

## EzLyna (LKKAuto)

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**From:** Ong Hua Yen (Strides Automotive Services Pte Ltd) <HuaYen.Ong@strides.com.sg>  
**Sent:** Tuesday, 2 May 2023 10:54 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/03/23/7002(AIG) - ACCIDENT ON 4/3/23 INVOLVING SMB1408L AND SDR478M ALONG Serangoon Rd after junction of St. Michael's Rd  
**Attachments:** BUS 03 23 7002 INV.pdf; BUS 03 23 7002 SAS.pdf; BUS 03 23 7002 LTA.pdf

Dear Sirs,

We claim on behalf of SMRT Buses Ltd, owner of the vehicle registration number SMB1408L. Your client's negligent driving has caused the above accident. As a result, my client has suffered the following losses,

Cost of Repair	\$3,200.00
Loss of Use	\$1,100.00 ( 4 days x \$275.00 )
LTA search fee	\$ 2.00
<b>Total</b>	<b>\$4,302.00</b>

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

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## **AUTHORIZATION TO ACT**

### **(AIG Asia Pacific - Express Third Party Claim)**

We, **SMRT BUSES LTD** (the third party claimant") of **BLK 60 WOODLANDS INDUSTRIAL PARK E4 (S) 757705** (address), owner of **SMB1408L** (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 **SMB1408L** that was damaged pursuant to the accident which occurred on **04/03/2023** (date) along **ST. MICHAEL'S ROAD TO SERANGOON** (location) involving vehicle no/s **SDR478M** ("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 SMRT BUSES 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 13 (day) of July (month) 20 23 (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\$3,200.00** (Repair Cost), **S\$1,000.00** (Loss of Use/Rental), **S\$2.00** (Disbursement) for vehicle no. **SMB1408L** that was damaged pursuant to the accident which occurred on **04/03/2023** (date) along **ST. MICHAEL'S ROAD TO SERANGOON** (location) involving vehicle no/s **SDR478M**. This is pursuant to the inspection conducted on **14/03/2023** (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. **SMB1408L** 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 **SMB1408L** (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 13 (day) of July (month) 2023 (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 757705

## Tax Invoice

GST Reg No. : MR-8500001-7  
CRN : 199004280Z  
Invoice No. : IV230400002  
Date : 03.04.2023  
Vehicle No. : SMB1408L  
Your Ref No. : BUS/03/23/7002  
Our Ref No. : 24117887  
Terms : 30 Days

Description	Qty	Unit Cost	Add %	(Discount) Amount	Amount
LUMP SUM AMOUNT FOR REPAIR AS PER SURVEYOR'S RECOMMENDATION	1.00				\$ 3,200.00
GRAND TOTAL					\$ 3,200.00

Remark :

Make/Model : MAN A22  
Accident Date : 04.03.2023

### 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 3, 2023 16:57 GMT+8)

Authorised Signature  
for Strides Automotive Services Pte. Ltd.


INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

SDR478M

Date of Accident

04/03/2023 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance ..... **AIG Asia Pacific Insurance Pte....**

Period of Insurance ..... **23/06/2022 - 22/06/2023**

Requested By ..... **BALQISH BINTE ABDUL HALIL (...)**

Requested Date ..... **08/03/2023 11:35**

Payment details

Request Amount: **S\$1.85**

GST Amount: **S\$0.15**

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

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

## EzLyna (LKKAUTO)

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**From:** EzLyna (LKKAUTO)  
**Sent:** Friday, 24 March 2023 11:45 AM  
**To:** sooeter@live.com  
**Cc:** Admin A  
**Subject:** ACCIDENT INVOLVING SDR478M (AIG) AND SMB1408L AT/ALONG ST MICHAEL'S ROAD TO SERANGOON ON 04/03/2023

Dear Soo Ing Choong & Soo Ee Ter,

Our Ref: CC3/AIG23002641/Kya3

### **ACCIDENT INVOLVING SDR478M (AIG) AND SMB1408L AT/ALONG ST MICHAEL'S ROAD TO SERANGOON ON 04/03/2023**

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 **SMB1408L** 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,

