

INS. CASE OWNER:

CC 4, 4PC 180 17812, 71 18/5/18

IDAC:

Surveyor:

DOI:

Date / Time:

Pre-assign / CCU / FTE

Registered in Merimen:



Insured Vehicle No.:

Claim No.:

Name of Insured:

Policy No.:

Insured Tel No.:

HP:

Make / Model:

Excess Sec II :SS

D.O.A.:

Place of Accident:

Is driver the owner?

( YES / NO )

Nature of Accident:

If NO, Driver Name / Age:

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

Driver Tel No.:

(V/L YES / NO)

Insured Liability: % Final? Yes / No

SHP 2844 C



INSRS:

WSP:

Tel:

Liability:

RMKS:

Prime Auto



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date/ Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medinal Bill:

FIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with:

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

16906.00

(

17 days)

x \$ 102.90

(PIR against DIP)

Loss of Rental (LOR):

S\$

1749.30

(

x days)

x \$

%

Loss of Use (LOU):

S\$

-

(\$

x days)

x \$

%

Loss of Income (LOI):

S\$

-

(\$

x days)

x \$

%

LOR only

LOU only

LOR + LOU

LOR + LOI

[Tick only one]

GIA/LTA Search

S\$

-

Medical:

S\$

-

Disbursement:

S\$

-

(e.g. Tow/ Independent)

Legal Cost

S\$

-

Total:

S\$

18655.30

Global Sum S\$:

18650.00

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

18650.00

Name 1:

Prime Auto Claims Service Pte Ltd

Payee 2: (Strike if N.A.)

S\$

-

Name 2:

-

Payee 3: (Strike if N.A.)

S\$

-

Name 3:

-

4/9/19 - File -> type mandate  
 3/6/19 - DV sent  
 10/6/19 - File -> MK for clor

11/6/19

1) Claim status: No/Reject/Private Settle  
 2) Report Format:  
 3) Survey fee: \$1400

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

[> Back to OneMotoring](#)**Enquire PARF/COE Rebate for Registered Vehicle****Vehicle Owner Particulars**

Owner ID Type: Company  
Owner ID: 6293Z

**Vehicle Details**

Vehicle No.: SHD2844C  
Vehicle to be Exported: Yes  
Intended Deregistration Date: 28 Sep 2018  
Vehicle Make: TOYOTA  
Vehicle Model: PRIUS HYBRID 1.8L CVT ABS AIRBAGS 2WD  
Primary Colour: Brown  
Manufacturing Year: 2012  
Engine No.: 2ZR5636657  
Chassis No.: ZVW301629689  
Maximum Power Output: 0.0 kW (0 bhp)  
Open Market Value: \$23,265.00  
Original Registration Date: 29 Aug 2013  
First Registration Date: 29 Aug 2013  
Transfer Count: 0  
Actual ARF Paid: \$5,000.00

**Intended PARF Rebate Details**

PARF Eligibility: Yes  
PARF Eligibility Expiry Date: 28 Aug 2021  
PARF Rebate Amount: \$3,500.00

**Intended COE Rebate Details**

COE Expiry Date: 28 Aug 2021  
COE Category: A - Car (1600cc & below)  
COE Period(Years): 8  
PQP Paid: \$54,952.00  
COE Rebate Amount: \$20,034.00  
**Total Rebate Amount: \$23,534.00**

**Message**

Please note that the 8-year COE for this vehicle cannot be further renewed. The vehicle must be de-registered upon COE expiry or when the vehicle reaches its statutory lifespan (if applicable), whichever is earlier.

The information contained herein is correct as at 28 Sep 2018.

*Estimated Book Value: \$31 K*

OK

*2 years 11 months*

*now \$87 K*



# Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

Date: 01.10.2018

Lonpac Insurance Bhd  
100 Beach Road #19-00  
Shaw Tower  
Singapore 189702

Attn: Motor Claims Dept

## RE: ESTIMATE COST OF REPAIR TO SHD2844C PRIUS HYBRID 1.8 (2012)

### To supply

1 )	1pc	front bonnet	\$	760.00	bl ✓
2 )	1pc	front bonnet left hinge	\$	80.00	bl ✓
3 )	1pc	front bonnet right hinge	\$	80.00	bl ✓
4 )	1pc	right front fender	\$	435.00	bl ✓
5 )	1pc	right front fender cowl	\$	272.00	mis ✓
6 )	1pc	right front fender "Hybrid" emblem	\$	65.00	nr ✓
7 )	1pc	front grille	\$	298.00	de ✓
8 )	1pc	right head lamp	\$	1,060.00	org ✓
9 )	1pc	right head lamp panel	\$	165.00	bl ✓
10 )	1pc	left head lamp panel	\$	165.00	Ry ✓
11 )	1pc	front bumper	\$	1,230.00	de ✓
12 )	1pc	front bumper re-inforcement	\$	290.00	bl ✓
13 )	1pc	front bumper reinforcement right arm	\$	292.00	bl ✓
14 )	1pc	front bumper reinforcement left arm	\$	292.00	X nr ✓
15 )	1pc	front bumper left side retainer	\$	80.00	nr ✓
16 )	1pc	front bumper right side retainer	\$	80.00	nr ✓
17 )	1pc	front bumper lower cover	\$	150.00	de ✓
18 )	1pc	front bumper clip	\$	30.00	nr ✓
19 )	1pc	front bumper sponge	\$	150.00	ca ✓
20 )	1pc	front bumper center grille garnish	\$	860.00	de ✓
21 )	1pc	front bumper tow hook cover	\$	45.00	nr ✓
22 )	1pc	front bumper right lamp	\$	152.00	mis ✓
23 )	1pc	left front fender	\$	435.00	bl ✓
24 )	1pc	left front fender cowl	\$	272.00	X nr ✓

25 )	1pc	left front fender "hybrid" emblem	\$	65.00	net ✓
26 )	1pc	right wheel housing 53701-47050	\$	824.10	bt ✓
27 )	1pc	front cross member	\$	875.00	X net ✓
28 )	1pc	radiator	\$	1,730.00	bt ✓
29 )	1pc	radiator fan top cowling	\$	97.20	} X net
30 )	1pc	radiator fan blade	\$	203.10	
31 )	1pc	radiator fan cowling	\$	234.46	
32 )	1pc	radiator lower hose	\$	55.30	
33 )	1pc	radiator top hose	\$	62.10	
34 )	1pc	radiator lower by pass hose 16572-37120	\$	35.70	
35 )	1pc	water by-pass hose no. 3 16267-37030	\$	32.70	
36 )	1pc	water by-pass hose no. 4 16281-37030	\$	39.02	} X net
37 )	1pc	water by-pass hose no. 2 16264-37080	\$	66.60	
38 )	1pc	radiator support panel	\$	1,058.00	bt ✓
39 )	1pc	a/con condensor fan blade	\$	230.43	X net ✓
40 )	1pc	a/con condensor	\$	1,785.00	bt ✓
41 )	1pc	front right mounting	\$	360.77	} X net
42 )	1pc	Hybrid cooler	\$	872.00	
43 )	1pc	front engine mounting	\$	233.60	} X net
44 )	1pc	right side mirror signal lamp	\$	92.40	cr ✓
45 )	1pc	right side mirror outer cover	\$	105.30	mis ✓
46 )	1pc	wiper garnish	\$	450.00	de ✓
47 )	1pc	wiper garnish right support cover 55083-47011	\$	46.90	de ✓
48 )	1pc	wiper tank neck	\$	148.00	de ✓
49 )	1pc	wiper tank	\$	190.00	de ✓
50 )	1pc	radiator spare tank with cowling	\$	310.00	cr ✓
51 )	1pc	air cleaner inlet duct 17750-37010	\$	120.00	de ✓
52 )	1pc	air cleaner housing assy 17700-37252	\$	891.70	} X net
53 )	1pc	a/con discharge hose	\$	882.20	
54 )	1pc	a/con suction hose	\$	384.50	
55 )	1pc	a/con aluminium pipe 88710-47150	\$	652.38	} X net
56 )	1pc	front windscreen	\$	1,950.00	cr ✓
57 )	1pc	front windscreen moulding	\$	85.00	net ✓
58 )	1pc	right front quarter window	\$	237.40	cr ✓
59 )	1pc	right front quarter window rubber moulding	\$	188.40	cr ✓
60 )	1pc	dash board	\$	1,072.30	aut ✓
61 )	1pc	SRS unit	\$	607.90	aut ✓
62 )	2pcs	right & left impact sensor @ \$329.40	\$	658.80	aut ✓
63 )	1pc	steering air bag	\$	1,592.40	aut ✓
64 )	1pc	steering air bag coil	\$	691.40	aut ✓
65 )	1pc	passenger air bag assy	\$	1,929.50	aut ✓
66 )	1set	right seat belt	\$	701.30	aut ✓
67 )	1set	left seat belt	\$	701.30	aut ✓

24579.83 Sub total parts \$ 31,287.16  
 18 434.87 Less: 25% discount \$ (7,821.79)

\$ 23,465.37

To supply S.Nett Parts

1 )	1tin	radiator coolant	\$	45.00	ne ✓
2 )	1pc	front windscreen inner seal	\$	20.00	ne ✓
3 )	1tube	front windscreen sealant	\$	45.00	nr ✓
4 )	1pc	ERP bracket & fitting	\$	15.00	nr ✓
5 )	1pc	right front sport rim	\$	220.00	nr ✓

Sub total S.Nett Parts \$ 345.00 ✓

L/charges

1 )	Towing charges (use king dolly)	\$	80.00	✓
2 )	To tuff kote	\$	300.00	20 ✓
3 )	To mount vehicle on chassis bench, align chassis	\$	250.00	x nr
4 )	To computerise wheel alignment	\$	80.00	✓
5 )	To remove right front wheel, tyre, replace sport rim, balance tyre	\$	40.00	20 ✓
6 )	To remove & replace front glass	\$	120.00	✓
7 )	To focus right head lamp	\$	30.00	✓
8 )	To remove & replace instrumental panel, remove & replace steering steering air bag coil, steering air bag, left front air bag & SRS unit	\$	300.00	200 ✓
9 )	To remove & replace right front & left front seat belt	\$	160.00	100 ✓
10 )	To reset air bag light	\$	200.00	150 ✓
11 )	To remove & refit air con condensor to facilitate the repair. Refill air con gas.	\$	80.00	✓
12 )	To remove & fit radiator, fan & fan cowling to facilitate the repair	\$	80.00	✓
13 )	To remove & fit bonnet, front bumper, right head lamp. Cut/ welding front support panel, right wheel house chassis frame To straighten front right & left wheel house, replace the above parts	\$	1,400.00	1200 ✓ 1400
14 )	To putty, respray painting front support panel, right wheel house panel, head lamp panel, front bonnet inlet & outer, front bumper, right & left	\$	1,600.00	

fender & etc

Sub total L/charges	\$	4,720.00
Estimated total	\$	28,530.37

3620

18434.87

345

3620

22,399.87

4/3/17 900.

15 days.

Repair limit ~~28000~~ #

LKK Auto Consultants hence notify  
the Repairer of the following:

- To resurvey before/after spray painting
- To display damaged part(s) during resurvey
- Parts prices are subject to confirmation
- Third party survey is on a "Without Prejudice" basis
- No illegal modification(s) is allowed
- Supplementary item(s) must be resurveyed and  
is subject to final approval from Insurance Company

Acknowledged by Repairer

Signature:

Date:

TP Veh	SHD 2844C
Date of Reg	29.08.2013
DOA	28.09.2018
COE Expiry Date	28.08.2021

\$

**(I) Estimated Book Value**

Unit Cost	38,000.00
Import Duty	4,653.00
Registration Fee	140.00
PQP Paid	54,952.00
ARF Paid	5,000.00
Estimated Per Taxi Purchase Price	<u>102,745.00</u>
Estimated Per Taxi Purchase Price	102,745.00
Less 60% of ARF Paid	<u>3,000.00</u>
Estimated Full Lifespan Depreciation	<u>99,745.00</u>
Estimated Full Lifespan Depreciation	99,745.00
Times Balance Life (35/96 months)	<u>36,365.36</u>
Add 60% of ARF Paid	<u>3,000.00</u>
Estimated Book Value	<u><u>39,365.36</u></u>

