

INS. CASE OWNER: Grand d

CC4, LPC 180 14188, T1pa3n2

LKK: IDAC:

Surveyor: MTH

DOI: ASSIGNMENT 21812018

Date / Time: 11/8/2018

Registered in Merimen: -

Pre-assign / CCU / FTE



Insured Vehicle No. : SLU 7056 R
 Name of Insured : Bernard Tan Sook Kay
 Insured Tel No. : HP: 9733
 Excess Sec II : S5 D.O.A : 28/07/2018
 Is driver the owner? (YES / NO) Nature of Accident :

Claim No. : 18/18/VP05/020799
 Policy No. : 218VP05016323
 Make / Model : BMW 520
 Place of Accident : CTE

If NO, Driver Name / Age :
 Driver Tel No. : (VL: YES / NO)

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO
 Insured Liability : % Final ? Yes / No

GZ 6718 D



INSRS: CYS.WL
 WSP:
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:



INSRS:
 WSP:
 Tel :
 Liability :
 RMKS:

URGENT

Date / Time	STAGE	DATE / PIC
<u>MTH</u>	Non-Reporting ltr (1st):	
<u>MTH</u>	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)	<input type="checkbox"/>
	After call ltr to OI:	<input type="checkbox"/>
	Authorisation To Act:	<input checked="" type="checkbox"/>
	Release Voucher:	<input checked="" type="checkbox"/>
	Final Repair Bill:	<input checked="" type="checkbox"/>
	Car Rental Invoice:	<input checked="" type="checkbox"/>
	Towing Invoice:	<input checked="" type="checkbox"/>
	LTA / GIA :	<input checked="" type="checkbox"/>
	Medical Bill:	<input type="checkbox"/>
	PIR:	<input type="checkbox"/>
	Make/Reject Instruction:	<input checked="" type="checkbox"/>
	LOD:	<input checked="" type="checkbox"/>
	Payment Breakdown Form:	<input type="checkbox"/>
	Post-Repair Photos:	<input type="checkbox"/>
	Others:	<input type="checkbox"/>

PRELIMINARY ADVICE Date/Time: 6/8 Sent By: dm

FINALIZATION Date/Time: Confirm with: Confirm by:

Repair Cost: S\$ 1605.00 days Reduction: % Email Call

FINAL SETTLEMENT Date/Time: 11/4/19 Confirm with: Email Call

Final Liability: % 100 (Agreed / Assessed) BOLA S/N No. : 17
 Repair Cost: 1605 S\$ 1605.00
 Loss of Rental (LOR): S\$ 500.00 (5 days) x 100
 Loss of Use (LOU): S\$ (5 - x - days)
 Loss of Income (LOI): S\$ (5 - x - days)

LOR only LOU only LOR + LOU LOR + LOI [Tick only one]
 GIA/LTA Search S\$ 2.00
 Medical: S\$ -
 Disbursement: S\$ - (e.g. Tow/ Independent)
 Legal Cost S\$ -

Total: S\$ 2100.00 Global Sum S\$: 2100.00
 1) Claim status: Normal/Reject/Private Settle
 2) Report Format:
 3) Survey fee:

FINAL PAYMENT Date/Time: Confirm with: Email Call

Payee 1: S\$ 2100.00 Name 1: CYS Automobiles Services Pte Ltd
 Payee 2: (Strike if N.A.) S\$ Name 2:
 Payee 3: (Strike if N.A.) S\$ Name 3:

Taylor

REF:

LPC

ASSIGNMENT

CoE 2021, July

Form: _____ Date: _____

Estimated Cost: _____

OD / TP / WS / TP RES / OD RES / EVA / INV / MV

To inspect vehicle No: _____

at Workshop no: _____ of _____

Insured: _____

Policy No: _____

Claims No: _____

Sum Insured: _____ Excess: _____

(Client's Record)

Make of Veh: _____

(Policy Condition)

Remark: The veh had commenced its repair at the time of inspection.

Bal. or Market Value: _____

IDAC Accident Report: _____ Consistent? Yes or No

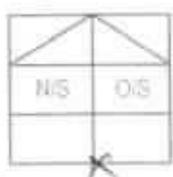
GIA / PR Seen: _____ Consistent? Yes or No

