

## Hsiao Tong (LKKAUTO)

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**From:** Tan Lee Gek (Strides Automotive Services Pte Ltd) <LeeGek.Tan@strides.com.sg>  
**Sent:** Wednesday, 27 April 2022 5:07 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A  
**Subject:** LOD Your Ref: TAX/03/22/2040 (SHB5925T)// LKK Ref: CC3/AIG22002639/Rpa3 [ACCIDENT INVOLVING SDR3396X(AIG) AND SHB5925T ON 18/03/2022]  
**Attachments:** SDR3396X Statement.pdf; SHB5925T - video.mp4; 03 22 2040 - document.pdf

Dear Hsiao Tong,

We quantify our claim as follows:-

Cost of Repair	\$700.00
Loss of Rental	\$401.50 ( 5.5 days x \$73.00 )
Loss of Income	\$330.00 ( 5.5 days x \$60.00 )
LTA Search Fee	\$7.00
<b>Total</b>	<b>\$1,438.50</b>

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

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



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**From:** Tan Lee Gek (Strides Automotive Services Pte Ltd)

**Sent:** Tuesday, 29 March 2022 11:52 am

**To:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

**Subject:** Your Ref: TAX/03/22/2040 (SHB5925T)// LKK Ref: CC3/AIG22002639/Rpa3 [ACCIDENT INVOLVING SDR3396X(AIG) AND SHB5925T ON 18/03/2022]

Dear Hsiao Tong,

We attach our video footage as requested.

Please note that our driver is NOT parking his taxi but waiting for his passenger. Double yellow lines allow vehicles to pick up or drop passenger off.

Regards

Tan Lee Gek (DID: 6556 3548)



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**From:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Tuesday, 29 March 2022 10:29 am  
**To:** Tan Lee Gek (Strides Automotive Services Pte Ltd) <[LeeGek.Tan@strides.com.sg](mailto:LeeGek.Tan@strides.com.sg)>  
**Subject:** Your Ref: TAX/03/22/2040 (SHB5925T)// LKK Ref: CC3/AIG22002639/Rpa3 [ACCIDENT INVOLVING SDR3396X(AIG) AND SHB5925T ON 18/03/2022]

Your Ref: **TAX/03/22/2040 (SHB5925T)**  
LKK Ref: CC3/AIG22002639/Rpa3

Without Prejudice

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SDR3396X(AIG) AND SHB5925T ON 18/03/2022**

We refer to the above matter.

Attached is a copy of our insured accident report for your easy reference.

We would like to request for a copy of video footage as stated in your client accident report for our necessary action.

Appreciate an early reply.

**"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."**

**In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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

I, STRIDES TAXI PTE LTD (the third party claimant") of BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB 5925T (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 5925T that was damaged pursuant to the accident which occurred on 18/03/2022 (date) along 3015 UBI ROAD 1 (location) involving vehicle no/s SDR 3396X ("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 30 (day) of May (month) 2022 (year)


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


Signed by "the workshop"  
(with chop)

Date: 18/3/2022

Our Ref. No.:

Letter of Authorisation

I, Ng Boon Ann (NRIC No.: \_\_\_\_\_) the registered hirer / relief driver / taxi share driver of Strides taxi registration number 8HB59257 hereby authorise **Strides Automotive Services Pte Ltd** ("**AutoSvs**") to deal with all matters arising out of the accident between my taxi and SDR 3396X happened on SDS 1150 hrs along Ubi Rd 1 3015 18/3/22 (the "**Accident**") on my behalf, including but not limited to instituting and any claims or proceedings against such party or parties (as AutoSvs deems fit in its absolute discretion) in respect of any claim, demand, loss, cost, expense, liability, damages or action made against us or incurred or suffered by us.

Without prejudice to the foregoing, I further authorise AutoSvs to negotiate, resolve and settle any proceeding or claim arising out of the accidents, including but not limited to doing any act or executing any document or signing the Discharge Voucher on my behalf as may be required.

Name : Ng Boon Ann Signature: 

NRIC No. : .....

Tel No. : .....

Address : .....

**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\$700.00** (Repair Cost), **S\$492.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SHB 5925T** that was damaged pursuant to the accident which occurred on **18/03/2022** (date) along **3015 UBI ROAD 1** (location) involving vehicle no/s **SDR 3396X**. This is pursuant to the inspection conducted on **21/03/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **STRIDES TAXI PTE LTD** (“the third party claimant”) of vehicle no. **SHB 5925T** 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 **SHB 5925T** (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 30 (day) of May (month) 2022 (year)

  
Signed by appointed surveyor

   
Signed by “the workshop” (with chop)

\*\*\* 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

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. : IV220400064  
 Date : 12.04.2022  
 Vehicle No. : SHB5925T  
 Your Ref No. : TAX/03/22/2040  
 Our Ref No. : 24114315  
 Terms : 30 Days

Customer Code: 3000063

STRIDES TAXI PTE. LTD.

