

Surveyor:

Kec

DOI:

31/7/2018

Date / Time:

23/8/2018

Registered in Merimen:

Pre-assign / CCU / FTE



Insured Vehicle No.:

SPW 5258P

Name of Insured:

Ng Chee Keng

Insured Tel No.:

HP:

94230324

Excess Sec II :SS

D.O.A.:

19/7/2018

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability: %

Final ? Yes / No

FEM3338P



INSRS:

WSP:

Tel:

Liability:

RMKS:

Complete VMS



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

7/10
1/11

FEM3338P - X;
SPW5258P - 6/10/18 0348 / Lnd: 19/1/18
CS/6/10/18 0348 / Lnd: 19/1/18

- Pending PA no parts price.

8/1/18

- OI turned out from minor road & collided with TP.

30/1/19

- File pass to type mandao

6/4/19

- RV sent

* TP had sent all the original docs to LPC

22/5/19

- File -> MIC touch

STAGE	DATE / PIC
Non-Reporting ltr (1st)	
Non-Reporting ltr (2nd)	
Non-Reporting ltr (Final)	
Notification ltr (if non-pickup)	
Call OI:	
After call ltr to OI:	
Documentation Check List:	Handler Typist
Notification ltr (if non-pickup)	
After call ltr to OI:	
Authorisation To Act:	
Release Voucher:	
Final Repair Bill:	
Car Rental Invoice:	
Towing Invoice:	
LTA / GIA:	
Medical Bill:	
PER:	
Mandao/Reject Instruction:	
LOD:	
Payment Breakdown Form:	
Post-Repair Photos:	
Others: Helmut Receipt	

PRELIMINARY ADVICE		Date/Time:	Sent By:
FINALIZATION		Date/Time:	Confirm with:
Repair Cost:	S\$	(days)	Reduction: %
FINAL SETTLEMENT		Date/Time:	Confirm with:
Final Liability:	%	(Agreed / Assessed)	BOLA S/N No.:
Repair Cost:	S\$	7490.00	
Loss of Rental (LOR):	S\$	(days)	
Loss of Use (LOU):	S\$	175.00 (5 x 7 days)	
Loss of Income (LOI):	S\$	(5 x days)	
LOR only	<input type="checkbox"/>	LOU only	<input type="checkbox"/>
GIA/LTA Search: S\$ 36.45			
Medical:	S\$		
Disbursement:	S\$	350.00 (Helmut)	(e.g. Tow/Independent)
Legal Cost:	S\$		
Total:	S\$	8051.45	Global Sum S\$: 8060.00
FINAL PAYMENT		Date/Time:	Confirm with:
Payee 1:	S\$	8000.00	Name 1: Complete VMS Ple Gtel
Payee 2: (Strike if N.A.)	S\$		Name 2:
Payee 3: (Strike if N.A.)	S\$		Name 3:

COMPONENT 28/5/19

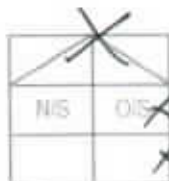
1) Claim status: Normal/Reject/Private Settle
2) Report Format: TP
3) Survey fee: 1450.00

REF: LPC

psh

ASSIGNMENT

Form	Date	31072018	Veh No	FBM 3338P	Regn	09 17
Estimated Cost			Type	M/Car / <u>Cycle</u> / Bus / Van / Lorry / Taxi / Prime Mover /		
OD <u>TR</u> / WS / TP RES / OD RES / EVA / INV / MV			Truck / Trailer or			
To inspect Vehicle No	FBM 3338P		Make	Honda CBF	CC	184
at Workshop run	Complete vms		Colour	White	AC	Insured / Std / NI / NA
of	Bik 176 On Ming Dne #B3-14		Sp Reading	-	T/Ratio	Insured / Std / NI / NA
Insured			Eng/No			
Policy No.			C/No	6ALPJL70014 3136385		
Claims No.			Gen. Cond	<u>Good</u> / Fair / Poor / Burnt		
Sum Insured	Excess		Steering	In order / <u>Jammed</u> / Leaked / Burnt or		
(Client's Record)			Brake	In order / <u>Jammed</u> / Leaked / Burnt or		
Make of Veh			Mod	Nil / S/Rim / <u>STD A/Rim</u> or		
(Policy Condition)			Tyre Size	F: 110/70R17 R: 140/70R17		
Remark: The veh had commenced its repair at the time of inspection.			BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /			
			TOYO / YOKO or	Honda		
Bal or Market Value			Front		Rear	
IDAC Accident Report	Consistent? Yes or No		R/Bal	6 mm	R/Bal	6 mm
GIA / PR Seen	Consistent? Yes or No		L/Bal	mm	L/Bal	mm
Est. Repair	days Res: Yes or No		D.O.A	19/7/18	D.O.I	31/7/18
Lum Sum	% 3 Val: Yes or No		Survey held at			
CA / REV / REP / 24 HRS			Des. of Damages	Fr / Rear / O/S / N/S / U/C / Rooftop or		
Date	Person Contacted			2 O/S body		
				The U/C / Chassis frame / Body Structure affected due to collision.		



