Hsiao Tong (LKKAuto)

From:

ONG LI LI < llong@lonpac.com>

Sent:

Thursday, 5 December 2019 9:58 AM

To:

Hsiao Tong (LKKAuto)

Cc:

Admin A: MT_Claim_SG

Subject:

RE: <Seek Mandate > TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886 *LKK REF: CC4/LPC18016352/Kpa3q2 [External General]

Lonpac External - General

Dear Hsiao Tong

Please proceed to negotiate and settle the claim up to \$10K (all-in).

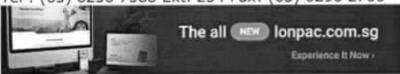
Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd 300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel: (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706



Lonpac External - General data is for internal / external use.

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

Sent: Thursday, 28 November 2019 2:41 PM

To: ONG LI LI

Cc: Admin A; MT_Claim_SG

Subject: RE: <Seek Mandate> TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

*LKK REF: CC4/LPC18016352/Kpa3q2

Dear Sirs/Mdm,

We refer to your below email.

We have tried to offer up to \$8,500.00(all-in) as per mandate. However third party rejected our offer and proposed \$12,000.00 (included COR, LOU, search fee, towing fee & medical fee).

As for the part price, surveyor had checked with some local stockist and the price in the estimate was within the price range.

In view of this, kindly let us have your further mandate/ instruction.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | 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: ONG LI LI < llong@lonpac.com>

Sent: Wednesday, 9 January 2019 9:32 AM

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

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

Subject: RE: <Seek Mandate> TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

*LKK REF: CC4/LPC18016352/Kpa3q2

Dear Hsiao Tong

Please review the offer of LOU for Sunday since this is a commercial vehicle (non-working day) and the survey was conducted within 1 PRS day.

We are also of view that the cost of repair is on the high side. Please check the parts' pricing and see if the COR can be adjusted further.

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 14,625.94	\$-8,239.00
2. Loss of Use (20days x \$150.00)	\$ 3,000.00	\$ 2,100.00 (14days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
4. Towing Fee	\$ 60.00	\$ 60.00
5. Medical Fee	\$ 121.00	\$ 121.00
6. Suffering Claim***	\$ 3,000.00	To be Advised
Total	\$ 20,814.43	\$ 10,527.45

In summary, please try your best to negotiate and settle <\$8.5K.

Thank you.

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

Sent: Saturday, 22 December, 2018 11:39 AM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A

Subject: <Seek Mandate> TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

*LKK REF: CC4/LPC18016352/Kpa3q2

Lonpac Ref: 18/18/18/vc00/020886 LKK Ref: CC4/LPC18016352/Kpa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 11/09/2018 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, "CONVINCE AUTO PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 14,625.94	\$ 8,239.00
2. Loss of Use (20days x \$150.00)	\$ 3,000.00	\$ 2,100.00 (14days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
4. Towing Fee	\$ 60.00	\$ 60.00
5. Medical Fee	\$ 121.00	\$ 121.00
6. Suffering Claim***	\$ 3.000.00	To be Advised
Total	\$ 20,814.43	\$ 10,527.45

^{**10}days recommendation for repair + 2Sunday + 2PRS = 14days

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, Pava Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Tuesday, 18 September 2018 3:07 PM

To: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com>

Cc: MT Claim SG <mt claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto)

<chewht@lkkauto.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>

Subject: RE: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

Hi Mei Kwan/Hsiao Tong

^{***}For Item 6 (suffering claim), kindly let us have your mandate/instruction.

Attached is our Insured's GIA report for your handling.

Regards, Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

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

Tel: (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: ONG LI LI

Sent: Tuesday, 11 September, 2018 11:48 AM

To: 'Mei Kwan (LKKAuto)'

Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto); Poh Kin (LKKAuto)

Subject: RE: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

Dear Mei Kwan

Our Insured has not reported the accident.

We are following up.