**(II) Adjusted LTA Rebate**

PARF Rebate	
PQP Paid	
Times Balance Life (06/96 months)	
Adjusted COE Rebate	<u>                    </u>
PARF Rebate	
Add Adjusted COE Rebate	<u>                    </u>
Adjusted LTA Rebate	<u><u>23,534.00</u></u>

**(Summary) Estimated Nett Value**

Estimated Book Value	39,365.36
Less Adjusted LTA Rebate	23,534.00
Estimated Net Value	<u><u>15,831.36</u></u>



## Nivitha (LKK Auto)

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 1 October 2018 2:34 PM  
**To:** peiyee@primeautoclaims.com; assignments@lkkauto.com; Nivitha (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Attachments:** img-181001112428.pdf

2.40pm @ 01/10/2018  
vehicle in  
person @ pei yee

Dear Nivitha/Catherine

Please arrange TP survey.

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:** GERALD POH WEE BIN  
**Sent:** Monday, 1 October, 2018 1:57 PM  
**To:** ONG LI LI  
**Subject:** FW: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Importance:** High

Dear Li Li,

FYA

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:** Pei Yee [mailto:peiyee@primeautoclaims.com]  
**Sent:** Monday, 1 October, 2018 9:38 AM  
**To:** GERALD POH WEE BIN  
**Cc:** aliceleong@primeautoclaims.com  
**Subject:** PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Importance:** High

Hi

The above referred

Our client's GLA report enclosed for your retention. Please arrange PRI on urgent basis.

Please inform surveyor to avoid 1230-1330pm lunch hour.

\*We select LKK Auto Consultants Pte. Ltd.

**\*Please arrange PRI soonest possible due to loss of income and loss of rental per day count.**

Thank you.

Thank you & Best regards,

Pei Yee

Prime Auto Claims Service Pte. Ltd.

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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**Mei Kwan (LKKAUTO)**

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Wednesday, 3 October, 2018 2:47 PM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAUTO); Vivian Lau (LKKAUTO)  
**Subject:** RE: Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Attachments:** YN2139B 280918.PDF  
**Categories:** HMK

Hi Mei Kwan

Please see attached for our Insured's GIA report.

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:** Wednesday, 3 October, 2018 2:27 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAUTO); Vivian Lau (LKKAUTO)  
**Subject:** RE: Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

**LPC ref: 18/18/18/VC05/020958**  
**LKK REF: CC4/LPC18017812/T1ua3**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

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

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 Thin Thin and she can be contacted at DID: 6841 2360.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan | Admin**  
**LKK Auto Consultants Pte Ltd**

---

**From:** Pei Yee [mailto:peivee@primeautoclaims.com]  
**Sent:** Monday, 1 October, 2018 9:38 AM  
**To:** GERALD POH WEE BIN  
**Cc:** [aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)  
**Subject:** PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Importance:** High

Hi

The above referred

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

Please inform surveyor to avoid 1230-1330pm lunch hour.

**\*We select LKK Auto Consultants Pte. Ltd.**

**\*Please arrange PRI soonest possible due to loss of income and loss of rental per day count.**

Thank you.

Thank you & Best regards,

Pei Yee  
Prime Auto Claims Service Pte. Ltd.  
6 Benoi Place Singapore 629927  
Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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## Hsiao Tong (LKKAuto)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 17 May 2019 8:06 AM  
**To:** 'ONG LI LI'  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** <SEEK MANDATE> Lonpac Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B  
**Attachments:** LKKInspection.pdf; LKKAdjustment1.pdf; LKK Survey Photos.pdf; LKK Resurvey Photos.pdf; RENTAL.pdf; PIR FROM TP.pdf

Lonpac Ref: **18/18/18/VC05/020958**  
LKK Ref: CC4/LPC18017812/T1pa3q2

Dear Sirs/Madam,

### **ACCIDENT INVOLVING YN2139B(OI) AND SHD2844C(TP) ON 28/09/2018**

We refer to the above matter.

We have highlighted to your good office on 03/10/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver was making a right turn and collided with third party who was making a left turn on the opposite direction. Third party had submitted a copy of police investigation result to show that our driver was being charged for Inconsiderate driving.

Summary to offer to third party repairer, "PRIME AUTO CLAIMS SERVICE PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$30,527.50	\$ 16,906.00
2. Loss of Rental (20days x \$102.90)	\$ 2,058.00	\$ 1,955.10 (19days x \$102.90)
<b>Total</b>	<b>\$32,585.50</b>	<b>\$ 18,861.10</b>

\*\*15days recommendation for repair + 3Sunday + 1PRS = 19days

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Wednesday, 3 October, 2018 2:47 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

## Hsiao Tong (LKKAUTO)

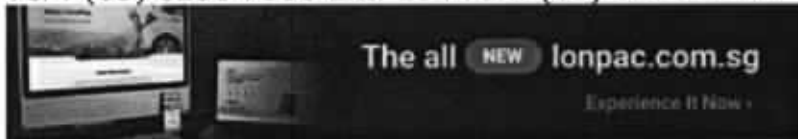
**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Friday, 24 May 2019 4:23 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: <SEEK MANDATE> Lonpac Ref: 18/18/18/VC05/020958 PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B [External General]

### Lonpac External - General

Dear Hsiao Tong

Please proceed.

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:** Friday, 17 May, 2019 8:06 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** <SEEK MANDATE> Lonpac Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

Lonpac Ref: **18/18/18/VC05/020958**  
LKK Ref: CC4/LPC18017812/T1pa3q2

Dear Sirs/Madam,

#### **ACCIDENT INVOLVING YN2139B(OI) AND SHD2844C(TP) ON 28/09/2018**

We refer to the above matter.

We have highlighted to your good office on 03/10/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver was making a right turn and collided with third party who was making a left turn on the opposite direction. Third party had submitted a copy of police investigation result to show that our driver was being charged for Inconsiderate driving.

