

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 26 December 2018 3:43 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: <Seek Mandate> : LONPAC Ref: 18/18/18/VC00/020859 *LKK REF: CC4/LPC18015647/Gpb3q2 [Accident Involving SLU2199U and GX4150P DOA 24/08/2018]

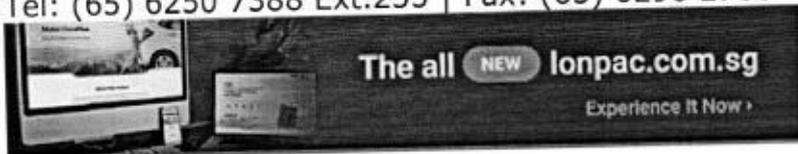
Dear Hsiao Tong,

Kindly proceed as proposed

Best Regards

Gerald Poh

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



From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 22 December, 2018 1:08 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A
Subject: <Seek Mandate> : LONPAC Ref: 18/18/18/VC00/020859 *LKK REF: CC4/LPC18015647/Gpb3q2 [Accident Involving SLU2199U and GX4150P DOA 24/08/2018]

Lonpac Ref: **18/18/18/VC00/020859**
LKK Ref: CC4/LPC18015647/Gpb3q2

Dear Sirs/Madam,

ACCIDENT INVOLVING GX 4150P(OI) AND SLU 2199U(TP) ON 24/08/2018

We refer to the above matter.

We have highlighted to your good office on 08/11/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver reversed and hit third party parked vehicle. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**BORNEO MOTORS (S) PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,201.33	\$ 2,155.73
2. Loss of Use (3days x \$80.00)	\$ 240.00	\$ 240.00 (3days x \$80.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 3,443.33	\$ 2,397.73

**03days recommendation for repair.

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

The above is for your approval.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Shu Pei (LKKAuto)

Sent: Thursday, 8 November 2018 5:17 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018 Our Ref: 18/18/18/VC00/020859

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLU 2199U at M/s Borneo Motors (S) Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@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, 6 September 2018 10:43 AM

To: Shu Pei (LKKAuto) <shupeil@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018 Our Ref: 18/18/18/VC00/020859

Dear Shu Pei,

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

Please note the contents of our email dated 31 August 2018.

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: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]

Sent: Thursday, 6 September, 2018 10:29 AM

To: ONG LI LI

Cc: MT_Claim_SG

Subject: RE: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018 Our Ref: 18/18/18/VC00/020859

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto)

Sent: Tuesday, 28 August 2018 10:16 AM

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: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018 Our Ref: 18/18/18/VC00/020859

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

Sent: Tuesday, 28 August 2018 9:35 AM

To: Siti.Nabilah@inchcape.com.sg; assignments@lkkauto.com; Catherine Chong (LKK Auto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018 Our Ref: 18/18/18/VC00/020859

Without Prejudice

Dear Nabilah

Please note that our Insured has not reported the accident.

If you still require us to survey your client's vehicle, you may liaise with LKK Auto Consultants Pte Ltd.

Dear Catherine/Nivitha

fya

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: Siti Nabilah PTCBC [<mailto:Siti.Nabilah@inchcape.com.sg>]

Sent: Monday, 27 August, 2018 7:01 PM

To: GERALD POH WEE BIN

Cc: Siti Nabilah PTCBC

Subject: Direct Settlement(SAM) - Accident Involving SLU2199U and GX4150P DOA 24/08/2018

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos, Police Report & Estimate Invoice for your kind perusal.

As our client is claiming against your insured GX4150P thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$130 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 4** for an appointment to inspect our client's vehicle.

[As for liability clearance, kindly revert to this email.](#)

Your kind attention into the above is greatly appreciated.

