

Hsiao Tong (LKKAuto)

From: Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@strides.com.sg>
Sent: Sunday, 10 July 2022 2:08 PM
To: Admin A; CS A Team
Cc: Chong Fei Yuan (StridesASvcs/FM&SuppSvcs/Claims & IA); Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd); Tan Wei Teck (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Karen Chan Siau Chin (StridesASvcs/FM&SuppSvcs/Claims & IA/Claims & IA); Foo Chit Yan (Strides Automotive Services Pte Ltd)
Subject: OUR REF:BUS/04/22/5008(AIG) - ACCIDENT ON 04/04/22 INVOLVING SG5959P AND SNC1199Y ALONG BKE before Bukit Panjang exit (towards CCKI)
Attachments: BUS 04 22 5008 LTA.pdf; BUS 04 22 5008 INV.pdf; BUS 04 22 5008 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5959P. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$5,750.00
Loss of Use	\$1,400.00 (4 days x \$350.00)
LTA search fee	\$7.00
Total	\$7,157.00

We enclose the following documents,

- 1) 1) Repair Invoice
- 2) 2) GIA report
- 3) LTA Search Fee

We look forward to your confirmation to settle our claims within 15 days from the date of this email. Payment by cheque shall be crossed and made payable to SMRT Buses Ltd.

Thanks & Regards
Hua Yen

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

I, SMRT BUSES LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 (S)757705 (address), owner of SG 5959P (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 SG 5959P that was damaged pursuant to the accident which occurred on 04/04/2022 (date) along BKE BEFORE BUKIT PANJANG EXIT(TOWARDS CCKI) (location) involving vehicle no/s SNC 1199Y ("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 SMRT BUSES 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 20 (day) of 07 (month) 20 22 (year)

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

Signed by "the workshop (with chop)"

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\$5,750.00** (Repair Cost), **S\$1,050.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SG 5959P** that was damaged pursuant to the accident which occurred on **04/04/2022** (date) along **BKE BEFORE BUKIT PANJANG EXIT(TOWARDS CCKI)** (location) involving vehicle no/s **SNC 1199Y**. This is pursuant to the inspection conducted on **18/04/2022** (date) at “the workshop”.

We/I confirm that we/I are/am authorized by the owner **SMRT BUSES LTD** (“the third party claimant”) of vehicle no. **SG 5959P** 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 **SG 5959P** (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 20 (day) of 07 (month) 2022 (year)



Signed by appointed surveyor



Signed by “the workshop” (with chop)

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. : IV220600200
Date : 15.06.2022
Vehicle No. : SG5959P
Your Ref No. : BUS/04/22/5008
Our Ref No. : 24114629
Terms : 30 Days

Customer Code: 3000066

SMRT BUSES LTD

Block Unit

209 KRANJI ROAD
SINGAPORE 739484



Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 5,750.00
GRAND TOTAL					\$ 5,750.00

Remark :

Make/Model : MAN A95
Accident Date : 04.04.2022

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 (Jun 15, 2022, 11:14 GMT+8)

Authorised Signature
for Strides Automotive Services Pte. Ltd.

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time: 14 Apr 2022 / 14:34:55

Asset Type:	Vehicle	Transaction Amount:	\$7.49
Asset ID:	SNC1199Y		
Transaction Type:	18.32 Insurance Enquiry (GIRO Payment)	Channel:	External Agency
User ID:	ESASBAH0 - BALQISH BINTE ABDUL HALIL	Business Transaction Reference No.:	20220414143455489479

Search Date / Time: 04 Apr 2022 18:18:00

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)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 26 April 2022 12:42 PM
To: TOMOIBESI@GMAIL.COM
Subject: Claim Notification - ACCIDENT INVOLVING SNC 1199Y(AIG) /SG 5959P/ OTHERS AT/ALONG BKE TO SLE (NEAR EXIT BUKIT PANJANG)ON 04/04/2022

26 April 2022

Mr MOHAMED SHAHRIN BIN MOHAMED RAMLI

[By Email Only]

Dear Sir/Madam,

You Ref: SNC1199Y

Our Ref: CC3/AIG22003610/Epa3

ACCIDENT INVOLVING SNC 1199Y(AIG) /SG 5959P/ OTHERS AT/ALONG BKE TO SLE (NEAR EXIT BUKIT PANJANG)ON 04/04/2022

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 SG5959P against your insurance policy.

