Our Ref:

CT1022/SHC3832K/CK(st)

Date:

10.01.2023

CHINA TAIPING INSURANCE CO (S)PTE L 3 ANSON ROAD #16-00

Singapore 079909

Dear Sir/Madam

Attn : Motor Claims Department

**Without Prejudice** 

OMFORTDELGRO

ComfortDelGro Engineering Pte Ltd 205 Braddell Road Singapore 579701

> Mainline +65 6383 6280 Facsimilie +65 6280 9755

> > www.cdge.com.sg

Company Registration No: 199506048W

#### ACCIDENT ON 28.10.2022 INVOLVING SHC3832K & SNC3839X ALONG BUKIT BATOK WEST AVE 7 **SLIP RD**

We are the authorised repair workshop for Comfort Transportation Pte Ltd , the owner of vehicle No SHC3832K, which was involved in the captioned accident with your insured vehicle No SNC3839X.

The vehicle owner and the taxi hirer/driver concerned have requested and authorised us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage of the vehicle.

As the accident was caused by the negligent act of your insured driver, we are submitting these claims for your consideration on behalf of the claimants:

Workshops

205 Braddell Road Singapore 579701

> Loyang 59 Loyang Drive

Singapore 508969 Sin Ming

383 Sin Ming Drive Singapore 575717

45 Pandan Road

Singapore 609286 Ubi

320 Ubi Road 3 Singapore 408649

Sungei Kadut 7 Sungei Kadut Way Singapore 728791

#### Taxi Owner's Claim:

· an · · · · · · · · · · · · · · · · · ·				
1. Cost of Repairs		S\$	2,090.48	
2. Loss of Rental	6 days x \$\$ 125.19	S\$	751.14	
3. Survey Report Fee		S\$	0.00	
4. LTA Search Fee		S\$	0.00	
5. GIA / Police Report Fee		S\$	2.00	
6. Others		S\$	0.00	

#### Hirer's Claim:

0.00
480.00

A copy each of the following supporting documents marked [X] is enclosed:

[X]	Originai Kepair Bili	ĮΧJ	Letter of Authority from Owner/Hirer/Operator
[X]	GIA/Police Report(s)	[X]	Rental Rate Letter
M	LTA/GIA Search Slip(s)	[X]	Downtime/Mileage Record
[]	Survey Report / Bill	[]	Witness Statement / Accident Scene Photo(s)
[]	Driver's IC/DL/VL / Road	Tax / Log	g Card / Certificate of Insurance
[]	Tow Chit / PIR / Hirer's IF	AS / Oth	ners:

Kindly look into the matter and let us hear from you on the settlement of our clients' claims as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the taxi driver.

Yours sincerely Catherine Koh **CDGE Claims Department** 

DID: 62148733

FAX: -

Email: catherinekoh@cdge.com.sg

This is a computer-generated letter. No signature is required.





#### **LETTER OF AUTHORISATION**

(NAF / PAF)

ACCIDENT INVOLVING Hyundai Ioniq SHC3832K , SNC3839X ON 28-Oct-22 10:35

ALONG BUKIT BATOK WEST AVE 7 SLIP RD TWDS BUKIT BATOK RD

I / We **HENG HOW SENG** (Hirer) NRIC No.: **SXXXX205A** 

and/or (Relief) NRIC No.: SXXXX205A

Taxi Number SHC3832K

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

- 1. To submit my/our claims for damages, costs and expense, including loss of earning (Pending successful recovery), loss of rental,medical fee and legal costs.
- 2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
- 3. To sign Discharge Voucher on my/our behalf.
- 4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of "ComfortDelGro Engineering Pte Ltd".

Date **28-Oct-2022** 

Name of Hirer **HENG HOW SENG** 

Hirer NRIC **SXXXX205A** Signature:

Address 272 BANGKIT ROAD #10-42

670272

Contact No. **90126391** 

#### MOTOR CLAIMS DISCHARGE VOUCHER

Policy No: DMPCSNW00239002100 Claim No: SNM22D207754/C02/SNC3839K/LEEPG

Claimant : COMFORT TRANSPORTATION PTE LTD

Amount : \$\$2,968.43

SINGAPORE DOLLAR TWO THOUSAND NINE HUNDRED SIXTY EIGHT AND

CENTS FORTY THREE 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.: SHC3832K Insured Vehicle No.: SNC3839X Date of Loss: 28/10/2022

Place of Accident : SLIP ROAD OF BUKIT BATOK WEST AVE 7

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 : MOHAMAD FAIZAL BIN SA'DON Driver Name : MOHAMAD FAIZAL BIN SA'DON

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.

