



Your Ref : 24/24/24/VC05/030053
Our Ref : SC24/10/193/4CG-TP

16 January 2025

Lonpac Insurance Bhd
Attn: Motor Claims Department

WITHOUT PREJUDICE
BY E-MAIL ONLY

Dear Sir / Mdm,

ACCIDENT INVOLVING PD9281K & XE6281E ON 17.10.2024

We are instructed by the owner of PD9281K to claim damages against your insured, in connection with a road traffic accident involving our client's motor vehicle no. PD9281K and motor vehicle no. XE6281E driven by your insured at the material time.

We are instructed that the accident was caused by your insured's negligence and/or management of his motor vehicle. As a result of the accident, our client's motor vehicle was damaged and our clients have been put to loss and expenses, particulars of which are as follows:

1. Costs of Repair (Incl. GST)	\$ 8,297.95	(Agreed)
2. Loss of Use	\$ 1,920.00	(\$320 x 6 days)
3. GIA Search Fee	\$ 2.18	
Total	<u>\$ 12,220.13</u>	

Please note that our bus is under PRIVATE HIRE, NOT PRIVATE NON-HIRE, thus, not listed in the NIMA Benchmark Rates, we need higher LOU to close.

Please note that you should send us an acknowledgement of receipt of this letter of demand by e-mail to claims@scauto.com.sg within seven (7) days of your receipt of this letter and revert with an offer not later than fourteen (14) days of this letter.

Thank You.

Yours faithfully,

Maggie Ng
Claim Executive
D +65 6571 9958

SC Auto Industries (S) Pte Ltd
51 Senoko Road, Singapore 758133
T 65 6758 2222 F 65 6267 6931

scauto.com.sg
Singapore • Hong Kong • Myanmar
(In Reg No. 156880E27)

Global Standards, Local Support

LETTER OF AUTHORISATION

Ref. No : **SC24/10/193/4CG-TP**

To: SC Auto Industries (S) Pte Ltd
No. 51/53 Senoko Road
Singapore 758133

Dear Sir/Madam:

**REPAIR/CLAIM FOR DAMAGES ARISING FROM AN ACCIDENT ON 17-Oct-2024, 19:00:00
AT/ALONG TAMPINES HEAVY VEHICLE CAR PARK AVE 9
INVOLVING VEHICLE NO(s).**

1. I/We **CITYLINE GLOBAL PTE LTD** (NRIC No./Company Registration No. **NRIC**) am/are the owner(s) of Vehicle No. **PD9281K** which was involved in an accident with Vehicle No(s). _____ on **17-Oct-2024, 19:00:00** at/along **TAMPINES HEAVY VEHICLE CAR PARK AVE 9**.
2. I/We hereby appoint you as my/our agent to liaise with Third Party and/or its insurers to claim for the damages suffered by me/us, including and not limited to Cost of repairs, loss of use, rental cost, survey fees, medical and hospital bills, special damages, any expenses incurred. I/We hereby authorize you to undertake the necessary repairs to bring the Vehicle back to its pre-accident condition.
3. I/We hereby authorize you to claim against the *Third Party (TP) and/or against my insurer for Own Damaged (OD) or Total loss.
4. I/We authorize you to appoint surveyors to inspect the Vehicle and to pay the Survey fee on my/our behalf prior to carrying out the repairs.
5. I/We entrust you to carry out the repairs diligently and leave it entirely to your discretion in accepting or rejecting any offer of settlement.
6. I/We hereby authorize you to sign Third Party / Our Insurer's Discharge Voucher on our behalf if Discharge Voucher is required by the insurers. We hereby authorize you to receive the settlement sum from the insurers directly into your bank account.
7. I/We hereby authorize you to appoint solicitors on my/our behalf if necessary. I/We authorize you to give instructions to the appointed solicitors to act on my/our behalf to recover damages arising out of the accident from the parties concerned. I/We acknowledge that all instructions given to them by you will therefore be as good as if they were given by me/us. We hereby authorize the solicitors to release all monies recovered and received by them in connection with this claim directly to you and to be made in the name of **SC Auto Industries (S) Pte Ltd** after deducting their fees.
8. I/We authorize you to deduct the sum(s) of money recovered for the costs of repair to meet your repair bill, the survey fees, your handling fees, administrative charges and any other expenses incurred on my/our behalf. Any sum(s) of money recovered for the loss of use will be returned to me/us after deducting handling fees. We understand that all monies due to me/us shall only be released to me/us after we have signed your discharge vouchers for the case.
9. I/We understand and appreciate that my/our claim may be unsuccessful or only partially successful. In such an event, I/We shall pay you the repair costs or any shortfall on receipt of your invoice. I/We shall also reimburse you for all other expenses incurred by you on my/our behalf including your administrative charges.
10. I/We shall on your request furnish you with all relevant documents, evidence, and information promptly to enable you to process the claim expeditiously. I/We shall promptly arrange for our driver involved in the accident for interview by you or the appointed solicitor. I/We or our driver also agree to attend court and/or be a witness if necessary. You shall have the right to discharge yourselves as my/our agent should I/We fail to co-operate with you or furnish you with the relevant documents/information by giving me/us written notice to that effect. In such an event, I/We shall pay the repair costs immediately on receipt of your invoice and reimburse you all other expenses incurred by you on my/our behalf including your administrative charges.
11. I/We reserve the right to terminate your appointment as our agent at any time so long as you have not received any offer of settlement from insurers. In such an event, I/We shall pay the repair costs immediately on receipt of your invoice and reimburse you all other expenses incurred by you on my/our behalf including your administrative charges.
12. I/We acknowledge your right to have a lien over all documents and money held by you until all monies owed by me/us to you (where applicable) has been fully settled.
13. I/We hereby agree to pay you the following handling fee:
 - (a) 20% of the total amount claimed for loss of use (after deducting the legal and survey fees) where Court attendance is not required; or
 - (b) 25% of the total amount claimed for loss of use (after deducting the legal and survey fees) where Court attendance is required.
 - (c) 15% of the total amount claimed for Total Loss case, subject to a minimum fee of S\$1500
14. I/We hereby request you to carry out the following additional repair jobs not resulting from the said accident:
Additional Repair Jobs : _____
Additional Cost of Repair : _____
15. The balance amount due to me for the loss of use after deducting the handling fee shall be used to pay the additional repair jobs. I/We hereby agree to pay you the additional costs of repair on receipt of your invoice if the amount successfully claimed for the costs of repair and/or loss of use is insufficient to meet the cost of repair as a result of the accident, and for the additional repair jobs.