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.

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 be informed that your No-Claim Discount (NCD – if applicable) will be withheld for the time being. Pending for final allocation of liability in settlement by our principal AIG Asia Pacific Insurance Pte Ltd.

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)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	19 Apr 2022 23:43	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	19 Apr 2022 23:43	Clm Veh Model Changed	(204258) MAN A95 10.5 D (A).	[A] HOW MEI KWAN
3	19 Apr 2022 23:43	Clm Created	Reg No: SG5959P. Acct Date: 2022/04/04. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MS First Capital Insurance Ltd (HQ). Workshop: Strides Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	19 Apr 2022 23:43	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	19 Apr 2022 23:43	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/04/28	[A] HOW MEI KWAN
6	19 Apr 2022 23:43	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	19 Apr 2022 23:43	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Ex press)	[A] Merimen Administrator
8	19 Apr 2022 23:43	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	19 Apr 2022 23:44	Label Added	(23):Express.	[A] HOW MEI KWAN
10	19 Apr 2022 23:44	Adj Adjuster Assigned	[None] -> CHEN TSUE YEE	[A] HOW MEI KWAN
11	26 Apr 2022 12:30	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
12	26 Apr 2022 12:30	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
13	28 Apr 2022 09:16	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
14	28 Apr 2022 09:16	Video Downloaded	Downloaded Video - Accident	[I] Goh, Jeremy-CX
15	13 Jun 2022 16:04	Video Downloaded	Downloaded GBL 7362 C Video - Other	[A] CHEW HSIAO TONG
16	13 Jun 2022 16:04	Video Downloaded	Downloaded GBL 7362 C Video - Other	[A] CHEW HSIAO TONG
17	13 Jul 2022 16:36	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
18	13 Jul 2022 16:36	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
19	13 Jul 2022 16:36	Clm Dtl Modified	JPJ Reg. Date: -> 2018/09/20.	[A] JOANNE LEE KHANG MIN
20	13 Jul 2022 16:36	Clm Details Notified		[A] JOANNE LEE KHANG MIN
21	14 Jul 2022 09:47	Adj Mandate Request	Cur Req:7157.00:Liability: 100%(B28) *Quantum: (a)COR: \$5,400.00 (b) Loss (w/o) \$9850.00 (c) Search fee: \$7.00 = Total: \$7,157.00 *3 recommendation repair days +1PRS = 4 days *For your approval please.	[A] CHEW HSIAO TONG
22	18 Jul 2022 12:04	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/04/28. Mandate Remarks: mandate approved. settle at 3 days LOR. subject to documents in order	[I] Goh, Jeremy-CX
23	18 Jul 2022 12:04	Adj Mandate Set	Approved:6807.00:mandate approved. settle at 3 days LOR. subject to documents in order	[I] Goh, Jeremy-CX

Date From  Date To  Audit Type 

ACTIVITY

[26/04/2022 12:32] CHEW HSIAO TONG:
OI video shows that OI had stopped and hit by the last car, the impact caused OI vehicle to move forward and hit TP bus.
[26/04/2022 12:32] CHEW HSIAO TONG:
100% B28 28; Ass:0%

[26/04/2022 12:32] CHEW HSIAO TONG:
GBL7326C -> SNC1199Y(OI) -> SG5959P(TP)

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
2785064	21 Apr 2022 10:23:13	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SG5959P	SNC1199Y	11.00
2787353	28 Apr 2022 09:22:01	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SG5959P	Goh, Jeremy-CX	xx.xx
2817035	13 Jul 2022 16:36:29	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SG5959P	SNC1199Y	11.00