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: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Tuesday, 11 September, 2018 11:33 AM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto); Poh Kin (LKKAuto)

Subject: RE: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

WITHOUT PREJUDICE

LPC ref: 18/18/18/VC00/020886 LKK REF: CC4/LPC18016352/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: GBC 7088L

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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: Friday, 7 September, 2018 10:56 AM

To: 'ONG LI LI' < liong@lonpac.com; assignments assignments@lkkauto.com> Cc: 'MT_Claim_SG' mt.claim@lonpac.com; Admin A admin-a@lkkauto.com>

Subject: RE: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: <u>assignments@lkkauto.com</u> | 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: Friday, 7 September 2018 9:08 AM

To: 'daphne@convinceauto.com.sg' < daphne@convinceauto.com.sg>; MT_Claim_SG < mt_claim@lonpac.com>;

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

Cc: 'melvinchua@convinceauto.com.sg' <melvinchua@convinceauto.com.sg>

Subject: RE: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018) Our Ref: 18/18/18/vc00/020886

Without Prejudice

Dear Daphne

Fyi, our Insured has not reported the accident. You may liaise with LKK Auto Consultants Pte Ltd for survey.

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: CHEW BENG KEE

Sent: Thursday, 6 September, 2018 5:22 PM
To: 'daphne@convinceauto.com.sg'; MT_Claim_SG

Cc: 'melvinchua@convinceauto.com.sg'

Subject: FW: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018)

Hi Gerald

Pls check out this accident claim. It seems like a non-reporting by insured.

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

From: Daphne Lee [mailto:daphne@convinceauto.com.sg]

Sent: Thursday, September 06, 2018 3:50 PM

To: CHEW BENG KEE

Cc: melvinchua@convinceauto.com.sg

Subject: TP Claim - GBC7088L & YN3143G (DOA: 31/08/2018)

Dear Sir / Madam,

Accident involving vehicle: GBC7088L & YN31432G on 31/08/2018.

We are assisting GBC7088L to make 3rd party claim against YN3143G.

Kindly direct us to officer-in-charge.

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

Convince Auto Pte Ltd 176 Sin Ming Drive #04-04 Sin Ming Autocare Singapore 575721 Tel: 6553 1131 (Daphne)

Thank you

Regards

Daphne Lee



Convince Auto Pte Ltd 176 Sin Ming Drive #04-04 Sin Ming Autocare Singapore 575721

Tel: 6556 1131 | Fax: 6553 0802

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



Our Ref: TKB/GBC7088L/LP/TP

12th November 2018

Lonpac Insurance BHD 300 Beach Road #17-04/07 The Concourse Singapore 199555

Dear Sirs.

RE: ACC INVLG VEHICLE GBC7088L & YN3143G ALONG AYE TOWARDS CITY ON 31/08/2018

We are the authorized repair workshop for the owner of motor vehicle no.: GBC7088L, which was involved in the captioned accident with your insured vehicle YN3143G. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the part responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

1) Cost of repair	\$ 8,239.00 (included 7% GST)
2) LOU (\$150 X 20 Days)	\$ 3,000.00
3) LTA Search	\$ 7.49
4) Towing Fee	\$ 60.00
5) Medical Fee	\$ 121.00
6) Suffering Claim	\$ 3,000.00
(E&OE)	\$14,427.49

We enclosed herewith the following documents to support the claims :-

- a) Final Repair Bill
- b) Towing Bill
- c) LTA Search
- d) Medical Invoice & MC
- e) Letter of Authority

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

We look forward to your favorable reply in due course.

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

Convince Auto Pte Ltd daphne@convinceauto.com.sg

LETTER OF AUTHORISATION

Accident on	31/08/2018	
Along / At	AYE Towards City	
Involving Vehicles No.	GBC7088L 4 YN31439	

- 1. I/We Tolk Kim Book c-E Contractor P/C NRIC No: 198600003M OF 3 Pennyin Drive # 05-04 lip Hing Industrial Building S (576147)
- Hereby authorise the repairer (Convince Huto Pt = Utol) to take such steps as may be necessary towards commencing repairs of the said vehicle, having considered the prospect of an own damage claim as opposed to a 3rd party claim and decided on the latter.
- Authorise my repairer to prepare such documents and / or take such steps as may be necessary to facilitate a 3rd party claim as aforesaid.
- 4. Appoint my repairer to engage a vehicle surveyor on my behalf as my repairer may deem necessary in order to determine reasonable costs of repair and period of repair and / or to commence repairs and to submit my claim for losses including cost of repairs and / or loss of use / cost of rental of substitute vehicle / loss of hire/ earnings / rental as the case may be.
- To resolve my claim vis-a-vis such relevant parties in consultation with me and / or my legal advisers as the case may be.
- Refer me to solicitors on my behalf to negotiate settlement and / or commence proceedings
 against the 3rd party and / or his insurers including in the event no reasonable offer for direct
 settlement is forthcoming.
- 7. I confirm that I am prepared to attend at the solicitor's offices and to attend court in the event it becomes necessary for the purposes of the claim. I shall give my full cooperation and support for the said claim. I further undertake not to do anything to prejudice my claim or accept any payment directly or indirectly from any party / parties except via my repairer or my solicitors.