Date / Time Action / Instruction

1/8 Rk psh to Customer

Date/Time File Pass to?

☐

Preli. Report

Days Of Repair:

11

☐

Final Report

Resurvey No. of Trip:

Survey Fee:

Date/Time File Return to?

Transportation:

12

Add Fee:

☐

Site Insp: 1\$

1) 5 - 10, 2\$

☐

Interview: 1\$

1) 10 min

☐

Tech. Insp: 1\$

1) 1 hour

☐

Wheel-end: 1\$

1) 1 hour

Report Format:

Lump Sum / I.B./I.O.

11/18

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars	
Owner ID Type:	Singapore NRIC
Owner ID:	8015Z
Vehicle Details	
Vehicle No.:	FBM3338P
Vehicle to be Exported:	No
Intended Deregistration Date:	17 Dec 2018
Vehicle Make:	HONDA
Vehicle Model:	CBF190X MANUAL
Primary Colour:	White
Manufacturing Year:	2017
Engine No.:	5DH161FMKH3204059
Chassis No.:	LALPJL700H3136385
Maximum Power Output:	-
Open Market Value:	\$3,327.00
Original Registration Date:	27 Sep 2017
First Registration Date:	27 Sep 2017
Transfer Count:	1
Actual ARF Paid:	\$500.00
Intended PARF Rebate Details	
PARF Eligibility:	No
PARF Eligibility Expiry Date:	-
PARF Rebate Amount:	\$0.00
Intended COE Rebate Details	
COE Expiry Date:	26 Sep 2027
COE Category:	D - Motorcycle
COE Period(Years):	10
QP Paid:	\$5,501.00
COE Rebate Amount:	\$4,827.00
Total Rebate Amount:	\$4,827.00

The information contained herein is correct as at 17 Dec 2018

OK

[> Back to OneMotoring](#)

Enquire PARF/COE Rebate for Registered Vehicle

Vehicle Owner Particulars

Owner ID Type: Singapore NRIC
Owner ID: 8015Z

Vehicle Details

Vehicle No.: FBM3338P
Vehicle to be Exported: Yes
Intended De-registration Date: 23 Jul 2018
Vehicle Make: HONDA
Vehicle Model: CBF190X MANUAL
Primary Colour: White
Manufacturing Year: 2017
Engine No.: SDH161FMKH3204059
Chassis No.: LALPJL700H3136385
Maximum Power Output: -
Open Market Value: \$3,327.00
Original Registration Date: 27 Sep 2017
First Registration Date: 27 Sep 2017
Transfer Count: 1
Actual ARF Paid: \$500.00

Intended PARF Rebate Details

PARF Eligibility: No
PARF Eligibility Expiry Date: -
PARF Rebate Amount: \$0.00

Intended COE Rebate Details

COE Expiry Date: 26 Sep 2027
COE Category: D - Motorcycle
COE Period(Years): 10
QP Paid: \$5,501.00
COE Rebate Amount: \$4,400.00
Total Rebate Amount: \$4,400.00

The information contained herein is correct as at 23 Jul 2018

OK



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

WONG HENG CHEONG
BLK 986C JURONG WEST STREET 93 #11-617
SINGAPORE 643986

Attention : THE OWNER

Contact : 97991137

Estimate : ES006405

Date : 24/07/2018
Vehicle Num. : FBM3338P
Make/Model : HONDA CBF190X MANUAL-2017
Chassis/Eng# : LALPJL700H3136385/SDH161FMKH3
Accident Date : 19/07/2018
Claim No. :
Reference :
Policy No. :

Not Authashw
Authashw

S/N	Quantity	Particular	Unit Price	Amount S\$
LIST ITEMS :				
1.	1	FRONT TIRE <i>Pa</i>		
2.	1	FRONT RIM <i>Am</i>		
3.	2	FRONT DISC ROTOR <i>1</i>		
4.	1	FRONT FENDER <i>CRN</i>		
5.	1	FRONT FORK ASSY <i>DIS/RA</i>		
6.	1	FRONT FORK OIL SEAL <i>me</i>		
7.	1	FRONT FORK OIL <i>me</i>		
8.	1	FRONT AXLE SHAFT <i>me</i>		
9.	1	FRONT FORK INNER TUBE <i>TT</i>		
10.	1	FRONT FORK OUTER TUBE <i>TT</i>		
11.	2	FRONT FORK COVER <i>NIS/MS</i>		
12.	1	HANDLE BAR <i>BT</i>		
13.	2	HANDLE BAR GRIP <i>ols/da</i>		
14.	2	FRONT HANDLE CRASH GUARD WITH SIGNAL LAMP <i>ols/da</i>		
15.	1	FRONT MUDGUARD <i>CRN</i>		
16.	1	FRONT CRASH BAR <i>BT</i>		
17.	1	FRONT W/SCREEN <i>SCR</i>		
18.	1	FRONT HEADLAMP ASSY <i>CRN</i>		
19.	1	FRONT HEADLAMP COWLING <i>BT</i>		
20.	1	FRONT W/SCREEN BRACKET <i>1</i>		
21.	2	SIDE FAIRING <i>ols/CRN</i>		
22.	2	LOWER FAIRING <i>1</i>		
23.	2	SMALL GARNISH <i>1</i>		
24.	2	SIDE INNER FAIRING <i>1</i>		
25.	1	HORN <i>Sux</i>		
26.	1	RECTIFIER <i>1</i>		
27.	2	PETROL TANK FAIRING <i>CRN</i>		
28.	2	PETROL TANK FAIRING STICKER <i>me</i>		
29.	1	CENTER PETROL TANK FAIRING <i>?</i>		

CONTINUE / ...



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

WONG HENG CHEONG
BLK 986C JURONG WEST STREET 93 #11-617
SINGAPORE 643986

Attention : THE OWNER
Contact : 97991137

Estimate : ES006405

Date : 24/07/2018
Vehicle Num. : FBM3338P
Make/Model : HONDA CBF190X MANUAL-2017
Chassis/Eng# : LALPJL700H3136385/SDH161FMKH3
Accident Date : 19/07/2018
Claim No. :
Reference :
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
30.	1	DIGITAL HEADLAMP METER + COVER <i>Br-</i>		
31.	2	FRONT HANDLE BAR BALANCER <i>els Del Lt</i>		
32.	1	FRONT BRAKE CLIPPER <i>1</i>		
33.	1	FRONT BRAKE HOSE <i>1x</i>		
34.	1	FOOT REST R/H		
35.	1	FOOT REST BRACKET R/H <i>Br-</i>		
36.	1	EXHAUST MUFFLER <i>1</i>		
37.	2	SIDE COVER <i>1</i>		
38.	1	HELMET <i>1</i>		850.00
39.	1	CHASSIS FRAME <i>Rx</i>		
40.	2	SIDE SIGNAL LAMP <i>1x</i>		
41.	1	SIDE MIRROR R/H <i>1x</i>		
42.	1	ERP UNIT <i>1x</i>		
43.	1	ERP BRACKET <i>Rx</i>		
44.	1	REAR BOX <i>1x</i>		
45.	1	REAR BOX BRACKET <i>Rx</i>		
List Total S\$:				850.00
1.	1	SPECIAL NETT ITEMS : FRONT NUMBER PLATE <i>1x</i>		
Special Nett Total S\$:				
LABOUR :				
TOWING CHARGE				80.00 <i>301</i>
CHECK LIGHTING				50.00 <i>101</i>
TO DISMANTLE & ASSEMBLE MOTORCYCLE TO REPLACE PARTS				850.00 <i>2501</i>
BODY CHASSIS ALIGNMENT				1,550.00 <i>1</i>
SPRAY PAINT DAMAGED AREA AFFECTED				650.00 <i>1</i>
Labour Total S\$:				3,180.00

SingDollars : Four Thousand Thirty Only

Total S\$: 4,030.00
=====

COMPLETE VMS PTE LTD

This is only an estimate bases on our preliminary inspection and does not cover additional parts and labour time which may be required after the work has begun



Kp

Page 1 / 3

COMPLETE VMS PTE LTD The Premier One-Stop Vehicle Accident Claims Centre
176 Sin Ming Drive, #03-14, Sin Ming Autocare Complex, Singapore 575721
(Tel) 6455 0012 (Fax) 6554 0012 (Web) www.completevms.com.sg

Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

WONG HENG CHEONG
BLK 986C JURONG WEST STREET 93 #11-617
SINGAPORE 643986

Attention : THE OWNER
Contact : 97991137

Estimate : ES006405

Date : 24/07/2018
Vehicle Num. : FBM3338P
Make/Model : HONDA CBF190X MANUAL-2017
Chassis/Eng# : LALPJL700H3136385/SDH161FMKH3
Accident Date : 19/07/2018
Claim No. :
Reference :
Policy No. :

Not Notified
1/2yr @ 7000p
Assumy After Paing

S/N Quantity Particular Unit Price Amount S\$

LIST ITEMS :		
1.	1	FRONT TIRE
2.	1	FRONT RIM
3.	2	FRONT DISC ROTOR
4.	2	FRONT FENDER
5.	2	FRONT FORK ASSY
6.	2	FRONT FORK OIL SEAL
7.	1	FRONT FORK OIL
8.	1	FRONT AXLE SHAFT
9.	1	HANDLE BAR
10.	2	HANDLE BAR GRIP
11.	2	FRONT HANDLE CRASH GUARD WITH SIGNAL LAMP
12.	1	FRONT MUDGUARD
13.	1	FRONT CRASH BAR
14.	1	FRONT W/SCREEN
15.	1	FRONT HEADLAMP ASSY
16.	1	FRONT HEADLAMP COWLING
17.	1	FRONT W/SCREEN BRACKET
18.	2	SIDE FAIRING
19.	2	LOWER FAIRING

List TotalSS :

NETT ITEMS :		
1.	2	SMALL GARNISH
2.	2	SIDE INNER FAIRING
3.	1	HORN
4.	1	RECTIFIER
5.	2	PETROL TANK FAIRING
6.	2	PETROL TANK FAIRING STICKER

175.00	500.00
295.00	
150.00	
340.00	
2,820.00	
90.00	
25.00	
315.00	
105.00	
56.00	
70.00	
150.00	
250.00	
600.00	
100.00	
65.00	
190.00	
110.00	
6,156.00	5823

48.00	96.00	x
55.00	110.00	l
	38.00	y
	195.00	x
75.00	150.00	
25.00	50.00	

CONTINUE / ...



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
lihui@completevms.com.sg ()

WONG HENG CHEONG
BLK 986C JURONG WEST STREET 93 #11-617
SINGAPORE 643986

Attention : THE OWNER
Contact : 97991137

Estimate : ES006405

Date : 24/07/2018
Vehicle Num. : FBM3338P
Make/Model : HONDA CBF190X MANUAL-2017
Chassis/Eng# : LALPJL700H3136385/SDH161FMKH3
Accident Date : 19/07/2018
Claim No. :
Reference :

LKK Auto Consultancy
Reference :
Policy No. :
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:

S/N	Quantity	Particular	Unit Price	Amount S\$
7.	1	CENTER PETROL TANK FAIRING		
8.	1	DIGITAL HEADLAMP METER + COVER		
9.	2	FRONT HANDLE BAR BALANCER		
10.	1	FRONT BRAKE CLIPPER		
11.	1	FRONT BRAKE HOSE		
12.	1	FOOT REST R/H		
13.	1	FOOT REST BRACKET R/H		
14.	1	EXHAUST MUFFLER		
15.	2	SIDE COVER		
16.	1	FRONT FENDER <i>RTT separate list</i>		
17.	2	SIDE SIGNAL LAMP		
18.	2	SIDE MIRROR		
19.	1	ERP BRACKET		
20.	1	REAR BOX		
21.	1	FENDER STAY		
22.	1	FRONT CENTER COWLING COVER		
23.	2	PETROL TANK COVER		
24.	2	PETROL TANK		
25.	1	EXHAUST COVER		
26.	1	CENTER BRACKET		
27.	2	FAIRING BRACKET		
28.	1	REAR BOX BRACKET		
Nett Total S\$:				6,366.00
1.	1	SPECIAL NETT ITEMS :		
2.	1	ERP UNIT		
		FRONT NUMBER PLATE		
Special Nett Total S\$:				143.00
2		LABOUR :		
		TOWING CHARGE	80.00	160.00

CONTINUE / ...



