

Joy Irene (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 20 April 2018 4:15 PM
To: Joy Irene (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK REF:CC4/LPC17024541/jb3

Dear Joy

You may proceed with your recommendation except for the crystal coating.

Please confirm with the surveyor if the crystal coating are necessary & payable.

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

-----Original Message-----

From: Joy Irene (LKKAUTO) [mailto:JoyIrene@lkkauto.com]

Sent: Friday, 20 April, 2018 2:04 PM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A

Subject: FW: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK REF:CC4/LPC17024541/jb3

Ref : 17/17/18/VP05/020300

=====

Dear Li Li,

This is a changing/cutting lane scenario where our insured cut lane(Bola 15).

Liability is not in our favour.

Summary to offer to repairer M/s CYCLE & CARRIAGE KIA PTE LTD is as follows:

	TP CLAIMED	OUR REVISED TO OFFER
	=====	=====
1) Cost of Repairs + 7% GST	\$ 3,972.00 (est)	\$ 2,264.12
2) Loss of Rental (\$100 x 6 days)	\$ 1,155.60	\$ 600.00
3) Crystal Coating	\$ 320.00	\$ 320.00
4)GIA Search Fee	\$ 2.00	\$ 2.00
	=====	=====
TOTAL	\$ 5,449.60	\$ 3,186.12
	=====	=====

Relevant supporting claim documents are attached herewith 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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-----Original Message-----

From: Shu Pei (LKKAuto)

Sent: Wednesday, 3 January 2018 7:44 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Asher Sng (LKKAuto)

<AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK
REF:CC4/LPC17024541/jb3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

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

-----Original Message-----

From: ONG LI LI [mailto:llong@lonpac.com]

Sent: Thursday, 28 December 2017 10:08 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; Asher Sng (LKKAuto)

<AsherSng@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK
REF:CC4/LPC17024541/jb3

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

-----Original Message-----

From: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 28 December, 2017 9:51 AM

To: ONG LI LI; GERALD POH WEE BIN

Cc: MT_Claim_SG; Vic (LKKAUTO); Asher Sng (LKKAUTO); Joy Irene (LKKAUTO); Admin A

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK
REF:CC4/LPC17024541/jb3

Dear Li Li,

Please be informed that Joy will be taking over this matter.

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

Thank you

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

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

-----Original Message-----

From: Shu Pei (LKKAUTO)

Sent: Wednesday, 27 December, 2017 7:26 PM

To: 'ONG LI LI' <lloong@lonpac.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

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

<vicalpeh@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300 ***LKK
REF:CC4/LPC17024541/hb3

WITHOUT PREJUDICE

Dear Li Li,

We refer to the above matter.

This is a TP direct settlement case.

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

Our case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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

-----Original Message-----

From: Admin-D (LKKAuto)

Sent: Wednesday, 27 December, 2017 3:56 PM

To: 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our Ref: 17/17/18/VP05/020300

Dear Li Li,

Thank you for the assignment.

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

"Wishes you a Happy New Year 2018"

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)

-----Original Message-----

From: ONG LI LI [mailto:llong@lonpac.com]

Sent: Wednesday, 27 December, 2017 10:29 AM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Tay Jian Ye <jianye.tay@cyclecarriage.com.sg>

Subject: RE: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1 Our

Ref: 17/17/18/VP05/020300

Without Prejudice

Dear Coco

We are appointed LKK Auto Consultants Pte Ltd to handle this claim.

Please liaise with them directly on quantum and liability.

Dear LKK

Pls handle.

I will forward the video file in a separate email to you.

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

-----Original Message-----

From: Coco Lu Ting [mailto:coco.lu@cyclecarriage.com.sg]

Sent: Tuesday, 26 December, 2017 8:09 PM

To: MT_Claim_SG; ERIC WOO JUN KIAT; GERALD POH WEE BIN

Cc: Andre Chow En De; Don Bong Kiong Hua; Edwin Abcede Caina; Tay Jian Ye

Subject: our veh SLT8507E, your veh SBR3132P on 23/12/2017 part 1

Dear officer in charge,

Please advise us the liability for this case, we attached the related documents and video footage for your reference.

Best regards

Coco Lu

-----Original Message-----

From: PGMFP06 [mailto:pgmfp6@cyclecarriage.com.sg]

Sent: Tuesday, 26 December, 2017 7:29 PM

To: Coco Lu Ting

Subject:

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WE DRIVE FIRST CLASS



Our ref : SLT8507E
Your ref: SBR3132P (Lonpac)

Date: 27th March 2018

Ms. Joy Irene (Case Handler)
LKK Auto Consultants Pte. Ltd.
Blk. 51 Paya Ubi Industrial Park
Ubi Avenue 1, #02-25
Singapore 408933

Dear Madam,

RE: SUBMISSION OF DOCUMENTS FOR SLT8507E

Kindly be informed that our customer, Mr. Soh Wei Long, owner of vehicle registration no. SLT8507E (insured with AIG) holds vehicle registration no. SBR3132P which is insured with you at the time of an accident liable and hereby submitting a claim against your insured for the cost incurred.

