Hsiao Tong (LKKAuto)

From:

ONG LI LI < llong@lonpac.com>

Sent:

Thursday, 7 June 2018 11:31 AM

To:

Hsiao Tong (LKKAuto) MT_Claim_SG; Admin A

Cc: Subject:

Our Ref: 17/17/17/VC10/020276 RE: <Seek Mandate> REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE :

XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

Dear Hsiao Tong

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Wednesday, 6 June, 2018 9:21 AM

To: ONG LI LI

Cc: MT Claim SG; Admin A

Subject: <Seek Mandate> REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR

INSURED VEHICLE: XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

Lonpac Ref: TBA

LKK Ref: CC4/LPC17024028/T1pb3n2

Hi Lili,

We refer to the above matter.

We have highlighted to your good office on 11/01/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our insured's favour.

Summary to offer to third party repairer, KAH MOTOR.CO.SDN.BHD is as follows: -

	Claimed Amount	Revised Amount		
1. Cost of Repair (w/GST)	\$10,692.99	\$ 5,952.05		
2. Loss of Use (8days x \$50.00)	\$ 400.00	\$ 400.00 (8days x \$50.00)		
3. LTA/GIA search fee	\$ 2.00	\$ 2.00		
Total	\$11,094.99	\$ 6,354.05		

^{**07}days recommendation for repair

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

The above is for your approval.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shu Pei (LKKAuto)

Sent: Thursday, 11 January 2018 5:28 PM

To: ONG LI LI < llong@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SGT 5888J at M/s Kah Motor Co. Sdn. Bhd.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shu Pei| Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [mailto:llong@lonpac.com]
Sent: Tuesday, 2 January 2018 5:28 PM

To: Shu Pei (LKKAuto) <shupei@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>; Zaini (LKK Auto) <Zaini@lkkauto.com>

Subject: RE: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

Hi Shu Pei

Please see attached for our Insured's GIA report.

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: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]

Sent: Tuesday, 2 January, 2018 5:08 PM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto); Zaini (LKK Auto)

Subject: RE: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED

VEHICLE: XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Our case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

Thank you.

"Wishes you a Merry Christmas & Happy New Year 2018"

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | \$(408933)

From: Admin-D (LKKAuto)

Sent: Tuesday, 19 December, 2017 1:26 PM

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

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

Subject: RE: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017

Dear Mr Gerald,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: <u>assignments@lkkauto.com</u> | 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, 19 December, 2017 11:32 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; patrickmok@honda.com.sg

Subject: FW: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:
XB8692E D.O.A.: 12/12/2017

Our Ref: To be advised

Dear Catherine,

Kindly proceed to survey the vehicle and revert to them on liability.

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: Patrick Mok [mailto:patrickmok@honda.com.sg]

Sent: Tuesday, 19 December, 2017 10:56 AM

To: MT_Claim_SG

Subject: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017

TO WHOM IT MAY CONCERN

Dear Officer In-charge'

Appreciate very much if you could assist to advise on the status of liability for our client, SGT5888J and to arrange for a survey at the same time too.

Awaiting for your reply soonest.

Thank you for your time.

Warm regards.

Patrick Mok

Bodyshop Service Advisor
Kah Motor Co. Sdn. Bhd.

Mobile: 82886302



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Hsiao Tong (LKKAuto)

From:

ONG LI LI < llong@lonpac.com>

Sent:

Monday, 9 July 2018 12:57 PM

To:

Hsiao Tong (LKKAuto); mdbdyadm@honda.com.sg

Cc:

MT Claim SG; Admin A

Subject:

Our Ref: 17/17/17/VC10/020276 RE: <Seek Mandate> REQUEST FOR LIABILITY

STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017 ***LKK REF:CC4/LPC17024028/pb3

Attachments:

09072018123024.pdf

Without Prejudice

Dear Winson

We refer to your letter of 22 June 2018 which was sent to our old address.

Please update our new address in your record. However, please take note that for direct settlement cases, all letters/supporting documents are to be sent to LKK Auto Consultants Pte Ltd for checking.

Kindly also note that we will only issue one cheque to your workshop based on the DV.

Dear Hsiao Tong

Please refer to the attached and remind all workshops again.

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

Sent: Tuesday, 19 December, 2017 11:32 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; patrickmok@honda.com.sg

Subject: FW: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017

Our Ref

: To be advised

Dear Catherine,

Kindly proceed to survey the vehicle and revert to them on liability.

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: Patrick Mok [mailto:patrickmok@honda.com.sg]

Sent: Tuesday, 19 December, 2017 10:56 AM

To: MT_Claim_SG

Subject: REQUEST FOR LIABILITY STATUS AND TO ARRANGE FOR SURVEY SGT5888J. YOUR INSURED VEHICLE:

XB8692E D.O.A.: 12/12/2017

TO WHOM IT MAY CONCERN

Dear Officer In-charge'

Appreciate very much if you could assist to advise on the status of liability for our client, SGT5888J and to arrange for a survey at the same time too.

Awaiting for your reply soonest.

Thank you for your time.

Warm regards.

Patrick Mok

Bodyshop Service Advisor
Kah Motor Co. Sdn. Bhd.

