

Thin Thin (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 18 May 2018 8:36 AM
To: Thin Thin (LKKAuto); GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; CS A Team; Mei Kwan (LKKAuto)
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Dear Thin Thin

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: Thin Thin (LKKAuto) [mailto:thinthin@lkkauto.com]
Sent: Thursday, 17 May, 2018 3:36 PM
To: ONG LI LI; GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; CS A Team; Mei Kwan (LKKAuto)
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438
Importance: High

Your ref: 18/18/18/VP05/020438

Dear Sir / Madam,

ACCIDENT ON 28/02/2018 INVOLVING VEHICLES SDS 82R AND SLB 3415P

We refer to the above accident.

OI collided to rear portion of TP 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 M/S Tong Luck Auto Pte Ltd is as follows:

	TP CLAIMED	OUR REVISED TO OFFER
Cost of Repairs (w/gst)	\$ 7,784.46	\$ 2,319.97
Loss of Use	\$ 600.00(\$ 120 X 5 days)	\$ 400.00(\$ 80 X 5 days)
LTA Search Fee	\$ 7.45	\$ 7.45
TOTAL	\$ 8,391.91	\$ 2,727.42

*Surveyor recommended 3 days + 2 day for PRI

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

Kindly let us have your approval/instruction/comments for our further negotiating and settlement.

Thank you.

Best Regards,

Thin Thin Hlaing | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2360 | email: thinthin@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, 10 April 2018 5:26 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Hi Mei Kwan

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Tuesday, 10 April, 2018 5:22 PM

To: ONG LI LI; Thin Thin (LKKAuto)

Cc: MT_Claim_SG; Admin A; CS A Team

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Dear Li Li,

We refer to the below email and the contents were duly noted.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Tuesday, 10 April, 2018 4:59 PM

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>; Thin Thin (LKKAuto) <thinthin@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Hi Thin Thin

Please refer to the attached TP LOD and supporting documents and handle.

Again, please remind workshop to send them to your office directly for future cases.

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: Wednesday, 21 March, 2018 10:12 AM

To: ONG LI LI; Thin Thin (LKKAuto)

Cc: MT_Claim_SG; GERALD POH WEE BIN; ERIC WOO JUN KIAT; Admin A; CS A Team

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Your ref: 18/18/18/VP05/020438

LKK ref : CC4/LPC18005068/Kus3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SLB 3415P

Date of survey: 19/03/2018

Enclosed for your perusal is:

- TP's GIA report
- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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 Thin Thin and she can be contacted at DID: 6841 2360.

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: Friday, 16 March 2018 3:42 PM

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

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

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, 16 March 2018 3:09 PM

To: Operation / Candy Ong <operation@tlauto.com.sg>; assignments@lkkauto.com; 'SUR' (sur@lkkauto.com) <sur@lkkauto.com>

Cc: tlauto@singnet.com.sg

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Without Prejudice

Dear Candy

Thank you for your confirmation.

Dear Catherine (LKK)

Please arrange Kenneth Kong to attend to the TP survey.

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: Operation / Candy Ong [mailto:operation@tlauto.com.sg]

Sent: Friday, 16 March, 2018 3:03 PM

To: ONG LI LI

Cc: tlauto@singnet.com.sg

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Dear Li Li,

We hereby confirm and agreed to nominate Kenneth Kong to conduct the pre-repair survey of the damages to our client's vehicle

Best Regards,

Candy Ong

Tong Luck Auto Pte Ltd

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

Sent: Friday, March 16, 2018 2:39 PM

To: Operation / Candy Ong <operation@tlauto.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'SUR' (sur@lkkauto.com) <sur@lkkauto.com>

Cc: tlauto@singnet.com.sg

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD) Our ref: 18/18/18/VP05/020438

Without Prejudice

Save as to Costs

Dear Candy

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

No	Name of Surveyor	<input type="checkbox"/> Please tick ✓
1	Wilson Teo	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Kalvin Ang	
5	Sebastian Yeang	
6	Adrian Ling	

7	Mohammed Rasul	
8	Marcus Chua	
9	Kenneth Kong	
10	Ma Chin Fook	

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

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: Operation / Candy Ong [<mailto:operation@tlauto.com.sg>]

Sent: Friday, 16 March, 2018 2:33 PM

To: MT_Claim_SG

Cc: tlauto@singnet.com.sg

Subject: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 ALONG BUKIT TIMAH ROAD (TURN LEFT TO FARRER ROAD)

Dear All,

We have our client's instruction to notify you the above accident.

Please find attached documents for your information and necessary action

The vehicle is now garage at our workshop.

Kindly let us have your surveyor list and arrange for the vehicle to be inspect at an earlier date

Best Regards,



TONG LUCK AUTO PTE LTD

160 SIN MING DRIVE #07-01/06 SIN MING AUTOCITY, SINGAPORE 575722

Tel: 6250 0088 Fax: 6250 5545

Email: operation@tlauto.com.sg

GST No: 201700521W UEN No: 201700521W

Our Ref : SLB3415P

Yours Ref : 18/18/18/VP05/020438

LONPAC INSURANCE BHD
300 BEACH ROAD #17-04/07
THE CONCOURSE
SINGAPORE 199555

Attn: MOTOR CLAIMS DEPT

Dear Sir / Madam,

RE: ACCIDENT INVOLVING VEHICLE NO.: SLB3415P & SDS82R ON 28/02/2018 @ 12:40 HRS TURN LEFT TO FARRER ROAD



03 April 2018

The vehicle had been surveyed by your appointed surveyor and repaired to our client's satisfaction.