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<b>Total</b>	<b>\$32,585.50</b>	<b>\$ 18,861.10</b>

**\*\*15days recommendation for repair + 3Sunday + 1PRS = 19days**

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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Wednesday, 3 October, 2018 2:47 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Thin Thin (LKKAuto)

<[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>

**Subject:** RE: Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

Hi Mei Kwan

Please see attached for our Insured's GIA report.

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:** Wednesday, 3 October, 2018 2:27 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG; Admin A; Thin Thin (LKKAuto); Vivian Lau (LKKAuto)

**Subject:** RE: Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

**LPC ref: 18/18/18/VC05/020958**

**LKK REF: CC4/LPC18017812/T1ua3**

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

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

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 Thin Thin and she can be contacted at DID: 6841 2360.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

---

**From:** Admin-D (LKKAuto)

**Sent:** Monday, 1 October, 2018 2:41 PM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

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](mailto: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:** Monday, 1 October 2018 2:34 PM

**To:** [peiye@primeautoclaims.com](mailto:peiye@primeautoclaims.com); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** Our Ref: 18/18/18/VC05/020958 RE: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

Dear Nivitha/Catherine

Please arrange TP survey.

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:** GERALD POH WEE BIN

**Sent:** Monday, 1 October, 2018 1:57 PM

**To:** ONG LI LI

**Subject:** FW: PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

**Importance:** High



Dear LI LI,

FYA

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:** Pei Yee [<mailto:peiyee@primeautoclaims.com>]

**Sent:** Monday, 1 October, 2018 9:38 AM

**To:** GERALD POH WEE BIN

**Cc:** [aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)

**Subject:** PRI REQUEST TO ACCIDENT ON 28.09.2018 INVOLVING SHD2844C & YN2139B

**Importance:** High

Hi

The above referred

Our client's GIA report enclosed for your retention. Please arrange PRI on urgent basis.

Please inform surveyor to avoid 1230-1330pm lunch hour.

**\*We select LKK Auto Consultants Pte. Ltd.**

**\*Please arrange PRI soonest possible due to loss of income and loss of rental per day count.**

Thank you.

Thank you & Best regards,

Pei Yee

Prime Auto Claims Service Pte. Ltd.

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

A member of the Prime Group

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## Hsiao Tong (LKKAUTO)

---

**From:** Alice Leong <aliceleong@primeautoclaims.com>  
**Sent:** Monday, 27 May 2019 1:08 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK  
REF: CC4/LPC18017812/T1pa3q2  
**Attachments:** img-190527150108.pdf  
**Importance:** High

Hi Hsiao Tong,

Enclosed our LOD with supporting documents for your retention.

For swift & amicable settlement, please let us have your offer.

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** 24 May, 2019 9:24 PM  
**To:** Alice Leong <aliceleong@primeautoclaims.com>  
**Subject:** Re: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

Without Prejudice

Dear Alice,

We refer to the above matter.

For COR, we propose L/sum \$15,800.00(before GST) with 15 repair days.

Kindly confirm.

\*\* Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 17 May 2019 8:07 AM  
**To:** Alice Leong  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

Without Prejudice

Dear Alice,

Received with thanks.

We will expedite the matter and get back to you asap.

Kindly hold hands for time being.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Thursday, 16 May 2019 4:48 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2  
**Importance:** High

Hi Hsiao Tong,

Enclosed our hirer's PIR for your retention.

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]  
**Sent:** 16 May, 2019 12:04 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2  
**Importance:** High

Hi Hsiao Tong,

Please update us the status of the claim ASAP

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]  
**Sent:** 07 May, 2019 4:19 PM  
**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** 'Taufikh (LKKAUTO)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2  
**Importance:** High

Hi Hsiao Tong,

See enclosed our letter of certificate for your retention.

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
**6 Benoi Place Singapore 629927**  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** 07 May, 2019 4:11 PM  
**To:** Alice Leong <aliceleong@primeautoclaims.com>  
**Cc:** Taufikh (LKKAuto) <Taufikh@lkkauto.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

**Without Prejudice**

Dear Alice,

We refer to the above matter.

We would like to request a copy of letter of certification on rental rate/day for our necessary action.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Alice Leong <aliceleong@primeautoclaims.com>  
**Sent:** Monday, 6 May 2019 11:34 AM  
**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Cc:** Taufikh (LKKAuto) <Taufikh@lkkauto.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Hsiao Tong,

**URGENT REMINDER**

Our below e-mail referred.

Please let us have your reply ASAP. If we do not hear you by 10.05.2019, our client will not hesitate to recovered his losses via his appointed solicitors without any reference to your office.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** 18 April, 2019 2:56 PM

**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** 'Taufikh (LKKAUTO)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

**Importance:** High

Hi Hsiao Tong,

Please specify how long do we need to wait, it has been too long to wait for your office to confirm on this issue.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

**Sent:** 15 April, 2019 10:06 AM

**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Cc:** Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Without Prejudice

Dear Alice,

As spoken earlier, kindly hold hands for time being. We are seeking mandate from insurer and will get back to you asap//

Thank you.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 15 April 2019 9:45 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

CC4/LPC18017812/T1pa3

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Monday, 15 April 2019 9:37 AM  
**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh

**URGENT ATTENTION**

Enclosed our reply to your calculation sheet. We maintain our request of Lumsum \$17,900

Please let us have your revise offer by 18.04.2019. failing which, our client will recover their losses via their solicitors without further reference to you.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Alice Leong [mailto:[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)]  
**Sent:** 29 January, 2019 12:10 PM  
**To:** 'Taufikh (LKKAUTO)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh,

We disagree to your calculation and amount recommended.

First of all, our vehicle is a commercial taxi which rental was charge 365 days. Thus calculation should base on the number of days left before the COE expired. Moreover this accident was solely caused by third party and PIR was received by our hirer whereby your insured was charged Inconsiderate driving.

We have done a survey and come to know that taxi companies i.e. Comfort Delgro, Silver cab & etc. in fact was calculated on number of days left before COE expired.