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
 SINGAPORE 757705



Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
<b>Parts</b>					
REAR BUMPER REINFORCEMENT	0.00	\$ 332.70	0.00	\$ 0.00	\$ 0.00
COVER, RR BUMPER ASSY	1.00	\$ 485.60	(100.00)	\$ 485.60	\$ 0.00
PAD, RR BUMPER, RH & LH , 3	0.00	\$ 11.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, RH & LH , 2	0.00	\$ 4.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, RH & LH , 1	0.00	\$ 4.00	0.00	\$ 0.00	\$ 0.00
PAD, RR BUMPER, CTR	0.00	\$ 11.00	0.00	\$ 0.00	\$ 0.00
RETAINER, RR BUMPER, LH	0.00	\$ 132.60	0.00	\$ 0.00	\$ 0.00
SEAL, RR BUMPER , LH	0.00	\$ 118.30	0.00	\$ 0.00	\$ 0.00
CLIPS PIECE, FRT & RR BUMPER	0.00	\$ 4.50	0.00	\$ 0.00	\$ 0.00
GUARD, RR BUMPER, LOWER	0.00	\$ 374.50	0.00	\$ 0.00	\$ 0.00
COVER, GUARD RR BUMPER LOWER	0.00	\$ 22.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER REFLECTOR ASSY, REFLEX, LH	0.00	\$ 39.00	0.00	\$ 0.00	\$ 0.00
REAR BUMPER GROMMET SCREW	0.00	\$ 2.20	0.00	\$ 0.00	\$ 0.00
COVER, REAR FLOOR UNDER , LH	0.00	\$ 241.90	0.00	\$ 0.00	\$ 0.00
LENS & BODY, REAR COMBINATION LAMP , LH	0.00	\$ 339.60	0.00	\$ 0.00	\$ 0.00
COVER, REAR COMBINATION LAMP, LH	0.00	\$ 69.90	0.00	\$ 0.00	\$ 0.00
SOCKET & WIRE SUB-ASSY, REAR COMBINATION LAMP, LH	0.00	\$ 52.30	0.00	\$ 0.00	\$ 0.00
LENS & BODY, REAR COMBINATION LAMP, NO.2 LH	0.00	\$ 261.00	0.00	\$ 0.00	\$ 0.00
LAMP ASSY, REAR, LH	0.00	\$ 293.60	0.00	\$ 0.00	\$ 0.00
SENSOR REVERSE	0.00	\$ 180.00	0.00	\$ 0.00	\$ 0.00
ANTENNA, ELECTRICAL KEY	0.00	\$ 72.00	0.00	\$ 0.00	\$ 0.00
PANEL SUB-ASSY, FENDER REAR LH	1.00	\$ 871.50	(100.00)	\$ 871.50	\$ 0.00

**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 (Apr 20, 2022 10:50 GMT+8)

Authorised Signature  
 for Strides Automotive Services Pte. Ltd.



AUTOMOTIVE

Customer Code: 3000063

STRIDES TAXI PTE. LTD.

Block Unit

60 WOODLANDS INDUSTRIAL PARK E4  
SINGAPORE 757705Strides 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. : IV220400064  
Date : 12.04.2022  
Vehicle No. : SHB5925T  
Your Ref No. : TAX/03/22/2040  
Our Ref No. : 24114315  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	/ (Discount) Amount	Amount
LINER, REAR FENDER , LH	0.00	\$ 139.80	0.00	\$ 0.00	\$ 0.00
Sub-Total					\$ 0.00
<b>Labour</b>					
TO REPAIR LH REAR PORTION	1.00	\$ 300.00	0.00	\$ 0.00	\$ 300.00
<b>Others</b>					
TO RESPRAY REAR BUMPER	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO RESPRAY REAR FENDER LH	1.00	\$ 200.00	0.00	\$ 0.00	\$ 200.00
TO WASH AND VACUUM	0.00	\$ 60.00	0.00	\$ 0.00	\$ 0.00
TO REPLACE SUNDRY PARTS	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO APPLY RUST-PROOFING ON AFFECTED AREA	0.00	\$ 100.00	0.00	\$ 0.00	\$ 0.00
TO TEST AND REFIX REVERSE SENSOR SYSTEM	0.00	\$ 120.00	0.00	\$ 0.00	\$ 0.00
GRAND TOTAL					\$ 700.00

Remark :

Make/Model : PRIUS4FL  
Accident Date : 18.03.2022**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 (Apr 20, 2022 10:16 GMT+8)

Authorised Signature  
for Strides Automotive Services Pte. Ltd.