Mobile: 82886302



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Kah Motor Co. Sdn. Bhd. A Member of Oriental Holdings Berhadl Body Repair & Paint Centre 6A Mandai Estate

Singapore 729903 Tel: +65 6841 3838 Fax: +65 6362 5015 www.honda.com.sg

M/s: Lonpac Insurance Bhd

Date : 2/5/2018

100 Beach Road #19-00

Shaw Towers

Singapore 189702

Attn: Motor Claims Department / Gerald Poh

Your ref: CC4/LPC17024028/pb3

Our ref : SGT5888J

Dear Sir / Madam,

THIRD PARTY DIRECT SETTLEMENT

ACCIDENT INVOLVING SGT5888J and XB8692E ON 12/12/2017

We refer to the item(s) marked (✓) below:

(~)	We refer	to Chew	Hsiao	Tong's	email	dated	04/01/2018
---	---	---	----------	---------	-------	--------	-------	-------	------------

- (🗸) We enclosed herewith the repair invoice / Third Party Direct Settlement Agreement.
- (✓) Kindly forward the discharge voucher for our client's signature within <u>2 weeks</u> via email to <u>Desmondtoh@honda.com.sg</u>
- We return your discharge voucher duly completed.
- (<) Kindly expedite settlement the following :-

Repair Cost

S\$ 5,952.05 payable to Kah Motor Co. Sdn. Bhd.

Loss of Use

S\$50.00 X 8 DAYS payable to ZHONG JIAXIANG

Rental

NIL

Third Party Insurer Search S\$ 2.00 payable to Kah Motor Co. Sdn. Bhd.

LTA Search

NII

Kindly let us have your cheque made in favour of the above mentioned name(s) for

(V) ou

transmission as soon as possible.

(✓) Letter of Authority, Rental Bill, Third Party Search Invoice

Thank you.

Yours faithfully

Patrick Mok

LETTER OF AUTHORITY

ACCIDENT INVOLVING (OWNER'S VEHICLE NO.)

I hereby authorize Kah Motor Co. Sdn Bhd (Kah Motor) and its agents or any person authorized by Kah Motor to do all or any of the following:

To submit, resolve and make any claim(s) which I may have

Letter of Authority (insurer)

TO WHOM IT MAY CONCERN

(THIRD PARTY'S VEHICLE NO.) X08692E

ALONG CHOA CHU KANG WAY

а	gainst the 3th party insurers.
n	o execute, sign discharge voucher/indemnity forms and all eccessary documents in connection with and arising out of the bove claim.
• Ar Co	ny payment should be made in favour of my name / Kah Motor of Sdn. Bhd.
V(8)	
	经
	authorized signature if is Co registered vehicle)
	ZHONG TIB XIKAG
NRIC No:_	673829245
Vehicle No:	SG1 5888J
Date :	27/01/20/8



LONPAC INSURANCE BHD

CLAIM NO : 17/17/17/VC10/020276

DATE

DISCHARGE VOUCHER

I/We, Zhong JiaXiang confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of XB8692E the sum of Singapore Dollar Six Thousand Three Hundred Fifty Four and Cents Five Only (\$6,354.05) 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 SGT5888J and XB8692E on 12 December 2017 along Choa Chu Kang Way turning into KJE.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/SAB LOGISTICS PTE LTD AND/OR MUHAMMAD AIMAN BIN ABDULLAH) 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 KAH MOTOR CO SDN. BHD.

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

ZHUNG TIL XIGNG

Name of vehicle owner /Date



Service Tax Invoice

GST Reg No. M200050223

08975

SGT5888J

Company Ref. No. S60FC1380G

Kah Motor Co. Sdn. Bhd.

(A Member of Oriental Holdings Berhad) 6A Mandai Estate, 729903 SINGAPORE

Mandai Parts Centre

Phone No.: +65 6841 3838 Fax No.:

LONPAC INSURANCE BHD MOTOR CLAIMS DEPT 100 BEACH ROAD

#19-00 SHAW TOWERS SINGAPORE, 189702

Customer No. :

WZL009

Invoice No.

Invoice Date Order No.