For your info our daily taxi rental rate is @\$102.90 and our taxi COE expired on 28/08/2021(left approximately 2 years 11 months)

To be fair please revise your finalization amount

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Taufikh (LKKAUTO) [mailto:[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)]  
**Sent:** 22 January, 2019 11:54 AM  
**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Subject:** Re: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Attached as per requested.



**Estimated book value**  
**LTA REBATE : \$23,534**  
**Repair Nett value:**  
**\$31,000 - \$23,534=\$7,466**  
**Figure round off to \$8,000**  
**repair.**

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Monday, January 14, 2019 10:31:33 AM  
**To:** Taufikh (LKKAUTO)  
**Cc:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Taufikh,

Our client would like to have your calculation on how \$8,000 arise.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Taufikh (LKKAuto) [<mailto:Taufikh@lkkauto.com>]

**Sent:** 10 December, 2018 4:24 PM

**To:** 'Alice Leong' <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

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

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Refer to revised estimate. Repair limit Lumpsum \$8000 , 15 days.

Regards

Taufikh

Lkk Auto

---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** Thursday, 29 November 2018 1:56 PM

**To:** Taufikh (LKKAuto)

**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

**Importance:** High

Hi Taufikh,

See enclosed our estimate. We repaired the vehicle. Please mark item & e-mail me.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Taufikh (LKKAuto) [mailto:Taufikh@lkkauto.com]  
**Sent:** 12 October, 2018 11:25 AM  
**To:** 'Alice Leong' <aliceleong@primeautoclaims.com>  
**Cc:** Thin Thin (LKKAuto) <thinthin@lkkauto.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Please be inform the repair limit for this taxi is \$8000.

Regards  
Taufikh  
Lkk Auto

---

**From:** Alice Leong [mailto:aliceleong@primeautoclaims.com]  
**Sent:** Thursday, 4 October 2018 9:56 AM  
**To:** 'Taufikh (LKK Auto)'  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh

**URGENT ATTENTION**

The above vehicle referred.

Please let us have your offer on the max repair cost / total loss figure on urgent basis

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Alice Leong [mailto:aliceleong@primeautoclaims.com]  
**Sent:** 03 October, 2018 5:17 PM  
**To:** Thin Thin (LKKAuto) <thinthin@lkkauto.com>  
**Cc:** 'Admin A' <admin-a@lkkauto.com>  
**Subject:** ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Thin Thin

Your appointed surveyor Mr. Taufikh had surveyed our client's vehicle on 01.10.2018

For swift & amicable settlement, please establish liabilities as we have to define hirer's accident excess within limited period.

We have purchased your OI report and his lorry was mounted with camera. We would be greatly appreciate if you could kindly furnish us your insured video footage for our viewing and also facilitate our client to make decision whether to further pursued with the said claim.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

**A member of the Prime Group**

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## Hsiao Tong (LKKAUTO)

---

**From:** Alice Leong <aliceleong@primeautoclaims.com>  
**Sent:** Monday, 3 June 2019 9:21 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK  
REF: CC4/LPC18017812/T1pa3q2

**Importance:** High

Hi Hsiao Tong,

Offer accepted. Please let us have your DV.

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]  
**Sent:** 01 June, 2019 2:57 PM  
**To:** Alice Leong <aliceleong@primeautoclaims.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF:  
CC4/LPC18017812/T1pa3q2

Without Prejudice

Dear Alice,

We refer to your below email.

We propose settlement at a global sum of \$18,650.00(all-in).

Please confirm.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Sent:** Monday, 27 May 2019 1:08 PM

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

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

**Importance:** High

Hi Hsiao Tong,

Enclosed our LOD with supporting documents for your retention.

For swift & amicable settlement, please let us have your offer.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

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

**Sent:** 24 May, 2019 9:24 PM

**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Subject:** Re: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

Without Prejudice

Dear Alice,

We refer to the above matter.

For COR, we propose L/sum \$15,800.00(before GST) with 15 repair days.

Kindly confirm.

\*\* Kindly forward your LOD with all the relevant documents (ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

Thank you.

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Hsiao Tong (LKKAuto)  
**Sent:** Friday, 17 May 2019 8:07 AM  
**To:** Alice Leong  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

Without Prejudice

Dear Alice,

Received with thanks.

We will expedite the matter and get back to you asap.

Kindly hold hands for time being.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Thursday, 16 May 2019 4:48 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF:

CC4/LPC18017812/T1pa3q2

**Importance:** High

Hi Hsiao Tong,

Enclosed our hirer's PIR for your retention.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** 16 May, 2019 12:04 PM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF:

CC4/LPC18017812/T1pa3q2

**Importance:** High

Hi Hsiao Tong,

Please update us the status of the claim ASAP

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** 07 May, 2019 4:19 PM

**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** 'Taufikh (LKKAUTO)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF:

CC4/LPC18017812/T1pa3q2

**Importance:** High



Hi Hsiao Tong,

See enclosed our letter of certificate for your retention.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

6 Benoi Place Singapore 629927

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

**Sent:** 07 May, 2019 4:11 PM

**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Cc:** Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B /LKK REF: CC4/LPC18017812/T1pa3q2

**Without Prejudice**

Dear Alice,

We refer to the above matter.

We would like to request a copy of letter of certification on rental rate/day for our necessary action.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Sent:** Monday, 6 May 2019 11:34 AM

**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Cc: Taufikh (LKKAUTO) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

Subject: RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Importance: High

Hi Hsiao Tong,

**URGENT REMINDER**

Our below e-mail referred.

Please let us have your reply ASAP. If we do not hear you by 10.05.2019, our client will not hesitate to recovered his losses via his appointed solicitors without any reference to your office.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** 18 April, 2019 2:56 PM

**To:** 'Hsiao Tong (LKKAUTO)' <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** 'Taufikh (LKKAUTO)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

**Importance:** High

Hi Hsiao Tong,

Please specify how long do we need to wait, it has been too long to wait for your office to confirm on this issue.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]

**Sent:** 15 April, 2019 10:06 AM

**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Cc:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Without Prejudice

Dear Alice,

As spoken earlier, kindly hold hands for time being. We are seeking mandate from insurer and will get back to you asap//

Thank you.

