

## Asher Sng (LKKAUTO)

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Friday, 29 March 2019 3:02 PM  
**To:** Asher Sng (LKKAUTO); Mei Kwan (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Direct Settlement - Accident Involving SFA7979D (OI : LPC - 18/18/18/VP05/021210) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018 [External General]

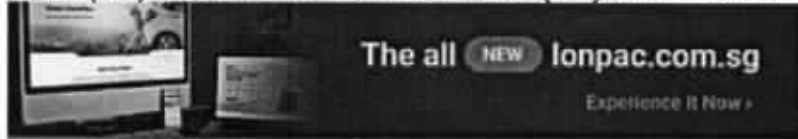
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

## Lonpac External - General

Dear Asher

Pls 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:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]  
**Sent:** Monday, 25 March, 2019 5:29 PM  
**To:** Mei Kwan (LKKAUTO); ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: Direct Settlement - Accident Involving SFA7979D (OI : LPC - 18/18/18/VP05/021210) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 19/12/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured hit third party parked vehicle.

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

Summary to offer to repairer **COMPLETE VMS PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,434.69	\$ 7,503.93

2. Loss of Use (11days x \$120)	\$ 1,320.00	\$ 810.00 (9days x \$90)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 8,831.38</b>	<b>\$ 8,321.38</b>

**\*\*6 days recommendation for repair.**

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

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

**From:** Mei Kwan (LKKAuto)

**Sent:** Wednesday, 19 December 2018 1:20 PM

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

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

**Subject:** RE: Direct Settlement - Accident Involving SFA7979D (OI : LPC - 18/18/18/VP05/021210) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

**WITHOUT PREJUDICE**

**LPC ref: 18/18/18/VP05/021210**

**LKK REF: CC6/LPC18022331/Kea3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKJ 8388X

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP police report

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

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Wednesday, 12 December, 2018 12:28 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)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving SFA7979D (OI : LPC - 18/18/18/VP05/021210) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

Hi Mei Kwan

Our Insured has not reported the accident.

Please request for the video footage.

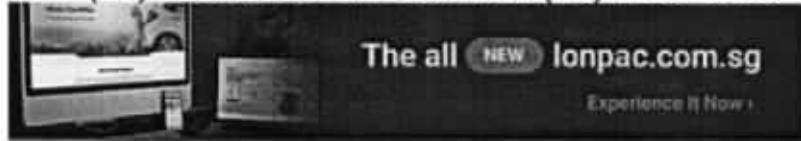
Regards,

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



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

**Sent:** Wednesday, 12 December, 2018 12:01 PM

**To:** ONG LI LI; GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG; Asher Sng (LKKAuto); CS A Team; Admin A

**Subject:** RE: Direct Settlement - Accident Involving SFA7979D (OI : LPC - TBA) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

Dear Sir / Madam,

Reattached.

Sorry for the inconvenience caused.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

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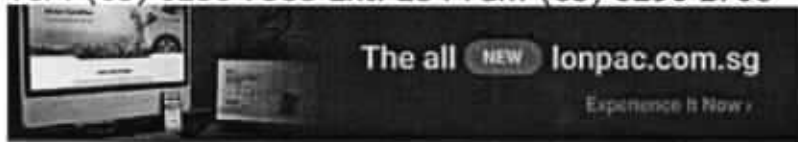
**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Wednesday, 12 December, 2018 11:28 AM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Direct Settlement - Accident Involving SFA7979D (OI : LPC - TBA) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

Dear Mei Kwan

Your attachment shows different vehicle numbers!

Please check and reply.

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



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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Tuesday, 11 December, 2018 9:20 PM  
**To:** ONG LI LI; GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG; Asher Sng (LKKAUTO); CS A Team; Admin A  
**Subject:** Direct Settlement - Accident Involving SFA7979D (OI : LPC - TBA) AND SKJ8388X (TP : LKK REF - CC6/LPC18022331/ea3) on 07/12/2018

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

This is a TP direct settlement case from M/s COMPLETE VMS PTE LTD - Sin Ming.

Enclosed for your perusal is:  
- TP GIA report

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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



Email : darren@completevms.com.sg ( )  
lily@completevms.com.sg ( )  
lihui@completevms.com.sg ( )

Your Ref : SFA7979D  
Our Ref : TPDS19001 - SKJ8388X

3rd January 2019

By Postage

**LONPAC INSURANCE BHD**  
100 Beach Road #19-00  
Shaw Tower  
Singapore 068807

Attention: Motor Claims Department

Dear OIC,

**ACCIDENT INVOLVING VEHICLE: SKJ8388X AND SFA7979D ALONG 629A SENJA ROAD  
671629MSCP LEVEL 2A ON 07/12/2018**

We are the authorized repair workshop for the owner of motor vehicle no. **SKJ8388X**, which is involved in the captioned accident with your insured vehicle **SF A7979D**. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

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

1	Cost of Repair	S\$ 7,503.93	(inclusive GST)
2	11Days Loss of Use @ \$120	S\$ 1,320.00	
3	LTA search fee	S\$ 7.45	
		<u>S\$ 8,831.38</u>	

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

- a. GIA Report
- b. Proforma invoice
- c. Lta search fee

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

**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


**Chiu Siong Lim**  
6455 0012  
For Complete VMS Pte Ltd

To: Complete VMS Pte Ltd  
176, Sin Ming Drive,  
#03-14, Sin Ming Autocare Complex  
Singapore 575721

