Name of Attending Staff/Guard		Date & Time of Arrival	
Signature of Attending Staff/Guard			



You Call, We Tow - Fast . Secured . Reliable

47 Jalan Pemimpin Halcyon 2 #C01-02 Singapore 577200 Co. Reg. No. 53152603L HP: 900 900 92 Email: jim.koh@hotmail.com Website: <http://www.gaoexpresstowing.sg>

CASH SALE/WORK ORDER

No. **215539**

Date: 24/12/2021

寶號

Messrs: Ulu

車號

Vehicle No: SHD 3952 S 車型 Tonix

時間(日/夜)

Time (day/night): _____ Contact No: _____

由

Location: 247 20h Green Rd

到

To: U Comfort

Cash \$: 807

其他

Others: _____

經手人

Authorised By: _____

Tow Truck

Driver Name: [Signature]

注意本公司對所拖之車輛,在進行中如有任何損失或破壞,一概由車主自行負責。

Note: Vehicle is towed at owner's risk. The company accepts no responsibility for damages or other misdemeanour to your vehicle whilst being towed.

- ☐ Jump Start/Changing of battery
- ☐ Tyre Replacement
- ☒ Accident/Breakdown
- ☐ Multi/Basement
- ☐ With Load/Cargo Box
- ☐ King Dolly
- ☐ Transport Charge
- ☐ Low Body Kit
- ☐ Door Opening Service
- ☐ Crane Up/Winch Out
- ☐ Collect Doc/Key
- ☐ Repo
- ☐ Woodlands and Tuas Checkpoint

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	28 Dec 2021 18:59	Clim Dtl Modified	Insured Name: -> GRAB RENTALS PTE LTD. Insured ID: -> 201617200G. Claimant's Name: -> COMFORT TRANSPORTATION PTE LTD.	[A] Lee Su Li
2	28 Dec 2021 18:59	Clim Veh Model Changed	(205659) HYUNDAI AE IONIQ 1.6 (A).	[A] Lee Su Li
3	28 Dec 2021 18:59	Clim Created	Reg No: SHD3952S. Acct Date: 2021/12/24. Claim Type: TP. Insurer: India International Insurance Pte Ltd (HQ). Workshop: Bifrost Auto Pte Ltd (Kaki Bukit)	[A] Lee Su Li
4	28 Dec 2021 18:59	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] Lee Su Li
5	28 Dec 2021 18:59	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/01/06	[A] Lee Su Li
6	28 Dec 2021 18:59	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] Lee Su Li
7	28 Dec 2021 18:59	Label Added	(30653):Direct Settlement.	[A] Lee Su Li
8	28 Dec 2021 18:59	Adj Adjuster Assigned	[None] -> ACCUSER4	[A] Lee Su Li
9	24 Jan 2022 17:10	Clim Dtl Modified	Claimant's ID: -> 199303821R.	[A] Lee Su Li
10	25 Jan 2022 10:59	Adj Mandate Request	Cur.Reg:0.00:PODS LIABILITY: 100% REMARKS: BOLA S9	[A] Chong Pui Lin
11	26 Jan 2022 08:35	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/01/06. Mandate Remarks: Please assist to get the video footage from TP	[I] Bhargavi Purushothaman Dhanya
12	26 Jan 2022 08:35	Adj Mandate Set	Approved:0.00:Please assist to get the video footage from TP	[I] Bhargavi Purushothaman Dhanya
13	28 Jan 2022 11:28	Adj Mandate Request	Cur.Reg:0.00:PODS HI DHANYA, VIDEO EMAIL TO YOU. KINDLY LET US HAVE YOUR LIABILITY APPROVAL ONCE AGAIN BASED ON BOLA S9. THANKS	[A] Chong Pui Lin
14	28 Jan 2022 11:33	Adj Mandate Set	Approved:0.00.	[I] Bhargavi Purushothaman Dhanya
15	01 Jun 2022 08:23	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	01 Jun 2022 08:23	Clim Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	01 Jun 2022 08:23	Clim Dtl Modified	JPJ Reg. Date: -> 2018/07/12.	[A] JOANNE LEE KHANG MIN
18	01 Jun 2022 08:23	Clim Details Notified		[A] JOANNE LEE KHANG MIN
19	15 Jun 2022 09:35	Adj Mandate Request	Cur.Reg:12609.23:PODS Liability: 100% Quantum: (a)CORw/GST: \$10,539.50 + (b)LOR (12days x \$125.19): \$1,502.28 + (c)LTA/GIA search fee: \$7.45 + (d)LOE(12days x \$40.00): \$480.00 + Towing Fee: \$80.00 = Total: \$12,609.23 Vehicle Model: HYUNDAI IONIQ	[A] Chong Pui Lin
20	15 Jun 2022 10:30	Video Downloaded	Downloaded Video - Accident-TP	[I] Bhargavi Purushothaman Dhanya
21	16 Jun 2022 15:58	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/01/06. Mandate Remarks: Pls refer to Dhanya's email	[I] Sherini Pillai
22	16 Jun 2022 15:58	Adj Mandate Set	Approved:11000.00:Pls refer to Dhanya's email	[I] Sherini Pillai
23	16 Jun 2022 17:17	Adj Mandate Request	Cur.Reg:12609.23:PODS HI, TP REJECT OFFER, PROPOSE GS \$12,350. FOR YOUR APPROVAL / INSTRUCTION.	[A] Chong Pui Lin
24	23 Jun 2022 15:36	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/01/06. Mandate Remarks: Pls nego as per mandate (COR \$9,300 + GST) & 11 days repair	[I] Sherini Pillai
25	23 Jun 2022 15:36	Adj Mandate Set	Approved:11800.00:Pls nego as per mandate (COR \$9,300 + GST) & 11 days repair	[I] Sherini Pillai
26	04 Jul 2022	Adj Mandate Request	Cur.Reg:12609.23:PODS Hi, TP reject offer, propose \$12,198.85 (based on 10 days). Kindly let us have your approval / instruction. Thanks	[A] Chong Pui Lin

