

**Vivian Lau (LKKAUTO)**

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 27 June, 2018 9:10 AM  
**To:** Vivian Lau (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

Dear Vivian,

Kindly proceed as proposed.

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

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**From:** Vivian Lau (LKKAUTO) [mailto:vivianlau@lkkauto.com]

**Sent:** Tuesday, 26 June, 2018 7:46 PM

**To:** GERALD POH WEE BIN; MT\_Claim\_SG

**Cc:** Thin Thin (LKKAUTO)

**Subject:** RE: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

**Your ref:** 17/18/18/VP05/020383

**LKK ref :** CC4/LPC18002692/ws3

Hi Gerald

We refer to the above matter.

We have highlighted to your good office on 07 March 2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision.. BOLA 27 Liability is 100%

Summary to offer to third party repairer, Borneo Motors (S) Pte Ltd is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$15,660.82	\$ 9,797.97
2. Loss of RENTAL (\$ 100.00 x 5days)	\$ 500.00	\$ 500.00(5days x \$100.00 )
GIA SEACH	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$16,162.82</b>	<b>\$ 10,299.97</b>

\*\*05 days recommendation for repair

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

The above is for your approval.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) | fax: 6741-4108

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

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**From:** Shirley Hiew (LKK Auto)

**Sent:** Wednesday, 7 March, 2018 11:44 AM

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** [ericwoo@lonpac.com](mailto:ericwoo@lonpac.com); 'llong@lonpac.com'; 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Subject:** RE: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

**Your ref: 17/18/18/VP05/020383**

**LKK ref : CC4/LPC18002692/Gws3**

**WITHOUT PREJUDICE**

Dear Sir/Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SLJ 1704B

Date of survey: 05/03/2018

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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**From:** Shirley Hiew (LKK Auto)

**Sent:** Friday, 9 February 2018 4:06 PM

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Cc:** [ericwoo@lonpac.com](mailto:ericwoo@lonpac.com); 'llong@lonpac.com'; 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>

**Subject:** FW: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

Dear Gerald,

Thanks and received.

Thank you.

Best Regards,

Shirley Hiew | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Friday, 9 February 2018 3:52 PM

**To:** Shirley Hiew (LKK Auto) <[ShirleyHiew@lkkauto.com](mailto:ShirleyHiew@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

Dear Shirley,

We attached a copy of insured's GIA report for your attention.

The premium for the policy has been settled.

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

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**From:** Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

**Sent:** Friday, 9 February, 2018 3:44 PM

**To:** 'mt\_claim@lonpac.com'; Vic (LKKAuto)

**Cc:** ERIC WOO JUN KIAT; 'llong@lonpac.com'; GERALD POH WEE BIN; Admin A; Joy Irene (LKKAuto)

**Subject:** FW: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018 \*\*\* LKK REF - CC4/LPC18002692/ws3

**Your ref: 17/18/18/VP05/020383**

**LKK ref: CC4/LPC18002692/ws3**

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s Borneo Motors (S) Pte Ltd – Ubi.

Enclosed for your perusal is:

- TP's GIA report
- TP estimated cost of repair

We have not authorized repairs.

We will revert preliminary advice in due course.

Meanwhile, Kindly assist to verify validity of our insured's policy, and let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

***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](mailto:ShirleyHiew@lkkauto.com) | fax: 6741-4108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Thursday, 8 February 2018 5:27 PM

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X  
DOA 07.02.2018

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

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**From:** ERIC WOO JUN KIAT [<mailto:ericwoo@lonpac.com>]

**Sent:** Thursday, 8 February, 2018 5:16 PM

**To:** [SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg); [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: Our Ref: 17/18/18/VP05/020383 Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X  
DOA 07.02.2018

Dear Suraidah,

We will be appointing LKK Auto Consultants Pte Ltd to survey SLK 1704B.

Dear Catherine,

FYA.

Thank you.

Best Regards,

Eric Woo

Claims Executive | Lonpac Insurance Bhd

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

Tel: (65) 6279 9253 | Fax: (65) 6296 3767

**From:** Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]

**Sent:** Thursday, 8 February, 2018 10:25 AM

**To:** GERALD POH WEE BIN; ONG LI LI

**Subject:** Direct Settlement (SM) - Accident Involving SLJ1704B & SLB8222X DOA 07.02.2018

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured SLB8222X thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$130 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle.