**Ezlyna Eng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [Ezlyna@lkkauto.com](mailto: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	14 Mar 2023 14:34	Clm Dtl Modified	Claimant's Name: -> SMRT BUSES LTD. Claimant's ID: -> 198202292D.	[A] HOW MEI KWAN
2	14 Mar 2023 14:34	Clm Veh Model Changed	(202658) MAN NL320F (A22) 10.5 D (M).	[A] HOW MEI KWAN
3	14 Mar 2023 14:34	Clm Created	Reg No: SMB1408L. Acct Date: 2023/03/04. Claim Type: TP. Insurer: AIG Asia Pacific Insurance Pte. Ltd. (SG). TP Insurer: MSIG Insurance (Singapore) Pte. Ltd. (HQ). Workshop: Strides Automotive Services Pte Ltd (Woodlands)	[A] HOW MEI KWAN
4	14 Mar 2023 14:34	Adj Co Assigned	LKK Auto Consultants Pte Ltd (HQ):	[A] HOW MEI KWAN
5	14 Mar 2023 14:34	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/03/23	[A] HOW MEI KWAN
6	14 Mar 2023 14:34	Adj Mandate Set	Approved:0.00.Reinsp:Adj decides.	[A] HOW MEI KWAN
7	14 Mar 2023 14:34	Clm Ins Co Changed	[200005] AIG Asia Pacific Insurance Pte. Ltd. (SG) -> [203630] AIG Asia Pacific Insurance Pte. Ltd. (Express)	[A] Merimen Administrator
8	14 Mar 2023 14:34	Label Added	(20224):Field Survey.	[A] Merimen Administrator
9	14 Mar 2023 14:35	Adj Adjuster Assigned	[None] -> MOHD RASUL	[A] HOW MEI KWAN
10	14 Mar 2023 14:35	Label Added	(23):Express.	[A] HOW MEI KWAN
11	20 Mar 2023 11:19	Adj Adjuster Assigned	MOHD RASUL -> KENNETH KONG	[A] HOW MEI KWAN
12	28 Jun 2023 09:52	Adj Rpt Initiated		[A] Renee
13	28 Jun 2023 09:52	Clm Dtl Modified	Claim Conclusion: -> 3.	[A] Renee
14	28 Jun 2023 09:52	Clm Dtl Modified	JPJ Reg. Date: -> 2014/01/06.	[A] Renee
15	28 Jun 2023 09:52	Clm Details Notified		[A] Renee
16	04 Jul 2023 08:48	Adj Mandate Request	Cur.Reg:4302.00:Liability: 100% (BOLA 27) OI exited from minor rd & rear ended TP which was stationary in the yellow box on main road. *Quantum: \$4,302.00 (all-in). Please refer to a adjuster report for details. *For your approval please.	[A] Ezlyna
17	06 Jul 2023 16:15	Adj Next Rpt Changed	Next Rpt:Final Rpt.Due Date:2023/03/23. Mandate Remarks: Subject to all docs in place. Cost of Repair : \$3,200.00 Loss of Use : \$1,000.00 4 days @ S\$ 250/day LTA/ GIA Search Fee : \$2.00 Total : \$4,202.00	[I] Ler, Bernard-JQ
18	06 Jul 2023 16:15	Adj Mandate Set	Approved:4202.00:Subject to all docs in place. Cost of Repair : \$3,200.00 Loss of Use : \$1,000.00 4 days @ S\$ 250/day LTA/ GIA Search Fee : \$2.00 Total : \$4,202.00	[I] Ler, Bernard-JQ

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
2932130	15 Mar 2023 14:15:44	TP Case (Insurer)	Motor	LKK Auto Consultants Pte Ltd	AIG Asia Pacific Insurance Pte. Ltd. (Express)	SMB1408L	SDR478M	11.00
2988092	28 Jun 2023 09:52:55	OD/TP Case (Adjuster)	Motor	LKK Auto Consultants Pte Ltd	LKK Auto Consultants Pte Ltd (HQ)	SMB1408L	SDR478M	11.00