Thank you

Best Regards,

Nabilah

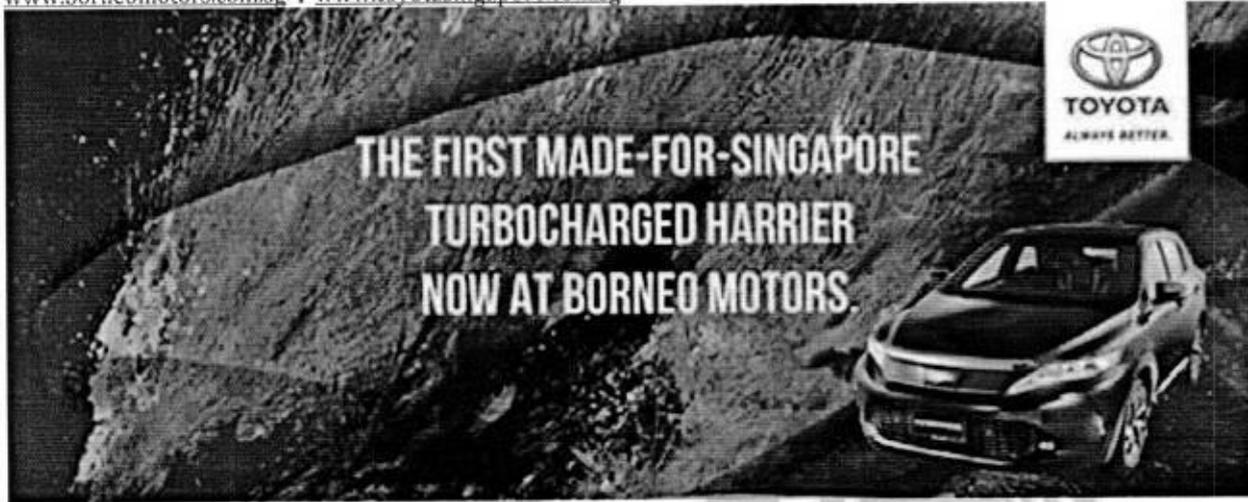
TPR Team (Claims Accident Recovery Dpt)

DID 6631 1874 | FAX 6872 7260

Inchcape - Borneo Motors (S) Pte Ltd

Office Address: 2 Pandan Crescent, Inchcape Centre Level 4, Singapore 128462

www.borneomotors.com.sg | www.toyotasingapore.com.sg



THE ALL-NEW LEXUS LS
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LEXUS



THE MOST
POWERFUL HATCHBACK
IN ITS CLASS



The All-New
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Borneo Motors

Co Reg No. 196700086Z

Borneo Motors (Singapore) Pte Ltd
Inchcape Bodycare Centre
Level 4, Inchcape Centre
2 Pandan Crescent
Singapore 128462
Tel: +65 6631 1855/1500
Fax: +65 6872 7260
www.borneomotors.com.sg

Our Ref: BMS2018/12/PD9065/DS(ST)

Your Ref: CC4/LPC18015647/pb3

14 Dec 2018

BY HAND (INS COPY)

M/S. LONPAC INSURANCE BERHAD C/O LKK AUTO CONSULTANTS PTE LTD

Attn : Hsiao Tong

Dept : Motor Claims

RE : ACCIDENT INVOLVING SLU2199U AND GX4150P ON 24 Aug 2018

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A. Repair Cost - \$2,155.73	B. LTA Search - \$2.00
C. Excess -	D. Loss of Use - \$240.00(\$80x3days)
E. Loss of Rental -	F. Others -
G. Medical Claims - -Undertake By Claimant <input type="checkbox"/>	Total Claim - \$2,397.73

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

- | | |
|--|--|
| (✓) Original Tax Invoice | (X) Vehicle Registration Card |
| (X) Car Rental Invoice/Agreement/Medical Receipt | (✓) Driver's driving license / Identity card |
| (✓) GIAS/Police Report/s | (X) Original Photograph X _____ |
| (✓) Certificate of Insurance | (X) Original/Photocopy Survey |
| (✓) Letter of Authority | (✓) LTA Search Fees |

*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: claimstatusenquiry@borneomotors.com.sg

(As this is a computer generated letter, no signature is required.)

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLU 2199M and GX 4150 P on 24.8.18
Own vehicle's number Other vehicle's number Date of accident

along 48P Bora King Rd
Accident location

BY THE LETTER OF AUTHORITY, I/we, Lee Chye Boo
Name of Policy Holder & (IC/Passport/Company Registration) number

of Bite 267 bishan St 24 # 07-152 5570267
Address of Policy Holder

owner of Vehicle Registration No. SLU 2199M hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number PW 21800 taken up by *me/us and pay the compulsory excess in respect of the cost of repairs suffered by *me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.

*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the letter of authority hereby conferred shall remain irrevocable.

