

Your Ref: 24/24/24/VC05/030145/Eric Woo
Our Ref: PTE/SML5488B/241103/TP-AL
Date: 06.02.2025



LONPAC INSURANCE BERHAD

ComfortDelGro Engineering Pte Ltd

Attn : Motor Claims Department

Without Prejudice

Corporate Office
205 Braddell Road Singapore 579701
Mainline +65 6383 6280
Facsimile +65 6280 9755
Company Registration No: 19950604W

Dear Sir/Madam

ACCIDENT ON 03.11.2024 INVOLVING SML5488B & YQ 8276H ALONG BUKIT TIMAH ROAD

We are the authorised repair workshop for the owner of vehicle No, SML5488B, which was involved in the captioned accident with your insured vehicle No, YQ 8276H.

The vehicle owner has requested and authorised us to assist in presenting his/her claims against the party responsible for all applicable matters arising from the damage of the vehicle.

As the vehicle was caused by the negligent act of your insured driver, we are submitting these claims for your consideration on behalf of the the owner/driver/claimant.

1. Cost of Repairs / Excess		S\$	2,071.00
2. Car Rental	6 days x S\$ 68.00	S\$	408.00
3. Loss of Use	days x S\$ 0.00	S\$	0.00
4. Survey Report Fee		S\$	0.00
5. LTA Search Fee		S\$	27.25
6. GIA / Police Report Fee		S\$	0.00
7. Medical Expenses		S\$	0.00
8. Others [1]		S\$	0.00
9. Others [2]		S\$	0.00

[E&OE]	Total Claims	S\$	2,506.25
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A copy each of the following supporting documents is enclosed:

<input checked="" type="checkbox"/> Original Repair/ Excess Bill	<input checked="" type="checkbox"/> Insurance Certificate
<input type="checkbox"/> Survey Report / Bill	<input checked="" type="checkbox"/> Power of Attorney
<input type="checkbox"/> Coloured Photographs	<input checked="" type="checkbox"/> Car Rental Bill
<input checked="" type="checkbox"/> GIA/Police Report(s)	<input type="checkbox"/> Medical Bill
<input checked="" type="checkbox"/> GIA/TP Search	<input type="checkbox"/> Witness Statement
<input type="checkbox"/> Others: _____	

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 owner/driver/claimant.

Yours sincerely,

Alice Lau

CDGE Claims Department

DID:62148307

FAX: -

Email:alicelau@cdge.com.sg

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

A member of

COMFORTDELGRO

A member of COMFORTDELGRO

ACCIDENT INVOLVING (Owner's Vehicle No.) SML5488B and (Third Party's Vehicle No.) YQ8276H on 03.11.2024 along Bukit Timah Road, Singapore

BY THIS POWER OF ATTORNEY, *I/We, _____ -- *NRIC/Passport
No. _____ (Address)* _____ --

File



LONPAC INSURANCE BHD

CLAIM NO : 24/24/24/VC05/030145
DATE : 21 MAR 2025

DISCHARGE VOUCHER

I/We, COMFORTDELGRO RENT A CAR PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of YQ 8276H the sum of Singapore Dollar Two Thousand Four Hundred Thirty-Eight and Cents Twenty-Five Only **(\$2,438.25)** 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 YQ8276H and SML5488B on 03/11/2024 along/at BUKIT TIMAH RD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ KPA ENGINEERING PTE LTD/ KANNUSAMY KUMAR**) 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 **"COMFORTDELGRO ENGINEERING 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.



26/3/2025

.....
Signature of vehicle owner/Date

.....
Name of vehicle owner /Date

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 1

8010042

LONPAC INSURANCE BERHAD
THE CONCOURSE

300 BEACH ROAD #17-04/07
SINGAPORE 199555

CONTACT NO: 62507388

VEHICLE NO
SML5488B

NO/DATE
95913927 23.12.2024

MAKE
TOYOTA

JOB NO.
305612045

MODEL
PRIUS/ PRIUS+/PRIUS

ODOMETER READING

DATE OF REG
27.05.2019

CHASSIS CODE
JTDKB3FU003081000

JOB TYPE

Description : TP - INDIA - LONPAC

Invoice for Lump Sum Repair

Total Lump Sum Repair Amt	1,900.00
Add GST @ 9.00 %	171.00
Total Invoice amount	2,071.00