I have read and understand the terms and conditions of this Letter of Authorization and it has also been explained to me in Mandarin.

Dated this **15** day of **January, 2025**

Yours Faithfully,



Authorised signatory of owner & company stamp
Name of Signatory **CITYLINE GLOBAL PTE. LTD.**
Last 4 digit of NRIC No **2XXXXX808N**

Signature of Witness

/Name and Last 4 digit of NRIC No. :



Authorised signatory of SC Auto Industries (S) Pte Ltd
& company stamp
Name of Signatory : **Maggie Ng**
Last 4 digit of NRIC No: *******426P**

* Delete where inapplicable



LONPAC INSURANCE BHD

CLAIM NO : 24/24/24/VC05/030053
DATE : 01 APRIL 2025

DISCHARGE VOUCHER

I/We, CITYLINE GLOBAL PTE. LTD. confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of XE6281E the sum of Singapore Dollar Eight Thousand Nine Hundred And Cents Thirteen Only **(\$8,900.13)** in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving PD9281K and XE6281E on 17/10/2024 along/at TAMPINES AVENUE 10 CARPARK.

I/We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ FELICITY ENGINEERING PTE LTD AND/OR PUAH PHEK GAM**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to “**SC AUTO INDUSTRIES (S) PTE LTD**”.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.



.....
Signature of vehicle owner/Date

CITYLINE GLOBAL PTE LTD 10/04/2025
.....

Name of vehicle owner /Date



SC AUTO INDUSTRIES (S) PTE LTD

51 Senoko Road, Singapore 758133

T 65 6758 2222 F 65 6257 6931

E sales@scauto.com.sg

scauto.com.sg

Co. Reg. No. 199800107D

M/S	CITYLINE GLOBAL PTE LTD
	101A UPPER CROSS STREET #08-14 PEOPLE'S
	SINGAPORE 058358
Insured	CITYLINE GLOBAL PTE LTD
Policy	5148848654

Final Bill

GST Reg. No:	19-9800107D
Date:	16/1/2025
Our Case Ref.	SC24/10/193/4CG-TP
Accident Date	17/10/2024