- 8. I confirm that in the event and / or to the extent the claim is unsuccessful or cannot be proceeded with or if any judgment or settlement is not honoured by the 3rd party / their insurer, or in the event of my breach of the spirit and / or terms herein, I agree to pay the repairer the cost of repair, survey fee and such expenses as have been reasonably incurred. In the event of a shortfall in recovery, I shall make up the shortfall and shall allow the repairer to offset the sums recovered for loss of use against such shortfall.
- 9. I authorise my repairers to receive payment on my behalf and to liaise on my behalf with solicitors and all necessary parties for the purpose of facilitating my claim herein. I further instruct that such payment shall for this purpose be made to my repairer, through my solicitors if so appointed.
- For avoidance of doubt, I shall be responsible for the payment of all repair costs, recovery, costs (including legal fees) incurred.

Date	d this	07/19/2018	
Owner's / Hirer's Signature / RTP		Relief Driver's signature	e / RTP (if any)
(Company Stamp if applicable) Owner's Address:			
Owner's Email:			;
Owner's Contact No:	(HP)	(0)	(HOME)
Witnessed by :		Signature:	
Explained by :	in_	lan	guage (if applicable



LONPAC INSURANCE BHD

CLAIM NO :

: 18/18/18/VC00/020886

DATE

: 19 DEC 2019

DISCHARGE VOUCHER

I/We, M/s Toh Kim Bock C-E Contractor Pte Ltd confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of YN3143G the sum of Singapore Dollar Ten Thousand Only (\$10,000.00) 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 GBC7088L and YN3143G on 31 Aug 2018 along AYE towards City.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ CALIFORNIA LAUNDRY PTE LTD AND/OR SAKIREN BIN ABDUL HAMID) 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 CONVINCE AUTO 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.

Signature of vehicle owner/Date

Name of vehicle owner /Date



Invoice

GST Regn No.: 200516575H

Co .Regn No.: 200516575H

Invoice No : S1811001

Date: 12/11/2018

Accident Date: 31/08/2018

Claim No : TP Claim

Policy No .: DMCVSN1800521800

Chassis No .: MPATFR86H8H558320

Year: 2008

Motor Claim Department

Lonpac Insurance BHD

#17-04/07 The Concourse

300 Beach Road

Singapore 199555

6250 7388

Make & Model:

M/S:

Tel:

Attn:

ISUZU TFR86

Fax: 6296 3767

Vehicle No.: GBC7088L

S/No	Description	Qty	Unit Price	Amount
1	Lumpsum Repair (Parts & Labour Inclusive)	1	\$ 7,700.00	\$ 7,700.0
		1	TOTAL: GST 7%:	\$ 7,700. \$ 539.

Total Amount : 8,239.00

CONVINCE AUTO PTE LTD

CASH SALES / INVOICE



答強 拖車服務 JOO KEONG TOWING SERVICE

biSAFE,

BATTERY SERVICES

Blk 424 #01-235 Bukit Batok West Ave 2, Singapore 650424 DID: 6563 5620 Office: 6566 8259 Fax: 6563 3054 Email: jookeong@singnet.com.sg

No. 14273

m1809011 Reg. No. 46409700B 實 进 Messrs 車 被 15424 Model No. Vehicle No. 曲 到 an vince From: 時間(日) (在) Time (day / night) cop 其他 Other CHEQUE CASHS ADDITIONAL SERVICES: Dismantle Shaft Sunday / P.Holiday Low Bodykit Spoller Release Brake Accident Case Stand by / Waiting Time Collection Car Key Basement Car Park Jump Start Multi Storey Car Park Mid-Night Service Use Winch Using King Dolley Use Car Carrier Change Type & Towing Cancellation of Service Over Turn Loaded Cargo Uniceding Cargo Door Opening Service Crane Up Trasport Charged Jurong Island & PSA Port Sentosa & Cargo Complex Causeway / 2nd Link Car Parking Charged 3 ERP Charged \$.. A.R. () 中分用任用损失A.K.保 msk. The company accepts no espo-- 門、原 本 法、即 行 前 价 sbilly for damage or other misde or to your pehicle while being towed. 经手人 北京人 Issued by Received by Vehicle No: Mobile No:



