

000000

INS. CASE OWNER:

CC 4/LPC1801 0608, E 263

LKK:  
IDAC:

Surveyor:

STEVE

DOI:

ASSIGNMENT

16/4/18

Date / Time:

11/6/18

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SBG 2100X

Name of Insured:

LOW HAN LEEONH.

Insured Tel No.:

HP: 96680843

Excess Sec II :S\$

D.O.A: 10/7/18

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L YES / NO)

Claim No.:

18/8/18/VP05/020660

Policy No.:

28VP05016423

Make / Model:

MBE LEDES

Place of Accident:

INMAN RD

OI GIA REPORT: YES / NO

TP GIA REPORT: YES / NO

Insured Liability:

% Final ? Yes / No

SFN 6555G



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

motor  
image



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:



INSRS:  
WSP:  
Tel:  
Liability:  
RMKS:

Date / Time

12/3/18  
71H

16-04-19

SFN 6555G

SBG 2100X

EMAIL: VSP LIBRARY CLERK

STAGE

DATE / PIC

Non-Reporting Ir (1st):  
Non-Reporting Ir (2nd):  
Non-Reporting Ir (Final):  
Notification Ir (if non-pickup):  
Call OI:  
After call Ir to OI:

Documentation Check List: Handler Typist

Notification Ir (if non-pickup):  
After call Ir to OI:  
Authorisation To Act:  
Release Voucher:  
Final Repair Bill:  
Car Rental Invoice:  
Towing Invoice:  
LTA / GIA:  
Medical Bill:  
PIR:  
Mandate/Reject Instruction:  
LOD:  
Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

( days) Reduction:

%

Email ☐ Call ☐

FINAL SETTLEMENT

Date/Time:

Confirm with

Email ☐ Call ☐

Final Liability:

% 100

(Agreed / Assessed) BOLA S/N No.:

21

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Q1 REPAIR ENDED TP

Loss of Rental (LOR):

S\$

( days)

Loss of Use (LOU):

S\$

(\$ x days)

Loss of Income (LOI):

S\$

(\$ x days)

LOR only ☐

LOU only ☐

LOR + LOU ☐

LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

1) Claim status: Normal/Reject/Private Settle /w3p

2) Report Format:

TP

3) Survey fee:

9350

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email ☐ Call ☐

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

COPY SENT  
16/4/18





# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
LONPAC INSURANCE BHD		Ref : CC4/LPC18010608/ub3		
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555		Date : 11-06-2018		
		Code : LPC2		
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SBG 2100X	Veh. Inspected	SFN 6555G	
Policy No.		Coverage (\$)	0.00	
Claim No.		Excess (\$)	0.00	
Assign From		Assign Date	11/06/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model		c.c	0	
Engine No.	HIDDEN	Year of Reg.		
Chassis No.		Colour		
Odometer	-	Steering		
Brakes		Modification		
General				
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre			mm	
L/H Front Tyre			mm	
R/H Rear Tyre			mm	
L/H Rear Tyre			mm	
<b>4. Description of Damages</b>				
<b>5. General Information</b>				
Accident Date	10/02/2018	Inspection Date		
Survey held at	MOTOR IMAGE ENTERPRISES PTE LTD 19 TOA PAYOH LORONG 8 SINGAPORE 319255			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				



Auto  
Consultants  
Pte Ltd

Company Registration No. 199607198R

511 BEAVE L, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: To Be Advised  
Our ref: CC4/LPC18010608/Ecb3

Date: 22.04.2019

The Motor Claims Department  
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

**PRELIMINARY ADVICE OF VEHICLE NO.**

**SFN6555G**

We refer to the above matter.