Damaged Vehicle No: PD9281K

S/no	Description	QTY	Price	Disc	Amount
<u>Replaced Parts</u>					
1	FIBER REAR CAP	1 PC	\$3,140.00	10.00%	\$2,826.00
2	SEALANT	1 PC	\$752.00	10.00%	\$676.80
3	COMPANY LOGO STICKER	1 PC	\$900.00	10.00%	\$810.00
<u>Labour Charges</u>					
1	LABOUR TO REPLACE THE FIBER REAR CAP	1	\$2,000.00	-	\$2,000.00
2	WIRING WORKS	1	\$100.00	-	\$100.00
3	SPRAY PAINTING LABOUR & PAINT MATERIALS TO FIBER REAR CAP	1	\$1,200.00	-	\$1,200.00
Sub Total					\$ 7,612.80
GST (9%)					\$ 685.15
Total Amount					\$ 8,297.95

Authorised Signature


INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

XE6281E

Date of Accident

17/10/2024 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**

Period of Insurance **17/03/2024 - 16/03/2025**

Requested By **Maggie Ng (SC Auto Industries...**

Requested Date **18/10/2024 17:17**

Payment details

Request Amount: **S\$2**

GST Amount: **S\$0.18**

Total Amount Due (GST Inclusive): **S\$2.18**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

LONPAC INSURANCE BHD (SINGAPORE BRANCH)

GIRO AUTHORISATION FORM

Company Name:

SC AUTO INDUSTRIES (S) PTE LTD

Bank Account Details

Beneficiary Name:

SC AUTO INDUSTRIES (S) PTE LTD

Bank Name / Branch Name:

MAYBANK SINGAPORE LIMITED

Bank Account No.:

041-71000-630

Bank Code / Branch Code:

7302 / 017

Swift Code

MBBESGS2

Email Address:

claims@scauto.com.sg/ sc.finance@scauto.com.sg

(For notification of payment details)

/ nicholas.ha@scauto.com.sg

Name/Designation/Telephone/Email of Contact person.:

Nicholas Ha 67582222

I hereby authorise Lompac Insurance Bhd to remit all payment directly to the above nominated account.



Authorised Signature and Company Stamp

Date: 10/04/2015

Acknowledged by :

Name / Date:

Daphne Lee (LKK Auto)

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Wednesday, 19 March 2025 6:26 PM
To: Daphne Lee (LKK Auto); ERIC WOO JUN KIAT
Cc: MT_Claim_SG; Admin A
Subject: RE: OUR REF: 24/24/24/VC05/030053 ACCIDENT INVOLVING PD9281K AND YOUR INSURED XE6281E(LONPAC) DATED ON 17/10/2024 *** LKK REF: CD/LPC24100394/Ema3

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Hi Daphne,

For LOU, please negotiate from \$750 to \$900.

Total mandate is up to \$9200.13.

Thanks

Huey Ni

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>
Sent: Friday, 28 February 2025 12:34 pm
To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: OUR REF: 24/24/24/VC05/030053 ACCIDENT INVOLVING PD9281K AND YOUR INSURED XE6281E(LONPAC) DATED ON 17/10/2024 *** LKK REF: CD/LPC24100394/Ema3

Lonpac External - General

Caution: This email is from an external sender. **DO NOT** click links or open attachments if you do not recognize the sender.

Dear Eric,

Your Ref: 24/24/24/VC05/030053

We refer to the above matter and your email below.

ACCIDENT INVOLVING PD 9281K AND XE 6281E ON 17/10/2024

We have highlighted to your good office on 23/10/2024 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is an accident under BOLA: 23. OID reversing into carpark lot hit onto rear of TP parked vehicle in lot.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **SC AUTO INDUSTRIES (S) PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 10,642.00	\$ 8,297.95 (P/P) (w/GST)
2. Loss of Use (6 days x \$320.00)	\$ 1,920.00	\$ 1,080.00 (6 days x \$180.00)
3. LTA/GIA Search Fee	\$ 2.18	\$ 2.18
Total	\$ 12,564.18	\$ 9,380.13

Relevant supporting claim documents are attached herewith for your perusal and reference.

Kindly note that this inspection report dated 28/02/2025 is only for mandate purpose.

The above is for your approval please.

Thank You

Best Regards,

Daphne Lee (Ms) | Case Handler

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | Email: DaphneLee@lkkauto.com

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Friday, 22 November 2024 11:24 AM

To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>; SC Auto Claims <Claims@scauto.com.sg>; Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [External] OUR REF: 24/24/24/VC05/030053 ACCIDENT INVOLVING PD9281K AND YOUR INSURED XE6281E(LONPAC) DATED ON 17/10/2024 *** LKK REF: CD/LPC24100394/Ema3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Daphne,

Kindly assist.