On behalf of our customer, we provide the following claim for your settlement as below :

Repair cost	:	\$ 2,264.12	
Crystal Coating	:	\$ 320.00	
Loss of rental	:	\$ 1,155.60	(\$128.40 x 9 days)
GIA search fee	:	\$ 2.00	
Total	:	\$ 3,741.72	

We are pleased to enclose the documents as set out in the attached checklist.

Please contact Mr. Andre Chow En De at 91449137 or email him at andre.chow@cyclecarriage.com.sg **within 7 working days** from the date of this letter should there be any missing documents or any other additional documents required. If we do not hear from you during these 7 days, we would take it that all documents submitted to you are complete and in order.

Cheque should be make payable to Cycle & Carriage Kia Pte. Ltd.

We look forward to receiving your early settlement of the invoice(s). Thank you.

Yours faithfully
CYCLE & CARRIAGE KIA PTE LTD

MANAGER
SERVICE OPERATIONS – PG


AUTHORIZATION TO ACT


I, Soh Wei Long ("the third party claimant")
of BLK. 416B Fernvale Link, # 12-92, S (79246) (address), owner of
SLT 8507 E (vehicle no.) hereby authorize
Cycle & Carriage Pte Ltd
("the workshop") to act for me with respect to my claim for repair costs
and/or rental and/or loss of use ("claim") for my vehicle no. SLT 8507 E
that was damaged pursuant to the accident which occurred on 23/12/17
(date) along Fernvale Link
(location) Involving vehicle no/s SBR 3132 P
(*the accident*).

I further authorized the workshop to settle my above mentioned claim in a
manner that they deem fit and the workshop is further authorized to receive
payment further to settlement of my claim with payment cheque/s being
made in favour of the workshop.

I further acknowledge that any settlement the workshop any reach on my
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 26 day of 12 (month) 20 17 (year)


Signed by "the third party claimant"


Signed by "the workshop"



LONPAC INSURANCE BHD

CLAIM NO : 17/17/18/VP05/020300
DATE : 30 JANUARY 2019

DISCHARGE VOUCHER



I/We, **SOH WEI LONG** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner of **SBR 3132P** the sum of Singapore Dollars **Two Thousand Eight Hundred Sixty Six & Cents Twelve Only (\$2,866.12)** 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, **SLT 8507E** on **23 DEC 2017** along **FERNVALE LINK**

I/We hereby agree to indemnify and keep indemnify (**ANG WEI XIONG/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 CYCLE & CARRIAGE KIA 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.

 9/2/19
Signature of vehicle owner/Date

SOH WEI LONG 9/2/19
Name of vehicle owner/Date



CYCLE & CARRIAGE

CYCLE & CARRIAGE KIA PTE LTD
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684567 Fax: 65651240

**TAX INVOICE**

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
LONPAC INSURANCE BHD	Cust No/Name LCV01784/Mr Soh Wei Long
MOTOR CLAIMS DEPARTMENT	Reg No/Reg Date SLT8507E / 15/11/2017
300 BEACH ROAD	Date In/Mileage 02/01/2018/ 2600
#17-04/07 THE CONCOURSE	Chassis/Package KNAFX411MJ575191E /FS315N
SINGAPORE 199555	Engine No G4FGHH685359
Contact No	Make/Model KIA/CERATO K3 1.6 A EX CAP
02/01/	Colour/Trim MST METAL STREAM / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	26/02/2018/ 12:35	TLC	260 / AiTing	20357	81356308		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
B WHEELALIGNMENT								120.00
To Conduct Computerize Full Wheel Alignment								
S SPECIALISTJOB								180.00
SUPPLY LH FRONT SPORTS RIM								
S SPECIALISTJOB								550.00
REPLACE DAMAGED PARTS, REPLACE LH FRONT FENDER, REPAIR FRONT BUMPER, AND ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME								
S SPECIALISTJOB								840.00
RESPRAY ON FRONT BUMPER, LH FRONT FENDER, AND ALL OTHER AFFECTED AREAS TO THE SAME								
S SPECIALISTJOB								30.00
REPLACE LH FRONT SPORTS RIM, REPLACE TIRE VALVE, CONDUCT WHEEL BALANCING								
X PANEL-FENDER,LH					1.00	396.00	00.00	396.00
Z TEXT								
TP CLAIM LONPAC SBR3132P								
DOA : 23.12.17								
SURVEYOR TAUFIKH LKK 02.01.18								
"Guarantee your warranty, maintain with Cycle & Carriage."								