"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](mailto:chewht@lkkauto.com) | fax: 6741-4108

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

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Monday, 15 April 2019 9:45 AM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

CC4/LPC18017812/T1pa3

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Monday, 15 April 2019 9:37 AM  
**To:** Taufikh (LKKAuto) <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>  
**Cc:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh

**URGENT ATTENTION**

Enclosed our reply to your calculation sheet. We maintain our request of Lumsum \$17,900

Please let us have your revise offer by 18.04.2019. failing which, our client will recover their losses via their solicitors without further reference to you.

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

**6 Benoi Place Singapore 629927**

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]

**Sent:** 29 January, 2019 12:10 PM

**To:** 'Taufikh (LKKAuto)' <[Taufikh@lkkauto.com](mailto:Taufikh@lkkauto.com)>

**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

**Importance:** High

Hi Taufikh,

We disagree to your calculation and amount recommended.

First of all, our vehicle is a commercial taxi which rental was charge 365 days. Thus calculation should base on the number of days left before the COE expired. Moreover this accident was solely caused by third party and PIR was received by our hirer whereby your insured was charged Inconsiderate driving.

We have done a survey and come to know that taxi companies i.e. Comfort Delgro, Silver cab & etc. in fact was calculated on number of days left before COE expired.

For your info our daily taxi rental rate is @\$102.90 and our taxi COE expired on 28/08/2021(left approximately 2 years 11 months)

To be fair please revise your finalization amount

Thank you

**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

**6 Benoi Place Singapore 629927**

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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---

**From:** Taufikh (LKKAuto) [<mailto:Taufikh@lkkauto.com>]

**Sent:** 22 January, 2019 11:54 AM

**To:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>

**Subject:** Re: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Attached as per requested.

Regards

Taufikh

Lkk Auto

**Estimated book value**  
**LTA REBATE : \$23,534**  
**Repair Nett value:**  
**\$31,000 - \$23,534=\$7,466**  
**Figure round off to \$7,500**  
**repair.**

---

**From:** Alice Leong <[aliceleong@primeautoclaims.com](mailto:aliceleong@primeautoclaims.com)>  
**Sent:** Monday, January 14, 2019 10:31:33 AM  
**To:** Taufikh (LKKAUTO)  
**Cc:** Hsiao Tong (LKKAUTO)  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Taufikh,

Our client would like to have your calculation on how \$8,000 arise

Thank you

**Alice Leong**  
Manager, Motor Claims

Prime Auto Claims Service Pte Ltd

6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Taufikh (LKKAUTO) [mailto:Taufikh@lkkauto.com]  
**Sent:** 10 December, 2018 4:24 PM  
**To:** 'Alice Leong' <aliceleong@primeautoclaims.com>  
**Cc:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Refer to revised estimate. Repair limit Lumpsum \$8000 , 15 days.

Regards  
Taufikh  
Lkk Auto

---

**From:** Alice Leong [mailto:aliceleong@primeautoclaims.com]  
**Sent:** Thursday, 29 November 2018 1:56 PM  
**To:** Taufikh (LKKAUTO)  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh,

See enclosed our estimate. We repaired the vehicle. Please mark item & e-mail me.

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

**A member of the Prime Group**

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---

**From:** Taufikh (LKKAUTO) [mailto:Taufikh@lkkauto.com]  
**Sent:** 12 October, 2018 11:25 AM  
**To:** 'Alice Leong' <aliceleong@primeautoclaims.com>  
**Cc:** Thin Thin (LKKAUTO) <thinthin@lkkauto.com>  
**Subject:** RE: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B

Hi Alice,

Please be inform the repair limit for this taxi is \$8000.

Regards  
Taufikh  
Lkk Auto

---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]  
**Sent:** Thursday, 4 October 2018 9:56 AM  
**To:** 'Taufikh (LKK Auto)'  
**Subject:** FW: ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Taufikh

**URGENT ATTENTION**

The above vehicle referred.

Please let us have your offer on the max repair cost / total loss figure on urgent basis

Thank you

**Alice Leong**  
Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**  
6 Benoi Place Singapore 629927  
T (65): 6861 0908 | F (65) 6515 2948  
HP (65) 9818 4304

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---

**From:** Alice Leong [<mailto:aliceleong@primeautoclaims.com>]  
**Sent:** 03 October, 2018 5:17 PM  
**To:** Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>  
**Cc:** 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** ACCIDENT ON 28.09.2018 INVOLVING VEHICLES SHD2844C & YN2139B  
**Importance:** High

Hi Thin Thin

Your appointed surveyor Mr. Taufikh had surveyed our client's vehicle on 01.10.2018

For swift & amicable settlement, please establish liabilities as we have to define hirer's accident excess within limited period.

We have purchased your OI report and his lorry was mounted with camera. We would be greatly appreciate if you could kindly furnish us your insured video footage for our viewing and also facilitate our client to make decision whether to further pursued with the said claim.

Thank you



**Alice Leong**

Manager, Motor Claims

**Prime Auto Claims Service Pte Ltd**

*6 Benoi Place Singapore 629927*

T (65): 6861 0908 | F (65) 6515 2948

HP (65) 9818 4304

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## Prime Auto Claims Service Pte Ltd

GST Reg. No : 201606560M

6 Benoi Place Singapore 629927

Tel: 6861 0908 Fax: 6515 2948

Date: 03.06.2019

Our Ref: SHD2844C

LKK Auto Consultants Pte Ltd  
51 Ubi Ave 1 #01-25  
Paya Ubi Inds Park  
Singapore 408933

Without prejudice

Attn: Ms. Hsiao Tong

Dear Madam,

### **ACCIDENT ON 28.09.2018 INVOLVING VEHICLE NO. SHD2844C & YN2139B**

We enclosed herewith our original LOD and signed DV for your payment processing

Please let us have your payment of \$18,650/- make payable to Prime Auto Claims Service Pte Ltd soonest possible.