	TOTAL	s\$	2,968.43
(7)	Cost including Disbursement	S\$ 	
(6)	Survey Fees/P.T. Fees/Towing	S\$	
(5)	Medical Reports/Expenses	S\$	
	Investigation Results/Search F	ees S\$	2.00
(4)	GIA/Police Reports/		
(3)	Loss of <del>Use</del> /Rental/Earning	S\$	875.95
(2)	Cost of Repair/ <del>Excess</del>	S\$	2,090.48
(1)	General Damages	S\$	

Claimant Name: Comfort Transportation Pte Ltd NRIC No : 1XXXXX821R

. 14.3.2023

Signature : Date CLAIMSIDEPARTMENT

COMFORTDELGRO ENGINEERING PTE LTD 59 LOYANG DRIVE

SINGAPORE 508969

Please forward your payment to COMFORTDELGRO ENGINEERING PTE LTD

"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"



#### ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Mainline + 65 6383 6280 Facsimile + 65 6280 9755

205 Braddell Road Singapore 579701
59 Loyang Drive Singapore 508969
45 Pandan Road Singapore 609286
383 Sin Ming Drive Singapore 575717
7 Sungei Kadut Way Singapore 728791
320 Ubi Road 3 Singapore 408649

GST REG. NO. M2-8921817-3

**TAX INVOICE** 

COMPANY REG. NO.: 199506048W

Page: 1

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD SPRINGLEAF TOWER

3 ANSON ROAD #16-00 SINGAPORE SG 079909

CONTACT NO: 62222366

VEHCLE NO SHC3832K

INV. NO/DATE 93001105 30.12.2022

MAKE HYUNDAI

**JOB NO.** 305534760

MODEL IONIQ(G3)

SUB-TOTAL

ODOMETER READING

**DATE OF REG** 07.11.2019

DATE/TIME IN 28.10.2022 16:00

1,293.72

CHASSIS CODE

Descr	ription: 3P.28.10	. 22	KMHC851	.CVLU188165		
S/No	Part No.		Qty	Unit Price	%Disc	Net
PART	REQUISITION					
0001	04-01-0104-2282	COVER-RR BUMPER#	1	459.40	20.00	367.52
0002	04-01-0104-2533	MOULDING ASSY-RR BUMPER CTR	1	451.25	20.00	361.00
0003	04-01-0101-0111	BUMPER COVER CLIP REAR	10	2.20	20.00	17.60
0004	04-01-0104-2370	LAMP ASSY-REAR FOG	1	201.50	20.00	161.20
0005	04-01-0104-2545	MOULDING-REAR BUMPER LWR CTR	1	155.00	20.00	124.00
0006	090199990068	REVERSE SENSOR ASSY*	1	180.00	0.00	180.00
0007	28-01-0104-2029	VEHICLE NUMBER PLATE REAR	1	50.00	0.00	50.00
8000	09-01-0104-2133	ANTENNA ASSY-SMARTKEY	1	40.50	20.00	32.40

#### ComfortDelGro Engineering Pte Ltd

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No
8010012	93001105	2,090.48	

Kindly note that no receipt shall be issued unless requested.



#### ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Mainline + 65 6383 6280 Facsimile + 65 6280 9755

Workshops

205 Braddell Road Singapore 579701 59 Loyang Drive Singapore 508969 45 Pandan Road Singapore 609286

383 Sin Ming Drive Singapore 575717 7 Sungei Kadul Way Singapore 728791 320 Ubi Road 3 Singapore 408649

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 2

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD SPRINGLEAF TOWER

3 ANSON ROAD #16-00 SINGAPORE SG 079909

CONTACT NO: 62222366

VEHCLE NO SHC3832K

INV. NO/DATE 93001105 30.12.2022

MAKE HYUNDAI JOB NO. 305534760

MODEL IONIQ(G3) ODOMETER READING

**DATE OF REG** 07.11.2019

**DATE/TIME IN** 28.10.2022 16:00

CHASSIS CODE KMHC851CVLU188165

350.00

250.00

30.00

30.00

S/No Part No.

Qty Unit Price

%Disc

Net

350.00

250.00

30.00

30.00

660,00

JOB NATURE

0001 L 0002 SP

0003 0004 PANEL BEAT(SHC3832K)TP SPRAYPAINT CHARGE

17-01 CHECK ALL LIGHTING

REMOVE/REFIX REVERSE SENSOR

SUB-TOTAL

1,953.72

Add GST @

Items total

7.000 %

136.76

Invoice amount

2,090.48

Issued by Repair

KATHERINETAN 30.12.2022 10:57:39 CLSO/57/57

ComfortDelGro Engineering Pte Ltd

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No. INVOICE No. **AMOUNT** BANK/CHQ No 8010012 93001105 2,090.48

Kindly note that no receipt shall be issued unless requested.



