

Hsiao Tong (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Monday, 7 March 2022 1:52 PM
To: Tan Lee Gek (Strides Automotive Services Pte Ltd); Hsiao Tong (LKKAUTO)
Cc: Admin A
Subject: RE: LOD Re: Accident on 10/1/2022 involving SHB 5705L & SMX 9166R (China Taiping's insured) Our Ref: TAX/01/22/2015/lg *** LKK REF: CC3/CTI22000423/Rpa3
Attachments: 01 22 2015 - supporting documents.pdf; scene photo1.jpg; scene photo2.jpg

Dear Lee Gek,

We acknowledge receipt of your email.

Our respective case handler, Hsiao Tong will look into the matter and get back to you in due course.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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.

From: Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>

Sent: Monday, 7 March, 2022 1:44 PM

To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: LOD Re: Accident on 10/1/2022 involving SHB 5705L & SMX 9166R (China Taiping's insured) Our Ref: TAX/01/22/2015/lg

Dear All,

We quantify our claim as follows:-

| | |
|----------------|------------------------------------|
| Cost of Repair | \$1,100.00 |
| Loss of Rental | \$1,011.47 (9.5 days x \$106.47) |
| Loss of Income | \$570.00 (9.5 days x \$60.00) |
| LTA Search Fee | \$7.00 |
| Total | \$2,688.47 |

We enclose the following documents:

- 1) Repair invoice
- 2) Proof of rental rate
- 3) GIA report
- 4) Accident vehicle laid-up report
- 5) Hirer's letter of authorization
- 6) LTA search
- 7) Scene photos

Please acknowledge receipt within 14 days from the date hereof and let us have your offer soon. Thanks.

Regards

Tan Lee Gek (DID: 6556 3548)

Claims Department

STRIDES Automotive Services Pte Ltd



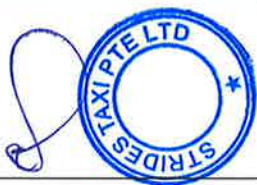
AUTHORIZATION TO ACT

I, STRIDES TAXI PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB 5705L (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 SHB 5705L that was damaged pursuant to the accident which occurred on 10/01/2022 (date) along WOODLANDS STREET 41/ BETWEEN BLK 426 & 427 CARPARK GANTRY (location) involving vehicle no/s SMX 9166R ("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 STRIDES TAXI PTE 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 28 (day) of March (month) 2022 (year)

A blue ink signature is written over a circular blue stamp. The stamp contains the text "STRIDES TAXI PTE LTD" around the perimeter and a small star in the center.

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

A blue ink signature is written over a circular blue stamp. The stamp contains the text "STRIDES AUTOMOTIVE SERVICES PTE LTD" around the perimeter and a small star in the center.

Signed by "the workshop"
(with chop)

MOTOR CLAIMS DISCHARGE VOUCHER

Policy No : DMPCSNW00065572100 Claim No : SNM22D200207/C02/SMX9166R/TANCHC

Claimant : STRIDES TAXI PTE LTD

Amount : S\$1,725.00
Singapore Dollars One Thousand Seven Hundred Twenty Five Only

I/We agree to accept the above mentioned amount to be paid to me/us in full & final settlement of all claims, costs & disbursements for injuries / damages sustained by me/us through an accident involving

Claimant Vehicle No. : SHB5705L
Insured Vehicle No. : SMX9166R

Date of Loss : 10/01/2022
Place of Accident : WOODLANDS STREET 41/BETWEEN BLK 426 & 427 CARPARK GANTRY

IN CONSIDERATION of the payment made to me/us of the aforementioned sum by CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD., I/We agree absolutely to discharge CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD. and/or

Insured Name : MUHAMAD SHAH RAZZI BIN KAMARUDIN
Driver Name : KOH SUSANTI BINTE MUHAMMAD YUSOF

from all claims, present or future in respect of all loss, injury or damage sustained by me/us arising out of the said accident.

I acknowledge that this payment is made without admission of liability on the part of CHINA TAIPING INSURANCE (SINGAPORE) PTE. LTD.

| | |
|-----------------|--------------|
| (1) Global Sum | S\$ 1,725.00 |
| TOTAL | S\$ 1,725.00 |

Claimant Name : _____

NRIC No : _____

Signature : _____

Date : _____



23 MAR 2022

*** This Discharge Voucher applies only to the claimant's claim or his property damage and will not affect his personal injuries claim and/or uninsured losses claim in a later date. Further, the settlement terms herein should not be used as an evidence to prejudice to the claimant's personal injuries claim and/or other uninsured losses claim arising of the subject matter in this action.

STRIDES

AUTOMOTIVE

Customer Code: 3000063

STRIDES TAXI PTE. LTD.

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4
SINGAPORE 757705



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. : IV220200224
Date : 18.02.2022
Vehicle No. : SHB5705L
Your Ref No. : TAX/01/22/2015
Our Ref No. : 24113610
Terms : 30 Days

| Description | Qty | Unit Cost | Add % | / (Discount) Amount | Amount |
|----------------------------------------------------------------|------|--------------|----------|------------------------|-------------|
| LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION | 1.00 | | | \$ | 1,100.00 |
| GRAND TOTAL | | | | | \$ 1,100.00 |

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 10.01.2022

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 (Feb 18, 2022 19:55 GMT+8)

Authorised Signature
for Strides Automotive Services Pte. Ltd.



MEMORANDUM

To: Claims Dept

Our Ref: TAX/01/22/2015

From: Strides Taxi Pte Ltd

Date: 25th January 2022

ACCIDENT ON 10/1/2022 INVOLVING SHB 5705L & SMX 9166R AT THE CAR PARK BETWEEN BLK 426 & 427, WOODLANDS STREET 41

This is to confirm that the daily rental rate for SHB 5705L is \$106.47 per day.

Please proceed to recover any rental loss from the third party as a result of the above accident.

Thank you.

Yours sincerely
STRIDES TAXI PTE LTD



for Manager



Laid Up Report

Accident Start Date : 01/01/2022

Date Generated : 24/01/2022

Accident End Date : 24/01/2022

User Name : LeeGek

| Case Reference Number | Vehicle Registration Number | Company Type | Vehicle Make | Vehicle Model | Job Card Number | Date and Time (Accident Repair) | Date and Time (Repair Completed) |
|-----------------------|-----------------------------|----------------------|--------------|---------------|-----------------|---------------------------------|----------------------------------|
| TAX/01/22/2015 | SHB5705L | Strides Taxi Pte Ltd | TOYOTA | PRIUS | 24113610 | 10/01/2022 12:08 PM | 20/01/2022 9:04 AM |

Enquire Vehicle-Related Transaction History

Transaction History Details

| | | | |
|---------------------|---------------------------------------------|-------------------------------------|----------------------|
| Log Date/Time: | 10 Jan 2022 / 15:17:29 | Transaction Amount: | \$7.49 |
| Asset Type: | Vehicle | Channel: | External Agency |
| Asset ID: | SMX9166R | Business Transaction Reference No.: | 20220110151729395012 |
| Transaction Type: | 18.32 Insurance Enquiry (GIRO Payment) | | |
| User ID: | ESASBAH0 - BALQISH BINTE ABDUL HALIL | | |
| Search Date / Time: | 10 Jan 2022 07:03:00 | | |
| Insurance Company: | CHINA TAIPING INSURANCE (SINGAPORE) PTE LTD | | |

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

[Enquire Related Logs](#)

[Back to List](#)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 24 January 2022 3:07 PM
To: SHAH.RAZZIBK@GMAIL.COM; SUSANTI.KOH@GMAIL.COM
Subject: Claim Notification - ACCIDENT INVOLVING SMX 9166R(CHINA TAIPING) AND SHB 5705L AT/ALONG 427 WOODLANDS STREET 41 CARPARK GANTRY ON 10/01/2022

24 Jan 2022

M/s MUHAMAD SHAH RAZZI BIN KAMARUDIN
Driver: KOH SUSANTI BINTE MUHAMMAD YUSOF

[By Email Only]

Dear Sir/Madam,

You Ref: SMX9166R

Our Ref: CC3/CTI22000423/R1pa3

**ACCIDENT INVOLVING SMX 9166R(CHINA TAIPING) AND SHB 5705L AT/ALONG 427 WOODLANDS STREET 41
CARPARK GANTRY ON 10/01/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, China Taiping Insurance (Singapore) Pte Ltd to deal with the third party claim against your policy.

We have received a claim from SHB5705L against your motor insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's favour as it is a head-to-rear collision. 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 07 days from the date of this letter.

Thank you.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 29 March 2022 8:30 AM
To: Tan Chew Chik Jacqueline
Cc: Admin A; Claims Dept of CTI
Subject: RE: [Seek Mandate] - SNM22D200207/C02/SMX9166R/TANCHC / FW: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

Dear Sirs/mdm,

For an update, we have settled the matter at a global sum of \$1,725.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents once it is ready.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Thursday, 17 March 2022 1:21 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: [Seek Mandate] - SNM22D200207/C02/SMX9166R/TANCHC / FW: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

Hi Hsiao Tong,

Please proceed as proposed.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,
Jacqueline Tan

Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 16 March 2022 12:23 PM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Subject: [Seek Mandate] - SNM22D200207/C02/SMX9166R/TANCHC / FW: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

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Your ref: **SNM22D200207/C02/SMX9166R/TANCHC**

LKK ref : CC3/CTI22000423/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMX9166R(CHINA TAIPING) AND SHB5705L(TP) ON 10/01/2022

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer **"STRIDES AUTOMOTIVE SERVICES PTE LTD"** at **\$1,727.88(all-in)**.

The summary is as follows: -

| | Amount Claimed | Amount Revised |
|----------------------------------------|--------------------|------------------------------|
| 1. Cost of Repair | \$ 4,606.40 | \$ 1,100.00 |
| 2. Loss of Rental (9.5days x \$106.47) | \$ 1,011.47 | \$ 425.88 (4days x \$106.47) |
| 3. Loss of Income (9.5days x \$60.00) | \$ 570.00 | \$ 200.00 (4days x \$50.00) |
| 4. LTA/GIA Search Fee | \$ 7.00 | \$ 7.00 |
| Total | \$ 6,194.87 | <u>\$ 1,727.88</u> |

Surveyor recommended 3days for repair +1PRS = 4days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 09/03/2022 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>

Sent: Friday, 14 January 2022 8:10 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: SNM22D200207/C02/SMX9166R/TANCHC / FW: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

Hi Hsiao Tong,

Enclosed Insured SAS for your necessary action.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Thursday, 13 January 2022 7:39 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong <chewht@lkkauto.com>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM22D200207/C02/SMX9166R/TANCHC / FW: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

Dear all,

Please note that officer in charge for this case is Jacqueline Tan.

Claim no SNM22D200207/C02/SMX9166R/TANCHC.

Dear Jacqueline,

Pls revert LKK.

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

W: www.sg.cntaiping.com | FB: www.facebook.com/chinataipingsg/ | WeChat: 太平獅城 Taiping SG

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 13 January 2022 1:56 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Direct Settlement - Accident Involving SMX9166R (OI : CTI - TBA) and SHB5705L (TP : LKK REF - CC3/CTI22000423/R1pa3) on 10/01/2022

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Dear Sir/ Madam,

We refer to the above matter.

We have inspected TP vehicle SHB 5705L at M/s Strides Automotive Services Pte Ltd - Woodlands on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- TP estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong.

To check availability of the case handler , you may contact the undersigned.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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