

Asher Sng (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 19 December 2018 9:29 AM
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] RE: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

Follow Up Flag: Follow up
Flag Status: Completed

Dear Asher,

Kindly proceed as proposed.

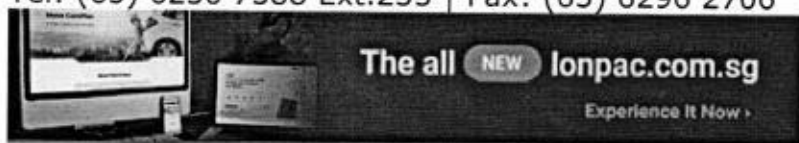
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



From: Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]
Sent: Tuesday, 18 December, 2018 3:26 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: [MANDATE REQUEST] RE: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 29/08/18 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **GOLDBELL ENGINEERING PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 18,290.15	\$ 7,490.00

2. Loss of Use (30days x \$120)	\$ 3,600.00	\$ 1,800.00 (18days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 21,892.15	\$ 9,292.00

**12 days recommendation for repair.

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

The above is for your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



From: Mei Kwan (LKKAuto)

Sent: Wednesday, 29 August 2018 11:41 AM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Subject: RE: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

WITHOUT PREJUDICE

LPC ref: 18/18/18/VP05/020843

LKK REF: CC4/LPC18015228/R1ea3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJV 8548A

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 Asher and she can be contacted at DID: 6841 6051.

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, 20 August, 2018 4:20 PM

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

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

Subject: RE: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

Dear Mr Gerald,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 20 August, 2018 3:25 PM

To: admin-d@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; andyooilk@goldbell.com.sg

Subject: FW: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

Our Ref : 18/18/18/VP05/020843

Dear Nivitha,

Kindly proceed to conduct the survey as indicated below.

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: Andy Ooi Lee Keong [mailto:AndyOoiLK@goldbell.com.sg]

Sent: Monday, 20 August, 2018 2:45 PM

To: MT_Claim_SG

Cc: Ramesh; Derek Chow Zhi Da

Subject: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)

Hi Motor claims ,

Please help me to arrange survey , Third party claim against SJF5244E – LONPAC INSURANCE BHD

Attached above our GIA Report & Workshop Estimate .

Remark : Vehicle in , LOCATION ADDRESS AT GOLDBELL PANDAN BLOCK K PANDAN LOOP IND ESTATE #01-12

SINGAPORE 128230 , PLEASE CONTACT ANDY -97396452

Thank & regards



Andy Ooi Lee Keong | Goldbell Engineering Pte Ltd
Customer Service Advisor, Motor Claims

DID: +65 6458 9596 | Tel: +65 6773 0073 | Fax: +65 6458 7172 |

Mobile: +65 8816 2798 | Web: <http://www.goldbell.com.sg>

Address: Goldbell Engineering Pte Ltd (Pandan)

Blk K, Pandan Loop Ind. Estate, #01-12 Singapore 128230



Asher Sng (LKKAuto)

From: Asher Sng (LKKAuto)
Sent: Wednesday, 2 January 2019 11:50 AM
To: Andy Ooi Lee Keong
Cc: CS A Team
Subject: RE: LOD - SJV8548A (NTUC INCOME INS) TP CLAIM AGAINST SJF5244E (LONPAC INS) Accident date : 17/08/2018- FIRST REMINDER

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Hi Sir,

We refer to the above matter.

We propose settlement as follows: -

1. Cost of Repair(w/GST)	\$ 7,490.00
2. Loss of Use (18 days x \$100)	\$ 1,800.00
3. LTA/GIA search fee	\$ 2.00
TOTAL	<u>\$ 9,292.00</u>

Kindly let us have your acceptance.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



Merry Christmas
& HAPPY NEW YEAR

From: Andy Ooi Lee Keong <AndyOoiLK@goldbell.com.sg>
Sent: Wednesday, 26 December 2018 8:51 AM
To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: CS A Team <cs-a@lkkauto.com>
Subject: LOD - SJV8548A (NTUC INCOME INS) TP CLAIM AGAINST SJF5244E (LONPAC INS) Accident date : 17/08/2018- FIRST REMINDER

Asher Sng (LKKAUTO)

From: Asher Sng (LKKAUTO)
Sent: Tuesday, 18 December 2018 3:26 PM
To: 'GERALD POH WEE BIN'
Cc: 'MT_Claim_SG'
Subject: [MANDATE REQUEST] RE: PLEASE ARRANGE FOR SURVEY - ACCIDENT DATE 18/07/2018 - SJV8548A (NTUC INCOME INSURANCE) TP CLAIM AGAINST SJJF5244E (LONPAC INSURANCE BHD)
Attachments: TP LOD.pdf; LKK Inspection.pdf; LKK Adjustment.pdf; LKK Survey Photo.pdf; LKK Resurvey Photo.pdf

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 29/08/18 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The said chain collision involved 3 vehicles whereby our insured was the last vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

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**12 days recommendation for repair.

