

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 3 July 2018 8:43 AM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: <Seek Mandate> LONPAC Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Hsiao Tong,

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

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 30 June, 2018 9:40 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Poh Kin (LKKAuto)
Subject: <Seek Mandate> LONPAC Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Lonpac Ref: **17/18/18/VP05/020589**
LKK Ref: CC4/LPC18008638/T1pa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 11/05/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver reversed into a parking lot and collided onto third party parked vehicle. Liability is not in our insured's favour.

Summary to offer to third party repairer, **VOLKSWAGEN CENTRE SINGAPORE** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 10,627.38	\$ 7,117.76
2. Loss of Use (4days x \$80.00)	\$ 320.00	\$ 240.00 (4days x \$60.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,949.38	\$ 7,359.76

**04 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: Mei Kwan (LKKAuto)

Sent: Thursday, 31 May 2018 8:43 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>; 'ERIC WOO JUN KIAT' <ericwoo@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto)

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

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

WITHOUT PREJUDICE

Your ref: 17/18/18/VP05/020589

LKK ref: CC4/LPC18008638/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKW 2122S

We have not authorized repairs.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
-

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

Sent: Friday, 11 May, 2018 10:36 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Mei Kwan,

Attached insured's GIA report for your attention.

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

Sent: Friday, 11 May, 2018 10:23 AM

To: ERIC WOO JUN KIAT

Cc: MT_Claim_SG; ONG LI LI; GERALD POH WEE BIN; Hsiao Tong (LKKAuto); Asher Sng (LKKAuto); Joy Irene (LKKAuto); Admin A

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

WITHOUT PREJUDICE

Your ref: 17/18/18/VP05/020589

LKK ref: CC4/LPC18008638/pa3

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.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197.

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

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: Admin-D (LKKAuto)

Sent: Thursday, 10 May, 2018 12:11 PM

To: 'ERIC WOO JUN KIAT' <ericwoo@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Eric,

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: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Thursday, 10 May, 2018 11:31 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; shushi.tang@vw.com.sg

Subject: FW: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Catherine / Nivitha,

Kindly refer to our attachment and email below.

Please proceed to conduct a survey of the vehicle SKW 2122S on without Prejudice Basis.

We look forward to receiving your report soon.

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: Tang, Shu Shi (VWG Singapore) [mailto:shushi.tang@vw.com.sg]

Sent: Thursday, 10 May, 2018 10:16 AM

To: MT_Claim_SG; CHEW BENG KEE

Subject: request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat

Singapore 368314

DID: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

shushi.tang@vw.com.sg

<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Thursday, 10 May, 2018 10:07 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP



LETTER OF DEMAND

Your Ref: CC4/LP<180*8638 / pa 3
Our Ref: SKW 21225

To: LONPAC

Dear Sirs,

ACCIDENT INVOLVING SKW 21225 & SJG 35465 ON 7.5.18

We are claiming on behalf of our client ZHANG GUOBIN owner of

vehicle number SKW 21225 involved in accident on 7.5.18

with vehicle SJG 35465 along/at CARPARK BEHIND NGEES ANN PR. SCHOOL @ MARINE TERRACE

Description of claims:

Cost of Repairs \$ 6652.12 + 7% GST = \$ 7117.76

Loss of Use/Rental \$ 80 + 7% GST X 4 Days = \$ 320

Medical Fee \$ _____ + 7% GST = \$ _____

Search Fee \$ _____ + 7% GST = \$ 2

TOTAL \$ 7439.76

We are claiming in full and final settlement of \$ 7439.76

Cost of repair & search fee \$ 7119.76 to be payable to Volkswagen Group Singapore Pte Ltd.

Loss of use/Rental amount/Medical fee of \$ 320 to be payable to

ZHANG GUOBIN

Kindly send us a written acknowledgement within 14 days from receipt of this document. Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to shushi.tang@vw.com.sg

31 MAY 2018

Dated this _____



LETTER OF AUTHORITY

ACCIDENT INVOLVING SKW 2122S and SJG 3546S on 7/5/18
Own vehicle's number Other vehicle's number Date of accident
along carpark behind Ngee Ann Poly Sch (A Marine Terrace)
Accident location

BY THE LETTER OF AUTHORITY, I/we, Zhang Guo Bin
Name of Policy Holder & IC / Passport number
of S80 75504I owner of Vehicle Registration

