

## Asher Sng (LKKAUTO)

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Thursday, 25 July 2019 10:22 AM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] [LPC]: Direct Settlement - Accident Involving SKV2736B (OI : LPC - 17/18/18/VP05/020476) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018 [External General]

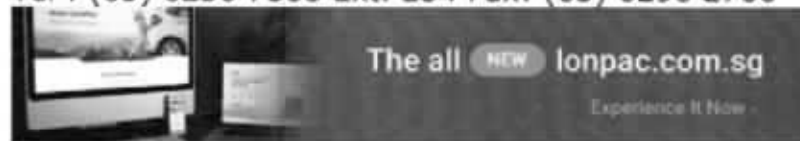
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

## Lonpac External - General

Dear Asher

Pls proceed but LOR/I shd be 3.5 days only.

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



*Lonpac External - General data is for internal / external use.*

**From:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]  
**Sent:** Tuesday, 23 July, 2019 3:24 PM  
**To:** ONG LI LI; GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: [LPC]: Direct Settlement - Accident Involving SKV2736B (OI : LPC - 17/18/18/VP05/020476) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 19/03/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **COMFORTDELGRO ENGINEERING PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
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1. Cost of Repair (w/GST)	\$ 2,923.43	\$ 1,499.16
2. Loss of Rental (4days x \$117)	\$ 468.00	\$ 468.00 (4days x \$117)
3. Loss of Income (4days x \$80)	\$ 320.00	\$ 200.00 (4days x \$50)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
<b>Total</b>	<b>\$ 3,718.92</b>	<b>\$ 2,174.65</b>

\*\*2 days recommendation for repair.

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

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [asher.sng@lkkauto.com](mailto:asher.sng@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 <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Thursday, 5 April 2018 11:35 AM

**To:** Shirley Hiew (LKK Auto); Bevan Lim (LKK Auto)

**Cc:** MT\_Claim\_SG; Admin A; CS A Team

**Subject:** RE: Direct Settlement - Accident Involving SKV2736B (OI : LPC - 17/18/18/VP05/020476) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018

Hi Shirley/Bevan

Attached are Insured's GIA report and photographs for your handling.

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:** Monday, 19 March, 2018 5:59 PM

**To:** GERALD POH WEE BIN; Bevan Lim (LKK Auto)

**Cc:** MT\_Claim\_SG; ONG LI LI; ERIC WOO JUN KIAT; Admin A; CS A Team

**Subject:** RE: Direct Settlement - Accident Involving SKV2736B (OI : LPC - TBA) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018

Dear Gerald,

Thanks and noted.

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)

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

**Sent:** Monday, 19 March 2018 5:43 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: Direct Settlement - Accident Involving SKV2736B (OI : LPC - TBA) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018

Our Ref :TBA

Dear Shirley,

Our insured has not lodged a report and we are making enquiries.

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:** Monday, 19 March, 2018 5:39 PM

**To:** MT\_Claim\_SG; GERALD POH WEE BIN; Bevan Lim (LKK Auto)

**Cc:** ONG LI LI; ERIC WOO JUN KIAT; CS A Team; Admin A

**Subject:** Direct Settlement - Accident Involving SKV2736B (OI : LPC - TBA) AND SHD3514Z (TP : LKK REF - CC3/LPC18005067/K1ms3) on 15/03/2018

## **WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SHD 3514Z

Date of survey: 16/03/2018

Enclosed for your perusal is:

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

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 Bevan and he can be contacted at DID: 6749 4274.

*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 S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

Our Ref : T 0318/ SHD3514Z /KS(st)

Your Ref :

Date : 03-Apr-18

CDGE Taxi Claims Dept  
59 Loyang Drive 4th Flr  
Singapore 508969

ComfortDelGro Engineering Pte Ltd  
205 Braddell Road Singapore 579701

Mainline +65 6383 6280  
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 198200040V

**Workshops**

**Braddell**  
205 Braddell Road  
Singapore 579701

**Loyang**  
59 Loyang Drive  
Singapore 508969

**Sin Ming**  
383 Sin Ming Drive  
Singapore 575717

**Pandan**  
45 Pandan Road  
Singapore 609286

**Ubi**  
320 Ubi Road 3  
Singapore 406649

**Senoko**  
24 Senoko Loop  
Singapore 758156

**Sungei Kadut**  
7 Sungei Kadut Way  
Singapore 728791

**Yishun**  
Yishun Industrial Park A  
Singapore 768732

**Lonpac Insurance Bhd**

300 Beach Road

#17-04 / 07, The Concourse

Singapore 199555

Attn : Motor Claim Department

**WITHOUT PREJUDICE**

Dear Sir

**ACCIDENT INVOLVING OUR TAXI SHD3514Z YOUR INSURED SKV2736B  
AND OTHER ON 15.03.18**

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHD3514Z which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SKV2736B we are submitting these claims for your consideration on behalf of the claimants.