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

The above is for your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@lkkauto.com | fax: 6741-4108

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



GOLDBELL ENGINEERING

Industrial Vehicles.
20,000 Served. And Counting.

GOLDBELL ENGINEERING PTE LTD

10 Tuas Avenue 18 Singapore 638894

Tel: +65 6861 0007 Fax: +65 6861 3676 (Sales)

Fax: +65 6863 0425 (Service) +65 6862 1347 (Parts)

Website: www.goldbell.com.sg

Co. Reg. No.: 198003963G

Date :18/10/2018

Our Reference :SJV 8548 A

Your Reference : 18/18/18/VP05/020843

LONPAC INSURANCE BHD

100 BEACH ROAD #19-00 SHAW TOWER
SINGAPORE 189702

Attn: Motor Claims Department

Dear Sir,

Subject: Accident Involving SJV8548A and SJF5244E ON 17/08/2018 @ 2200HRS Along Telok Blangah Rd Towards West Coast After Harbour Front

We refer to the above case.

We are instructed by our client to file claim for the damages against your insured.

Our client has suffered loss and damage as a result of your Insured's negligence in the driving of vehicle **No SJF5244E**

We quantify our client's claim as follows:

1. Cost of Repair (\$7000.00 x 7%GST)	S\$	7490.00
2. Loss of rental (\$120 x 30 days)	S\$	3600.00
3. Third Party Search Tax Invoice	S\$	2.00

Total	S\$	11092.00
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We hereby append the following relevant documents for your perusal:

- 1 Repair Bill Tax Invoice
- 2 Letter of Authority
- 3 Rental charges tax invoice
- 4 Third Party Insurer Enquiry Tax Invoice

Please let us know within the next 14 days from the receipt of this letter, whether you are prepared to accept all the above amount

Best regards,

Andy Ooi
Motor Claims Officer

Goldbell Engineering Pte Ltd (Pandan Branch).

Tel : 6773 0073

Fax : 6773 0928

Email : AndyOoiLK@Goldbell.com.sg





GOLDBELL
ENGINEERING

Industrial Vehicles.
20,000 Served. And Counting.

GOLDBELL ENGINEERING PTE LTD

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Tel: +65 6861 0007 Fax: +65 6861 3676 (Sales)

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Website: www.goldbell.com.sg

Co. Reg. No.: 198003963G

LETTER OF AUTHORITY

I/We, Gwendolyn Wong Sze Wen, owner of SJV8548A (Vehicle no.) hereby authorize GOLDBELL ENGINEERING PTE LTD to act on my/our behalf with respect to my/our claim for repair costs and/or rental and/or loss of use for my vehicle no. SJV8548A that was damage pursuant to the accident which occurred on 17/08/2018 at/along TELUK BLANGAH RD TWDS WEST COAST AFTER HARBOUR FRONT involving vehicle no. SJF5244E.

I/We further authorize GOLDBELL ENGINEERING PTE LTD to have full discretion to settle my/our above mentioned claim in a manner that they deem fit and to sign any discharge voucher or receive any payment on my/our behalf further to the settlement of my/our claim with payment cheque/s being made in favor of GOLDBELL ENGINEERING PTE LTD.

I/We further acknowledge that any settlement that GOLDBELL ENGINEERING PTE LTD may reach on my/our behalf is in full and final settlement of my/our property damage claims against the owner/ driver/ motor insurer of the third party vehicle bearing registration number SJF5244E and is on a without prejudice / without admission of liability basis insofar as the driver/ owner/ motor insurer of vehicle concerned.

Date this 18 day of AUG (month) 2018 (year)

Signature of claimant : Gwen

(With Company Stamp of applicable)

Name of claimant : Gwendolyn Wong Sze Wen

Company reg. / NRIC no. : S 7925852J



Certificate No: AJA(S)01/Q1243

Certificate No: AJA/05854



LONPAC INSURANCE BHD

CLAIM NO : 18/18/18/VP05/020843
DATE : 04 JAN 2019

DISCHARGE VOUCHER

I/We, GWENDOLYN WONG SZE WEN confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SJF 5244E the sum of Singapore Dollars NINE THOUSAND TWO HUNDRED AND NINETY TWO ONLY. **(\$9,292.00)** in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving, SJV 8548A on 17/08/2018 along/at TELOK BLANGAH RD TWD WEST COAST AFTER HARBOUR FRON.

