

Joy Irene (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 1 March 2018 9:18 AM
To: Joy Irene (LKKAUTO)
Cc: MT_Claim_SG; Vivian Lau (LKKAUTO); Admin A
Subject: RE: Arrange survey for SJK2895U Our Ref: 16/17/17/VC00/020226

Hi Joy

Please proceed.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]
Sent: Wednesday, 28 February, 2018 2:10 PM
To: ONG LI LI
Cc: MT_Claim_SG; Vivian Lau (LKKAUTO); Admin A
Subject: RE: Arrange survey for SJK2895U Our Ref: 16/17/17/VC00/020226

Ref: 16/17/17/VC00/020226

Dear Ms. Li Li,

This is reversing vehicle scenario where our insured driver reported that he reversed.

Liability is not in our favour.

Summary to offer to repairer M/s **CITY AUTO PTE LTD** is as follows:

	TP CLAIMED	OUR REVISED TO OFFER
Cost of Repairs + 7% GST	\$ 3,896.44 (per estimate)	\$ 2,568.00
Loss of Use	\$ 600.00 (\$100 x 6 days)	\$ 360.00 (\$60 x 6 days)
GIA/LTA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 4,498.44	\$ 2,930.00

Please be informed that for loss of use, we will start to offer at \$50 per day and will increase to \$60/- in case of rejection from TP only.

For liability, we will initially negotiate from 50% and will gradually increase accordingly in case of rejection of initial offer.

Relevant supporting claim documents attached for your perusal and reference.

For your approval.

Thank you.

Best Regards,
Joy Irene | Case Handler
LKK Auto Consultants Pte Ltd
DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Friday, 24 November, 2017 12:49 PM
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; Zayyer (LKKAuto) <zayyer@lkkauto.com>; Vivian Lau (LKKAuto) <vivianlau@lkkauto.com>
Subject: RE: Arrange survey for SJK2895U Our Ref: 16/17/17/VC00/020226

Hi Shirley

We attach our Insured's GIA report that you requested.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Friday, 24 November, 2017 12:10 PM
To: MT_Claim_SG
Cc: GERALD POH WEE BIN; ERIC WOO JUN KIAT; ONG LI LI; Admin A; Zayyer (LKKAuto); Vivian Lau (LKKAuto)
Subject: RE: Arrange survey for SJK2895U

Your ref: TBA
LKK ref: CC4/LPC17022322/Kza3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SJK 2895U

Date of survey: 22/11/2017

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

Photographs of TP vehicle in its damaged condition

We have not authorized repairs.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Zayer and he can be contacted at DID: 6841 2409.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Shirley Hiew | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: ShirleyHiew@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 21 November, 2017 3:36 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

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

Subject: RE: Arrange survey for SJK2895U

Dear Mr Gerald,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Tuesday, 21 November, 2017 3:16 PM

To: Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: Arrange survey for SJK2895U

Our Ref : To be advised

Dear Catherine,

Kindly proceed to survey accordingly.

For your info, our insured has yet to lodge a report.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: City Auto [mailto:cityauto@singnet.com.sg]
Sent: Tuesday, 21 November, 2017 2:41 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: RE: Arrange survey for SJK2895U

Dear Sir,

Please refer to attachment.

Thank you.

Best Regards,

Vronica Law

*City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944*

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]
Sent: Tuesday, 21 November, 2017 2:36 PM
To: City Auto
Cc: MT_Claim_SG
Subject: RE: Arrange survey for SJK2895U

WITHOUT PREJUDICE

Dear Sirs,

Kindly let us have a copy of your client's GIA report before we arrange as our insured has yet to lodge a report.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: City Auto [mailto:cityauto@singnet.com.sg]
Sent: Tuesday, 21 November, 2017 2:27 PM
To: GERALD POH WEE BIN
Subject: Arrange survey for SJK2895U

Dear Motor survey department,

Kindly arrange **LKK Auto Consultants Pte Ltd** survey on following vehicle :

Survey TP,

Your vehicle : YP5176M

Our vehicle : SJK2895U

D.O.A : 20/11/2017

LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

Best Regards,

Vronica Law

City Auto Pte Ltd

Blk 8 Sin Ming Industrial Estate,

#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Yr ref : YP5176M

Our ref: SJK2895U

WITHOUT PREJUDICE

(29)

01st December 2017

Attn: Motor Claim Dept

LONPAC INSURANCE BHD

100 BEACH ROAD

#19-00 SHAW TOWER

SINGAPORE 189702

Dear Sir/Mdm,

Accident involving YP5176M and SJK2895U on 20/11/2017

We refer to the above said accident.