**TAXI OWNER'S CLAIM**

1	Cost of Repair	\$ 1,499.16
2	4 days Loss of Rental @ \$ 117.00 per day	\$ 468.00
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transportation Fees	\$ -
<b>Sub Total :</b>		<b>\$ 1,974.65</b>

**HIRER'S CLAIM**

7	4 days Loss of Income @ \$ 80.00 per days	\$ 320.00
<b>Total Claims:</b>		<b>\$ 2,294.65</b>

We enclosed herewith the following documents to support the claims: -

- a) Original repair bill and photostat photographs : 9 pcs.  
b) LTA search slip/s of : SKV2736B  
c) GIA / Police report/s of : SHD3514Z  
d) Letter of authority from owner / hirer / operator  
( ) Witness statement/s ( ) Towing/Medical bill/receipts ( ) Certificate of Insurance  
(X) Photograph/s of Accident Scene (X) Downtime/Mileage record (X) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said 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 taxi driver.

Yours faithfully

*Kazali Hj Selahudin*

Deputy Manager

CDGE Taxi Claims Department

Tel : 6214 8736 Fax: 6214 1843 Email: kazali@cdge.com.sg

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

A member of

**COMFORTDELGRO**



## LETTER OF AUTHORISATION

(NAF / PAF)

ACCIDENT INVOLVING  
ALONG

I 40 SHD3514Z , SKV2736B

ON 15-Mar-18 17:25

ORCHARD RD TWDS BRAS BASAH RD NEAR 313 S.CENTRE.

I / We

LIM IT WAH

(Hirer) NRIC No.:

S1440125C

and/or

HONG KER HUA

(Relief) NRIC No.:

S1296780B

Taxi Number

SHD3514Z

hereby authorise ComfortDelGro Engineering Pte Ltd(CDGE):

1. To submit my/our claims for damages, costs and expense, including loss of income, loss of rental, medical fee and legal costs.
2. To have absolute discretion to agree to any settlement or compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).
3. To sign Discharge Voucher on my/our behalf.
4. To accept any payment (claim proceeds) in respect of the claim against third party and payment by cheque shall be forward directly to CDGE in accordance with CDGE's instruction and made in favour of "ComfortDelGro Engineering Pte Ltd".

Date

16-Mar-2018

Name of Hirer

LIM IT WAH

Hirer NRIC

S1440125C

Signature :



Address

699A HOUGANG STREET 52 #12-69  
531699

Contact No.

97556816

Name of Relief

HONG KER HUA

Relief NRIC

S1296780B

Signature :



Address

572 HOUGANG ST 51 #13-33  
530572

Contact No.

94873572



cc3/LPG18005067/K120392  
**LONPAC INSURANCE BHD**

Asher

CLAIM NO : 17/18/18/VP05/020476  
DATE : 01 AUG 2019

### DISCHARGE VOUCHER

I/We, COMFORT TRANSPORTATION PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SKV 2736B the sum of Singapore Dollars TWO THOUSAND AND NINETY ONLY. **(\$2,090.00)** 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 vehicle, SHD 3514Z on 15/03/2018 along/at ORCHARD RD TWDS BRAS BASAH RD NEAR 313 S.CENTRE.

I /We hereby agree to indemnify and keep indemnify (**TAY MING HUI /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 COMFORTDELGRO ENGINEERING 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.

  
CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
SILVERDALE DRIVE  
SINGAPORE 139594 01/08/19  
Signature of vehicle owner/Date

CLAIMS DEPARTMENT  
COMFORTDELGRO ENGINEERING PTE LTD  
SILVERDALE DRIVE  
SINGAPORE 139594  
Name of vehicle owner/Date

Please forward your cheque made payable to:  
**COMFORTDELGRO ENGINEERING PTE LTD**

"The contents of this document apply to vehicle damages only.  
All personal injuries and damages arising therefrom are excluded  
from the ambit and application of this document"



GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
 Page: 1

8010042

LONPAC INSURANCE BERHAD  
 #17-04 / 07 THE CONCOURSE

300 BEACH ROAD  
 SINGAPORE SG 199555

CONTACT NO: 62507388

VEHICLE NO  
 SHD3514Z

INV. NO/DATE  
 91365006 29.03.2018

MAKE  
 HYUNDAI

JOB NO.  
 305125687

MODEL  
 I-40

ODOMETER READING

DATE OF REG  
 08.09.2016

DATE/TIME IN  
 16.03.2018 10:45

CHASSIS CODE  
 KMHLB41UMGU093488

Description : 3P-15.03.2018

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0103-0579	I40VC COVER ASSY-RR BUMPE	1	603.60	20.00	482.88
0002	04-01-0101-0111	HYUNDAI BUMPER COVER CLIP	10	2.20	20.00	17.60
0003	04-01-0103-0738	I40VC COVER-RR BUMPER LWR	1	225.00	20.00	180.00
0004	04-01-0103-0851	I40VC REFLECTOR/REFLEX AS	1	32.00	20.00	25.60
0005	FNPS	NO PLATE(S)	1	25.00	0.00	25.00
SUB-TOTAL :						731.08

