

Asher Sng (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 27 March 2019 9:39 AM
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] Our Ref: 18/18/18/VC00/021152 Request for 3rd party claims survey GBE7685C Claims against GZ4773G [External General]

Follow Up Flag: Follow up
Flag Status: Completed

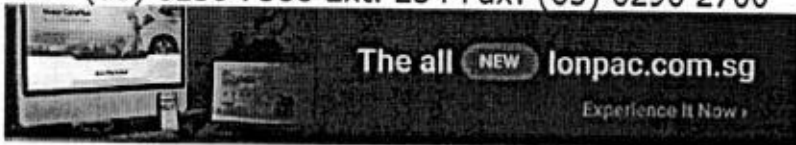
Lonpac External - General

Dear Asher

Please proceed.

For future cases, you may want to verify with the Insured driver before settlement to avoid any disputes after that.

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 5:57 PM
To: ONG LI LI
Cc: MT_Claim_SG
Subject: [MANDATE REQUEST] RE: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 13/12/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured lost control and hit third party 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 **LIU'S BROTHER AUTO ENGINEERING WORKSHOP** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 16,668.70	\$ 6,650.00
2. Loss of Use (9days x \$80)	\$ 720.00	\$ 720.00 (9days x \$80)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 17,390.70	<u>\$ 7,372.00</u>

**7 days recommendation for repair.

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

The above is for your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

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

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

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

Sent: Thursday, 13 December 2018 5:48 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

Dear Shu Pei

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: Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

Sent: Thursday, 13 December, 2018 5:22 PM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A; Asher Sng (LKKAuto)

Subject: RE: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBE 7685C at M/s Liu's Brother Auto Engineering Workshop on a WP basis and TP repairer proposed for a direct settlement.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Enclosed for your perusal is:

- TP's GIA report

Please be informed that preliminary advice is not ready yet.

Our case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto)

Sent: Wednesday, 12 December 2018 10:48 AM

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

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 | 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: Wednesday, 12 December 2018 8:48 AM

To: Jasmine Low <liusbrojasmine@yahoo.com>; Susan Low <liusbro@ymail.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

Without Prejudice

Dear Jasmine

Thank you for your reply.

Dear Catherine/Nivitha

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: Jasmine Low [mailto:liusbrojasmine@yahoo.com]

Sent: Tuesday, 11 December, 2018 6:14 PM

To: ONG LI LI; Susan Low; MT_Claim_SG

Subject: Re: Our Ref: 18/18/18/VC00/021152 RE: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

Hi All,

We like to choose No 7 (Marcus Chua)

Thank You

Regards

Jasmine

On Tuesday, 11 December 2018, 17:34, ONG LI LI <long@lonpac.com> wrote:

Without Prejudice
Save as to Costs

Dear Sir/Mdm

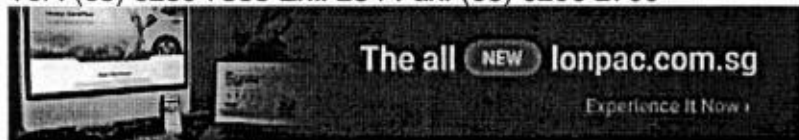
We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

No.	Name	Please tick ✓
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	

6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	
10	Sathya Sai Kathirrasen	

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

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: Susan Low [mailto:liusbro@gmail.com]
Sent: Tuesday, 11 December, 2018 5:20 PM
To: MT_Claim_SG; GERALD POH WEE BIN
Cc: liusbrojasmine@yahoo.com
Subject: Request for 3rd party claims survey GBE7685C Claims against GZ4773G

Accident on 22/11/2018 Along BKE Towards Woodlands
Involving GBE7685C and GZ4773G

We refer to the above accident and 3rd party claims.

We hereby write to request of 3rd party claims pre-repair inspection for our client's vehicle.

Please let us have your single joint expert motor surveyors list (SJE) to conduct a pre-repair survey of the damage to our client's vehicle jointly with our client/our motor workshop at No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883 as soon as possible.

Kindly arrange.

Thank you.

Best Regards!

Susan Low
M/s Liu's Brother Auto Engineering Workshop
No. 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit
Singapore 417883
Tel: 6741 1730
Fax: 6744 5746

Date of Survey:- _____

Name of Authorise Surveyor:- _____

Surveyor Email: _____

Remark :- _____



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

Our Ref: GBE7685C181122

Date: 02/01/2019

Your Ref:

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

Attn: Motor Claims Department

Dear Sir / Madam

**TRAFFIC ACCIDENT ALONG BKE TOWARDS WOODLANDS
INVOLVING GBE7685C AND GZ4773G ON 22/11/2018**

We/I, **Messers Goldbell Leasing Pte Ltd** (Nric / ROC No: **198703585C**), the registered owners of m/vehicle – **GBE7685C** at all material times of the above accident. Our/my vehicle was surveyed by “**Lonpac**” authorized appraiser and we/I based our/my claims on his recommendation for **S\$6,650-00** being the repair for **07** Days (Strictly on a Without Prejudice Basis).