**STRIDES**

TAXI

**MEMORANDUM**

To: Claims Dept

Our Ref: TAX/03/22/2040

From: Strides Taxi Pte Ltd

Date: 31<sup>st</sup> March 2022

**ACCIDENT ON 18/3/2022 INVOLVING SHB 5925T & SDR 3396X AT 3015 UBI ROAD 1**

This is to confirm that the daily rental rate for SHB 5925T is \$73.00 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 : 12/03/2022

Date Generated : 30/03/2022

Accident End Date : 30/03/2022

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/03/22/2040	SHB5925T	Strides Taxi Pte Ltd	TOYOTA	PRIUS4FL	24114315	18/03/2022 1:54 PM	24/03/2022 9:27 AM

## Enquire Vehicle-Related Transaction History

### Transaction History Details

Log Date/Time:	18 Mar 2022 / 14:51:21	Transaction Amount:	\$7.49
Asset Type:	Vehicle		
Asset ID:	SDR3396X		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAHO - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20220318145121865933
Search Date / Time:	18 Mar 2022 11:50:00		
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](#)

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 29 March 2022 10:31 AM  
**To:** OCEANMARKETING@SINGNET.COM.SG  
**Subject:** Claim Notification - ACCIDENT INVOLVING SDR 3396X(AIG) AND SHB 5925T AT/ALONG 3015 UBI ROAD 1 ON 18/03/2022

29 March 2022

**Mr Tan Thuan Kheng** [By Email Only]

Dear Sir/Madam,

**You Ref: SDR3396X**

**Our Ref: CC3/AIG22002639/Rpa3**

**ACCIDENT INVOLVING SDR 3396X(AIG) AND SHB 5925T AT/ALONG 3015 UBI ROAD 1 ON 18/03/2022**

We refer to the above subject matter. We write to inform you that we are the loss adjuster appointed by your motor insurer, AIG Asia Pacific Insurance Pte. Ltd. to deal with the third-party claim against your policy.

We have received a claim from SHB5925T against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your favour. Therefore, we shall proceed to negotiate for an amicable settlement of the third-party claim at best to avoid further litigation, which would escalate to even more cost.

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.

Please note that your No-Claim Discount (NCD) (if any) will be affected 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.

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

## Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	22 Mar 2022 16:42	<b>Clm Dtl Modified</b>	Claimant's Name: -> STRIDES TAXI PTE LTD. Claimant's ID: -> 198905369K.	[A] HOW MEI KWAN
2	22 Mar 2022 16:42	<b>Clm Veh Model Changed</b>	(206252) TOYOTA PRIUS 1.8 5DR HATCHBACK (A).	[A] HOW MEI KWAN
3	22 Mar 2022 16:42	<b>Clm Created</b>	Reg No: SHB5925T. Acct Date: 2022/03/18. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Lt d. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: Strides Automotive Services Pte L td (Woodlands)	[A] HOW MEI KWAN
4	22 Mar 2022 16:42	<b>Adj Co Assigned</b>	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	22 Mar 2022 16:42	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/31	[A] HOW MEI KWAN
6	22 Mar 2022 16:42	<b>Adj Mandate Set</b>	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	22 Mar 2022 16:42	<b>Clm Ins Co Changed</b>	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[A] Merimen Administrator
8	22 Mar 2022 16:42	<b>Label Added</b>	(20224):Field Survey.	[A] Merimen Administrator
9	22 Mar 2022 16:42	<b>Label Added</b>	(23):Express.	[A] HOW MEI KWAN
10	22 Mar 2022 16:42	<b>Adj Adjuster Assigned</b>	[None] -> MOHD RASUL	[A] HOW MEI KWAN
11	29 Mar 2022 09:06	<b>Clm Registration Modified</b>	Acct Time:11:00:00->11:50:00. Pol No:0100221785->0100221785-19.	[I] AIG OneClaim Integration User
12	22 May 2022 23:08	<b>Adj Rpt Initiated</b>		[A] JOANNE LEE KHANG MIN
13	22 May 2022 23:08	<b>Clm Dtl Modified</b>	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
14	22 May 2022 23:08	<b>Clm Dtl Modified</b>	JPJ Reg. Date: -> 2020/12/01.	[A] JOANNE LEE KHANG MIN
15	22 May 2022 23:08	<b>Clm Details Notified</b>		[A] JOANNE LEE KHANG MIN
16	24 May 2022 09:08	<b>Adj Mandate Request</b>	Cur Req:1199.00:Liability: 100%(B24) *Quantum: (a)COR: \$700.00 + (b)LOR(4days x \$73.00): \$292.00 +(c)LOI(4days x \$50): \$200.00+ (d)Search fee: \$7.00 = Total: \$1,199.00 *3 recommendation rep air days *For your approval please.	[A] CHEW HSIAO TONG
17	25 May 2022 09:12	<b>Adj Next Rpt Changed</b>	Next Rpt:Final Rpt.Due Date:2022/03/31	[I] Yong, Joanne
18	25 May 2022 09:12	<b>Adj Mandate Set</b>	Approved:1199.00.	[I] Yong, Joanne

Date From     Date To     Audit Type  

### ACTIVITY

[29/03/2022 10:32] CHEW HSIAO TONG:  
100% B24  
[24/03/2022 12:28] HOW MEI KWAN:  
OINR - TO SEND NR LETTER (VIA EMAIL ONLY)

### 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
2775940	22 Mar 2022 16:54:01	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB5925T	SDR3396X	11.00
2777791	29 Mar 2022 11:56:27	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHB5925T	CHEW HSIAO TONG	xx.xx
2794926	22 May 2022	OD/TP Case	Motor	LKK Auto	LKK Auto	SHB5925T	SDR3396X	11.00

	23:08:21	(Adjuster)		Consultants Pte Ltd	Consultants Pte Ltd (HQ)			
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