Issued by : SIEHWA 03.02.2025 13:18:52
Repair Type : CESO/52/5T
Payment Type/Term : /Credit 30 days

- 1) WHILST TAKING ALL REASONABLE PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR CARS OR OTHER PROPERTIES BELONGING TO CUSTOMERS AND VEHICLES ARE DRIVEN AND TESTED AT OWNERS' RISK.
- 2) CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY OR NOTICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.
- 3) INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY AMOUNT DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT (I.E. AFTER 30 DAYS FROM THE INVOICE) FOR THE PERIOD OF DEFAULT.
- 4) PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY ERRORS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd

Head Office:
205 Braddell Road
Singapore 579701

ACCOUNT No.

INVOICE No.

AMOUNT

BANK/CHQ No.

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

VA No. : 80000039
Vehicle No. : SML5488B
Make & Model : TOYOTA PRIUS PHV

HIRER/DRIVER

Driver's Name. : LAM TZE YUEN
Address :
Postal :
Country : SINGAPORE
Nationality : SINGAPOREAN

Handphone No.
Email :
Licence Issued In : 25-Nov-1992

REMARKS (GENERAL / DELIVERY)

TOYOTA PRIUS PHV 364days @\$68/day (before GST)

Section I - Excess : \$2500 (before GST)
Section II - Excess : \$2500 (before GST)

RENTAL CHARGES

\$68 per day (before GST)

Time / Date End (Agreed / Actual) : 06/06/2025
Time / Date Start (Agreed / Actual) : 07/06/2024

Rental Charges :
Discount :
Subtotal :
GST (9%) :
Estimated Total :

Estimated Rental Duration : 364 Days
Malaysia Use : Inclusive
Payment Method : Giro
Sales Person : Collin Goh
Remarks :

Hirer :

1. agrees to be bound by and comply with the terms and conditions above and the Owner's General Terms and Conditions overleaf;
2. agrees that all rates and insurance excess shall be subject to prevailing GST payable by the Hirer;
3. represents and warrants that the driving licence of the Hirer is current and he / she is not disqualified from driving and that the Hirer holds a valid Private Hire Car Driver's Vocational Licence (PDVL) or Taxi Driver's Vocational Licence (TDVL);
4. agrees that he / she is responsible for breach of traffic laws / regulations, ERP charges and parking fines / surcharges during the period of hire;
5. agrees that he / she is liable for the insurance excess for each accident, regardless of whether he / she is at fault; and
6. agrees that all amounts due or payable in connection with this rental shall be paid via GIRO or such other payment methods as determined by Owner.

This is a computer-generated document. No Signature is required.



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 06 Nov 2024 / 16:49:09
Receipt Date/Time : 06 Nov 2024 / 16:49:09

Tax Invoice/Receipt

Receipt No. : ITNET-00000-241106-003105

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - YQ8276H				
As at 03 Nov 2024/08:30:00				
Insurance Co: INCOME INSURANCE LIMITED				
1	Insurance Enquiry - YQ8276H Enquiry Fee 20241106164813055920	25.00	2.25	27.25
Sub-Total		25.00	2.25	27.25
Total Before Rounding		25.00	2.25	27.25
Rounding Difference				0.00
Total Amount Payable				27.25
Paid By				
448533XXXXXX3620		eNETS Credit Card		27.25
Total				27.25
Cash Change				0.00
Tendered Amount				27.25
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

LONPAC INSURANCE BHD (SINGAPORE BRANCH)

GIRO AUTHORISATION FORM

Company Name: ComfortDelGro Engineering Pte Ltd

Bank Account Details

Beneficiary Name: ComfortDelGro Engineering Pte Ltd

Bank Name / Branch Name: DBS Bank Ltd, MBFC Branch

Bank Account No.: 001-069544-4

Bank Code / Branch Code: 7171 / 001

Swift Code DBSSSGSG

Email Address: cdgear@cdge.com.sg
(For notification of payment details)

Name/Designation/Telephone/Email of Contact person.:
Cecilia Lau/ Finance Officer / 63836755 / cdgear@cdge.com.sg