### JOB NATURE

0001	20-05	RENEW ADVERTISEMENT STICKER-	250.00	250.00
0002	L	PANEL BEATING	200.00	200.00
0003	23-502	SPRAYPAINT ON AFFECTED AREA	200.00	200.00

1. WHILEST TAKING ALL REASONABLE PRECAUTIONS AGAINST THE THEFT OR ACCIDENTAL DAMAGE, THE COMPANY ACCEPTS NO RESPONSIBILITY FOR LOSS OF OR DAMAGE TO ANY PROPERTY BELONGING TO CUSTOMERS AND EMPLOYEES WHO DRIVE OR TESTER IN CHARGE OF THE

2. CUSTOMERS SHALL REPORT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL SIGN THE RECEIPT UPON DELIVERY OF THE VEHICLE. IN THE EVENT OF ANY COMPLAINTS THEREAFTER, THE VEHICLE WILL BE REQUIRED TO HAVE BEEN RECEIVED BY THE CUSTOMER.

3. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DAY TO DAY BASIS IN RESPECT OF ANY BALANCE DUE AND OWING TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT OR AFTER 30 DAYS FROM THE DUE DATE, FOR THE PERIOD OF DEFECT.

4. PLEASE EXAMINE THE WORK IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY DEFECTS OR DISCREPANCIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THE INVOICE AS CORRECTLY ISSUED.

5. THE COMPANY IS NOT RESPONSIBLE FOR THE LOSS OF OR DAMAGE TO ANY PROPERTY BELONGING TO CUSTOMERS AND EMPLOYEES WHO DRIVE OR TESTER IN CHARGE OF THE

ComfortDelGro Engineering Pte Ltd  
 A member of COMFORTDELGRO

Head Office:  
 205 Braddell Road  
 Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010042	91365006	1,499.16	

GST REG. NO. M2-8921817-3

## TAX INVOICE

COMPANY REG. NO.: 199506048W  
 Page: 2

8010042

LONPAC INSURANCE BERHAD  
 #17-04 / 07 THE CONCOURSE

300 BEACH ROAD  
 SINGAPORE SG 199555

CONTACT NO: 62507388

VEHICLE NO  
 SHD3514Z

MAKE  
 HYUNDAI

MODEL  
 I-40

DATE OF REG  
 08.09.2016

CHASSIS CODE  
 KMHLB41UMGU093488

INV. NO/DATE  
 91365006 29.03.2018

JOB NO.  
 305125687

ODOMETER READING

DATE/TIME IN  
 16.03.2018 10:45

S/No	Part No.		Qty	Unit Price	%Disc	Net
0004	20-22	REMOVE/REFIX REVERSE SENSOR	20.00			20.00
SUB-TOTAL				:		670.00

Items total	1,401.08
Add GST @ 7.000 %	98.08
Invoice amount	1,499.16

Issued by : CHEWEELENG 29.03.2018 12:07:31  
 Repair type : CLSO/57/57  
 Payment Type/Term: /Credit 30 days

WE HEREBY WARRANT ALL REPAIRABLE WORKMANSHIP AGAINST THE EFFECT OF ACCIDENTAL DAMAGE. THE WORKMANSHIP GUARANTEED BY US IS LIMITED TO THE WORK DONE BY OUR EMPLOYEES. DELIVERY TO CUSTOMERS AND WORKSHOPS ARE SUBJECT TO THE FOLLOWING CONDITIONS:

1. CUSTOMERS SHALL INSPECT THEIR VEHICLES IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 7 DAYS FROM SUCH DELIVERY GIVE NOTICE BY NOTING TO THE COMPANY OF ANY DISCREPANCIES. OTHERWISE THE VEHICLES WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

2. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DRY BASIS BASED ON THE AMOUNT OF ANY PAYMENT DUE AND CHARGED BY THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT OR WITHIN 30 DAYS FROM THE INVOICE FOR THE PERIOD OF DEFECT.

3. PLEASE EXAMINE THIS INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY DEFECTS 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  
 A member of COMFORTDELGRO

Head Office:  
 205 Braddell Road  
 Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010042	91365006	1,499.16	

Our Ref: CT18030485

Date: 29 March 2018



**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

ACCIDENT ON	15/03/2018 @ 19:25 hrs
ALONG	ORCHARD RD TWDS BRAS BASAH RD NEAR 313 S. CENTRE.
INVOLVING	SKV2736B

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHD3514Z** (the "Taxi"). The Taxi was hired to **LIM IT WAH IC NO S1440125C** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$117.00** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay  
Assistant Manager, Fleet Safety

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

[illegible]

**Enquire Vehicle Insurer**

Vehicle No.	Incident Date/Time	Search Status	Insurance Company Code	Insurance Company Name
SKV2736B	15 Mar 2018 / 17:25:00	Successful	L06	LONPAC INSURANCE BHD

[Previous](#)[OK](#)

SHD35142