*I/We further confirm that the acceptance by **BMS** of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 9 of the month Nov Year 20 18

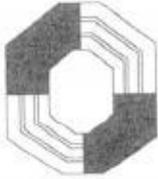
Signed & Delivered By:

Lee Chye Boo
(To be sign by the policy holder only)
**Please stamp the company chop for vehicle registered under a company's name

Witness By:

[Signature]

*delete as appropriate



LONPAC INSURANCE BHD

CLAIM NO : 18/18/18/VC00/020859
DATE : 03 JAN 2019

DISCHARGE VOUCHER

I/We, Lee Chye Boo confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of GX4150P the sum of Singapore Dollar Two Thousand Three Hundred Ninety Seven and Cents Seventy Three Only (\$2,397.73) 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 SLU2199U and GX4150P on 24 August 2018 along Upp Boon Keng Road.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ RAMEN SORA-SAPPORO AND/OR ANG ENG CHOON**) 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 **BORNEO MOTORS (SINGAPORE) PTE LTD.**

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

Lee

.....
Signature of vehicle owner/Date

LEE CHYE BOO / 25/3/2019
.....
Name of vehicle owner /Date

This settlement does not preclude/prejudice the Claimant/Driver/Passenger for personal injury at a later date should such a claim arises.

Co Reg No : 196700086Z
 GST Reg No : MR-8500000-9

 Online Service Booking :
 www.toyotasingapore.com.sg

 Toyota Bodycare Centre
 17 Ubi Road 4
 Singapore 409611
 Tel no.: 6631 1188

TAX INVOICE

 Join Toyota ME @ <http://toyotame.borneomotors.com.sg> & earn points to redeem for attractive items!

Account Detail		Account No	Customer Detail	
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia		S1000007 / ICLPI1	Mr Lee Chye Boo 267 Bishan Street 24 #07-152 Singapore 570267 Mobile: 97699247	
		Document No		
		Document Date		
		39007494		
		19/11/2018		

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
17	HPXNP	S6	ZGE2OR	27/11/2017	SLU2199U	5996	16933 :7DS/SLU2199U/24081:
Chassis No	Engine No	TWC No	Terms	Service Engineer	Vehicle In	Collected On	
JTDGG20W90J008229	2ZROA29587	60	Sam San Joi	27/08/2018 18.14	08/11/2018 10.29		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
1	Z	BP-SUNDRY SUNDRIES TP-DIRECT SETTLEMENT TP-GX4150P ACC DATE:24/08/2018 DRIVE IN:27/08/2018 DATE-IN:07/11/2018 DATE SURVEY:07/11/2018 NO OF REPAIR DAYS:3 DAYS BY:GUO QIANG(LKK)				30.00
2	S	BP-SUBLET REPLACE FRT BUMPER A45				678.00
3	S	STRAIGHTEN & ALIGN FRT RH ACCIDENT AFFECTED AREAS+ BP-SUBLET RESPRAY JOB ON FRT RH ACCIDENT AFFECTED AREAS A45				556.00
4	B	BP-MECH RESET ECU AND REPROGRAMME				169.50
5	1	T52119-68909 COVER, FR BUMPER	1.00	581.20		581.20

Borneo Motors is the only authorised workshop to maintain your Toyota. Service your Toyota every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total	2,014.70	
	Please acknowledge receipt of vehicle	Parts	GST 7.00% 141.03 Less 0.00 Amount Due 2,155.73		
		Labour			581.20
		Materials			199.50
		Lubrication/Fluid			1,234.00
		Others			0.00
		0.00			

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462 **3824046**

TO SECURITY GUARD

3824046

PLEASE ALLOW THE UNDERMENTIONED VEHICLE TO LEAVE THE COMPANY PREMISES.

 DATE 19/11/2018
 TIME 14:14

VEHICLE NO SLU2199U

CUSTOMER

SIGNATURE FOR BORNEO MOTORS (SINGAPORE) PTE LTD


Borneo Motors



**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-18-130965

Date of Request: 27/08/2018

Your Ref No: Online Purchase

Borneo Motors (S) Pte Ltd
33 Leng Kee Road
Singapore 159096

Dear Sir/Madam,

Enquiry Date 27/08/2018
Enquiry By Siti Nabilah Rahim
TP Vehicle No. GX4150P
Accident Date 24/08/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GX4150P	Lonpac Insurance Bhd	15/05/2018-14/05/2019	+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-18-130965
 Date of Request: 27/08/2018

Your Ref No: Online Purchase

Borneo Motors (S) Pte Ltd
 33 Leng Kee Road
 Singapore 159096

Dear Sir/Madam,

Enquiry Date 27/08/2018
 Enquiry By Siti Nabilah Rahim
 TP Vehicle No. GX4150P
 Accident Date 24/08/2018

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