Email : darren@completevms.com.sg ()
lily@completevms.com.sg ()
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WONG HENG CHEONG
BLK 986C JURONG WEST STREET 93 #11-617
SINGAPORE 643986

Attention : THE OWNER
Contact : 97991137

Estimate : ES006405

Date : 24/07/2018
Vehicle Num. : FBM3338P
Make/Model : HONDA CBF190X MANUAL-2017
Chassis/Eng# : LALPJL700H3136385/SDH161FMKH3
Accident Date : 19/07/2018
Claim No. :
Reference :
Policy No. :

S/N	Quantity	Particular	Unit Price	Amount S\$
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		CHECK LIGHTING	50.00	10%
		TO DISMANTLE & ASSEMBLE MOTORCYCLE TO REPLACE PARTS	850.00	25%
		BODY CHASSIS ALIGNMENT	1,550.00	20%
		SPRAY PAINT DAMAGED AREA AFFECTED	650.00	X

Labour Total S\$:

3,260.00

SingDollars : Fifteen Thousand Nine Hundred Twenty-Five Only

Total S\$: 15,925.00

COMPLETE VMS PTE LTD

This is only an estimate bases on our preliminary inspection and does not cover additional parts and labour time which may be required after the work has begun

Nivitha (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 23 July 2018 5:12 PM
To: admin-d@lkkauto.com
Cc: MT_Claim_SG; lihui@completevms.com.sg
Subject: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018
Attachments: 23072018170623.pdf

5:44pm @ 23/7/2018
person @ Li Hui
vehicle not in

Our Ref : 17/18/18/VP05/020771

Dear Catherine,

Please see attached and proceed to conduct a pre-repair survey.

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



COMPLETE VMS PTE LTD The Premier One-Stop Vehicle Accident Claims Centre
176 Sin Ming Drive, #03-14, Sin Ming Autocare Complex, Singapore 575721
(Tel) 6455 0012 (Fax) 6554 0012 (Web) www.completevms.com.sg

NOTICE OF ACCIDENT



Your Ref : SKW5258P
Our Ref : FBM3338P

23rd July 2018

BY FAX 6296 3767 & 6296 2706 ONLY

LONPAC INSURANCE BHD
100, Beach Road
#19-00 Shaw Tower
Singapore 189702
Attention: Motor Claim Department

Dear Sir,

ACCIDENT INVOLVING FBM3338P AND SKW5258P ON 19/7/2018 ALONG UPPER JURONG ROAD AT ABOUT 22:05 HRS.

We act for **WONG HENG CHEONG** owner of vehicle no. **FBM3338P** with instruction to repair the vehicle.

Please be informed that the said vehicle can be inspected at:-

Venue	Complete VMS Pte Ltd 176, Sin Ming Drive, #03-14, Singapore 575721
Contact person	Ms Lily / Li Hui (Tel: 6455 0012)
Email	lihui@completevms.com.sg

If you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday or Public Holiday, the said workshop will commence repairs thereafter without further reference to you. Please note that there will also be a storage charge of \$60 per day on the 2 day notice period commencing from the date of this letter.

Your Faithfully

Please acknowledge :-

Li Hui

Complete VMS Pte Ltd

Appointed Surveyor: _____

Date & Time: _____

Mei Kwan (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 6 August, 2018 11:39 AM
To: Mei Kwan (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018
Attachments: 06082018113720.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Categories: HMK

Dear Mei Kwan,

Attached copy of 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: Monday, 6 August, 2018 11:11 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAUTO)
Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

WITHOUT PREJUDICE

LPC ref: 17/18/18/VP05/020771
LKK REF: CC4/LPC18013476/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: FBM 3338P

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair – incomplete (no parts price)
- Photographs of TP vehicle in its damaged condition

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

Hsiao Tong (LKKAUTO)

From: Lily Leow <lily@completevms.com.sg>
Sent: Saturday, 22 December 2018 12:01 PM
To: CS A Team
Subject: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19/07/2018
Attachments: img-Z22114459.pdf

WITHOUT PREJUDICE

Dear Officer In Charge

With reference to above mentioned, please see attached and advise offer asap.

Thank you and best regards
Lily Leow
Tel: 64550012
Complete VMS Pte Ltd
Blk 176 Sing Ming Drive #03-14
Sin Ming Autocare Complex
Singapore 575721
[E-mail:lily@completevms.com.sg](mailto:lily@completevms.com.sg)

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 29 March 2019 1:56 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: <Seek Mandate> Lonpac Ref: 17/18/18/VP05/020771 LKK Ref: CC4/LPC18013476/Kpa3q2 [ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018] [External Confidential]

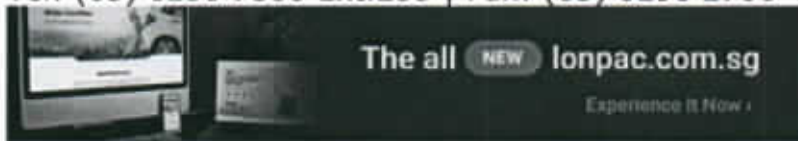
Lonpac External - Confidential

Dear Hsiao Tong,

We are agreeable to your proposed quantum except for loss of use.