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

Adrian

COMFORTDELGRO ENGINEERING PTE LTD

Authorised Signature and Company Stamp

Date: 24/6/2022

Acknowledged by

[Signature]



Name/Date: 27/6/2022

Hsiao Tong (LKKAUTO)

From: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>
Sent: Friday, 7 March 2025 3:04 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A; Yan (LKK Auto)
Subject: Our Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

Lonpac External - General

Lonpac External - General

Dear Hsiao Tong,

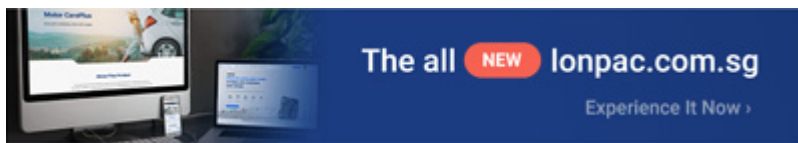
You have our mandate to settle as follow.

Cost of repair	\$2,071.00
Loss of rental	\$272.00 – \$340.00
GIA fee	\$27.25
Total	\$2,370.25 – \$2,438.25

Thank you.

Best Regards

Eric Woo
Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9240 | Fax: (65) 6296 2706



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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Thursday, 6 March 2025 3:04 pm

To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: [SEEK MANDATE] - Our Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

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.

Your ref: **24/24/24/VC05/030145**

Our ref : CD/LPC24110251/Kua3q2(N)(Yan's Case)

Dear Sirs/Mdm,

ACCIDENT INVOLVING YQ8276H(LONPAC) AND SML5488B(TP) ON 03/11/2024

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he changed lane and collided with third party vehicle.

We seek your approval to offer repairer "**COMFORTDELGRO ENGINEERING PTE LTD**" at **\$2,506.25(all-in)**.

The summary is as follows: -

?

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 4,816.44	\$ 2,071.00 (\$1,900.00 + 9%GST)
2. Loss of Rental (6days x \$68.00)	\$ 408.00	\$ 408.00 (6DAYS X \$68.00)
3. LTA/GIA Report Search Fee	\$ 27.25	\$ 27.25
Total	\$ 5,251.69	<u>\$ 2,506.25</u>

Surveyor recommended 4days for repair + 1PRS + 1Sunday = 6days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/03/2025 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

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

From: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>

Sent: Thursday, 6 March 2025 2:28 PM

To: Admin A <admin-a@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Our Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

Lonpac External - General

Lonpac External - General

Dear LKK,

Please let us have your recommendation soonest.

Thank you.

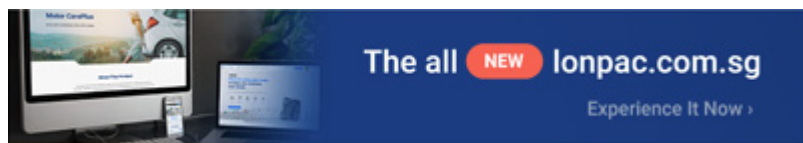
Best Regards

Eric Woo

Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04 The Concourse, Singapore 199555

DID: 6279 9240 | Fax: (65) 6296 2706



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

From: ERIC WOO JUN KIAT

Sent: Friday, 7 February 2025 3:33 pm

To: Admin A <admin-a@lkkauto.com>; 'Meng Yan (LKK Auto)' <mengyan@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: [LOD] Lonpac Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

Dear LKK,

Please let us have your recommendation.

Thank you.

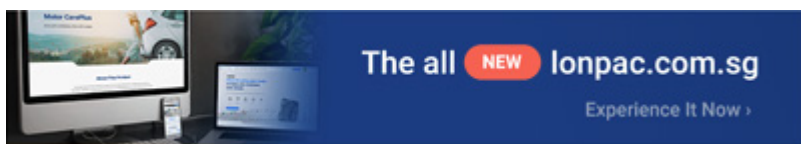
Best Regards

Eric Woo

Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04 The Concourse, Singapore 199555

DID: 6279 9240 | Fax: (65) 6296 2706



From: Alice Lau Lay Koon <alicelau@cdege.com.sg>

Sent: Thursday, 6 February 2025 3:21 pm

To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>; Spark Car Care <SparkARC@comfortdelgro.com>

Subject: Re: [LOD] Lonpac Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

WITHOUT PREJUDICE

Our Ref: PTE/ SML5488B/ 241103/ TP-AL

Dear Sir/ Madam,

Our email for the above matter refers.