GST REG NO.: M90368910N

851 YISHUN STREET 81

SINGAPORE 760851

#02-58

MALICDEM HAROLD ROSARIO >

TAX INVOICE

31.08.2018 / GAEMZR SGH

EXTERNAL ID/NRIC

CASE NUMBER

CUSTOMER NUMBER VISIT DATE

LOCATION

: S7361466Z

: 6718773150E : 3026509772

: 31.08.2018 15:27

: GEMD GCAE

BILLING DATE : 31.08.2018

DESCRIPTION	TOTAL CHARGES BEFORE GOVT GRANTISNI	AFTER GONT GRANTIS
A&E ATTENDANCE FEE	241.00	(121.00)
TOTAL CHARGES	241.00	
OVERNMENT GRANT	120.00-	
MOUNT PAYABLE BEFORE TAX DD : 7% GST		121.00 8.47
MOUNT PAYABLE AFTER TAX SS : GST ABSORBED BY THE GOVERNMENT		129.47 8.47-
ET AMOUNT PAYABLE		121.00
AYMENTS (K WOMEN'S AND CHILDREN'S HOSPITAL MALICDEM HAROLD ROSARIO		0.00
OTAL DUE AFTER PAYMENTS		
AMOUNT DUE: KK WOMEN'S AND CHILDREN'S HOSPITAL		121.00
AMOUNT DUE: MALICDEM HAROLD ROSARIO		0.00
TYPE OF SUPPLY: CASH/CREDIT		

PAYMENT Please pay immediately on receipt of the bill. Cheque payments should be crossed and made payable to SINGAPORE GENERAL HOSPITAL. Please write the Case (Invoice Number, Payer Name and Contact Number behind the cheque and made to Singapore Health Services Ptv Ltd. Busit Maran Central Post Office, PO Box 540, Singapore 911532, Payment can be made by internet at https://inPay.singhealth.com.ag/egh or vBOX at www.vbox.com.ag. AXS station, S.A.M. (Self-Service Automated Machine). Singapore Post branches, 7 Eleven stores, (NETS Kicess, Cheers and FairPrice Xpress outlets; Payment can also be made at SGH's Business Office, Admissions Office or at the A&E registration counters.



Department of Emergency Medicine Outrain Road Singapure 169608 Tel : (65) 6321 4103 Fax: (65) 6226 0924 Reg No: 198703907Z

ORIGINAL

MEDICAL CERTIFICATE

EMD2018331730

Name MALICDEM HAROLD ROSARIO		NRID No. S7361466Z
This is to certify that the above-named is unfit for duty for inclusive.	a period of tlays	tram 31-Aug-2018 to 01-Sep-2018
Type of medical leave granted: Hospitalization Leave Admitted on: Discharged on: This certificate is not valid for absence from o	Outpatient Sick Le Maternity Leave, Sterittsadon Leave	Dalivered on :
22/07/07/20	1 amount	Constitute (If conflicted)
Diagnosis	Surgical	Operation (if applicable)
Fit for light duly from N.A. Comments:	to NA	Operation (if appacable)
Fit for light duly from N.A.		



Land Transport Authority 10 Sin Ming Drive Singapore 575701

GST Registration No.: M4-0006529-2

Print Date/Time:

05 Sep 2018 / 16:22:24

Receipt Date/Time :

05 Sep 2018 / 16:22:23

Tax Invoice/Receipt

Receipt No.: ITNET-00000-180905-001985

Previous Receipt No.:

S/N Item Description/ Business Transaction Reference No.		Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - YN3143G As at 31 Aug 2018/14:40:00 Insurance Co: LONPAC INSURANCE BHD 1 Insurance Enquiry - YN3143G Enquiry Fee 20180905162056816790		7.00	0.49	7.49
20100000100000010100	Sub-Total	7.00	0.49	7.49
	Total Before Rounding	7.00	0.49	7.49
	Rounding Difference			0.04
	Total Amount Payable			7.45
	Paid By			
	xxxxxxxxxxxx6405	Credit Care /Master0		7.45
	Total			7.45
	Cash Change			0.00
	Tendered Amount			7.45
	Excess Refundable Amount			0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.