Est. Repairs: 5 days Res: Yes or No

Lump Sum: 20 % 3 Val: Yes or No

CA / REV / REP. / 24 HRS

Date: _____ Person Contacted: _____ Vehicle: IN / OUT



Vin No: G7 671817 Yr Reg: 2016 July

Type: M/Car / M/Cycle / Bus / Van / Truck / Taxi / Prime Mover /

Truck / Trailer or _____

Make: Nissan Cabstar C.C. 3253

Color: blue A/C: Insured / Std / NI / NA

Sp. Reading: 384179 T/Pack: Insured / Std / NI / NA

Engine: _____

C.No: JN1SF4F232086/60

Gen. Cond: Good / Fair / Poor / Burnt

Steering: In order / Jammed / Leaked / Burnt or _____

Brake: In order / Jammed / Leaked / Burnt or _____

Mod: Nil / SRM / STD A/Rim or _____

Tyre Size: F: 197/80R15
R: 155 R12

BS / DUN / EXNOVA / GY / FS / LIZA / MIC / OHTSU / PIR / SUMI /

TOYO / YOKO or _____

Front: _____ Rear: _____

R/Bal: 6 mm R/Bal: 2/6 mm

L/Bal: 6 mm L/Bal: 6/6 mm

D.O.A. _____ D.O.I. 2/8/180920

Survey held at: CYS, WL

Des of Damages: Frt / Rear / O/S / N/S / U/C / Rooftop or _____

The U/C / Chassis frame / Body Structure affected due to collision

22/02/19 price 215 1500/- with 5 days given.
CRD # 242 31/644.

Date/Time File Pass: Preli. Report Final Report

Days Of Repair: _____

Resurvey No. of Trip: _____

Survey Fee: _____

Transport: _____

Add Fee: Site Insp. 15
 Interview 15
 Tech. Insp. 15
 Workshop 15

Report Format: _____

Lump Sum / L.B. / C: _____



Auto
Consultants
Pte Ltd

Company Registration No. 199607198R

51 UBI AVE 1, #02-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Your ref: 18/18/18/VP05/020799
Our ref: CC4/LPC18014188/T1pa3

Date: 06.08.2018

The Motor Claims Department
M/s LONPAC INSURANCE BHD

Dear Sir/Madam,

PRELIMINARY ADVICE OF VEHICLE NO.

GZ 6718D

We refer to the above matter.

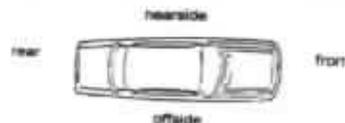
Please be informed that we had conducted the inspection of the above mentioned vehicle on 02.08.2018 at the premises of M/s CYS Automobile Services Pte Ltd (Woodlands) have the following to report:-

Workshop Estimate Amount	: S\$	<u>4,142.31</u>
Revised Estimate Amount	: S\$	<u>3,169.81</u>
"Check" Items Amount	: S\$	<u>-</u>
Total (Including Check Items)	: S\$	<u>3,169.81</u>

Market Value	: S\$	-	(est.)
LTA Reimbursement Value	: S\$	-	(est.)
Nett Value	: S\$	-	(est.)

Description of Damage:

The vehicle sustained damages at the
Rear Portion



Comments/Present Status:

Damages Consistent

Estimated normal period for repairs: 5.0 days

Yours faithfully,

MOHD. TAUFIKH
Licensed Appraiser



進友成汽車服務私人有限公司

CYS Automobile Services Pte Ltd

ROC Reg. No :A05041/2001E

GST Reg. NO: 20-0105041-E

MR TEHC INTERNATION PTE LTD
11 WOODLANDS CLOSE
#10-30/31 WOODLANDS 11
SINGAPORE 737853

POLICY NO : THIRD PARTY CLAIMS
YOUR REF : SLU7056R
OUR REF : TP5925
VEHICLE NO : GZ6718D
MAKE/MODEL : Nissan Cabstar
DATE OF ACCIDENT : 28.7.18

SURVEY BY

DATE : 01.08.18

1 PC TAILBOARD <i>Ren</i>		X SS 1,339.70 X NETT X
2 PCS TAILBOARD HINGES <i>bt</i>	125.00	✓ 375.00 # " ✓
1 PC TAILBOARD NISSAN STICKER <i>Hec</i>		<i>not</i> 74.00 <i>not</i> " ✓
2 PCS TAILLAMP ASSY	248.60	<i>add days</i> <i>only</i> X 497.20 " X
		SS 2,285.90
	LESS 10%	228.59
		SS 2,057.31
1 PC SAFETY BAR <i>bt</i>		SS <i>bt</i> 500.00 ³⁵⁰ S/NETT
1 PC TAILBOARD 70KM/HR STICKER <i>Hec</i>		<i>all</i> 20.00 "
1 PC TAILBOARD "13 PAX" STICKER <i>Hec</i>		<i>all</i> 20.00 "
1 PC TAILBOARD "NISSAN CABSTAR" STICKER <i>Hec</i>		<i>all</i> 20.00 "
1 PC REAR NUMBER PLATE <i>Hec</i>		<i>bt</i> 45.00 ³⁰ "
		SS 605.00 ^{390.00}
TO CHECK WIRING FUNCTION		SS ✓ 30.00
TO APPLY RUST PROOFING ON REPLACED/ REPAIRED PANEL		³⁰ 50.00
LABOUR CHARGES	^{1060.00}	⁵⁰⁰ 700.00
TO PUTTY AND SPRAY PAINTING CHARGES		⁵⁰⁰ 700.00
		SS 4,142.31 ^{1060.}

SIN DOLLARS: FOUR THOUSAND ONE HUNDRED FOURTY-TWO AND CENTS THIRTY-ONE ONLY.