We/I have ascertained that you were the insurers of the driver of m/vehicle **GZ4773G** when the same was involved in the aforesaid accident with our/my m/vehicle – **GBE7685C**.

We/I whereby you are the insurers of m/vehicle **GZ4773G** and the driver / owner was caused solely by the negligence of your insured and as a result there of our / my m/vehicle – **GBE7685C** has suffered loss and damage as follows:

(a) Cost of repairs	S\$	6,650-00
(b) LOU for pre-repair notice 02 days @\$80-00		160-00
(c) LOU Fee for 07 days @\$80-00		560-00
(d) GIA / LTA search fee		2-00

Total Amount

S\$ 7,372-00

We/I enclose herewith copies of the supporting documents for vehicle no. **GBE7685C** as follows:-

- (i) Motor Accident Report;
- (ii) Repair Invoices;

Kindly look into the matter and let us/me hear from you on the settlement of our / my claims as soon as possible.

Please remit us/me your settlement sum in favor of **M/s Liu's Brother Auto Engineering Workshop**. Forward the cheque to No. 1 Kaki Bukit Avenue 6 #01-01 AutoBay @ Kaki Bukit Singapore 417883.

Thank you.

Yours faithfully,



The owner of m/vehicle **GBE7685C**
Messers Goldbell Leasing Pte Ltd
cc. Liu's Bro Auto Engrg Ws

Authorization To Act

Attn: Motor Claims Department

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

I / We, Messers Goldbell Leasing Pte Ltd ("the third party claimant") of No. 18 Tuas Avenue 10 Singapore 639142 (address), owner of GBE7685C (vehicle no.) hereby authorize Liu's Brother Auto Engineering Workshop ("the workshop") to act for me / us with respect to my / our claim for repair costs and / or rental and / or loss of use ("claim") for my / our vehicle no. GBE7685C that was damaged pursuant to the accident which occurred on 22/11/2018 (date) along BKE Towards Woodlands (location) involving GZ4773G ("the accident").

I / We further authorize the workshop to settle my / our above mentioned claim in a manner that they deem fit and the workshop is further authorized to receive payment further to settlement of my / our claim with payment cheque / s being made in favour of the workshop.

I / We further acknowledge that any settlement the workshop may reach on my / our behalf is on a without prejudice and without admission of liability basis insofar as the driver / owner / insurers of the other vehicle / s is concerned.

Dated this 23rd day of Mar (month) 20 19 (year)

3rd Party Claimant:

Signature: 

Name: Goldbell Leasing Pte Ltd

Address: No. 18 Tuas Avenue 10

Singapore 639142

Nric/ROC No: 199001196N

Workshop:

Signature: 

Name: Liu's Brother Auto Engrg Workshop

Address: 1 Kaki Bukit Avenue 6 #01-01
AutoBay @ Kaki Bukit

Singapore 417883

ROB No: 53291793J

**LIU'S BROTHER AUTO ENGINEERING WORKSHOP**

No. 1 Kaki Bukit Avenue 6 #01-01 Auto Bay @ Kaki Bukit Singapore 417883

ROB No: 532017931 . Tel: 6741-1730 / 731 . Fax: 6744-5746. Email: liusbro@gmail.com

Invoice/Ref No: GBE7685C181122

Final Bill

Customer	Page 01 - 02
Name: Lonpac Insurance Berhad	Date: 11-12-18
Address: Motor Claims Department	Vehicle No: GBE7685C
300 Beach Road #17-04 / 07	Model/Make: Toyota Hiace
The Concourse	Van Turbo 5
Singapore 199555	

Item No.	Descriptions Of Parts	Original Quotation / Estimation	Revised Quotation / Cost Of Repair
1	Front Rh Bonnet	\$ 872.90	\$ -
2	Bonnet "Toyota" Motif	\$ 75.00	\$ -
3	Bonnet Hinge 02 pcs (@ S\$295.30)	\$ 590.60	\$ -
4	Head Lamp	\$ 930.70	\$ -
5	Head Lamp clips 1 set	\$ 65.00	\$ -
6	Head Lamp Cover Garnish (Accessories)	\$ 180.00	\$ -
7	Bumper	\$ 796.80	\$ -
8	Bumper Clips 1 set	\$ 50.00	\$ -
9	Bumper Beam	\$ 409.10	\$ -
10	Bumper Lower Skirting (Spoiler)	\$ 580.00	\$ -
11	Bumper Side Holder	\$ 139.00	\$ -
12	Corner Panel	\$ 376.50	\$ -
13	Door	\$ 1,632.50	\$ -
14	Door Hinges 02 pcs (@ S\$115.00)	\$ 230.00	\$ -
15	Door Checker	\$ 152.00	\$ -
16	Door Rubber	\$ 245.70	\$ -
17	Door Outer Pillar	\$ 622.60	\$ -
18	Door Inner Lock	\$ 554.40	\$ -
19	Door View Mirror	\$ 1,142.80	\$ -
20	Door Outer Carbon Garnish (Accessories)	\$ 450.00	\$ -
21	Door Outer Handle Lower Carbon Garnish (Accessories)	\$ 180.00	\$ -
22	Door Visor	\$ 120.00	\$ -
23	Door Wire Harness	\$ 269.20	\$ -
24	Door Inner Trim Board	\$ 645.10	\$ -
25	Door Inner Trim Board Clips 1 set	\$ 52.00	\$ -
26	Door "ROC" Sticker	\$ 80.00	\$ -
27	Step Garnish	\$ 372.80	\$ -
28	Step Garnish Clips 1 set	\$ 30.00	\$ -
29	Step Panel	\$ 248.10	\$ -
30	Wheel Arch Panel	\$ 516.20	\$ -
31	Air Cleaner	\$ 649.70	\$ -
	C/F Balance ---->	\$13,258.70	\$ -



M/s Liu's Brother Auto Engrg Wks

**LIU'S BROTHER AUTO ENGINEERING WORKSHOP**

No. 1 Kaki Bukit Avenue 6 #01-01 Auto Bay @ Kaki Bukit Singapore 417883

ROB No: 53291793J . Tel: 6741-1730 / 731 . Fax: 6744-5746. Email: liusbro@gmail.com

Invoice/Ref No: GBE7685C181122

Final Bill

Customer	Page 02 - 02
Name: Lompac Insurance Berhad	Date: 02-01-19
Address: Motor Claims Department	Vehicle No: GBE7685C
300 Beach Road #17-04 / 07	Model/Make: Toyota Hiace
The Concourse Singapore 199555	Van Turbo 5

Item No.	Descriptions Of Parts	Original Quotation / Estimation	Revised Quotation / Cost Of Repair
	B/F Balance --->	\$13,258.70	\$ -
	To check all wiring & electrical component for proper function	\$ 50.00	\$ -
	To apply Rust Proofing , reseal tuff-coating treatment on accident area	\$ 120.00	\$ -
	Remove & reinstall dashboard, meter instruments, disconnect wiring & Etc's ...	\$ 280.00	\$ -
	To remove, replace and transfer door panel, fitting and mechanisms	\$ 80.00	\$ -
	To check and re-adjust wheel alignment	\$ 80.00	\$ -
	To remove & refix air con, re-fill air con gas & test for leakages	\$ 100.00	\$ -
	Labor for Panel Beating, Cut, Weld, Straighten & Replacing Parts Etc's	\$ 1,200.00	\$ -
	To putty & spray painting & including touch up paint on accident affected area	\$ 1,500.00	\$ -

Total Parts & Labour of estimate for damaged vehicle	\$ 43,186.10
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Total amount in Lump Sum Basis for repaired vehicle

\$ 6,650.00

SDLS: Six Thousand Six Hundred Fifty Only



M/s Liu's Brother Auto Engrg Wks



**GENERAL
INSURANCE
ASSOCIATION**

RECORDS MANAGEMENT CENTRE

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

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

Third Party Insurer Enquiry

Our Ref No: GR-18-191536

Date of Request: 11/12/2018

Your Ref No:

Online Purchase

LIU'S BROTHER AUTO WORKSHOP

1 Kaki Bukit Ave 6 #01-01

Auto Bay@Kaki Bukit

Singapore 417883

Dear Sir/Madam,

Enquiry Date 11/12/2018

Enquiry By Susan Low Siew Yian

TP Vehicle No. GZ4773G

Accident Date 22/11/2018

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
GZ4773G	Lonpac Insurance Bhd	14/09/2018-13/09/2020	+65 62507388

Thank You.

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

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**GENERAL
INSURANCE
ASSOCIATION**

RECORDS MANAGEMENT CENTRE

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

6 Raffles Quay #18-00, Singapore 048580

Phone: +65 6224 0010 Fax: +65 6224 0030

Operating Hours: Monday to Friday 9am to 5pm

GST Registration No: M400017735

TAX INVOICE

Our Ref No: GR-18-191536

Date of Request: 11/12/2018

Your Ref No: Online Purchase

LIU'S BROTHER AUTO WORKSHOP
1 Kaki Bukit Ave 6 #01-01
Auto Bay@Kaki Bukit
Singapore 417883

Dear Sir/Madam,

Enquiry Date: 11/12/2018
Enquiry By: Susan Low Siew Yian
TP Vehicle No: GZ4773G
Accident Date: 22/11/2018

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

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque