

## Asher Sng (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 22 March 2019 10:55 AM  
**To:** Asher Sng (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim [External Confidential]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

### Lonpac External - Confidential

Our Ref : 18/18/18/VC00/021209

Dear Asher,

Kindly proceed as proposed.

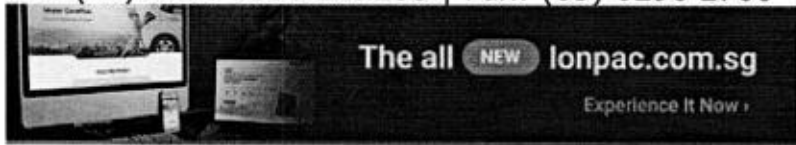
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Asher Sng (LKKAuto) [mailto:AsherSng@lkkauto.com]  
**Sent:** Wednesday, 20 March, 2019 11:50 AM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim [External Confidential]

Hi Gerald,

We refer to the above matter.

Third party disagreed with our offer and submitted supporting document to claim for higher Loss of Use.

Enclosed the summary to offer to repairer **OPTIMA WERKZ PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,478.86	\$ 2,715.95
2. Loss of Use (10days x \$100)	\$ 1,000.00	\$ 480.00 (6days x \$80)
<b>Total</b>	<b>\$ 4,478.86</b>	<b><u>\$ 3,195.95</u></b>

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)

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

**Sent:** Tuesday, 19 February 2019 5:36 PM

**To:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** RE: [MANDATE REQUEST] Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim  
[External Confidential]

## **Lonpac External - Confidential**

Dear Asher,

Kindly proceed as proposed.

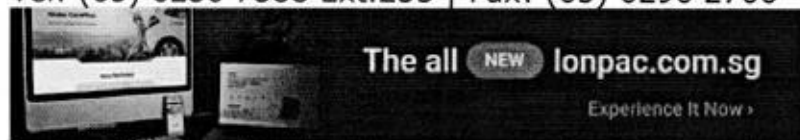
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



*Lonpac External - Confidential data is for use by authorised external parties only.*

**From:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]  
**Sent:** Thursday, 14 February, 2019 11:40 AM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 17/12/18 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended 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 **OPTIMA WERKZ PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,478.86	\$ 2,715.95
2. Loss of Use (10days x \$100)	\$ 1,000.00	\$ 360.00 (6days x \$60)
<b>Total</b>	<b>\$ 4,478.86</b>	<b>\$ 3,075.95</b>

\*\*4 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:** Shu Pei (LKKAUTO)  
**Sent:** Monday, 17 December 2018 7:16 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.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)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLE 4865B at M/s Optima Werkz Pte Ltd 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:

- Estimated cost of repair
- Preliminary advice

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

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

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

**Sent:** Friday, 14 December 2018 12:45 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@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: Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim

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)

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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

**Sent:** Friday, 14 December 2018 12:12 PM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** FW: Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim

Our Ref : 18/18/18/VP05/021209

Dear Catherine,

Please proceed with the survey accordingly.

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:** Sharon [mailto:sharon@ow.sg]

**Sent:** Friday, 14 December, 2018 11:49 AM

**To:** MT\_Claim\_SG

**Cc:** Lily Loi OW; puitheng.chong@ow.sg

**Subject:** Arrang Survey - Accident involving SLE4865B & SLR630U on 10/12/2018 / TP Claim

Your Ref: SLR630U

Our Ref: SLE4865B

Dear Executive,

Please arrange for survey as soon as possible.

Location: 9A Serangoon North Avenue 5

***\*\*Please avoid 1PM - 2PM***

Thank you.

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Best Regards,

Sharon Ten (Ms)

Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

OPTIMA WERKZ PTE LTD

Head office: 6 Kung Chong Road Singapore 159143

T: +65 6472 1313

F:

+65 6472 2112

Branch : 9A Serangoon North Ave 5 Singapore 554500

T: +65 6484 9919

F: +65

6481 1011

Branch : 551 Upp Thomson Road Singapore 574415

T: +65 6452 6868

F: +65

6452 9223

[www.ow.sg](http://www.ow.sg)

[www.facebook.com/optimawerkz](https://www.facebook.com/optimawerkz)

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

[www.avg.com](http://www.avg.com)

Our Ref : SLE4865B / TP#748  
Your Ref : SLR630U / 18/18/18/VP05/021209

(A)  
**WITHOUT PREJUDICE**

Date : 31 December 2018

**LONPAC INSURANCE BHD**

100 Beach Road  
#19-00 Shaw Tower  
Singapore 189702

Attention: Motor Claims Department

**ACCIDENT INVOLVING SLE4865B & SLR630U ON 10/12/2018  
ALONG ANG MO KIO AVE 5**

We refer to the above captioned.