YOUR FAITHFULLY,

CYS AUTOMOBILE SERVICES PTE LTD

Repairer must advise and notify Insurer of the following:

- any repairs to be done (including painting)
- any replaced parts during resurvey
- Items of value are subject to confirmation
- Resurvey is on a "Without Prejudice" basis
- Any notification(s) is allowed
- Resurvey term(s) must be resurveyed and subject to final approval from Insurance Company

Acknowledged by Repairer

Signature: _____

Date: _____

Teahsin 97495749
-wp
2/8/18 @ 920
Resurvey after repair
5 days
F. Tan @ 114 auto.com

Nivitha (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 1 August 2018 2:17 PM
To: CYS Auto, Woodlands; MT_Claim_SG; assignments@lkkauto.com; Nivitha (LKK Auto)
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799
Attachments: ESTIMATE.JPG; SAS2447308.pdf

2:55pm @ 1/8/2018
person @ offer
vehicle in
damage on 2/8/18

Without Prejudice
Save as to Costs

Dear Sir/Mdm

As requested, please choose one of the motor surveyors named in the following list:-

No.	Name	Please tick <input type="checkbox"/>
1	Kalvin Ang	<input type="checkbox"/>
2	Xing Guo Qiang	<input type="checkbox"/>
3	Mohamad Taufikh	<input type="checkbox"/>
4	Bryan Ang	<input type="checkbox"/>
5	Adrian Ling	<input type="checkbox"/>
6	Mohammed Rasul	<input type="checkbox"/>
7	Marcus Chua	<input type="checkbox"/>
8	Kenneth Kong	<input type="checkbox"/>
9	Muhammad Nazril Bin Abdullah	<input type="checkbox"/>
10	Sathya Sai Kathirrasen	<input type="checkbox"/>

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

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: CYS Auto, Woodlands [mailto:cysauto@singnet.com.sg]
Sent: Wednesday, 1 August, 2018 1:43 PM
To: MT_Claim_SG
Subject: ARRANGE FOR THIRD PARTY SURVEY

Dear Officer,

ACCIDENT INVOLVING GZ6718D & SLU7056R ON 28.7.18 .

Kindly arrange for a third party survey for my client's vehicle GZ6718D against your insured SLU7056R.

Vehicle is in 38, WOODLANDS INDUSTRIAL PARK E1 #07-17 (S) 757700

Kindly let me have 10 surveyor firm list to choose from.

I've also attached the GIA report and estimate for your reference.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096

Mei Kwan (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 20 August, 2018 8:53 AM
To: Mei Kwan (LKKAuto)
Cc: MT_Claim_SG; Hsiao Tong (LKKAuto)
Subject: FW: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799
Attachments: 20082018085036.pdf

Categories: HMK

Dear Mei Kwan,

Attached copy of insured's GIA report for your attention.

Please note that our insured is alleging that there were no damages to the third party vehicle.

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: GERALD POH WEE BIN
Sent: Monday, 6 August, 2018 2:23 PM
To: 'Mei Kwan (LKKAuto)'
Cc: 'mt_claim@lonpac.com'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Our Ref : 18/18/18/VP05/020799

Dear Mei Kwan,

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

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Monday, 6 August, 2018 2:02 PM
To: ONG LI LI
Cc: MT_Claim_SG; Hsiao Tong (LKKAuto); Vic (LKKAuto); Admin A
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

WITHOUT PREJUDICE

LPC ref: 18/18/18/VP05/020799

As requested, please choose one of the motor surveyors named in the following list:-

No.	Name	Please tick <input type="checkbox"/>
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	
6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	
10	Sathya Sai Kathirrasen	

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

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]
Sent: Wednesday, 1 August, 2018 1:43 PM
To: MT_Claim_SG
Subject: ARRANGE FOR THIRD PARTY SURVEY

Dear Officer,

ACCIDENT INVOLVING GZ6718D & SLU7056R ON 28.7.18 .

Kindly arrange for a third party survey for my client's vehicle GZ6718D against your insured SLU7056R.

Vehicle is in 38, WOODLANDS INDUSTRIAL PARK E1 #07-17 (S) 757700

Kindly let me have 10 surveyor firm list to choose from.