Please be informed that we had conducted the inspection of the above mentioned vehicle on 16.04.2019 at the premises of M/s Motor Image Enterprises Pte Ltd and have the following to report:-

Workshop Estimate Amount	: S\$	3,315.40
Revised Estimate Amount	: S\$	1,828.00
"Check" Items Amount	: S\$	64.80
Market Value	: S\$	-
LTA Reimbursement Value	: S\$	-
Nett Value	: S\$	-

**Description of Damage:**

The vehicle sustained damages at the  
Rear Portion



**Comments/Present Status:**

Damages Consistent

Estimated normal period for repairs: 3 days

Yours faithfully,

STEVE CHEN  
Licensed Appraiser

ORIMAGE ENTERPRISES PTE. LTD.  
LORONG 8, TOA PAYOH  
SINGAPORE 319255

DATE : ACCIDENT/BODY REPAIRS  
WORKSHOP : TOA PAYOH  
POLICY NO : 64730333  
REFERENCE : INS/IC/CHI/0630/2018  
DATE : 10-FEB-2018

SPAC INSURANCE BHD.  
3 BEACH ROAD  
9-00 SHAW TOWER  
189702)  
TEL : 62507388  
FAX : 62963767

INSURED'S NAME : ABDUL HAMID SULTAN S/O YOUSOF SULTAN  
ADDRESS : 185 JOO CHIAT PLACE #01-01  
  
S(427897)  
TELEPHONE NO : 96896667

TYPE OF CLAIM : THIRD PARTY CLAIM  
POLICY NO : 1700011052V1  
VEHICLE NO : SPW6555G  
DEL CODE : SJGGKX8  
DEL/YEAR : FORESTER 2.0XT AND CVT  
ENGINE NO : FA208976418  
ASSIS NO : JF1SJKR85HG088078  
LEAGE : 1 KM  
DATE IN : 10/02/2018  
ABILITY : 0.00  
EXCESS CLAUSE : 0.00  
ESTIMATE BY : SAYEDINAH ALI\*\*  
ACCIDENT DATE : 10/02/2018

Print Date : 13/04/2019  
Print Time : 14:31:40

CRIMAGE ENTERPRISES PTE. LTD.  
LOKONG 8, TOA PAYOH  
SINGAPORE 319255

ESTIMATED LABOUR CHARGES FOR ACCIDENT VEHICLE REGN NO SFN6555G

NO	JOB CODE	NATURE OF JOB	ESTIMATED CHARGES	SURVEYOR'S RECOMMENDATION
1	TPCLAIM	CONDUCT BODYWORK REPAIR (THIRD PARTY CLAIM)		
2	ZZ/001	CONDUCT TP CLAIM LONPAC LOCATION: ONAN ROAD DATE:10/02/2018 TIME:1225H		
3	ZZ/002	REMOVE/REPLACE REAR BUMPER,END PANEL	1120.00	560
4	ZZ/003	RESPRAY REAR BUMPER,END PANEL	840.00	470
5	ZZ/004	TO CONDUCT(REAR)LIGHTING TEST	50.00	X
6	ZZ/005	TO SUPPLY&INSTALL REVERSE SENSOR-ZEYES	300.00	X
7	ZZ/006	SUNDRIES <i>Wn</i>	100.00	20
TOTAL LABOUR CHARGES			2410.00	

*Steve CLKK 8322 8813*  
*WTL*  
*15/4/19 4.93pm*  
*3 days*  
*P/P*  
*Revy before spray*

**LKK Auto Consultants** hence notify the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and is subject to final approval from Insurance Company

Acknowledged by Repairer  
Signature:  
Date:

ORIMAGE ENTERPRISES PTE. LTD.  
LORONG 8, TOA PAYOH  
SINGAPORE 319255

SERIAL LIST FOR ACCIDENT VEHICLE REGN NO SFM6555G

		DAMAGED PARTS & PRICES				
NO	PARTS DESCRIPTION	PARTS NUMBER				S/LIST REMARKS
			NETT	LIST	S/NETT	
1	SKIRT COMPL R <i>CT</i>	52401SG0109P			288.00	
2	BUMPER FACE REAR FORESTER IL <i>00</i>	57704SG012			540.00	
3	BRKT CORNER R RH <i>?</i>	57707SG060			18.00	
4	BRKT CORNER R LH <i>?</i>	57707SG070			18.00	
5	BRKT SD R RH <i>?</i>	57707SG080			14.40	
6	BRKT SD R LH <i>?</i>	57707SG090			14.40	
7	COVER HOOK R <i>X</i>	57731SG0100N			12.60	
SUB TOTAL			0.00	0.00	905.40	0.00
LESS DISCOUNT ( )			0.00	0.00	0.00	0.00
GRAND TOTAL			0.00	0.00	905.40	0.00
OVERALL TOTAL			905.40			

