

Hsiao Tong (LKKAuto)

From: Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@strides.com.sg>
Sent: Wednesday, 22 June 2022 5:53 PM
To: Admin A; CS A Team
Cc: Chong Fei Yuan (Strides Automotive Services Pte Ltd); Balqish Binte Abdul Halil (Strides Automotive Services Pte Ltd); Tan Wei Teck (Strides Automotive Services Pte Ltd); Karen Chan Siau Chin (Strides Automotive Services Pte Ltd); Foo Chit Yan (Strides Automotive Services Pte Ltd)
Subject: OUR REF:BUS/04/22/7019(AIG) - ACCIDENT ON 19/04/22 INVOLVING SG5759A AND SMT7058D ALONG Bt Timah Rd after BS: 42011 (Sixth Ave Ctr)
Attachments: BUS 04 22 7019 INV.pdf; BUS 04 22 7019 LTA.pdf; BUS 04 22 7019 SAS.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SG5759A. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$4,450.00
Loss of Use	\$2,800.00 (8 days x \$350.00)
LTA search fee	\$7.00
Total	\$7,257.00

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 **6 ANG MO KIO STREET 62 (S)569140** (address), owner of **SG 5759A** (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 5759A** that was damaged pursuant to the accident which occurred on **19/04/2022** (date) along **BUKIT TIMAH ROAD AFTER BS: 42011 (SIXTH AVE CTR)** (location) involving vehicle no/s **SMT 7058D** ("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 17 (day) of Oct (month) 2022 (year)



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

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\$4,450.00** (Repair Cost), **S\$1,800.00** (Loss of Rental/Use), **S\$7.00** (Disbursement) for vehicle no. **SG 5759A** that was damaged pursuant to the accident which occurred on **19/04/2022** (date) along **BUKIT TIMAH ROAD AFTER BS: 42011 (SIXTH AVE CTR)** (location) involving vehicle no/s **SMT 7058D**. This is pursuant to the inspection conducted on **29/04/2022** (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 5759A** 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 5759A** (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 17 (day) of 10 (month) 2022 (year)



Signed by appointed surveyor



Signed by "the workshop" (with chop)

Customer Code: 3000066

SMRT BUSES 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. : IV220500295
Date : 23.05.2022
Vehicle No. : SG5759A
Your Ref No. : BUS/04/22/7019
Our Ref No. : 24114790
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 4,450.00
GRAND TOTAL					\$ 4,450.00

Remark :

Make/Model : MAN A95
Accident Date : 19.04.2022**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 (May 13, 2022 11:05 GMT+8)

Authorised Signature

for Strides Automotive Services Pte. Ltd.

Enquire Vehicle-Related Transaction History

Transaction History Details

Log Date/Time: 28 Apr 2022 / 10:18:59

Asset Type: Vehicle

Transaction Amount: \$7.49

Asset ID: SMT7058D

Transaction Type: 18.32 Insurance Enquiry (GIRO
Payment)

Channel: External Agency

User ID: ESASBAHO - BALQISH BINTE
ABDUL HALIL

Business Transaction
Reference No.: 20220428101859612162

Search Date / Time: 19 Apr 2022 07:02:00

Insurance Company: AIG ASIA PACIFIC INSURANCE PTE. LTD.

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

Enquire Related Logs

OK

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 9 May 2022 4:34 PM
To: tyq@cmhk.com; 10837190@QQ.COM
Subject: Claim Notification - ACCIDENT INVOLVING SMT 7058D(AIG) AND SG 5759A AT/ALONG ANAMALAI AVE ON 19/04/2022

09 May 2022

Tan You Quan
Driver: Qin ShiYue

[By Email Only]

Dear Sir/Madam,

You Ref: SMT7058D
Our Ref: CC3/AIG22004077/pa3
ACCIDENT INVOLVING SMT 7058D(AIG) AND SG 5759A AT/ALONG ANAMALAI AVE ON 19/04/2022

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 SG5759A against your insurance policy.

Based on the accident report and accident scenario, we are of the view that liability is not in your driver's 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 |

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

S(408933)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	30 Apr 2022 00:41	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	30 Apr 2022 00:41	Clm Veh Model Changed	(204258) MAN A95 10.5 D (A).	[A] HOW MEI KWAN
3	30 Apr 2022 00:41	Clm Created	Reg No: SG5759A. Acct Date: 2022/04/19. 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	30 Apr 2022 00:41	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	30 Apr 2022 00:41	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/05/12	[A] HOW MEI KWAN
6	30 Apr 2022 00:41	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	30 Apr 2022 00:41	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (E xpress)	[A] Merimen Administrator
8	30 Apr 2022 00:41	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	30 Apr 2022 00:41	Label Added	(23):Express.	[A] HOW MEI KWAN
10	30 Apr 2022 00:41	Adj Adjuster Assigned	[None] -> XING GUO QIANG	[A] HOW MEI KWAN
11	06 May 2022 12:15	Video Downloaded	Downloaded Video - Accident	[I] Tam, Ivan-WK
12	06 May 2022 12:35	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
13	23 May 2022 15:44	Video Downloaded	Downloaded Video - Accident	[I] Tam, Ivan-WK
14	17 Jun 2022 09:51	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
15	17 Jun 2022 09:51	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
16	17 Jun 2022 09:51	Clm Dtl Modified	JPJ Reg. Date: -> 2016/06/06.	[A] JOANNE LEE KHANG MIN
17	17 Jun 2022 09:51	Clm Details Notified		[A] JOANNE LEE KHANG MIN
18	29 Jun 2022 15:46	Video Downloaded	Downloaded Video - Accident	[A] CHEW HSIAO TONG
19	06 Oct 2022 15:36	Adj Mandate Request	Cur.Reg:6907.00:Liability: 100%-OID turned out from minor road. Quantum: \$6,907.00(all-in). Pls ref er to adjuster report for details. *For your approval please.	[A] CHEW HSIAO TONG
20	11 Oct 2022 11:03	Video Downloaded	Downloaded Video - Accident	[I] Lee, Ming-Yao
21	11 Oct 2022 11:20	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/05/12. Mandate Remarks: Offer up to 6 days LOU for amicable settl ement.	[I] Lee, Ming-Yao
22	11 Oct 2022 11:20	Adj Mandate Set	Approved:6657.00:Offer up to 6 days LOU for amicable settlement.	[I] Lee, Ming-Yao

Date From

Date To

Audit Type

None

Go

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
2789831	06 May 2022 10:48:13	TP Case (Insurer)	Motor	LKK Auto Consultants	AIG Asia Pacific	SG5759A	SMT7058D	11.00

				Pte Ltd	Insurance Pte. Ltd. (Express)			
2805551	17 Jun 2022 09:51:37	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SG5759A	SMT7058D	11.00