I've also attached the GIA report and estimate for your reference.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 21 August 2018 3:11 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: FW: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799
Attachments: TP ESTIMATE-MARKED.pdf; Preliminary Advice.pdf

Dear Hsiao Tong,

Kindly relook into the consistencies of damages as our insured is alleging that there were no damages to the lorry and thereafter to address insured's concern if necessary.

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 2:02 PM
To: ONG LI LI
Cc: MT_Claim_SG; Hsiao Tong (LKKAuto); Vic (LKKAuto); Admin A
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

WITHOUT PREJUDICE

LPC ref: 18/18/18/VP05/020799
LKK REF: CC4/LPC18014188/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: GZ 6718D

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary Advice

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.

9/1/19

Need to call OI to explain.

9/1/19 @ 10:30am

We had visit to. Surveyor called OI. OI insisted that TP's vehicle damage is pre-existing, he submitted some photos, - refused to listen surveyor explanation.

~~TP estimate~~ TP estimate \$2000+, Revised \$2000+,

OI mentioned that he is not agreed on

~~the amount~~, the amount, \$2000 (not sure)

- ① Damage consistent
- ②. Present & over damaged
- ③.

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: Wednesday, 1 August, 2018 2:57 PM

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

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

Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Wednesday, 1 August 2018 2:17 PM

To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;

assignments@lkkauto.com; Nivitha (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Without Prejudice

Save as to Costs

Dear Sir/Mdm

As requested, please choose one of the motor surveyors named in the following list:-

No.	Name	Please tick ✓
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	
6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	

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

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]
Sent: Wednesday, 1 August, 2018 1:43 PM
To: MT_Claim_SG
Subject: ARRANGE FOR THIRD PARTY SURVEY

Dear Officer,

ACCIDENT INVOLVING GZ6718D & SLU7056R ON 28.7.18 .

Kindly arrange for a third party survey for my client's vehicle GZ6718D against your insured SLU7056R.

Vehicle is in 38, WOODLANDS INDUSTRIAL PARK E1 #07-17 (S) 757700

Kindly let me have 10 surveyor firm list to choose from.

I've also attached the GIA report and estimate for your reference.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096



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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 10 January 2019 10:05 AM
To: 'GERALD POH WEE BIN'
Cc: MT_Claim_SG; KKLau; Olivia Lau (LKKAuto); Investigation
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2

SLU7056R

Dear Gerald,

Thank you for your email.

We will look into it and get back to you asap.

3. Surveyor (Lonpac Insurance Bhd)

Please study and find out more about my vehicle SLU7056R attached photos to you Lonpac (L/I/Bhd) at last years July 2018 record that year car shop send to you Lonpac.

my vehicle damages parts is front top and the lorry all parts is below parts of the lorry.
please the height between my vehicle was accidents to the thirds party.

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: Thursday, 10 January 2019 9:10 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; KKLau <kklau@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018

Dear Hsiao Tong,

Kindly look into point (3) raised by our insured and let us have your findings at the earliest convenience.

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: Bernard Tan [<mailto:jaytance@gmail.com>]
Sent: Thursday, 10 January, 2019 2:07 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: Re: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018

Hi.Mr Poh

For your attached photos of the damaged vehicle(lorry GZ6718D) will inspection by yours surveyor is under Lonpac Insurance Bhd

1. Vehicle(lorry GZ6718D) is only a minimal & no major parts of replacement as your surveyor said's
2. All parts of claimed item to damages arising is out of a direct impact to claim from the third party please look proper-ly & an acceptable way(surveyor>) that the damages parts of the item showing, Please make it clear that the attached 6 photos was shows is not damages under to SLU7056R & GZ6718D the date at 28/july/2018 and all damaged parts(<surveyor>) is stack of dirty dishes was damages by a long time.
3. Surveyor (Lonpac Insurance Bhd)
Please study and find out more about my vehicle SLU7056R attached photos to you Lonpac (L/I/Bhd) at last years July 2018 record that year car shop send to you Lonpac.
my vechicle damages parts is front top and the lorry all parts is below parts of the lorry.
please the height between my vehicle was accidents to the thirds party.

Best Regards
Bernard Tan

On Wed, Jan 9, 2019 at 3:30 PM GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Our Ref : 18/18/18/VP05/020799

Dear Mr Tan,

We attached photos of the damaged vehicle at the time of inspection for your attention.

The damages to the third party vehicle was minimal and no

major parts were replaced.

The parts claimed were confined to damages arising out of a direct impact from your vehicle.

Notwithstanding that the workshop submitted estimates which may includes pre-existing items, our surveyor had rejected them.

The adjusted repair costs comes up to about \$1,700.00.

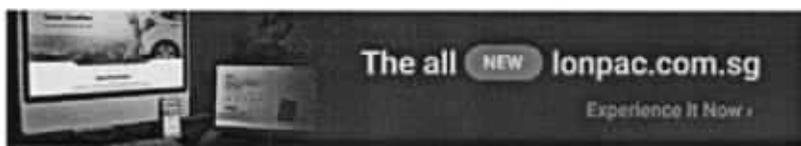
Best Regards

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



Hsiao Tong (LKKAUTO)

From: CYSAUTO <cysauto@singnet.com.sg>
Sent: Saturday, 12 January 2019 9:36 AM
To: Hsiao Tong (LKKAUTO)
Subject: FW: OUR REF: GZ6718D - *LKK REF: CC4/LPC18014188/T1pa3 - DECIDE DON'T WANT WITHDRAWN & KINDLY FINALISED

Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

I wish to inform you that we don't want withdrawn this claim. Kindly finalized with us asap. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

14/1/19
→ Called Wee Sin, Tee Wee Sin
go to the office on Sat
K said can pay to
him
→ Tee Wee Sin receipt
of such amount
done

From: CYSAUTO

[mailto:cysauto@singnet.com.sg]

Sent: Friday, January 11, 2019 11:23 AM

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

Subject: RE: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY *LKK REF: CC4/LPC18014188/T1pa3

Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

I wish to inform you that we wish withdrawn this claim. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Hsiao

Tong (LKKAUTO) [mailto:chewht@lkkauto.com]

Sent: Tuesday, September 11, 2018 3:45 PM

To: CYSAUTO <cysauto@singnet.com.sg>

Cc: Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY *LKK REF: CC4/LPC18014188/T1pa3

Without Prejudice

Hi Wee Sin,

We refer to the above matter.

Please be informed that our insured insisted that there were no damages to your client vehicle.

We are looking into the matter and will get back to you asap.

"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: CYSAUTO <cysauto@singnet.com.sg>

Sent: Tuesday, 11 September 2018 11:14 AM

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

Subject: FW: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY

Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

Kindly check liability. Your early reply is awaited. Thanks

Warm regards,

Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

Sent: Monday, September 03, 2018 2:19 PM

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

Subject: FW: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY

Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: CYSAUTO

[<mailto:cysauto@singnet.com.sg>]

Sent: Tuesday, August 14, 2018 10:15 AM

To: 'Taufikh (LKK Auto)' <taufikh@lkkauto.com>

Cc: 'chewht@lkkauto.com' <chewht@lkkauto.com>

Subject: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - FINALISATION & CHECK LIABILITY

Dear Mr Taufikh,

WITHOUT PREJUDICE

Attached herewith estimate and photos for your attention.

We have calculate the repair cost at \$2,500 based on lump sum.

Kindly confirm. Thanks and look forward for your reply.

Dear Ms Hsiao Tong,

Kindly check and let us know the liability for this claim. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From:

Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Wednesday, August 01, 2018 2:26 PM

To: 'ONG LI LI' <long@lonpac.com>; 'CYS Auto, Woodlands' <cysauto@singnet.com.sg>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments@lkkauto.com

Cc: 'sur@lkkauto.com.'

Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Li Li,

Noted, with thanks.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 1 August 2018 2:25 PM
To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;
assignments@lkkauto.com; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'sur@lkkauto.com.'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Nivitha

Please arrange.

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: CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]
Sent: Wednesday, 1 August, 2018 2:21 PM
To: ONG LI LI; MT_Claim_SG; assignments@lkkauto.com; 'Nivitha (LKK Auto)'
Cc: 'sur@lkkauto.com.'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Li Li,

We would like to survey this vehicle.

3	Mohamad Taufikh	
---	-----------------	--

Thanks.

Regards,
Esther lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 1 August, 2018 2:17 PM
To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;
assignments@lkkauto.com; Nivitha (LKK Auto) <admin-d@lkkauto.com>
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Without Prejudice
Save as to Costs

Dear Sir/Mdm

As requested, please choose one of the motor surveyors named in the following list:-

No.	Name	Please tick <input type="checkbox"/>
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	
6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	
10	Sathya Sai Kathirrasen	

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

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: CYS Auto, Woodlands [mailto:cysauto@singnet.com.sg]
Sent: Wednesday, 1 August, 2018 1:43 PM
To: MT_Claim_SG
Subject: ARRANGE FOR THIRD PARTY SURVEY

Dear Officer,

ACCIDENT INVOLVING GZ6718D & SLU7056R ON 28.7.18 .

Kindly arrange for a third party survey for my client's vehicle GZ6718D against your insured SLU7056R.

Vehicle is in 38, WOODLANDS INDUSTRIAL PARK E1 #07-17 (S) 757700

Kindly let me have 10 surveyor firm list to choose from.