LEGEND: REMARKS( OK ) = APPROVED, REMARKS( X ) = NOT APPROVED

ORIMAGE ENTERPRISES PTE. LTD.  
LORONG 8, TOA PAYOH  
SINGAPORE 319255

QUOTATION OF ESTIMATE FOR VEHICLE REGN NO SFN6555G

-----	
TOTAL LABOUR CHARGES	2410.00
TOTAL SPARE PARTS CHARGES	905.40
-----	
AND TOTAL	3315.40 *
-----	

All charges do not include GST.

REVIEWER'S PARTICULARS

-----	
NAME	:
REVIEWED DATE	:
AUTHORIZED DATE	:
LESS CLAUSE	: 0.00
ABILITY	: 0.00
MARKS	:

DISCLAIMER : This estimate is based on visual inspection of the affected vehicle. Should we require further labour charges & spare parts in the process of repairs, we shall inform you accordingly.





(Supplementary)

Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh  
Singapore 319255  
Tel: (65) 6703 8101/8102  
Fax: (65) 6253 5535  
[www.motorimage.net](http://www.motorimage.net)  
Co Reg No: 198702032R

Insurance Co: LONPAC *Star*

Survey Date: 16/4/2009

SUPPLEMENTARY PARTS FOR VEHICLE REGISTRATION NO SFN 6555G

Surveyor: STEVE

	<u>DESCRIPTION</u>	<u>PART NO</u>	<u>AMOUNT</u>
1	CARGO STEP PANEL / 00	E7710SG000	\$460
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

[➤ Back to OneMotoring](#)

### Enquire PARF/COE Rebate for Registered Vehicle

<b>Vehicle Owner Particulars</b>	
Owner ID Type:	Singapore NRIC
Owner ID:	2935I
<b>Vehicle Details</b>	
Vehicle No.:	SFN6555G
Vehicle to be Exported:	No
Intended Deregistration Date:	16 Apr 2019
Vehicle Make:	SUBARU
Vehicle Model:	FORESTER 2.0XT CVT AWD SR
Primary Colour:	Brown
Manufacturing Year:	2017
Engine No.:	FA20B976418
Chassis No.:	JF15JGK85HG088078
Maximum Power Output:	177.0 kW (237 bhp)
Open Market Value:	\$17,931.00
Original Registration Date:	31 May 2017
First Registration Date:	31 May 2017
Transfer Count:	0
Actual ARF Paid:	\$17,931.00
<b>Intended PARF Rebate Details</b>	
PARF Eligibility:	Yes
PARF Eligibility Expiry Date:	30 May 2027
PARF Rebate Amount:	\$13,448.00
<b>Intended COE Rebate Details</b>	
COE Expiry Date:	30 May 2027
COE Category:	B - Car above 1600cc or 97kW (130bhp)
COE Period(Years):	10
QP Paid:	\$55,414.00
COE Rebate Amount:	\$45,001.00
<b>Total Rebate Amount:</b>	<b>\$58,449.00</b>

The information contained herein is correct as at 16 Apr 2019

OK

**Asher Sng (LKKAUTO)**

---

**From:** Sayedinah <sayedinah@motorimage.net>  
**Sent:** Wednesday, 15 May 2019 11:02 AM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** TPY Insurance Team; Mohamed Isman; Admin A; assignments  
**Subject:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)  
LONPAC-LIABILITY STATUS [External General]

**Importance:** High

Hi Asher,  
apology. My client has decided to do cash repair for his vehicle and has paid MotorImage . Kindly close the case at my our end.

Regards  
Sayedinah Ali  
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92992693 DID:67038109 FAX:+65-62535535  
Email:sayedinah@motorimage.net  
Website:www.tanchong.com :: www.motorimage.net

---

**From:** Sayedinah  
**Sent:** Saturday, 13 April 2019 5:03 PM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI; assignments  
**Subject:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS  
[External General]

Hi Asher,  
kindly arrange survey on the 16/04/2019 after 1000hrs. Owner leaving vehicle behind for repair after survey.  
Thank you.

Regards  
Sayedinah Ali  
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92992693 DID:67038109 FAX:+65-62535535  
Email:sayedinah@motorimage.net  
Website:www.tanchong.com :: www.motorimage.net

---

**From:** Sayedinah  
**Sent:** Thursday, 11 April 2019 11:36 AM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI; assignments  
**Subject:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

Hi Asher,  
attached for your reference. Thank you. I will revert soonest on the survey arrangement with you .

Regards  
Sayedinah Ali  
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92992693 DID:67038109 FAX:+65-62535535  
Email:sayedinah@motorimage.net  
Website:www.tanchong.com :: www.motorimage.net

---

**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Thursday, 11 April 2019 11:20 AM  
**To:** Sayedinah  
**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI; assignments  
**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sayed,

We refer to the above matter.

Sorry for the wrong information on my overlook.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Kindly arrange your client to send in the vehicle for survey and repair.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>

**Sent:** Thursday, 11 April 2019 10:08 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>;

MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Subject:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**Importance:** High

Hi Asher,

noted and thank you. I will advise my insured accordingly.

Regards

Sayedinah Ali

Service Executive

Motor Image Enterprises Pte Ltd

19 Lorong 8 Toa Payoh Singapore 319255

HP:92992693 DID:67038109 FAX:+65-62535535

Email:[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)

Website:[www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)

---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Thursday, 11 April 2019 9:49 AM

**To:** Sayedinah

**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Sayed,

We refer to the email below.

Our insured yet to report till date.

Shall revert to you once we received our insured report from our principal.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 10 April 2019 2:19 PM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>;  
Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto)  
<[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto)  
<[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY  
STATUS [External General]

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Asher,

FYNA

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

---

**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Wednesday, 10 April 2019 12:37 PM

**To:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

## Lonpac External - General

Without Prejudice

Dear Sayedinah

Please liaise with LKK Auto Consultants Pte Ltd.

Dear Thin Thin/Shu Pei

Please respond to the workshop.

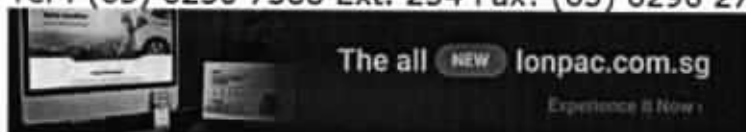
Regards,

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:** Sayedinah [<mailto:sayedinah@motorimage.net>]

**Sent:** Wednesday, 10 April, 2019 12:23 PM

**To:** MT\_Claim\_SG

**Cc:** TPY Insurance Team; Mohamed Isman

**Subject:** Fw: SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS

**Importance:** High

Hi Claims Team,

kindly advise on an urgent basis as my insured is still pursuing the matter.

Regards

Sayedinah Ali

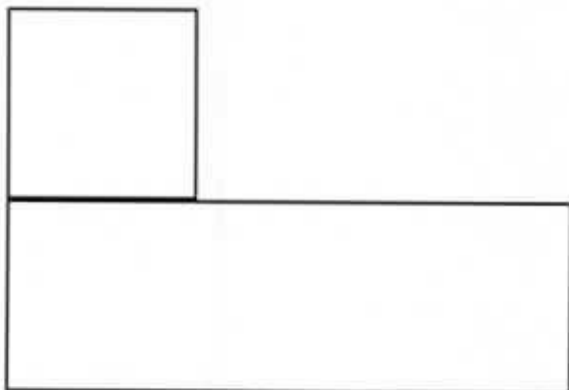
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92992693 DID:67038109 FAX:+65-62535535  
Email:sayedina@motorimage.net  
Website:www.tanchong.com :: [www.motorimage.net](http://www.motorimage.net)

---

**From:** Rey Ricamora  
**Sent:** Monday, 12 February 2018 11:44 AM  
**To:** [mt\\_claims@lonpac.com](mailto:mt_claims@lonpac.com)  
**Cc:** Daniel Lim; Sayedinah Bin Ali; Oliver Zubiri  
**Subject:** SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS

Hi Claims Team,  
Kindly advise liability status of above mention vehicle.