We proposed the sum of \$175.00 (7 x \$25)

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



Lonpac External - Confidential data is for use by authorised external parties only.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Wednesday, 13 March, 2019 9:20 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: <Seek Mandate> Lonpac Ref: 17/18/18/VP05/020771 LKK Ref: CC4/LPC18013476/Kpa3q2 [ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018]

Lonpac Ref: 17/18/18/VP05/020771
LKK Ref: CC4/LPC18013476/Kpa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 06/08/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver turned out from minor road and collided with third party motorbike. Liability is not in our driver's favour.

Summary to offer to third party repairer, "COMPLETE VMS PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 16,130.25	\$ 7,490.00
2. Loss of Use (10days x \$40.00)	\$ 400.00	\$ 210.00(7days x \$30.00)
3. LTA/ GIA Search Fee	\$ 36.45	\$ 36.45
4. Helmet	\$ 350.00	\$ 350.00
Total	\$ 16,916.70	\$ 8,086.45

**05days recommendation for repair + 1sunday + 1PRS = 7days.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 6 August, 2018 11:39 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

Dear Mei Kwan,

Attached copy of 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: Monday, 6 August, 2018 11:11 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

WITHOUT PREJUDICE

LPC ref: 17/18/18/VP05/020771
LKK REF: CC4/LPC18013476/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: FBM 3338P

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair – incomplete (no parts price)
- Photographs of TP vehicle in its damaged condition

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Please 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: Monday, 23 July, 2018 5:47 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

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

Sent: Monday, 23 July 2018 5:12 PM

To: admin-d@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; lihui@completevms.com.sg

Subject: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

Our Ref : 17/18/18/VP05/020771

Dear Catherine,

Please see attached and proceed to conduct a pre-repair survey.

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

This email has been checked for viruses by AVG antivirus software.
www.avg.com

Hsiao Tong (LKKAUTO)

From: Lily Leow <lily@completevms.com.sg>
Sent: Monday, 1 April 2019 4:39 PM
To: Hsiao Tong (LKKAUTO)
Subject: Re: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19/07/2018

WITHOUT PREJUDICE

Dear Hsiao Tong

With reference to your email, we accept your global sum \$8,000/-. Please send us your discharge voucher for our client to sign asap.

Thank you and best regards
Lily Leow
Tel: 64550012
Complete VMS Pte Ltd
Blk 176 Sing Ming Drive #03-14
Sin Ming Autocare Complex
Singapore 575721
[E-mail:lily@completevms.com.sg](mailto:lily@completevms.com.sg)

On Sun, Mar 31, 2019 at 10:39 AM Hsiao Tong (LKKAUTO) <chewht@lkkauto.com> wrote:

Without Prejudice

(save as to costs)

Dear Sirs/Mdm,

We refer to the above matter.

We have our principal instruction to offer at a global sum of \$8,000.00(all-in).

Please confirm acceptance.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Lily Leow <lily@completevms.com.sg>

Sent: Wednesday, 13 March 2019 1:29 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Fwd: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19/07/2018

WITHOUT PREJUDICE

Dear Hsiao Tong

With reference to above mentioned, we have not received any response. Please look into this matter and advise by today. Failure to do so we will hand this case to our lawyer instead.

Thank you and best regards

Lily Leow

Tel: 64550012

Complete VMS Pte Ltd

Blk 176 Sing Ming Drive #03-14

Sin Ming Autocare Complex

Singapore 575721

E-mail: lily@completevms.com.sg

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 23 May 2019 11:53 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: <Seek Mandate> Lonpac Ref: 17/18/18/VP05/020771 LKK Ref: CC4/LPC18013476/Kpa3q2 [ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018] [External Confidential]
Attachments: DV.pdf

Lonpac External - Confidential

Dear Hsiao Tong,

Attached DV for your retention.

Kindly close your file and forward your bill to us.