ComfortDelGro Engineering Pte Ltd

205 Braddell Road Singapore 579701 Mainline + 65 6383 6280 Facsimile + 65 6280 9755

Workshops

Worksnops 205 Braddell Road Singapore 579701 59 Loyang Drive Singapore 508969 45 Pandan Road Singapore 609286

383 Sin Ming Drive Singapore 575717 7 Sungei Kadut Way Singapore 728791 320 Ubi Road 3 Singapore 408649

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 3

8010012

CHINA TAIPING INSURANCE CO (S)PTE LTD SPRINGLEAF TOWER

3 ANSON ROAD #16-00 SINGAPORE SG 079909

CONTACT NO: 62222366

VEHCLE NO SHC3832K

INV. NO/DATE 93001105 30.12.2022

MAKE HYUNDAI

JOB NO. 305534760

MODEL IONIQ(G3) ODOMETER READING

**DATE OF REG** 07.11.2019

**DATE/TIME IN** 28.10.2022 16:00

CHASSIS CODE KMHC851CVLU188165

Payment Type/Term: /Credit 30 days

#### ComfortDelGro Engineering Pte Ltd

Head Office: 205 Braddell Road Singapore 579701

ACCOUNT No. INVOICE No. BANK/CHQ No **AMOUNT** 8010012 2,090.48 93001105

Kindly note that no receipt shall be issued unless requested.

Our Ref: CT22100467

Date: 30 December 2022



#### TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 28/10/2022 @ 10:35 hrs

ALONG BUKIT BATOK WEST AVE 7 SLIP RD TWDS BUKIT

**BATOK RD** 

INVOLVING SNC3839X

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 SHC3832K (the "Taxi"). The Taxi was hired to HENG HOW SENG IC NO SXXXX205A 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.

#### **INSURER ENQUIRY**

# Find insurer

Vehicle reg. no.

SNC3839X

**Date of Accident** 

28/10/2022

Reset

#### % RESULT & RECEIPT

# TP Insurer Enquiry Insurance \_\_\_\_\_\_ China Taiping Insurance (Sing... Period of Insurance \_\_\_\_\_\_ 12/11/2021 - 11/11/2022 Requested By \_\_\_\_\_ Huang Xiao Yan (COMFORTDEL... Requested Date \_\_\_\_\_\_ 28/10/2022 17:04

#### **Payment details**

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13** 

Total Amount Due (GST Inclusive): **\$\$2** 

#### **General Insurance Association**

Records Management Centre GST Registration No: **M400017735** 

			MILEAGE	HOURS OPERATED (TIME	AE DATE	NAME OF DRIVER	MILE
DATE	NAME OF DRIVER	MILEAGE READING	HAVELLED (KM)	FROM TO	100		
28.W. 22		1/	SKC 3832k 1680	7989			
67.4.2	2 Kardens	E S	The start	1200	5.		
				155			
					-127		
	-						
				1			

#### EzLyna (LKKAuto)

From: EzLyna (LKKAuto)

Sent: Friday, 11 November 2022 5:21 PM

**To:** mfaizal@hotmail.com.sq

Cc: Admin A

Subject: ACCIDENT INVOLVING SNC 3839X (CHINA TAIPING) AND SHC3832K AT/ALONG SLIP

ROAD OF BUKIT BATOK WEST AVE 7 ON 28/10/

Our Ref: CC3/CTI22011014/Tpa3

Insured Name: Mohamad Faizal Bin Sa'don Insured Driver: Mohamad Faizal Bin Sa'don

Dear Sir/Madam,

### ACCIDENT INVOLVING SNC 3839X (CHINA TAIPING) AND SHC3832K AT/ALONG SLIP ROAD OF BUKIT BATOK WEST AVE 7 ON 28/10/2022

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 SHC3832K 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. 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.

Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

#### EzLyna (LKKAuto)

From: Cecilia Lee <cecilia.lee@sg.cntaiping.com>

**Sent:** Friday, 10 March 2023 8:01 pm **To:** EzLyna (LKKAuto); Claims Dept of CTI

Cc: Admin A

Subject: RE: {SEEK MANDATE} OUR REF: SNM22D207754/C02/SNC3839K/LEEPG & YOUR REF:

CC3/CTI22011014/Tpa3-SHC3823K, TPP DIRECT SETTLEMENT - D.O.A 28/10/2022

Hi Lyna

Please proceed as proposed.