Regards  
Rey Ricamora  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92250674  
Email:reyricamora@motorimage.net  
Website:www.tanchong.com :: [www.motorimage.net](http://www.motorimage.net)



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.



**Catherine Chong (LKK Auto)**

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 11 June, 2018 10:49 AM  
**To:** 'weiloong@motorimage.net'; assignments@lkkauto.com; 'SUR' (sur@lkkauto.com)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Without Prejudice

Dear Wei Loong

11-06-2018 @ 11:00am

You may liaise with LKK Auto Consultants Pte Ltd for survey first.

Kuan veh not in

Dear Catherine/Nivitha

Please follow up with workshop. Fyi, our Insured has not reported the accident.

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:** CHEW BENG KEE  
**Sent:** Monday, 11 June, 2018 8:55 AM  
**To:** 'weiloong@motorimage.net'; MT\_Claim\_SG  
**Subject:** FW: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
**Importance:** High

Dear Wei Loong

Noted your email. Our insured have yet to report the accident. Once he/she has, one of our claims officers will revert to you.

Best Regards  
Chew Beng Kee  
Head of Claims | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

---

**From:** Kuan Wei Loong [<mailto:weiloong@motorimage.net>]  
**Sent:** Saturday, June 09, 2018 10:48 AM  
**To:** CHEW BENG KEE  
**Subject:** SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
**Importance:** High

Hi Sir,

Kindly advise liability status of the above mentioned vehicle.

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:90903323 / 86113195  
Email:weiloong@motorimage.net  
Website:www.tanchong.com :: [www.motorimage.net](http://www.motorimage.net)

---

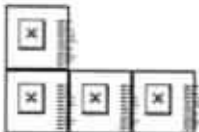
**From:** Kuan Wei Loong  
**Sent:** 8 June, 2018 9:32 AM  
**To:** 'mt-claims@lonpac.com' <[mt-claims@lonpac.com](mailto:mt-claims@lonpac.com)>  
**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>  
**Subject:** SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
**Importance:** High

Hi Claims Team,

Kindly advise liability status of the above mentioned vehicle.

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:90903323 / 86113195  
Email:weiloong@motorimage.net  
Website:www.tanchong.com :: [www.motorimage.net](http://www.motorimage.net)



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.

**Shu Pei (LKKAUTO)**

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 2 July 2018 4:36 PM  
**To:** Shu Pei (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAUTO)  
**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
Our Ref: 18/18/18/VP05/020660  
**Attachments:** SBG2100X 10022018.PDF

Hi Shu Pei/Thin Thin

Attached is our Insured's GIA report 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:** ONG LI LI  
**Sent:** Tuesday, 19 June, 2018 12:52 PM  
**To:** 'Shu Pei (LKKAUTO)'  
**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAUTO)  
**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Dear Shu Pei

Our Insured has not reported the accident to us yet. We are following up on this matter.

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:** Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]  
**Sent:** Monday, 18 June, 2018 5:08 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAUTO)  
**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case.

Kindly advise whether insured has reported. If so, kindly 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.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

---

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

**Sent:** Monday, 11 June 2018 11:21 AM

**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Dear Li Li,

Received with thanks.

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)

---

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

**Sent:** Monday, 11 June, 2018 11:15 AM

**To:** Catherine Chong (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Dear Catherine

Attached are the documents 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:** Catherine Chong (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 11 June, 2018 11:11 AM

**To:** ONG LI LI; Admin A

**Cc:** MT\_Claim\_SG; 'assignments'

**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Dear Li Li,

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](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

---

**From:** ONG LI LI (<mailto:long@lonpac.com>)

**Sent:** Monday, 11 June, 2018 10:49 AM

**To:** 'weiloong@motorimage.net' <[weiloong@motorimage.net](mailto:weiloong@motorimage.net)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'SUR' ([sur@lkkauto.com](mailto:sur@lkkauto.com)) <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS Our Ref: 18/18/18/VP05/020660

Without Prejudice

Dear Wei Loong

You may liaise with LKK Auto Consultants Pte Ltd for survey first.

Dear Catherine/Nivitha

Please follow up with workshop. Fyi, our Insured has not reported the accident.

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:** CHEW BENG KEE

**Sent:** Monday, 11 June, 2018 8:55 AM

**To:** 'weiloong@motorimage.net'; MT\_Claim\_SG

**Subject:** FW: SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS

**Importance:** High

Dear Wei Loong

Noted your email. Our insured have yet to report the accident. Once he/she has, one of our claims officers will revert to you.

Best Regards  
Chew Beng Kee  
Head of Claims | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

---

**From:** Kuan Wei Loong [<mailto:weiloong@motorimage.net>]  
**Sent:** Saturday, June 09, 2018 10:48 AM  
**To:** CHEW BENG KEE  
**Subject:** SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
**Importance:** High

Hi Sir,

Kindly advise liability status of the above mentioned vehicle.

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:90903323 / 86113195  
Email:[weiloong@motorimage.net](mailto:weiloong@motorimage.net)  
Website:[www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)

---

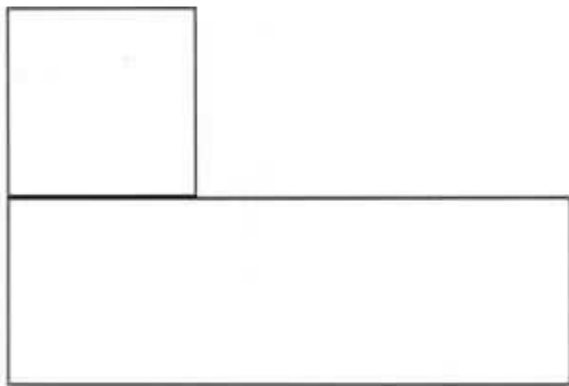
**From:** Kuan Wei Loong  
**Sent:** 8 June, 2018 9:32 AM  
**To:** 'mt-claims@lonpac.com' <[mt-claims@lonpac.com](mailto:mt-claims@lonpac.com)>  
**Cc:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; Daniel Jude <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; Daniel Lim <[daniellim@motorimage.net](mailto:daniellim@motorimage.net)>  
**Subject:** SFN6555G - 3RD PARTY CLAIM - AIG - TP (SBG2100X) LONPAC - LIABILITY STATUS  
**Importance:** High

Hi Claims Team,

Kindly advise liability status of the above mentioned vehicle.

Thank You,

Best Regards  
Kuan Wei Loong  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:90903323 / 86113195  
Email:[weiloong@motorimage.net](mailto:weiloong@motorimage.net)  
Website:[www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.

**Asher Sng (LKKAUTO)**

---

**From:** Asher Sng (LKKAUTO)  
**Sent:** Wednesday, 15 May 2019 11:26 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)  
LONPAC-LIABILITY STATUS [External General]  
**Attachments:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)  
LONPAC-LIABILITY STATUS [External General]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Hi Lili,

Please refer to the enclosed email from the repairer.

The claimant have withdraw the claim from motor image from the repairer to repair its vehicle under cash job.

In view on above we will process to submit our report & bill and closed case from our end.

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)

---

**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Wednesday, 15 May 2019 11:07 AM  
**To:** Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>  
**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**Lonpac External - General**  
Without Prejudice

Dear Sayed



Have you finalised the cost of repairs with surveyor?

Please note that ARCs are not supposed to pass case to lawyer, more so for this case when our surveyor has already committed to a direct settlement.

Therefore, we urge you to inform your client to withdraw case from the law firm and continue with the direct settlement arrangement.

Kindly let us have your favourable reply by 16 May 2019, failing which, we shall have no alternative but to escalate this matter to GIA.

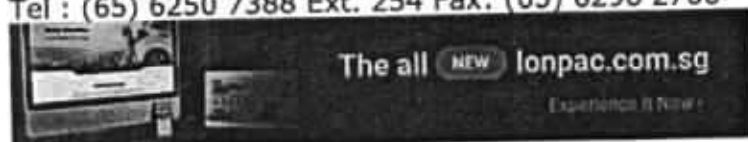
Regards,

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:** Thursday, 11 April, 2019 11:20 AM

**To:** Sayedinah

**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI; assignments

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Hi Sayed,

We refer to the above matter.

Sorry for the wrong information on my overlook.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle.

The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will base on the number of days of repair as recommended by our surveyor.