Please mail out the cheque to our new office at No. 6 Benoi Place Singapore 629927

Thank you

Yours faithfully,

Ms. Alice Leong

Encl.




# 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/LPC18017812/T1pa3n2	
300 BEACH ROAD #17-04/07 THE CONCOURSE SINGAPORE 199555			Date : 12-06-2019	
			Code : LPC2	
<b>1. Policy Particulars :- THIRD PARTY CLAIM</b>				
Insured Veh.	YN 2139B	Veh. Inspected	SHD 2844C	
Policy No.	Z18VC05000021	Coverage (\$)	0.00	
Claim No.	18/18/18/VC05/020958	Excess (\$)	0.00	
Assign From	ONG LI LI	Assign Date	01/10/2018	
<b>2. Vehicle Particulars &amp; Condition</b>				
Make & Model	TOYOTA PRIUS HYBRID	c.c	1797	
Engine No.	HIDDEN	Year of Reg.	2013	
Chassis No.	ZVW301629689	Colour	ORANGE	
Odometer	-	Steering	IN ORDER	
Brakes	IN ORDER	Modification	SPORTS RIM	
General	GOOD			
<b>3. Conditions of Tyres</b>				
	Size	Make	Balance	
R/H Front Tyre	185/65 R15	GOODRIDE	6 mm	
L/H Front Tyre	185/65 R15	GOODRIDE	6 mm	
R/H Rear Tyre	185/65 R15	GOODRIDE	6 mm	
L/H Rear Tyre	185/65 R15	GOODRIDE	6 mm	
<b>4. Description of Damages</b>				
THE VEHICLE SUSTAINED DAMAGES AT THE FRONT O/S,N/S PORTION AND UNDERCARRIAGE. THE CHASSIS FRAME AFFECTED DUE TO COLLISION.				
DAMAGES SEE DETAILS.				
<b>5. General Information</b>				
Accident Date	28/09/2018	Inspection Date	01/10/2018	
Survey held at	PRIME AUTO CLAIMS SERVICE PTE LTD 6 BENOI PLACE SINGAPORE 629927			
<b>5a. Remarks</b>				
A)THE INSPECTION WAS CONDUCTED ON A"WITHOUT PREJUDICE" BASIS. B)IN ACCORDANCE TO YOUR INSTRUCTIONS, WE HAVE NOT AUTHORISED REPAIRS.				
<b>5b. Estimate Days of Repair</b>				
ESTIMATED NORMAL PERIOD FOR REPAIR:		15 Working Days		



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Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:1 of 4

## ADJUSTMENT ON REPAIR COST FOR VEHICLE NO. SHD 2844C

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	<b><u>REPLACEMENT OF PARTS</u></b>			
1	FRONT BONNET	BENT	760.00	760.00
1	FRONT BONNET LEFT HINGE	BENT	80.00	80.00
1	FRONT BONNET RIGHT HINGE	BENT	80.00	80.00
1	RIGHT FRONT FENDER	BENT	435.00	435.00
1	RIGHT FRONT FENDER COWLING	MISSING	272.00	272.00
1	RIGHT FRONT FENDER 'HYBRID' EMBLEM	NECESSARY	65.00	65.00
1	FRONT GRILLE	DEFORMED	298.00	298.00
1	RIGHT HEAD LAMP	CRACKED	1,060.00	1,060.00
1	RIGHT HEAD LAMP PANEL	BENT	165.00	165.00
1	LEFT HEAD LAMP PANEL	TO REPAIR SEE LABOUR	165.00	-
1	FRONT BUMPER	DISTORTED	1,230.00	1,230.00
1	FRONT BUMPER REINFORCEMENT	BENT	290.00	290.00
1	FRONT BUMPER REINFORCEMENT RIGHT ARM	BENT	292.00	292.00
1	FRONT BUMPER REINFORCEMENT LEFT ARM	NOT NECESSARY	292.00	-
1	FRONT BUMPER LEFT SIDE RETAINER	NECESSARY	80.00	80.00
1	FRONT BUMPER RIGHT SIDE RETAINER	NECESSARY	80.00	80.00
1	FRONT BUMPER LOWER COVER	DEFORMED	150.00	150.00
1	FRONT BUMPER CLIP	NECESSARY	30.00	30.00
1	FRONT BUMPER SPONGE	CRACKED	150.00	150.00
1	FRONT BUMPER CENTER GRILLE GARNISH	DEFORMED	860.00	860.00
1	FRONT BUMPER TOW HOOK COVER	MISSING	45.00	45.00
1	FRONT BUMPER RIGHT LAMP	MISSING	152.00	152.00
1	LEFT FRONT FENDER	BENT	435.00	435.00
1	LEFT FRONT FENDER COWLING	NOT NECESSARY	272.00	-
1	LEFT FRONT FENDER 'HYBRID' EMLEM	NECESSARY	65.00	65.00
1	RIGHT WHEEL HOUSING 53701-47050	BENT	824.10	824.10
1	FRONT CROSS MEMBER	NOT NECESSARY	875.00	-
1	RADIATOR	BENT	1,730.00	1,730.00
1	RADIATOR FAN TOP COWLING	NOT NECESSARY	97.20	-
1	RADIATOR FAN BLADE	NOT NECESSARY	203.10	-

Report Ref No. CC4/LPC18017812/T1pa3n2



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Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:2 of 4