We enclosed herewith relevant documents as stated below:-

- 1) GIA report of SJK2895U
- 2) Repair tax invoice
- 3) Letter of authorization
- 4) GIA search receipt

As instructed, we are claiming the following as stated below:-

1) Cost of repair	\$ 2,568.00
2) Loss of use (6Days x 100.00)	\$ 600.00
3) GIA search fee	\$ 2.00
TOTAL -	\$ 3,170.00

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Vronica Law (Claim dept.)

Tel: 6453 1235

Fax: 6453 7944

Email: cityauto@singnet.com.sg



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: LEE MIN HIAN (LI MIN XIAN) NRIC: S84027211

Address: BLK 483 ADMIRALTY LINK # 13-25 SINGAPORE 750483

Name of Driver: LEE MIN HIAN (LI MIN XIAN) NRIC: S84027211

Address: BLK 483 ADMIRALTY LINK # 13-25 SINGAPORE 750483

Accident on 20/11/2017 Involving YP 5176M and SJK 2895U

At/along 406 SEMBAWANG DRIVE

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle SUZUKI swift at my/our request I/We the above owner of Motor Vehicle No: SJK 2895U do authorize them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further authorize them to give an absolute discharge on my/our behalf.

I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our behalf concerning the said claim and such, all future correspondence should be addressed to the said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a valid discharge voucher or any other documents in connection with this on my/our behalf and for me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of repairs to my motor vehicle.

Owner Signature: [Signature]

Name: LEE MIN HIAN

Date: 20/11/2017

Witness Signature: CITY AUTO PTE LTD

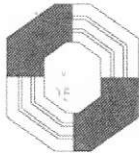
Name: Blk 8 Sin Ming Road

#01-58/60/62 Sin Ming Ind Est

Singapore 575643

Date: Tel: 6453 1235 Fax: 6453 7944

(Claims Section)



LONPAC INSURANCE BHD

CLAIM NO : 16/17/17/VC00/020226

DATE : 10 April 2018

DISCHARGE VOUCHER

I/We, **LEE MIN HIAN (LI MINXIAN)** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner of **YP 5176M** the sum of Singapore Dollars **Two Thousand Two Hundred Ninety Five Only (\$2,295.00)** in full and final satisfaction, liquidation and discharge of property claim competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of property claim sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident to my/our vehicle, **SJK 2895U** on **20 Nov. 2017** along **BLK 406A SEMBAWANG DRIVE**

I /We hereby agree to indemnify and keep indemnify (**HONG LIAN GIM KEE/LONPAC INSURANCE BHD**) 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 **M/S CITY AUTO PTE LTD**

I/We hereby acknowledge 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

.....
Name of vehicle owner/Date



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-58/60/62, SIN MING ROAD, SINGAPORE 575643.

TEL: 6453 1235 FAX: 6453 7944

24hrs Towing Services Tel: 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Lonpac Insurance Berhad
100 Beach Road #19-00 Shaw Tower
Singapore 189702

Attention : Motor Claim Department

Contact : 6250 7388 Fax No. : 62963767

Tax Invoice : IN 25386

Date : 01/12/2017

Vehicle Num. : SJK 2895U

Make/Model : Suzuki Swift

Chassis/Eng# : ZC71S425488

Accident Date : 20/11/2017

Claim No. : TP Lonpac

Reference : 13-020885

Policy No. : 5090447694

Lumpsum repair

Amount S\$

2,400.00

E. & O.E. Total S\$: 2,400.00

GST 7% S\$: 168.00

Amount Due S\$: 2,568.00

=====

for CITY AUTO PTE LTD



RECORDS MANAGEMENT CENTRE

GENERAL INSURANCE ASSOCIATION OF SINGAPORE

RECORDS MANAGEMENT CENTRE

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-17-174081

Date of Request: 21/11/2017

Your Ref No: Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 21/11/2017

Enquiry By Jason Quak

TP Vehicle No. YP5176M

Accident Date 20/11/2017

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



RECORDS MANAGEMENT CENTRE

GENERAL INSURANCE ASSOCIATION OF SINGAPORE

RECORDS MANAGEMENT CENTRE

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-17-174081

Date of Request: 21/11/2017

Your Ref No: Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 21/11/2017

Enquiry By Jason Quak

TP Vehicle No. YP5176M

Accident Date 20/11/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
YP5176M	Lonpac Insurance Bhd	14/12/2016-13/06/2018	+65 62507388

Thank You.

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