Number SKW 2122S hereby irrevocable appoint **Volkswagen Centre Singapore**
Own vehicle's number
(hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at **247 Alexandra Road, Singapore 159934**, its agents of any person authorized by VGS to be *my / our Attorney and in * my / our name(s) on *my / our behalf to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) 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 A28631249 AVW taken up by *me/us and pay the **compulsory excess** in respect of the cost 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 **Volkswagen Centre Singapore** 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 by the Attorney, its agents or any person authorized by VGS in that 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 VGS 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 08 of the month

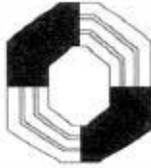
May Year 2018

Signed & Delivered By:

[Signature] X
Policy Holder

Witness By:

[Signature]



LONPAC INSURANCE BHD

CLAIM NO : 17/18/18/VP05/020589

DATE : 7/7/18

DISCHARGE VOUCHER

I/We, Zhang GuoBin confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SJG3546S the sum of Singapore Dollar Seven Thousand Three Hundred Fifty Nine and Cents Seventy Six Only (\$7,359.76) 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 SKW2122S and SJG3546S on 07 May 2018 along Carpark behind Ngee Ann Pri School @ Marine Terrace.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/LIM CHAY SIAN AND/OR NEO PHEI THENG**) 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 **VOLKSWAGEN CENTRE SINGAPORE.**

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.


..... 8/7/18
Signature of vehicle owner/Date


.....
Witness : Vivian Chan Wai Wan

ZHANG GUO BIN 8/7/18
.....
Name of vehicle owner /Date

Volkswagen Centre Singapore



Service Tax Invoice No. SV18P23608

Biz Reg. No. 53103069E
GST No. M20098505-2

SERVICE ORDER NO: 18IP1294
SERVICE CUSTOMER NO.: F05635C
SERVICE CUSTOMER NAME.: Lompac Insurance BHD
TELEPHONE NO.:
ADDRESS: 101 Thomson Road
#18-01 United Square
Singapore
Post Code: 307591

VEH NO.: SKW2122S
DATE: 28/05/18 Pickup:
VIN NO.: WVGZZZ1TZFW023009 KM : 39,029
GEARBOX CODE: Engine No.:
MODEL: Touran 6 1.4 TSI (DSG)
SA : Tang Shu Shi
Next Appointment Date :
Next Appointment Mileage : 0

No.	DESCRIPTION	QTY	UOM	UNIT PRICE	AMOUNT
LONPAC DIRECT SETTLEMENT					
DOA: 07/05/2018					
TP VEHICLE: SJG3546S					
SURVEY BY: TAUFILKH (LKK)					
	Labor				
1	LABOUR	2.00	UNIT	840.00	1,680.00
2	SPRAY PAINT	2.00	UNIT	800.00	1,600.00
3	Tow SVC- Quality Recovery Services	1.00	UNIT		
4	Tow SVC- Quality Recovery Services	1.00	UNIT		
5	PROGRAMMING & CALIBRATION- NETT	1.00	TU	480.00	480.00
6	CHECK WIRE HARNESS, ECU, SENSOR, SOCKET	1.00	TU	280.00	280.00
	Item				
7	LHF BUMPER BRACKET	1.00	PCS	53.09	53.09
8	FRT BUMPER	1.00	PCS	1,143.83	1,143.83
9	LHF FENDER	1.00	PCS	814.98	814.98
10	LHF FENDER SUPPORT	1.00	PCS	30.20	30.20
11	HEADLAMP	1.00	PCS	570.03	570.03

Sub Total 6,652.12
GST (7%) AMOUNT 465.64
TOTAL AMOUNT 7,117.76

for Volkswagen Group Singapore Pte Ltd



81030002

Authorised Signatory

Customer

Phone : Fax :



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-18-070722

Date of Request: 10/05/2018

Your Ref No:

Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date: 10/05/2018

Enquiry By: Tang Shu Shi

TP Vehicle No: SJG3546S

Accident Date: 07/05/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJG3546S	Lonpac Insurance Bhd	27/06/2017-26/06/2018	+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-18-070722
Date of Request: 10/05/2018

Your Ref No: Online Purchase

Volkswagen Centre Singapore
247 Alexandra Road
Singapore 159934

Dear Sir/Madam,

Enquiry Date 10/05/2018
Enquiry By Tang Shu Shi
TP Vehicle No. SJG3546S
Accident Date 07/05/2018

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