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	RADIATOR FAN COWLING	NOT NECESSARY	234.46	-
1	RADIATOR LOWER HOSE	NOT NECESSARY	55.30	-
1	RADIATOR TOP HOSE	NOT NECESSARY	62.10	-
1	RADIATOR LOWER BY PASS HOSE 16572-37120	NOT NECESSARY	35.70	-
1	WATER BY-PASS HOSE NO.3 16267-37030	NOT NECESSARY	32.70	-
1	WATER BY-PASS HOSE NO.4 16281-37030	NOT NECESSARY	39.02	-
1	WATER BY-PASS HOSE NO.2 16264-37080	NOT NECESSARY	66.60	-
1	RADIATOR SUPPORT PANEL	BENT	1,058.00	1,058.00
1	A/CON CONDENSOR FAN BLADE	NOT NECESSARY	230.43	-
1	A/CON CONDENSOR	BENT	1,785.00	1,785.00
1	FRONT RIGHT MOUNTING	NOT NECESSARY	360.77	-
1	HYBRID COOLER	NOT NECESSARY	872.00	-
1	FRONT ENGINE MOUNTING	NOT NECESSARY	233.60	-
1	RIGHT SIDE MIRROR SIGNAL LAMP	CRACKED	92.40	92.40
1	RIGHT SIDE MIRROR OUTER COVER	MISSING	105.30	105.30
1	WIPER GARNISH	DEFORMED	450.00	450.00
1	WIPER GARNISH RIGHT SUPPORT COVER 55083-47011	DEFORMED	46.90	46.90
1	WIPER TANK NECK	DEFORMED	148.00	148.00
1	WIPER TANK	DEFORMED	190.00	190.00
1	RADIATOR SPARE TANK WITH COWLING	CRACKED	310.00	310.00
1	AIR CLEANER INLET DUCT 17750-37010	DEFORMED	120.00	120.00
1	AIR CLEANER HOUSING ASSY 17700-37252	NOT NECESSARY	891.70	-
1	A/CON DISCHARGE HOSE	NOT NECESSARY	882.20	-
1	A/CON SUCTION PIPE	NOT NECESSARY	384.50	-
1	A/CON ALUMINIUM PIPE 88710-47150	NOT NECESSARY	652.38	-
1	FRONT WINDSCREEN	CRACKED	1,950.00	1,950.00
1	FRONT WINDSCREEN MOULDING	NECESSARY	85.00	85.00
1	RIGHT FRONT QUARTER WINDOW	CRACKED	237.40	237.40
1	RIGHT FRONT QUARTER WINDOW RUBBER MOULDING	NECESSARY	188.40	188.40
1	DASH BOARD	CUT	1,072.30	1,072.30
1	SRS UNIT	CUT	607.90	607.90
2	RIGHT & LEFT IMPACT SENSOR @\$329.40	CUT	658.80	658.80
1	STEERING AIR BAG	CUT	1,592.40	1,592.40

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Reg. No: 199607198R GST Reg. No. 19-9607198-R

Page No.:3 of 4

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
1	STEERING AIR BAG COIL	CUT	691.40	691.40
1	PASSENGER AIR BAG ASSY	CUT	1,929.50	1,929.50
1	SET RIGHT SEAT BELT	CUT	701.30	701.30
1	SET LEFT SEAT BELT	CUT	701.30	701.30
	LESS 25% DISCOUNT		-7,821.79	-6,087.35
			23,465.37	18,262.05
	<b><u>SPECIAL NETT ITEMS</u></b>			
1	TIN RADIATOR COOLANT (SN)	NECESSARY	45.00	45.00
1	FRONT WINDSCREEN INNER SEAL (SN)	NECESSARY	20.00	20.00
1	TUBE FRONT WINDSCREEN SEALANT (SN)	NECESSARY	45.00	45.00
1	ERP BRACKET & FITTING (SN)	NECESSARY	15.00	15.00
1	RIGHT FRONT SPORT RIM (SN)	CUT	220.00	220.00
			345.00	345.00
	<b><u>LABOUR</u></b>			
	TOWING CHARGES (USE KING DOLLEY) .		80.00	80.00
	TO TUFF KOTE .		300.00	80.00
	TO MOUNT VEHICLE ON CHASSIS BENCH ,ALIGN CHASSIS .	NOT NECESSARY	250.00	-
	TO COMPUTERISE WHEEL ALIGNMENT .		80.00	80.00
	TO REMOVE RIGHT FRONT WHEEL TYRE ,REPLACE SPORT RIM ,BALANCE TYRE .		40.00	20.00
	TO REMOVE & REPLACE FRONT GLASS .		120.00	120.00
	TO FOCUS RIGHT HEAD LAMP .		30.00	30.00
	TO REMOVE & REPLACE INSTRUMENTAL PANEL , REMOVE & REPLACE STEERING STEERING AIR BAG COIL ,STEERING AIR BAG,LEFT FRONT AIR BAG & SRS UNIT .		300.00	200.00
	TO REMOVE & REPLACE RIGHT FRONT & LEFT FRONT SEAT BELT .		160.00	100.00
	TO RESET AIR BAG LIGHT .		200.00	150.00
	TO REMOVE & REFIT AIR CON CONDENSOR TO FACILITATE THE REPAIR .REFILL AIR CON GAS .		80.00	80.00
	TO REMOVE & FIT RADIATOR ,FAN & FAN COWLING TO FACILITATE THE REPAIR .		80.00	80.00

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Page No.:4 of 4

Qty	Description of Parts	Condition	Estimate By Workshop (\$)	Our Adjusted (\$)
	TO REMOVE & FIT BONNET ,FRONT BUMPER ,RIGHT HEAD LAMP ,CUT/WELDING ,FRONT SUPPORT PANEL,RIGHT WHEEL HOUSE CHASSIS FRAME.TO STRAIGHTEN FRONT RIGHT & LEFT WHEEL HOUSE ,REPLACE THE ABOVE PARTS.INCLUSIVE OF THE REPAIR OF LEFT HEAD LAMP PANEL		1,400.00	1,200.00
	TO PUTTY,RESPRAY PAINTING FRONT SUPPORT PANEL,RIGHT WHEEL HOUSE PANEL,HEAD LAMP PANEL,FRONT BONNET INLET & OUTER ,FRONT BUMPER ,RIGHT & LEFT FENDER & ETC.		1,600.00	1,400.00
			4,720.00	3,620.00
<b>GRAND TOTAL</b>			<b>28,530.37</b>	<b>22,227.05</b>
<b>RECOMMENDED COST OF LUMP SUM REPAIRS (TO ITS PRE-ACCIDENT CONDITION)</b>				<b>15,800.00</b>

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MOHAMAD TAUFIKH

M.MATAI, AMSAE-A

Automotive Assessor

HO LEONG CHUAN

Automotive Assessor

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