Kindly take note that the case handler in-charge is Asher and she can be contacted at her DID 6841 6051

In order to expedite the claim process, please forward all relevant documents to us (LKK) to proceed on negotiate settlement.

Kindly arrange your client to send in the vehicle for survey and repair.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>

**Sent:** Thursday, 11 April 2019 10:08 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Subject:** Re: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**Importance:** High

Hi Asher,

noted and thank you. I will advise my insured accordingly.

Regards

Sayedinah Ali

Service Executive

Motor Image Enterprises Pte Ltd

19 Lorong 8 Toa Payoh Singapore 319255

HP:92992693 DID:67038109 FAX:+65-62535535

Email:[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)

Website:[www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)

---

**From:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Thursday, 11 April 2019 9:49 AM

**To:** Sayedinah

**Cc:** TPY Insurance Team; Mohamed Isman; MT\_Claim\_SG; Admin A; ONG LI LI

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

**WITHOUT PREJUDICE**  
**SAVE AS TO COSTS**

Hi Sayed,

We refer to the email below.

Our insured yet to report till date.

Shall revert to you once we received our insured report from our principal.

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)

---

**From:** Shu Pei (LKKAuto)

**Sent:** Wednesday, 10 April 2019 2:19 PM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>; Sayedinah <[sayedinah@motorimage.net](mailto:sayedinah@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and revert to you in due course.

Dear Asher,

FYNA.

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

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

**From:** ONG LI LI <llong@lonpac.com>

**Sent:** Wednesday, 10 April 2019 12:37 PM

**To:** Sayedinah <sayedinah@motorimage.net>; MT\_Claim\_SG <mt\_claim@lonpac.com>; Shu Pei (LKKAuto) <shupeil@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

**Cc:** TPY Insurance Team <tpyinsteam@tanchong.org>; Mohamed Isman <isman@motorimage.net>

**Subject:** RE: Our Ref: 181818VP05020660 SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS [External General]

## Lonpac External - General

Without Prejudice

Dear Sayedinah

Please liaise with LKK Auto Consultants Pte Ltd.

Dear Thin Thin/Shu Pei

Please respond to the workshop.

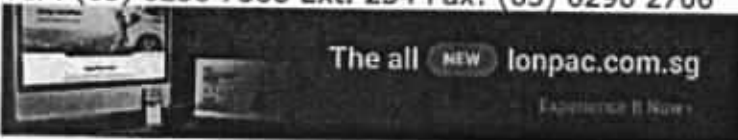
Regards,

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:** Sayedinah [mailto:sayedinah@motorimage.net]

**Sent:** Wednesday, 10 April, 2019 12:23 PM

**To:** MT\_Claim\_SG

**Cc:** TPY Insurance Team; Mohamed Isman

**Subject:** Fw: SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS

**Importance:** High

Hi Claims Team,

kindly advise on an urgent basis as my insured is still pursuing the matter.

Regards

Sayedinah Ali

Service Executive

Motor Image Enterprises Pte Ltd

19 Lorong 8 Toa Payoh Singapore 319255

HP:92992693 DID:67038109 FAX:+65-62535535

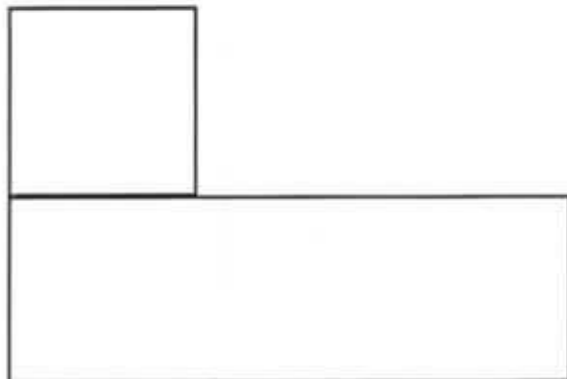
Email:sayedinah@motorimage.net

---

**From:** Rey Ricamora  
**Sent:** Monday, 12 February 2018 11:44 AM  
**To:** [mt\\_claims@lonpac.com](mailto:mt_claims@lonpac.com)  
**Cc:** Daniel Lim; Sayedinah Bin Ali; Oliver Zubiri  
**Subject:** SFN6555G-3RD PARTY CLAIM-AIG-TP(SBG2100X)LONPAC-LIABILITY STATUS

Hi Claims Team,  
Kindly advise liability status of above mention vehicle.