AUDIT TRAIL

No.	On	Audit	Remarks	By
	14:09			
27	05 Jul 2022 12:12	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/01/06. Mandate Remarks: They increased from \$12,350.00?	[I] Bhargavi Purushothaman Dhanya
28	05 Jul 2022 12:12	Adj Mandate Set	Maintained:They increased from \$12,350.00?	[I] Bhargavi Purushothaman Dhanya
29	06 Sep 2022 13:41	Adj Mandate Request	Cur.Req:12609.23:PODS HI, THEY ARE NOT INCREASING BUT DECREASING. THEREFOR E, KINDLY LET US HAVE YOUR INSTRUCTION/APPROVAL. THANKS	[A] Chong Pui Lin
30	12 Sep 2022 09:55	Adj Next Rpt Changed	Cur Rpt:Final Rpt. Cur Due Date:2022/01/06. Mandate Remarks: Please maintain our offer.	[I] Bhargavi Purushothaman Dhanya
31	12 Sep 2022 09:55	Adj Mandate Set	Maintained:Please maintain our offer.	[I] Bhargavi Purushothaman Dhanya
32	17 Nov 2022 09:57	Adj Adjuster Assigned	ACCUSER4 -> BRYAN TANI	[A] CHEW HSIAO TONG

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
2752843	29 Dec 2021 10:00:11	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	India International Insurance Pte Ltd (HQ)	SHD3952S	SMV9314R	11.00
2778878	31 Mar 2022 16:50:37	Video Upload	Motor	India International Insurance Pte Ltd (HQ)	India International Insurance Pte Ltd (HQ)	SHD3952S	Bhargavi Purushothaman Dhanya	xx.xx
2799165	01 Jun 2022 08:23:06	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHD3952S	SMV9314R	11.00