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

*Warmest Regards,*

**SURAIDAH**

**TPR TEAM, CLAIMS DEPT**

**D: 6631 1887 | F: 6872 7260 | E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)**

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg)

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**Borneo Motors**

Co Reg No 196700086Z

**Borneo Motors (Singapore) Pte Ltd**  
Inchcape Bodycare Centre  
Level 4, Inchcape Centre  
2 Pandan Crescent  
Singapore 128462  
Tel: +65 6631 1855/1500  
Fax: +65 6872 7260  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg)

**Our Ref: BMS2018/06/PD8435/DS(SM)**

**Your Ref: CC4/LPC18002692/ws3**

**08 Jun 2018**

**BY HAND (INS COPY)**

**M/S. LONPAC INSURANCE BERHAD C/O LKK AUTO CONSULTANTS PTE LTD**

**Attn : Vivian Lau**

**Dept : Motor Claims**

**RE : ACCIDENT INVOLVING SLJ1704B AND SLB8222X ON 06 Feb 2018**

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A. Repair Cost - \$9,797.97	B. LTA Search - \$2.00
C. Excess -	D. Loss of Use -
E. Loss of Rental - \$500.00(\$100x5days)	F. Others -
G. Medical Claims - -Undertake By Claimant <input type="checkbox"/>	<b>Total Claim - \$10,299.97</b>

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

- |  |  |
|--|--|
| (✓) Original Tax Invoice                         | (X) Vehicle Registration Card                |
| (✓) Car Rental Invoice/Agreement/Medical Receipt | (✓) Driver's driving license / Identity card |
| (✓) GIAS/Police Report/s                         | (X) Original Photograph X _____              |
| (✓) Certificate of Insurance                     | (X) Original/Photocopy Survey                |
| (✓) Letter of Authority                          | (✓) LTA Search Fees                          |

\*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department\*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: [claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)

(As this is a computer generated letter, no signature is required.)

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SLJ1704B and SLBB2224 on 6-2-18  
Own vehicle's number Other vehicle's number Date of accident  
along BKE to SLE (Slip Rd)  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Chang Teck Soon  
Name of Policy Holder & (IC/Passport/Company Registration) number  
of B1k 2010 Compassvale Drive #10-557 5544201  
Address of Policy Holder

owner of Vehicle Registration No. SLJ1704B hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or alternatively under Insurance Policy number VPA/P2013281 taken up by \*me/us and pay the compulsory excess in respect of the cost of repairs suffered by \*me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.


\*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on \*my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that the letter of authority hereby conferred shall remain irrevocable.

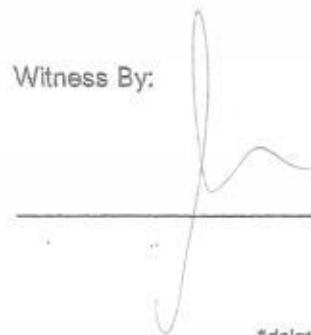
\*I/We further confirm that the acceptance by **BMS** of the settlement amount in respect of such constitute the full discharge of \*my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, \*I/we have hereunto to set \*my/our hand and sign this 10 of the month March Year 20 18.

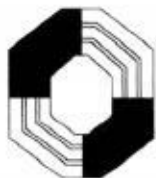
Signed & Delivered By:

  
(To be sign by the policy holder only)  
\*\*Please stamp the company chop for vehicle registered under a company's name

Witness By:



\*delete as appropriate



# LONPAC INSURANCE BHD

CLAIM NO : 17/18/18/VP05/020383

DATE : 27 June 2018

## DISCHARGE VOUCHER

I/We, Cheng Teck Soon confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SLB 8222X the sum of Singapore Dollar Ten Thousand Two Hundred Ninety Nine and Cents Ninety Seven Only (\$ 10,299.97) 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 SLB 8222X & SLJ 1704B on 06/02/2018 along BKE TWDS SLE SLIP RD

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/Tang Choong Luang AND/OR Na Meng Ann**) 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 Borneo Motors (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.

..... 20/7/2018  
Signature of vehicle owner/Date

..... 20/7/2018  
Name of vehicle owner /Date

This settlement does not preclude/prejudice the Claimant/Driver/Passenger for personal injury at a later date should such a claim arise.