SINV-BM18000325 31/03/18 SVO18004397

Reference

Job Card No. Date/Time Received

Licence No. Model

CIVIC 1.6 VTI YM2016 MRHFC5650GT001503

Car Chassis No. Car Engine No. Mileage

R16B21601808 22419 PATRICK MOK LIP KAY 1812

13/12/17 / 4:40:03 PM

Service Advisor Served By

PATRICKMOK

Page 1

No.		Description	Qtv.	UoM	U. PriceD	lisc %	Amount	7% GST Am Amount	ount inclo
1101		TP DIRECT SETTLEMENT (J/NO:)			-029-00-			
		OWNER: ZHONG JIAXIANG	38						
		OWNER INSURER: AVIVA LTD							
		ACC DATE: 12/12/2017							
		SURVEYED BY: L.K.K. (TAUFIKH)							
		DATE: 10/01/2018							
		REF NO: CC4/LPC17024028/pb3							
		TP INSURER: XB8692E							
		TP VEH: LONPAC INSURANCE							
BOSUN	0701	SUNDRIES	1	Hours	50.00		50.00	3.50	53.5
BOJSE	1374	SEALANT FOR BOOT COVER	1	Hours	100.00		100.00	7.00	107.0
BKRP02\$	1729	STRAIGHTEN ALIGN RR PANEL & RENEW DAMAGE PARTS.	1	Hours	1,960.00		1,960.00	137.20	2,097.
BML02l	1729	INSPECT RR LIGHTING MECHANISMS. PERFORM WATER TEST.(N)	1	Hours	180.00		180.00	12.60	192.6
BMI02D	1729	REMOVE/REFIT BOOT TRIMS TO ASSIST REPAIR	1	Hours	280.00		280.00	19.60	299.
BA02R	1729	REMOVE & RENEW REVERSE SENSORS-4 PCS (N)	1	Hours	180.00		180.00	12.60	192.
BKBU01R	1729	REMOVE/REFIT BOOT COVER REVERSE CAMERA FOR REPAIR	1	Hours	380.00		380.00	26.60	406.
BP06R	1718	SPRAY PAINTING ON REPAIRED OR REPLACED AREAS	1	Hours	1,350.00		1,350.00	94.50	1,444.
74890-TEA-T11ZB		GARNISH ASSYRR.LICENSE	1	Each	97.70	25	73.27	5.13	78.
8500-TEA-N00ZZ		LID COMP TRUNK	1	Each	461.50	23	354.07	24.78	378.
5722-TBA-A00		EMBLEM SETRR.	1	Each	11.20	23	8.62	0.60	9.
75725-TEA-T01		EMBLEMRR.	1	Each	10.40	24	7.95	0.56	8.
1500-TEC-Q00ZZ		FACE ASSYRR.BUMPER	1	Each	617.20	25	462.90	32.40	495.
71502-TEX-Y00		GARNISHRR.BUMPER LOWER	1	Each	34.50	23	26.47	1.85	28.
71530-TEA-T00ZZ		BEAM COMPRR.BUMPER	1	Each	160.00	25	120.00	8.40	128.
1555-TBA-A00		BRACKETL.RR.BUMPER SIDE	1	Each	2.20	25	1.65	0.12	1.
1593-TEA-T01		SPACERR.RR.BUMPER SIDE	1	Each	11.50	25	8.62	0.60	9.
71598-TEA-T01		SPACERL.RR.BUMPER SIDE	1	Each	11.50	25	8.62	0.60	9.
91505-TM8-003		CLIPBUMPER	7	Each	2.00	25	10.50	0.74	11.
C 3603-461C-3383			Sum	Labor			4,480.00	313.60	4,793.
			Sum	ltem			1,082.67	75.78	1,158.
			Total	SGD			5,562.67	389.38	5,952.

Printed by PATRICKMOK on 31 Mar 2018 at 10:58:15 AM This is a computer generated invoice. No signature is required. Please review your bill and advise us of any errors or omissions.

Kah Motor reserves the right to deliver a subsequent bill for any charge omitted.

GST Amount is calculated from individual line(s)



Please give us your

feedback by scanning the QR Code using



Kah Motor Co. Sdn. Bhd.

(A Member of Oriental Holdings Berhad)

6A Mandai Estate, 729903 SINGAPORE

Mandai Parts Centre

Phone No.: +65 6841 3838 Fax No.:

LONPAC INSURANCE BHD MOTOR CLAIMS DEPT 100 BEACH ROAD #19-00 SHAW TOWERS SINGAPORE, 189702

Customer No. :

WZL009

Service Tax Invoice

GST Reg No. M200050223

Company Ref. No. S60FC1380G

SINV-BM18000325

31/03/18 Invoice Date

Order No. SVO18004397

:

Reference

Invoice No.

Job Card No. 08975

13/12/17 / 4:40:03 PM Date/Time Received :

Licence No. SGT5888J Model CIVIC 1.6 VTI YM2016 MRHFC5650GT001503

Car Chassis No. R16B21601808 Car Engine No.

22419 Mileage

PATRICK MOK LIP KAY 1812 Service Advisor **PATRICKMOK** Served By

2 Page

Total Payable (SGD)

5,952.05





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-17-187079

Date of Request:

13/12/2017

Your Ref No:

Online Purchase

Kah Motor Co Sdn Bhd 15 Ubi Road 4 Singapore 408610

Dear Sir/Madam,

Enquiry Date

13/12/2017

Enquiry By

WINSON CHOW YUEN CHEE

TP Vehicle No.

XB8692E

Accident Date

12/12/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.		
XB8692E	Lonpac Insurance Bhd	24/03/2017-23/03/2018	+65 62507388		

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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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-17-187079

Date of Request:

13/12/2017

Your Ref No:

Online Purchase

Kah Motor Co Sdn Bhd 15 Ubi Road 4 Singapore 408610

Dear Sir/Madam,

Enquiry Date

13/12/2017

Enquiry By

WINSON CHOW YUEN CHEE

TP Vehicle No.

XB8692E

Accident Date

12/12/2017

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:

[X] GIRO [] Cash [] Cheque