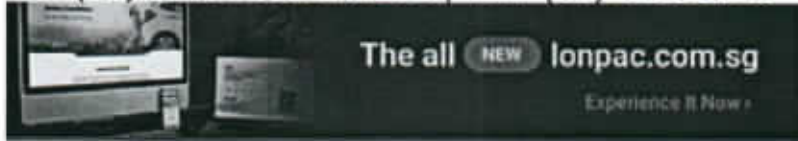
Best Regards

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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Sent: Wednesday, 13 March, 2019 9:20 PM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG

Subject: <Seek Mandate> Lonpac Ref: 17/18/18/VP05/020771 LKK Ref: CC4/LPC18013476/Kpa3q2 [ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018]

Lonpac Ref: **17/18/18/VP05/020771**

LKK Ref: CC4/LPC18013476/Kpa3q2

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The accident occurred when our insured driver turned out from minor road and collided with third party motorbike. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**COMPLETE VMS PTE LTD**" is as follows: -

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**05days recommendation for repair + 1sunday + 1PRS = 7days.

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

The above is for your approval.

Best Regards,
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 Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 6 August, 2018 11:39 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
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Dear Mei Kwan,

Attached copy of 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

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Sent: Monday, 6 August, 2018 11:11 AM
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Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

WITHOUT PREJUDICE

LPC ref: 17/18/18/VP05/020771
LKK REF: CC4/LPC18013476/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: FBM 3338P

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair – incomplete (no parts price)
- Photographs of TP vehicle in its damaged condition

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

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

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Thank you.

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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: Monday, 23 July, 2018 5:47 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed vehicle not in workshop, repairer will arrange.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

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

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Sent: Monday, 23 July 2018 5:12 PM

To: admin-d@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; lihui@completevms.com.sg

Subject: ACCIDENT INVOLVING FBM3338P & SKW5258P ON 19.7.2018

Our Ref : 17/18/18/VP05/020771

Dear Catherine,

Please see attached and proceed to conduct a pre-repair survey.

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

This email has been checked for viruses by AVG antivirus software.
www.avg.com



Your Ref : SKW5258P
Our Ref : TPDS18146 - FMB3338P

7th May 2019

By Postage

LONPAC INSURANCE LTD
100 bEACH rOAD #19-00
Shaw Tower
Singapore 189702

Attention: Motor Claims Department

Dear OIC,

**ACCIDENT INVOLVING VEHICLE: FBM3338P AND SKW5258P ALONG TRAFFIC
JUNCTION OF UPPER JURONG ROAD ON 19/07/2018**

- a. We hereby return the "Discharge Voucher" signed by the owner of FBM3338P.
- b. Please prepare the cheque payable to "Complete VMS Pte Ltd" and return mail to our mailing address of :

176, Sin Ming Drive,
#03-14, Sin Ming Autocare Complex
Singapore 575721

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 owner/claimant.

Thank you
Yours Faithfully


Lily Deow
For Complete VMS Pte Ltd



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/LPC18013476/Kpa3n2

300 BEACH ROAD
#17-04/07 THE CONCOURSESINGAPORE 199555

Date : 29-05-2019



Code : LPC2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SKW 5258P	Veh. Inspected	FBM 3338P
Policy No.	Z17VP05015665	Coverage (\$)	0.00
Claim No.	17/18/18/VP05/020771	Excess (\$)	0.00
Assign From	GERALD	Assign Date	23/07/2018

2. Vehicle Particulars & Condition

Make & Model	HONDA CBF	c.c	184
Engine No.	HIDDEN	Year of Reg.	2017
Chassis No.	LALPJL700H3136385	Colour	WHITE
Odometer	-	Steering	JAMMED
Brakes	IN ORDER	Modification	STANDARD ALLOY RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	110/70 R17	KENDA	6 mm
L/H Front Tyre			mm
R/H Rear Tyre	140/70 R17	KENDA	6 mm
L/H Rear Tyre			mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE FRONT PORTION AND O/S BODY.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	19/07/2018	Inspection Date	31/07/2018
Survey held at	COMPLETE VMS PTE LTD BLK 176 SIN MING DRIVE #03-14 SIN MING AUTOCARE COMPLEX SINGAPORE 575721		

5a. Remarks

A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS.
B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.

5b. Estimate Days of Repair

ESTIMATED NORMAL PERIOD FOR REPAIR:	5 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 3

ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. FBM 3338P

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	FRONT RIM	BROKEN	295.00	295.00
2	FRONT DISC ROTOR @\$75.00	WARPED	150.00	150.00
2	FRONT FENDER @\$170.00	CRACKED	340.00	340.00
2	FRONT FORK ASSY @\$1410.00	DISTORTED / BENT	2,820.00	2,820.00
2	FRONT FORK OIL SEAL @\$45.00	NECESSARY (1 PC ONLY)	90.00	45.00
1	FRONT FORK OIL	NECESSARY	25.00	25.00
1	FRONT AXLE SHAFT	BENT	315.00	315.00
1	HANDLE BAR	DENTED	105.00	105.00
2	HANDLE BAR GRIP @\$28.00	O/S DENTED	56.00	28.00
2	FRONT HANDLE CRASH GUARD WITH SIGNAL LAMP @\$35.00	O/S DENTED	70.00	35.00
1	FRONT MUDGUARD	CRACKED	150.00	150.00
1	FRONT CRASH BAR	BENT	250.00	250.00
1	FRONT W/SCREEN	SCRATCHED	250.00	250.00
1	FRONT HEADLAMP ASSY	CRACKED	600.00	600.00
1	FRONT HEADLAMP COWLING	BUCKLED	100.00	100.00
1	FRONT W/SCREEN BRACKET	BENT	65.00	65.00
2	SIDE FAIRING @\$95.00	CRACKED	190.00	190.00
2	LOWER FAIRING @\$55.00	CRACKED	110.00	110.00
2	SIGNAL GARNISH @\$48.00	SERVICEABLE	96.00	-
2	SIDE INNER FAIRING @\$55.00	SERVICEABLE	110.00	-
1	HORN	SERVICEABLE	38.00	-
1	RECTIFIER	SERVICEABLE	195.00	-
2	PETROL TANK FAIRING @\$75.00	CRACKED	150.00	150.00
2	PETROL TANK FAIRING STICKER @\$25.00	NECESSARY	50.00	50.00
1	CENTER PETROL TANK FAIRING	SERVICEABLE	95.00	-
1	DIGITAL HEADLAMP METER + COVER	BUCKLED	980.00	980.00
2	FRONT HANDLE BAR BALANCER @\$48.00	O/S DENTED	96.00	48.00
1	FRONT BRAKE CLIPPER	SERVICEABLE	38.00	-
1	FRONT BRAKE HOSE	SERVICEABLE	35.00	-

Report Ref No. CC4/LPC18013476/Kpa3n2



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.:2 of 3

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	FOOT REST R/H	DENTED	40.00	40.00
1	FOOT REST BRACKET R/H	BROKEN	48.00	48.00
1	EXHAUST MUFFLER	BENT	650.00	650.00
2	SIDE COVER @\$45.00	SERVICEABLE	90.00	-
2	SIDE SIGNAL LAMP @\$48.00	SERVICEABLE	96.00	-
2	SIDE MIRROR @\$45.00	O/S CUT	90.00	45.00
1	ERP BRACKET	TO REPAIR SEE LABOUR	28.00	-
1	REAR BOX	CUT	280.00	280.00
1	FENDER STAY	TO REPAIR SEE LABOUR	120.00	-
1	FRONT CENTER COWLING COVER	SERVICEABLE	104.00	-
2	PETROL TANK COVER @\$225.00	SERVICEABLE	450.00	-
2	PETROL TANK @\$585.00	BENT (1 PC ONLY)	1,170.00	585.00
1	EXHAUST COVER	SERVICEABLE	118.00	-
1	CENTER BRACKET	TO REPAIR SEE LABOUR	88.00	-
2	FAIRING BRACKET @\$98.00	DISTORTED	196.00	196.00
1	REAR BOX BRACKET	TO REPAIR SEE LABOUR	65.00	-
	LESS 10% DISCOUNT		-	-894.50
			11,497.00	8,050.50
	SPECIAL NETT ITEMS			
1	FRONT TIRE (50%) (SN)	PUNCTURE	175.00	87.50
1	ERP UNIT (SN)	SERVICEABLE	125.00	-
1	FRONT NUMBER PLATE (SN)	NECESSARY	18.00	18.00
			318.00	105.50
	LABOUR			
	TOWING CHARGE.		160.00	30.00
	CHECK LIGHTING.		50.00	10.00
	TO DISMANTLE & ASSEMBLE MOTORCYCLE TO REPLACE PARTS.INCLUSIVE OF THE REPAIR OF ERP BRACKET,FENDER STAY,CENTER BRACKET AND REAR BOX BRACKET.		850.00	250.00
	BODY CHASSIS ALIGNMENT.		1,550.00	200.00

Report Ref No. CC4/LPC18013476/Kpa3n2



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.:3 of 3

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	SPRAY PAINT DAMAGED AREA AFFECTED .	NOT NECESSARY	650.00	-
			3,260.00	490.00
GRAND TOTAL			15,075.00	8,646.00
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				7,000.00

Report Ref No. CC4/LPC18013476/Kpa3n2

KONG SENG CHEONG

Licensed Appraiser

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.