I've also attached the GIA report and estimate for your reference.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096



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

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 2 April 2019 10:42 AM
To: 'GERALD POH WEE BIN'
Cc: MT_Claim_SG; KKLau; Olivia Lau (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2
Attachments: LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; TP LOD_GZ6718D.pdf

Lonpac Ref: **18/18/18/VP05/020799**
LKK Ref: CC4/LPC18014188/T1pa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 06/08/20018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "CYS AUTOMOBILE SERVICES PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,432.27	\$ 1,605.00
2. Loss of Rental (7days x \$100.00)	\$ 700.00	\$ 600.00(6days x \$100)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 5,134.27	\$ 2,207.00

**05days recommendation for repair + 1sunday = 6days.

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, 14 January 2019 9:19 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto)

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 8 April 2019 3:40 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2 [External Confidential]

Lonpac External - Confidential

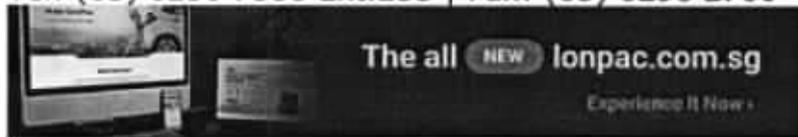
Dear Hsiao Tong,

Kindly proceed as proceed.

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: Tuesday, 2 April, 2019 10:42 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; KKLau; Olivia Lau (LKKAuto)
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2

Lonpac Ref: **18/18/18/VP05/020799**
LKK Ref: CC4/LPC18014188/T1pa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 06/08/20018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**CYS AUTOMOBILE SERVICES PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,432.27	\$ 1,605.00
2. Loss of Rental (7days x \$100.00)	\$ 700.00	\$ 600.00(6days x \$100)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 5,134.27	\$ 2,207.00

**05days recommendation for repair + 1sunday = 6days.

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, 14 January 2019 9:19 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; KKLau <kklau@lkkauto.com>; Olivia Lau (LKKAuto) <olivialau@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2

Dear Hsiao Tong,

As spoken, kindly revert with your findings as soon as possible.

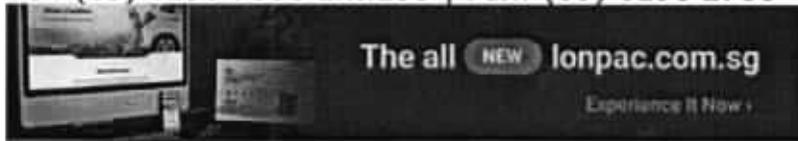
Best Regards

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: Thursday, 10 January, 2019 10:05 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; KKLau; Olivia Lau (LKKAuto); Investigation
Subject: RE: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018 *LKK REF: CC4/LPC18014188/T1pa3q2

Dear Gerald,

Thank you for your email.

We will look into it and get back to you asap.

3. Surveyor (Lonpac Insurance Bhd)

Please study and find out more about my vehicle SLU7056R attached photos to you Lonpac (L/I/Bhd) at last years July 2018 record that year car shop send to you Lonpac.
my vechicle damages parts is front top and the lorry all parts is below parts of the lorry.
please the height between my vehicle was accidents to the thirds party.

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: Thursday, 10 January 2019 9:10 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; KKLau <kklau@lkkauto.com>
Subject: FW: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018

Dear Hsiao Tong,

Kindly look into point (3) raised by our insured and let us have your findings at the earliest convenience.

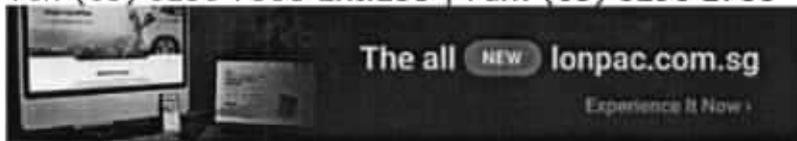
Best Regards

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: Bernard Tan [<mailto:jaytance@gmail.com>]
Sent: Thursday, 10 January, 2019 2:07 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: Re: ACCIDENT INVOLVING SLU7506R & GZ6718D ON 28.7.2018

Hi.Mr Poh

For your attached photos of the damaged vehicle(lorry GZ6718D) will inspection by yours surveyor is under Lonpac Insurance Bhd

1. Vehicle(lorry GZ6718D) is only a minimal & no major parts of replacement as your surveyor said's

2. All parts of claimed item to damages arising is out of a direct impact to claim from the third party please look proper-ly & an acceptable way(surveyor>) that the damages parts of the item showing, Please make it clear that the attached 6 photos was shows is not damages under to SLU7056R & GZ6718D the date at 28/july/2018 and all damaged parts(<surveyor>) is stack of dirty dishes was damages by a long time.