**LETTER OF AUTHORIZATION**

RE: ACCIDENT BETWEEN SKJ 8388X / SFA 7979 D (Vehicle Numbers)  
ON 7/12/19 (Date of Accident) AT 629A Sengkang Road 671628 mscp  
Level 2A

1. I/We, the owner of vehicle no. SKJ 8388X hereby appoint you to act for me to repair and recover damages sustained to my vehicle in the above accident from the third party driver and / or his / her insurers.
2. In this respect, I/We have authorized you to repair, correspond, negotiate and settle on my behalf, all claims against the parties involved in the subject accident. All final financial awards in my favor pertaining to the subject accident claim are to be paid to Complete VMS Pte Ltd.
3. By way of this Letter of Authorization, I/We also further authorized you to sign all Discharge Vouchers and any other related documents in settlement of the subject accident claims. I/We hereby undertake to ratify and reaffirm such signing of Discharge Vouchers and/or documents from any third party insurers by us.
4. During the settlement process with the third party insurers / drivers, you may act fully on my behalf and all negotiations and correspondences given by you to the third party insurers / driver are as if given directly from me. With regards to the settlement of the above subject accident claim, I/We agree and undertake to ratify all correspondences and negotiations given by you to the third party insurers / driver and further agree and undertake to be bound by all acts performed or carded out by you.
5. I/We understand that should the subject accident claims fail or not able to reach an amicably settlement with the third party insurers or driver, I/We will have to appointed a solicitors by way of signing a warrant to act in present of the appointed solicitor to further pursue the matter and to commence legal proceedings in Court in my/our name against the third party driver and/or his employers (if applicable). I/We further agrees that should I/We fails or disagrees to appoint a solicitors at that stage, I/We shall be fully liable for all costs incurred to you until that point of time.
6. I/We further confirm my/our understanding that I/We shall render my/our full co-operation pertaining to the settlement of the subject accident and method of repair adopted shall be in accordance to the standard practices of the industry and will be at the full discretion of you.
7. I/We hereby agree that upon settlement of the above subject accident claim, I/We are required to sign Discharge Voucher/s issued by the third party insurers. After which all settlement monies shall be used to settle all costs and fee incurred to carry out the above subject accident repairs and claims. This settlement monies shall constitute a full discharge of your payment obligation to us.
8. Any indemnity / discharge voucher signed by the workshop is without prejudice to my rights to claim for compensation for my personal injury (if any). Complete VMS Pte Ltd is only authorized to negotiate and finalized with Third Party for my property damages

Signature : 

Witness's Name & Signature : 

Name : Teoh Giew Beng

Date : 7/12/19

Company Stamp (if applicable) : \_\_\_\_\_

Email: \_\_\_\_\_



## LONPAC INSURANCE BHD

CLAIM NO : 18/18/18/VP05/021210  
DATE : 20 APRIL 2019

### DISCHARGE VOUCHER

I/We, **TEOH SIEW BENG** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SFA 7979D the sum of Singapore Dollars **EIGHT THOUSAND THREE HUNDRED TWENTY ONE AND CENTS THIRTY EIGHT ONLY. (\$8,321.38)** 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, SKJ 8388X on 07/12/2018 along/at 629A SENJA ROAD 671629 MSCP LEVEL 2A.

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

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

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

This indemnity is signed without prejudice  
to my rights to claim for compensation  
for my personal injury.

.....  
Signature of vehicle owner/Date

**Teoh Siew beng 7.5.2019**  
.....  
Name of vehicle owner/Date



# COMPLETE VMS PTE LTD

176 Sin Ming Drive, #03-14 / 07, Sin Ming Autocare Complex, S575721  
Tel: 6455 0012 Fax: 6554 0012 Email: main@completevms.com.sg  
Business Reg. No. 200416180E GST Reg. No.: 200416180E



LONPAC INSURANCE BHD  
100 BEACH ROAD #19-00 SHAW TOWER  
SINGAPORE 189702

Contact : 62607388 Fax No. : 62962706

Tax Invoice : VM014348

Invoice Date : 07/05/2019  
Vehicle Num. : SKJ8388X  
Make/Model : AUDI Q5 2.0  
Mileage(Km) :  
PONO/RO# :  
Ref./Remark :

S/N	Quantity	Particular	Unit Price	Amount S\$
COST OF REPAIR AS AGREED AT				7,013.02

SingDollars : Seven Thousand Five Hundred Three & Cents Ninety-Three Only

COMPLETE VMS PTE LTD

Total S\$ :	7,013.02
GST S\$ :	490.91
Amount Due S\$ :	7,503.93
	=====

Terms : 30 Days

> Back to OneMotoring



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 11 Dec 2018 / 10:15:47

Receipt Date/Time : 11 Dec 2018 / 10:15:47

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-181211-000646

Previous Receipt No. :

S/N Item Description/  
Business Transaction Reference  
No.

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
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Result of Insurance Enquiry - SFA7979D  
As at 07 Dec 2018/00:00:01  
Insurance Co: LONPAC INSURANCE BHD

1 Insurance Enquiry - SFA7979D  
Enquiry Fee  
20181211101419182764

7.00	0.49	7.49
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Sub-Total	7.00	0.49	7.49
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Total Before Rounding	7.00	0.49	7.49
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Rounding Difference			0.04
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Total Amount Payable			7.45
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Paid By

xxxxxxxxxxxx5909	Credit Card: Visa/MasterCard	7.45
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Total		7.45
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Cash Change		0.00
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Tendered Amount		7.45
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Excess Refundable Amount		0.00
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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.