I /We hereby agree to indemnify and keep indemnify (**LIEU CHENG LEONG /LONPAC INSURANCE BHD**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **M/s GOLDBELL ENGINEERING PTE LTD.**

I/We hereby acknowledge that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

.....
Signature of vehicle owner/Date

12/01/19

Gwendolyn Wong Sze Wen

.....
Name of vehicle owner/Date

12/01/19



GOLDBELL ENGINEERING

Industrial Vehicles.
20,000 Served. And Counting.

GOLDBELL ENGINEERING PTE LTD

Main Office: 8 Tuas Avenue 18 Singapore 638892 Tel: 6861 0007 Fax: 6861 3676
Finance: 18 Tuas Avenue 10 Singapore 639142 Tel: 6861 0007 Fax: 6862 3500
Website: www.goldbell.com.sg
Co. Reg No.: 198003963G


Page 1 / 1

LONPAC INSURANCE BHD.
100 BEACH ROAD #19-00 SHAW TOWER
SINGAPORE 189702
Attn: FINANCE DEPARTMENT

TAX INVOICE

GST Reg No. : M9-0002514-E
Invoice No. : EX100138309
Invoice Date. : 05-10-2018
Account No. : C00012959
Quotation No. : 69008
Work Order No. : 652738
Service Centre. : PANDAN
Agreement No. : GBE~32133

PARTICULARS		AMOUNT SGD				
Reg No	:	SJV8548A				
Chassis No	:	JM6BL10Z1A0128269				
Engine No	:	Z6831645				
Model No	:	3 1.6L SDN				
Mileage	:	0				
SRR No	:					
THIRD PARTY CLAIM						
DATE OF ACCIDENT -17/08/2018						
<u>Description</u>	<u>QTY</u>	<u>U/Price</u>	<u>Disc</u>	<u>Net Price</u>	<u>Ext Price</u>	
BEING TP CLAIM LUMP SUM REPAIR FOR VEHICLE <i>SJV8548A</i> SLJ9044U	1	7000.00	N	7000.00	7000.00	
				Parts Charges:	7000.00	
				Sub Total:	7000.00	
				GST @ 7.00 %	490.00	
				TOTAL 7490.00		



E. & O. E

Please make all cheques payable to GOLDBELL ENGINEERING PTE LTD.

When making payment, please quote our invoice numbers.

No receipts will be issued for Cheque Payments.

Terms and conditions of sales

Interest at 1.5% per month will be charged on overdue account

This is a computer generated document. No signature is required.



SKW 8548A
MATA 3

PC LEASING

BLK K, PANDAN LOOP INDUSTRIAL ESTATE #01-12 SINGAPORE 128219

TEL: 67730073 / FAX: 67730928

REG. NO. 52986061M

INVOICE NO: **PC/0115/15**

MR. WONG CHEEN PONG
19, QUEEN'S CLOSE #05-115
SINGAPORE 140019

TERMS: 30 DAYS

DATE: 16.9.2018

ITEM	DESCRIPTION	AMOUNT
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Payment for 30 Days rental @ \$120 per day	\$ 3,600.00
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Vehicle Number : SKW 8508 Z

Rental Period : 18th August 2018 -16th September 2018

TOTAL AMOUNT: \$ 3,600.00



PC LEASING

RECEIVED BY



RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-127373

Date of Request: 20/08/2018

Your Ref No: Online Purchase

Goldbell Engineering Pte Ltd
29, Tanjong Penjuru
Singapore 609026

Dear Sir/Madam,

Enquiry Date 20/08/2018
Enquiry By Andy Ooi Lee Keong
TP Vehicle No. SJF5244E
Accident Date 17/08/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SJF5244E	Lonpac Insurance Bhd	23/05/2018-22/05/2019	+65 62507388

Thank You.

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

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RECORDS MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE
RECORDS MANAGEMENT CENTRE**

6 Raffles Quay #18-00, Singapore 048580
Phone: +65 6224 0010 Fax: +65 6224 0030
Operating Hours: Monday to Friday 9am to 5pm
GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-127373

Date of Request: 20/08/2018

Your Ref No: Online Purchase

Goldbell Engineering Pte Ltd
29, Tanjong Penjuru
Singapore 609026

Dear Sir/Madam,

Enquiry Date 20/08/2018
Enquiry By Andy Ooi Lee Keong
TP Vehicle No. SJF5244E
Accident Date 17/08/2018

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque