

EzLyna (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Friday, 24 March 2023 10:51 PM
To: Tan Lee Gek (StridesASvcs/Ins & Claims/Claims/Taxi); EzLyna (LKKAUTO)
Cc: CS A Team; Admin A
Subject: Re: LOD Re: Accident on 21/11/2022 involving SHB 5159M & SMS 6309S (AIG's insured) Our Ref: TAX/11/22/2042/lg
Attachments: SHB5159M-video.mp4; 11 22 2042 - documents.pdf; GIA report of SHB5159M.pdf

Dear Sir / Madam,

We acknowledge receipt of your email.

Our respective case handler, Lyna 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

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

From: Tan Lee Gek (StridesASvcs/Ins & Claims/Claims/Taxi) <LeeGek.Tan@strides.com.sg>

Sent: Friday, 24 March 2023 10:37 am

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

Subject: LOD Re: Accident on 21/11/2022 involving SHB 5159M & SMS 6309S (AIG's insured) Our Ref: TAX/11/22/2042/lg

Dear All,

We quantify our claim as follows:-

Cost of Repair	\$2,250.00
Loss of Rental	\$704.06 (7 days x \$100.58)
Loss of Income	\$420.00 (7 days x \$60.00)
GEAR Search Fee	\$2.00
Total	\$3,376.06

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 authorisation

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

We, STRIDES TAXI PTE LTD (the third party claimant") of 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705 (address), owner of SHB5159M (vehicle no.) hereby authorize STRIDES AUTOMOTIVE SERVICES PTE LTD ("the workshop") to act for us with respect to our claim for repair costs and/or rental and/or loss of use ("claim") for our vehicle no SHB5159M that was damaged pursuant to the accident which occurred on 20/11/2022 (date) along TEMASEK AVENUE JUNCTION (location) involving vehicle no/s SMS6309S ("the accident").

We further authorize the workshop to settle our above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of our claim with payment cheque/s being made in favour of STRIDES TAXI PTE LTD

We further acknowledge that any settlement the workshop may reach on our 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 19 (day) of 05 (month) 2023 (year)


Signed by "the third party claimant"

(with chop if applicable)


Signed by "the workshop"

(with chop)

STRIDES

AUTOMOTIVE

Date: 21/11/2022

24116900

Our Ref. No.: TAX/11/22/2042

Letter of Authorisation

I, Toh Cheng Hui (NRIC No.: _____) the
(registered hirer) / relief driver / taxi share driver of Strides taxi registration number
SHB 5159 M hereby authorise **Strides Automotive Services Pte Ltd**
(**"AutoSvs"**) to deal with all matters arising out of the accident between my taxi
and SMS 6309 S happened on 11:35 am 20/11/2022
along Temasek Ave
(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

Toh Cheng Hui

Signature: My

NRIC No.

.....

Tel No.

.....

Address

.....

.....

9.35 emailed 1-18 pm

TAX/11/22/2042

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\$2,250.00** (Cost of Repair), **S\$1,054.06** (Loss of Income/Rental) and **S\$2.00** (Disbursement) for vehicle no. **SHB5159M** that was damaged pursuant to the accident which occurred on **20/11/2022** (date) along **TEMASEK AVE JUNCTION** (location) involving vehicle no/s **SMS6309S**. This is pursuant to the inspection conducted on **21/11/2022** (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. **SHB5159M** 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 **SHB5159M** (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 19 (day) of May (month) 2023 (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. : IV230300130
Date : 13.03.2023
Vehicle No. : SHB5159M
Your Ref No. : TAX/11/22/2042
Our Ref No. : 24116900
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
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 2,250.00
GRAND TOTAL					\$ 2,250.00

Remark :

Make/Model : TOYOTA PRIUS
Accident Date : 20.11.2022

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 [Mar 14, 2023 12:42 GMT+8]

Authorised Signature
for Strides Automotive Services Pte. Ltd.



Laid Up Report

Accident Start Date : 01/11/2022

Date Generated : 02/12/2022

Accident End Date : 02/12/2022

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/11/22/2042	SHB5159M	Strides Taxi Pte Ltd	TOYOTA	PRIUS	24116900	21/11/2022 9:35 AM	28/11/2022 8:56 AM

STRIDES

TAXI

MEMORANDUM

To: Claims Dept

Our Ref: TAX/11/22/2042

From: Strides Taxi Pte Ltd

Date: 21st November 2022

ACCIDENT ON 20/11/2022 INVOLVING SHB 5159M & SMS 6309S ALONG TEMASEK AVENUE

This is to confirm that the daily rental rate for SHB 5159M is \$100.58 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

URER ENQUIRY
nd insurer
icle reg. no.

SMS6309S

te of Accident

20/11/2022



Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance _____
Period of Insurance _____
Requested By _____
Requested Date _____

Payment details

Request Amount: **S\$1.87**

GST Amount: **S\$0.13**

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

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

AIG Asia Pacific Insu

12/06/2022

BALQISH BINTE ABD

21/1

EzLyna (LKKAuto)

From: EzLyna (LKKAuto)
Sent: Thursday, 8 December 2022 9:52 am
To: wlho@optimalconsulting.com.sg
Cc: Admin A
Subject: ACCIDENT INVOLVING SMS6309S (AIG) AND SHB5159M AT/ALONG TEMASEK AVE JUNCTION ON 20/11/2022

Dear Ho Wan Leng,

Our Ref: CC3/AIG22011672/pa3

ACCIDENT INVOLVING SMS6309S (AIG) AND SHB5159M AT/ALONG TEMASEK AVE JUNCTION ON 20/11/2022

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 SHB5159M 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.

**I am working from home. If you want to contact me, pls use whatsapp call at 80287880 or email.*

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)

Claim Audit

AUDIT TRAIL				
No.	On	Audit	Remarks	By
1	21 Nov 2022 14:29	Clm Dtl Modified	Claimant's Name: -> STRIDES TAXI PTE LTD. Claimant's ID: -> 198905369K.	[A] HOW MEI KWAN
2	21 Nov 2022 14:29	Clm Veh Model Changed	(204897) TOYOTA PRIUS TAXI 1.8 (A).	[A] HOW MEI KWAN
3	21 Nov 2022 14:29	Clm Created	Reg No: SHB5159M. Acct Date: 2022/11/20. 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	21 Nov 2022 14:29	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	21 Nov 2022 14:29	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/30	[A] HOW MEI KWAN
6	21 Nov 2022 14:29	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	21 Nov 2022 14:29	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	21 Nov 2022 14:29	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	21 Nov 2022 14:30	Label Added	(19):Fastlane.	[A] HOW MEI KWAN
10	21 Nov 2022 14:30	Adj Adjuster Assigned	[None] -> MOHD TAUFIKH BIN HAMID	[A] HOW MEI KWAN
11	21 Nov 2022 23:30	Clm Registration Modified	Acct Time:11:00:00->00:00:00.	[I] AIG OneClaim Integration User
12	08 Dec 2022 09:05	Video Downloaded	Downloaded Video - Accident	[A] Ezlyna
13	08 Dec 2022 09:12	Video Downloaded	Downloaded Video - Accident	[A] Ezlyna
14	22 Dec 2022 15:19	Video Downloaded	Downloaded Video - Accident	[I] Syed-Yusoff, Saliha
15	29 Mar 2023 14:35	Adj Rpt Initiated		[A] JOANNE LEE KHANG MIN
16	29 Mar 2023 14:35	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] JOANNE LEE KHANG MIN
17	29 Mar 2023 14:35	Clm Dtl Modified	JPJ Reg. Date: -> 2016/04/01.	[A] JOANNE LEE KHANG MIN
18	29 Mar 2023 14:35	Clm Details Notified		[A] JOANNE LEE KHANG MIN
19	18 Apr 2023 16:05	Adj Mandate Request	Cur.Req:3306.06:Liability: 100% (BOLA 1) *Quantum: \$3,306.06 (all-in). Please refer to adjuster report for details. *For your approval please.	[A] Ezlyna
20	10 May 2023 13:08	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2022/11/30. Mandate Remarks: please proceed with settlement @ \$3,306.06 [COR-\$2250 LOR-\$704.06 LOI-\$350 LTA-\$2] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha
21	10 May 2023 13:08	Adj Mandate Set	Approved:3306.06:please proceed with settlement @ \$3,306.06 [COR-\$2250 LOR-\$704.06 LOI-\$350 LTA-\$2] ** subject to final repair bill & ATA	[I] Syed-Yusoff, Saliha

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
2871383	21 Nov 2022 14:36:00	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SHB5159M	SMS6309S	11.00

2939711	29 Mar 2023 14:35:09	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SHB5159M	SMS6309S	11.00
2950092	18 Apr 2023 16:02:24	Video Upload	Motor	AIG Asia Pacific Insurance Pte. Ltd.	AIG Asia Pacific Insurance Pte. Ltd. (SG)	SHB5159M	Ezlyna	xx.xx