Regards  
Rey Ricamora  
Claims Advisor  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP:92250674  
Email: [reyricamora@motorimage.net](mailto:reyricamora@motorimage.net)  
Website: [www.tanchong.com](http://www.tanchong.com) :: [www.motorimage.net](http://www.motorimage.net)



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.



# LKK Auto Consultants Pte Ltd

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Affiliated to Federation Internationale Des Experts En Automobile				
LONPAC INSURANCE BHD			Ref : CC4/LPC18010608/Eeb3q2	
300 BEACH ROAD #17-04/07 THE CONCOURSESINGAPORE 199555			Date : 24-05-2019	
			Code : LPC2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	SBG 2100X	Veh. Inspected	SFN 6555G	
Policy No.	Z18VP05016423	Coverage (\$)	0.00	
Claim No.	18/18/18/VP05/020660	Excess (\$)	0.00	
Assign From	ONG LI LI	Assign Date	11/06/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	SUBARU FORESTER	c.c	1998	
Engine No.	HIDDEN	Year of Reg.	2017	
Chassis No.	JF1SJGK85HG088078	Colour	BROWN	
Odometer	18665	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	225/55 R18	BRIDGESTONE	7 mm	
L/H Front Tyre	225/55 R18	BRIDGESTONE	7 mm	
R/H Rear Tyre	225/55 R18	BRIDGESTONE	7 mm	
L/H Rear Tyre	225/55 R18	BRIDGESTONE	7 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION. DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	10/02/2018	Inspection Date	16/04/2019	
Survey held at	MOTOR IMAGE ENTERPRISES PTE LTD 19 TOA PAYOH LORONG 8 SINGAPORE 319255			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		3 Working Days		

**LKK Auto Consultants Pte Ltd**

51 Ubi Ave 1 #01-25 Paya Ubi Industrial Park, Singapore 408933

TEL: 6256 3561 FAX: 6256 4315

Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 1

**ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SFN 6555G**

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b><u>REPLACEMENT OF PARTS</u></b>			
1	SKIRT COMPL R (SN)	CUT	288.00	288.00
1	BUMPER FACE REAR FORESTER IL (SN)	DENTED	540.00	540.00
1	BRKT CORNER R RH (SN)	* CHECK	18.00	-
1	BRKT CORNER R LH (SN)	* CHECK	18.00	-
1	BRKT SD R RH (SN)	* CHECK	14.40	-
1	BRKT SD R LH (SN)	* CHECK	14.40	-
1	COVER HOOK R (SN)	NOT NECESSARY	12.60	-
1	SUNDRIES (SN)	NECESSARY	100.00	20.00
1	CARGO STEP PANEL (ADDITIONAL) (SN)	DENTED	460.00	460.00
			1,465.40	1,308.00
	<b><u>LABOUR</u></b>			
	REMOVE/REPLACE REAR BUMPER ,END PANEL.		1,120.00	560.00
	RESPRAY REAR BUMPER ,END PANEL.		840.00	420.00
	TO CONDUCT (REAR) LIGHTING TEST.	NOT NECESSARY	50.00	-
	TO SUPPLY&INSTALL REVERSE SENSOR .	NOT NECESSARY	300.00	-
			2,310.00	980.00
	<b>GRAND TOTAL</b>		<b>3,775.40</b>	<b>2,288.00</b>
	<b>RECOMMENDED COST OF REPAIRS (REPAIR COST NOT CONCLUDE) (EXCLUDE CHECK ITEMS S\$64.80 NETT)</b>			<b>2,288.00</b>

Report Ref No. CC4/LPC18010608/Eeb3q2

CHEN TSUE YEE

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

DISCLAIMER OF LIABILITY TO THIRD PARTIES:- This Report is made solely for the use and benefit of the Client named on the front page of this Report.

No liability of responsibility whatsoever, in contract or tort, is accepted to any third party who may rely on the Report wholly or in part. Any third party acting or relying on this Report, in whole or in part, does so at his or her own risk.