3. Surveyor (Lonpac Insurance Bhd)

Please study and find out more about my vehicle SLU7056R attached photos to you Lonpac (L/I/Bhd) at last years July 2018 record that year car shop send to you Lonpac.

my vechicle damages parts is front top and the lorry all parts is below parts of the lorry. please the height between my vehicle was accidents to the thirds party.

Best Regards
Bernard Tan

On Wed, Jan 9, 2019 at 3:30 PM GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Our Ref : 18/18/18/VP05/020799

Dear Mr Tan,

We attached photos of the damaged vehicle at the time of inspection for your attention.

The damages to the third party vehicle was minimal and no major parts were replaced.

The parts claimed were confined to damages arising out of a direct impact from your vehicle.

Notwithstanding that the workshop submitted estimates which may includes pre-existing items, our surveyor had rejected them.

The adjusted repair costs comes up to about \$1,700.00.

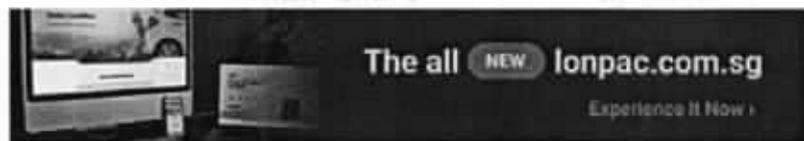
Best Regards

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



Hsiao Tong (LKKAuto)

From: CYSAUTO <cysauto@singnet.com.sg>
Sent: Wednesday, 10 April 2019 9:37 AM
To: Hsiao Tong (LKKAuto)
Cc: Admin A; Bryan Ang (LKKAuto)
Subject: RE: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - *LKK REF: CC4/LPC18014188/T1pa3 - AGREED SETTLEMENT

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

We are agreed the settlement at \$2,100 all in.

Kindly let us have your respective DV made in favour of "CYS AUTOMOBILE SERVICES PTE LTD" without delay. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Hsiao

Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Tuesday, April 09, 2019 9:24 PM

To: CYSAUTO <cysauto@singnet.com.sg>

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

Subject: Re: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - *LKK REF: CC4/LPC18014188/T1pa3 - DEMAND LETTER

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We propose settlement at a global sum of \$2,100.00(all-in).

Please confirm acceptance.

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: CYSAUTO <cysauto@singnet.com.sg>

Sent: Thursday, 28 February 2019 2:13 PM

To: Hsiao Tong (LKKAuto)

Cc: Admin A

Subject: RE: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - *LKK REF: CC4/LPC18014188/T1pa3 - DEMAND LETTER

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

Attached herewith Demand Letter for your attention. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: Hsiao

Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Tuesday, September 11, 2018 3:45 PM

To: CYSAUTO <cysauto@singnet.com.sg>

Cc: Taufikh (LKKAuto) <Taufikh@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY
*LKK REF: CC4/LPC18014188/T1pa3

Without Prejudice

Hi Wee Sin,

We refer to the above matter.

Please be informed that our insured insisted that there were no damages to your client vehicle.

We are looking into the matter and will get back to you asap.

"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: CYSAUTO <cysauto@singnet.com.sg>

Sent: Tuesday, 11 September 2018 11:14 AM

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

Subject: FW: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY
Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

Kindly check liability. Your early reply is awaited. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From:

CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Monday, September 03, 2018 2:19 PM

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

Subject: FW: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - KINDLY CHECK LIABILITY
Importance: High

Dear Ms Hsiao Tong,

WITHOUT PREJUDICE

Kindly check liability for this claim. Thanks and look forward for your reply.

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From:

CYSAUTO [<mailto:cysauto@singnet.com.sg>]

Sent: Tuesday, August 14, 2018 10:15 AM

To: 'Taufikh (LKK Auto)' <taufikh@lkkauto.com>

Cc: 'chewht@lkkauto.com' <chewht@lkkauto.com>

Subject: OUR REF: GZ6718D Your Ref: 18/18/18/VP05/020799 - FINALISATION & CHECK LIABILITY

Dear Mr Taufikh,

WITHOUT PREJUDICE

Attached herewith estimate and photos for your attention.

We have calculate the repair cost at \$2,500 based on lump sum.

Kindly confirm. Thanks and look forward for your reply.

Dear Ms Hsiao Tong,

Kindly check and let us know the liability for this claim. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)
Tel: 62192098 Fax: 62192096
Email: cysauto@singnet.com.sg

From: Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, August 01, 2018 2:26 PM
To: 'ONG LI LI' <llong@lonpac.com>; 'CYS Auto, Woodlands' <cysauto@singnet.com.sg>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments@lkkauto.com
Cc: 'sur@lkkauto.com.'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Li Li,

Noted, with thanks.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 1 August 2018 2:25 PM
To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'sur@lkkauto.com.'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Nivitha

Please arrange.