Thanks & Best Regards,

Cecilia Lee

Claims Department

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From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>

Sent: Friday, 10 March 2023 5:56 pm

To: Cecilia Lee <cecilia.lee@sg.cntaiping.com>; Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: {SEEK MANDATE} OUR REF: SNM22D207754/C02/SNC3839K/LEEPG & YOUR REF: CC3/CTI22011014/Tpa3-

SHC3823K, TPP DIRECT SETTLEMENT - D.O.A 28/10/2022

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Your ref: SNM22D207754/C02/SNC3839K/LEEPG

LKK ref: CC3/CTI22011014/Tpa3

Dear Cecilia,

ACCIDENT INVOLVING SNC3839X (CHINA TAIPING) AND SHC3832K (TP) ON 28.10.2022

We refer to the above matter.

It is an accident under BOLA 27, OI rear ended TP. We are of the view that liability is on our driver's.

Please find enclosed video footage of this accident.

We seek your approval to offer repairer "ComfortDelgro Engineering Pte Ltd" at \$2,968.43 (all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 4,762.68	\$ 2,090.48 (inclusive of GST) PBP
2. Loss of Rental (6 days x \$125.19)	\$ 751.14	\$ 625.95 (5 days x \$125.19)
3. Loss of Income (6 days x \$80)	\$ 480.00	\$ 250.00 (5 days x \$50)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 5,995.82	<u>\$ 2,968.43</u>

Surveyor recommended 2 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 06/03/2023 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Ezlyna Eng | Case Handler LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

From: Cecilia Lee < cecilia.lee@sg.cntaiping.com >

Sent: Friday, November 4, 2022 1:37 PM

To: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>

Cc: Hsiao Tong (LKKAuto) < chewht@lkkauto.com >; Admin A < admin-a@lkkauto.com >

Subject: RE: OUR REF: SNM22D207754/C02/SNC3839K/LEEPG & YOUR REF: CC3/CTI22011014/Tpa3-SHC3823K, TPP

DIRECT SETTLEMENT - D.O.A 28/10/2022

Hi LKK

Attached OI SAS. PW will be sent via separate email. Please also obtain TP VF.

Please confirm the correct DOA:

EPAIR ESTI	MATE*			1 2
EHICLE NO	SHC3832K	PATE:	29.07.22	(PP)
MAKE	HYUNDAI	MVA JU	JMANI	(111)
MODEL	IONIQ	DOA:	28.05.22	CHINA
Qty	Parts Description/ Labour	Туре	Unit Price	Amount
	1 REAR BUMPER ASSY		0	\$459.40
	REAR BUMPER CENTRE MOULDING			\$451.25
	1 REAR BUMPER BEAM			\$394.80
1	REAR BUMPER CLIPS			\$22.00
	1 ANTENNA SMARTKEY			\$40.50
	1 FOG LAMP			\$201.50
	1 NUMBER PLATE LAMP (LH/RH)		\$85.3	7 \$170.60
	1 REAR UNDER LOWER COVER			de \$155.00
	1 REAR UNDER CENTRE UNDER COVER			\$225.00

#### **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 <a href="mailto:claimsdept@sg.cntaiping.com">claimsdept@sg.cntaiping.com</a> or fax at 6224 7175. Any inconvenience caused is much regretted.

Thanks & Best Regards, Cecilia Lee Senior Executive Claims Department

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>

Sent: Friday, 4 November 2022 1:16 pm

To: 'Mei Kwan (LKKAuto)' < <a href="Meikwan@lkkauto.com">Meikwan@lkkauto.com">Meikwan@lkkauto.com</a>; Cecilia Lee < <a href="meicecontentaring-center">cecilia.lee@sg.cntaiping.com</a>

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: OUR REF: SNM22D207754/C02/SNC3839K/LEEPG & YOUR REF: CC3/CTI22011014/Tpa3-SHC3823K, TPP DIRECT

SETTLEMENT - D.O.A 28/10/2022

## WITHOUT PREJUDICE via EMAIL ONLY

Dear Cecilia,

Please refer to the email of 3<sup>rd</sup> November 2022.

Kindly conduct LKK D.S SHC3832K soonest possible.

Please contact our claims department **Cecilia Lee 6389 6530** the officer in charge or **6389 6116** should you require our assistance or clarification.

#### \*Kindly quote our claim reference number when replying.\*

#### **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.. Any inconvenience caused is much regretted.

Thank you

Angie Foo 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: 太平狮城 Taiping SG

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