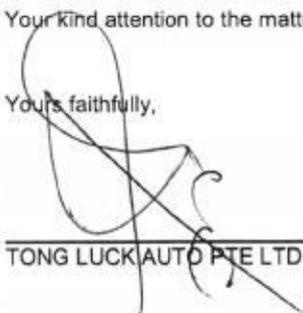
We hereby submit the details of claim as follow:

Cost of Repair	:	S\$2,319.97
Loss of Use (\$ 120.00 x 3 days)	:	S\$360.00
Additional Loss of Use (\$ 120.00 x 2 days) - PRI	:	S\$240.00
GIA / LTA Search	:	S\$7.45
		<u>S\$2,927.42</u>

Kindly revert within SEVEN days. Filing which we reverse our rights to refer the matter to our solicitors.

Your kind attention to the matter would be much appreciated.

Yours faithfully,


TONG LUCK AUTO PTE LTD

AUTHORISATION LETTER

I, DAIMLER FLEET MANAGEMENT S'PORE PTE LTD of 1 GATEWAY DRIVE #15-08 WESTGATE TOWER SINGAPORE 608531, owner of SLB3415P hereby authorize TONG LUCK AUTO PTE LTD to act for me with my respect to our claim for repair costs and/or rental and/or loss of use for our vehicle no.: SLB3415P that was damaged pursuant to the accident which occurred on 28/02/2018 TURN LEFT TO FARRER ROAD involving vehicle nos: SDS82R

I further authorize 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 being made in favour of the workshop.

I further acknowledge that any settlement the workshop may reach on my behalf is on a without prejudice and without admission of liability basis insofar as the

Dated this 3rd day of April 2018



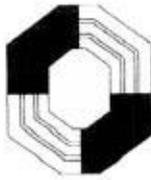
A handwritten signature in black ink.

Signed by third party claimant



A large, stylized handwritten signature in black ink.

TONG LUCK AUTO PTE LTD



LONPAC INSURANCE BHD

CLAIM NO : 18/18/18/VP05/020438
DATE : 18 MAY 2018

DISCHARGE VOUCHER

I/We, **TONG LUCK AUTO PTE LTD** confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or the owner of **SDS 82R** the sum of Singapore Dollars **Two Thousand Seven Hundred Twenty Seven and Cents Forty Two Only (S2,727.42)** 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, **SLB 3415P on 28 FEBRUARY 2018 ALONG FARRER ROAD**

I /We hereby agree to indemnify and keep indemnify (**AW YONG SIEW MENG/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 TONG LUCK 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 31/5/18

..... **DAMLER FLEET MANAGEMENT SINGAPORE PTE. LTD.**
Name of vehicle owner/Date Drive 31/5/18
#15-08 Westgate Tower
Singapore 608531
Phone: 6849 8118



TONG LUCK AUTO PTE LTD

160 SIN MING DRIVE #07-01/06 SIN MING AUTOCITY SINGAPORE 575722
 Tel: 6453 5104 Fax: 6453 2460 Tel: 6250 0088 Fax: 6250 5104
 Website: www.tlauto.com.sg
 Email : operation@tlauto.com.sg
 UEN: 201700521W GST NO.: 201700521W

TAX INVOICE

M/S : DAIMLER FLEET MANAGEMENT S'PORE PTE LTD (TP)
 1 GATEWAY DRIVE
 #15-08 WESTGATE TOWER
 SINGAPORE 608531

NO : AR201804-0007
 CLAIM NO : QUOT201803-001
 DATE : 03/04/2018
 POLICY NO : 999995580
 VEH REG : SLB3415P
 MAKE/MODEL : MERCEDES BENZ (R18 BI)
 CHASIS NO : WDC1569422J22
 ENGINE NO : 27091030885298
 REG. DATE : 2015

TEL : 6849 8118

FAX :

YOUR REF NO : 18/18/18/VP05/020438

CLAIM TYPE : THIRD PARTY

ACCIDENT DATE : 28/02/2018

TP VEHICLE NO : SDS82R

Final Repair Cost to Vehicle No : SLB3415P

Description	Quantity	List Price	
NET PRICE			
1 Rear bumper lower chrome	1	783.00	783.00
2 Rear bumper reinforcement	1	580.00	580.00
3 Rear bumper clips	15	9.00	135.00
			1498.00
		Less 10%	1348.20
LABOUR			
4 To check and rectify wiring system	1	20.00	
5 To panel beat and straighten floorboard panel, rear chassis frame, to cut and weld rear end panel, including replacement of parts and align where necessary, to refit and adjust the same	1	350.00	
6 To putty and spray paint on affected areas	1	450.00	

TOTAL: 2168.20

ADD GST @ 7%: 151.77

GRAND TOTAL: 2319.97

SINGAPORE DOLLARS TWO THOUSAND THREE HUNDRED AND NINETEEN AND CENTS NINETY-SEVEN O

TONG LUCK AUTO PTE LTD



Land Transport Authority
 10 Sin Ming Drive
 Singapore 575701
 GST Registration No. : M4-0006529-2

Print Date/Time : 15 Mar 2018 / 16:48:49

Receipt Date/Time : 15 Mar 2018 / 16:48:49

Tax Invoice/Receipt

Receipt No. : ITNET-00000-180315-001681

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - SDS82R As at 28 Feb 2018/12:40:00 Insurance Co: LONPAC INSURANCE BHD				
1	Insurance Enquiry - SDS82R Enquiry Fee 20180315164727128792	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	xxxxxxxxxxxx2002		Credit Card: Visa/MasterCard	7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Vehicle Insurance Particulars Result

Vehicle No.	Incident Date/Time	Insurance Company Name
SDS82R	28 Feb 2018 / 12:40:00	LONPAC INSURANCE BHD

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