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: CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]
Sent: Wednesday, 1 August, 2018 2:21 PM
To: ONG LI LI; MT_Claim_SG; assignments@lkkauto.com; 'Nivitha (LKK Auto)'
Cc: 'sur@lkkauto.com.'
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Dear Li Li,

We would like to survey this vehicle.

3	Mohamad Taufikh	
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Thanks.

Regards,
Esther lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 1 August, 2018 2:17 PM
To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Nivitha (LKK Auto) <admin-d@lkkauto.com>
Subject: RE: ARRANGE FOR THIRD PARTY SURVEY Our Ref: 18/18/18/VP05/020799

Without Prejudice
Save as to Costs

Dear Sir/Mdm

As requested, please choose one of the motor surveyors named in the following list:-

No.	Name	Please tick ✓
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	
6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	
10	Sathya Sai Kathirrasen	

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

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]
Sent: Wednesday, 1 August, 2018 1:43 PM
To: MT_Claim_SG
Subject: ARRANGE FOR THIRD PARTY SURVEY

Dear Officer,

ACCIDENT INVOLVING GZ6718D & SLU7056R ON 28.7.18 .

Kindly arrange for a third party survey for my client's vehicle GZ6718D against your insured SLU7056R.

Vehicle is in 38, WOODLANDS INDUSTRIAL PARK E1 #07-17 (S) 757700

Kindly let me have 10 surveyor firm list to choose from.

I've also attached the GIA report and estimate for your reference.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098
FAX: 62192096



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



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/LPC18014188/T1pa3n2

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

Date : 25-04-2019



Code : LPC2

1. Policy Particulars :- THIRD PARTY CLAIM

Insured Veh.	SLU 7056R	Veh. Inspected	GZ 6718D
Policy No.	Z18VP05018323	Coverage (\$)	0.00
Claim No.	18/18/18/VP05/020799	Excess (\$)	0.00
Assign From	GERALD	Assign Date	01/08/2018

2. Vehicle Particulars & Condition

Make & Model	NISSAN CABSTAR	c.c	3153
Engine No.	HIDDEN	Year of Reg.	2006
Chassis No.	JN1SF4F23Z0861600	Colour	BEIGE
Odometer	384199	Steering	IN ORDER
Brakes	IN ORDER	Modification	SPORTS RIM
General	GOOD		

3. Conditions of Tyres

	Size	Make	Balance
R/H Front Tyre	197/80 R15	YOKOHAMA	6 mm
L/H Front Tyre	197/80 R15	YOKOHAMA	6 mm
R/H Rear Tyre	155 R12 (D)	YOKOHAMA	6/6 mm
L/H Rear Tyre	155 R12 (D)	YOKOHAMA	6/6 mm

4. Description of Damages

THE VEHICLE SUSTAINED DAMAGES AT THE REAR PORTION.
DAMAGES SEE DETAILS.

5. General Information

Accident Date	28/07/2018	Inspection Date	02/08/2018
Survey held at	CYS AUTOMOBILE SERVICES PTE LTD 38 WOODLANDS INDUSTRIAL PARK EAST 1 #07-17 ADMIRALTY INDUSTRIAL PARK SINGAPORE 757700		

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
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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. GZ 6718D

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
REPLACEMENT OF PARTS				
1	TAILBOARD	TO REPAIR SEE LABOUR	1,339.70	-
2	TAILBOARD HINGES	BENT	375.00	375.00
1	TAILBOARD NISSAN STICKER	NECESSARY	74.00	74.00
2	TAILLAMP ASSY @\$248.60 (CRACKED)	OLD DAMAGED	497.20	-
	LESS 10% DISCOUNT		-228.59	-44.90
			2,057.31	404.10
SPECIAL NETT ITEMS				
1	SAFETY BAR (SN)	BENT	500.00	350.00
1	TAILBOARD 70KM/HR STICKER (SN)	NECESSARY	20.00	20.00
1	TAILBOARD '13PAX' STICKER (SN)	NECESSARY	20.00	20.00
1	TAILBOARD 'NISSAN CABSTAR' STICKER (SN)	NECESSARY	20.00	20.00
1	REAR NUMBER PLATE (SN)	BENT	45.00	30.00
			605.00	440.00
LABOUR				
	TO CHECK WIRING FUNCTION.		30.00	30.00
	TO APPLY RUST PROOFING ON REPLACED /REPAIRED PANEL.		50.00	30.00
	LABOUR CHARGES.INCLUSIVE OF THE REPAIR OF TAILBOARD HINGES .		700.00	500.00
	TO PUTTY AND SPRAY PAINTING CHARGES.		700.00	500.00
			1,480.00	1,060.00
GRAND TOTAL			4,142.31	1,904.10
RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)				1,500.00

Report Ref No. CC4/LPC18014188/T1pa3n2

MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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