Parts	396.00	Nett	2,116.00
Labour	120.00	7% GST on	2116.00
Standard Menu	0.00		
Specialist Job	1,600.00	Total Payable	2,264.12
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	0.00	Total Due	2,264.12
Total(w/o GST)	2,116.00		

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

Receipt No:000789



RECEIPT / TAX INVOICE

UEN:201328815E

Date of service : 06/12/2017

Name: Wei Long

Contact Number:9828 1551

Vehicle Number / Model : SLT8507E / KIA CERATO K3

No.	Description	Price
1.	MEGUIAR'S M688 DEEP CRYSTAL COATING	S\$320

Total Amount : S\$320

Remarks : -

Oxygen Performance Grooming

CHAN'S & SONS ENTERPRISE

363 Sembawang Road
Singapore 758379
Tel 67532536 Fax:67567565
GST Reg No: 51-936900-M

chan's
www.chans.com.sg

TAX INVOICE

SOH WEI LONG

INVOICE : AR1801-0156
DATE : 11/01/2018
TERMS : C.O.D
STAFF ID : ELAINE
AGREEMENT NO. : HA201801-0012

ATTN: ACCOUNTS PAYABLE

DESCRIPTION	AMOUNT (SGD)
-------------	--------------

Vehicle Reg No : SKX8751G
Make / Model : KIA FORTE K3 1.6A EX
Rental Dates : Rental Billing From 02/01/2018 To 10/01/2018 (incl)
Period : 9 days
Rental Rate : S\$ 128.40 Per Day (Including GST)
Reference No : SLT8507E

1,080.00

AMOUNT : S\$
ONE THOUSAND ONE HUNDRED FIFTY-FIVE
DOLLARS AND CENT SIXTY ONLY

NON-TAXABLE VALUE : 0.00
TAXABLE VALUE : 1,080.00
GST 7% : 75.60
TOTAL S\$: 1,155.60

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**



For Official Use Only

Payment Date :	F / Amt
CS / CC /CH :	
CS / CC /CH :	



RENTAL AGREEMENT

201801-0012

Hirer's Name SOH WEI LONG	Date of Birth 08.04.1984	Passport/ Nric No. S8410188 E	Nationality Chinese
Address BLK 416B FERNVALE LINK	Occupation	Driving Licence No.	Date of Expiry
# 12-92	Postal Code 792416	Contact No.	Mobile Phone No. 98281551
Joint Hirer's / Guarantor's Name	Date of Birth	Passport/ Nric No.	Nationality
Address	Occupation	Driving Licence No.	Date of Expiry
	Postal Code	Contact No.	Mobile Phone No.

CHECK OUT

Date 02.01.2018	Time 1030	Mileage KM	E 1/4 1/2 3/4 F
Date 10.1.18	Time 5PM	Mileage KM	Remarks W

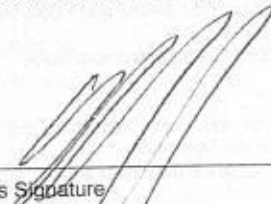

CHECK IN

IMPORTANT NOTES:-

- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability - First \$2000 for any Third Party Accident Claim.
- Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- Hirer is responsible for all parking fines & traffic summons.
- Extension:- One day's advance notice is required otherwise no extension will be allowed.
- Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- Vehicle returned after office hour will be charged to the next working day.
- Hourly extension is charged at 1/5 of the daily rate.
- As preventive maintenance, please check water & engine oil daily.
- Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT		RATE (\$)	TOTAL (\$)
RATE	9	@	120	1080.00
DISCOUNT				
GST @ 7%				75.60
TOTAL				1155.60
EXTENSION				
CoG/Tebar - Claim TP LONPAC				
Ref # SLT 8507E K3				
DEPOSIT (refundable) S\$				
CHANGED OVER FROM VEH.			DATE	

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.
I/We declare that all information given on this form is true and accurate.

Hirer's Signature 	Joint Hirer's/ Guarantor's Signature 	for CHAN'S & SONS ENTERPRISE
--	---	------------------------------

VEHICLE NO. SKX 8751G	MODEL K3
FROM 02.01.2017	RETURN



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-17-194041
 Date of Request: 26/12/2017

Your Ref No: Online Purchase

Cycle & Carriage Automotive Pte Ltd
 241 Alexandra Road
 Singapore 159931

Dear Sir/Madam,

Enquiry Date: 26/12/2017
 Enquiry By: Coco Lu Ting
 TP Vehicle No.: SBR3132P
 Accident Date: 23/12/2017

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SBR3132P	Lonpac Insurance Bhd	26/05/2017-25/05/2018	+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-17-194041
Date of Request: 26/12/2017

Your Ref No: Online Purchase

Cycle & Carriage Automotive Pte Ltd
241 Alexandra Road
Singapore 159931

Dear Sir/Madam,

Enquiry Date 26/12/2017
Enquiry By Coco Lu Ting
TP Vehicle No. SBR3132P
Accident Date 23/12/2017

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:

☒ GIRO ☐ Cash ☐ Cheque