Please find attached our LOD dated 06/02/2025 and relevant document for your attention.

Liability is cleared at our end as per your following email of 25/11/2024.

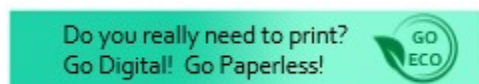
We look forward receiving your early settlement.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

DID: 6214 8307



From: Kelvin Su Khai Wen <kelvinsukwen@cde.com.sg>

Sent: Monday, 25 November 2024 10:21 am

To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin-a@lkkauto.com <admin-a@lkkauto.com>; Spark Car Care <SparkARC@comfortdelgro.com>

Subject: Re: OUR REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Eric,

Thank you for your prompt response, will proceed to commence repair.

Best Regards,

Kelvin Su

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

From: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>

Sent: Monday, 25 November 2024 10:19 am

To: Kelvin Su Khai Wen <kelvinsukwen@cde.com.sg>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin-a@lkkauto.com <admin-a@lkkauto.com>; Spark Car Care <SparkARC@comfortdelgro.com>

Subject: OUR REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

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Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Kelvin,

We are agreeable to Direct Settlement, quantum to be agreed.

Dear LKK,

Please provide liability to third-party workshop in timely manner for future cases.

Thank you.

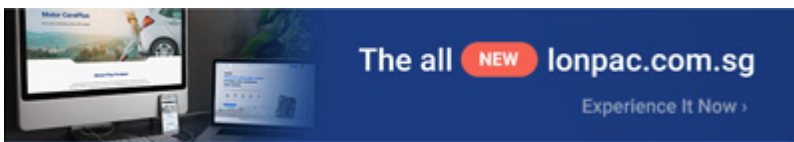
Best Regards

Eric Woo

Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04 The Concourse, Singapore 199555

DID: 6279 9240 | Fax: (65) 6296 2706



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

From: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>

Sent: Friday, 22 November 2024 4:38 pm

To: CHARMAINE KONG <charmainekong@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin-a@lkkauto.com; Spark Car Care <SparkARC@comfortdelgro.com>
Subject: Re: REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

#REMINDER

Dear Sir/Mdm,

Please be inform that we are still pending liability clearance from your end.

Kindly advise what holding back on the liability.

Best Regards,

Kelvin Su

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

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

From: Kelvin Su Khai Wen <kelvinsukwen@cde.com.sg>

Sent: Friday, 15 November 2024 3:42 pm

To: CHARMAINE KONG <charmainekong@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin-a@lkkauto.com <admin-a@lkkauto.com>; Spark Car Care <SparkARC@comfortdelgro.com>

Subject: Re: REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Sir/Mdm,

Kindly refer to attached for repair estimate and video footage.

Pls advise liability soonest.

Best Regards,

Kelvin Su

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Wednesday, 13 November 2024 10:23 am

To: Kelvin Su Khai Wen <kelvinsukwen@cdege.com.sg>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

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Lonpac External - General

Lonpac External - General

WITHOUT PREJUDICE

REF: 24/24/24/VC05/030145

OIC: Eric

Dear Kelvin,

We will be appointing LKK for the survey.

Aside to Hueh Yin (LKK), FYNA please.

Thank you.

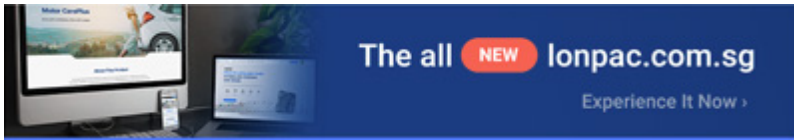
Best Regards,

Charmaine Kong

Claims Officer | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



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: Kelvin Su Khai Wen <kelvinsukwen@cdge.com.sg>

Sent: Wednesday, 13 November 2024 9:55 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Spark Car Care <SparkARC@comfortdelgro.com>

Subject: TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Sir/Mdm,

Kindly refer to attached.

Pls assist to conduct survey at 205 Braddell Rd.

Best Regards,

Kelvin Su

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