We are claiming the below followings :

- Cost of Repair (incl. of GST )	S\$2,715.95
- Loss of Use	S\$1,000.00 (\$100 x 10 days)

<b>Grand Total</b>	<b>S\$3,715.95</b>
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If you have any enquiries, please contact our representative, Ms. Sharon Ten & Ms.Lily at 6481 1522 or email [sharon@ow.sg](mailto:sharon@ow.sg) / [lily.loi@ow.sg](mailto:lily.loi@ow.sg)

All payment is to be issued direct to **Optima Werkz Pte Ltd.**

Your prompt attention is most grateful and look forward to your speedy settlement.

Yours faithfully

OPTIMA WERKZ PTE LTD

Encl.

*This is a computer generated printout and no signature is required.*

TO WHOM IT MAY CONCERN

**AUTHORIZATION TO ACT**

I/We(owner) Optima Werkz Pte Ltd ('the third party claimant') of  
(Address) 9A Selegie North Ave 5 (S) 554500 registered owner of  
(Vehicle Number) SLE4865B hereby authorize ('the vehicle repairer workshop')  
**OPTIMA WERKZ PTE LTD** to act for me/us with respect of my/our claim for repair costs and /or  
rental and/or loss of use for my/our vehicle number SLE4865B that was  
damaged pursuant to the accident which occurred on 10/12/2018 along Ang Mo Kio  
Ave 5 involving vehicle number SLR630U.

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 full payment in the settlement of my/our  
claim with full cheque(s) payment being made in the favor of the workshop.

Dated this 14 day of December year 2018.



A handwritten signature in black ink.

Signature of Vehicle Registered Owner  
Company's stamp (if applicable)



Affn: Asher Eng



## LONPAC INSURANCE BHD

CLAIM NO : 18/18/18/VP05/021209  
DATE : 22 MAR 2019

### DISCHARGE VOUCHER

I/We, OPTIMA WERKZ PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SLR 630U the sum of Singapore Dollars THREE THOUSAND ONE HUNDRED NINETY FIVE AND CENTS NINETY FIVE ONLY. (**\$3,195.95**) 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, SLE 4865B on 10/12/2018 along/at ANG MO KIO AVE 5.

I /We hereby agree to indemnify and keep indemnify (**LEONG MINGSHEN KENNIE /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 OPTIMA WERKZ 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.

.....  
Signature of vehicle owner/Date

.....  
Name of vehicle owner/Date

#### Without Prejudice

"The contents of this document apply to property damages claim only. All personal injuries and damages arising therefore are not included from the ambit and application of this document."

# Optima Werkz Pte Ltd

9A Serangoon North Avenue 5, Singapore 554500

Tel (+65) 6484 9919 Fax: (+65) 6481 1101

Co Reg & GST No: 201212455W

## TAX INVOICE

To: LONPAC INSURANCE BHD

100 BEACH ROAD  
#19-00 SHAW TOWER  
SINGAPORE 189702

Tel 62507388

Fax: 62962706

INV NO. : 121808231  
INVOICE DATE : 28/12/2018  
REF : TP#748  
VEH NO. : SLE4865B  
CAR MODEL : AQUA HYBRID 1.5S  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
REAR BUMPER	1	PC	306.23	306.23
REAR BUMPER REINFORCEMENT	1	PC	208.80	208.80
REAR BUMPER REINFORCEMENT BRACKET RH	1	PC	86.78	86.78
REAR BUMPER CLIPS	10	PCS	4.34	43.35
REAR TAILLAMP RH	1	PC	396.60	396.60
REAR TAILLAMP LOWER BRACKET RH	1	PC	31.92	31.92
REAR BUMPER SIDE RETAINER RH	1	PC	51.21	51.21
REAR FENDER INNER AIR VENT RH	1	PC	93.38	93.38
REAR BUMPER REVERSE SENSOR	1	SET	200.00	200.00
TO REMOVE & REPLACED WITH PANEL BEATING ALL ACCIDENT PORTION	1	JOB		200.00
TO PUTTY & SPRAY PAINTING WITH SEALANT ALL ACCIDENT PORTION	1	JOB	220.00	220.00
TO DISMANTLE & REPLACED REAR BUMPER REVERSE SENSOR	1	JOB	50.00	50.00
TO REMOVE & REPLACED WITH PANEL BEATING ALL ACCIDENT PORTION	1	JOB	300.00	300.00
TO PUTTY & SPRAY PAINTING WITH SEALANT ALL ACCIDENT PORTION	1	JOB	350.00	350.00

Remarks: DOA: 10/12/2018 @ 1730HRS  
CLAIMANT: OPTIMA WERKZ P/L  
REG NO: 201212455W  
TP VEHICLE: SLR630U

Singapore Dollars: Two Thousand Seven Hundred Fifteen And Cent Ninety-Five Only

Name: \_\_\_\_\_

NRIC No.: \_\_\_\_\_

Signature: \_\_\_\_\_

SUB TOTAL	SGD	2,538.27
GST 7.00%	SGD	177.68
GRAND TOTAL	SGD	<u>2,715.95</u>

I/We confirm that I/We incurred the repair costs herein and will observe my/our agreement with the repairs.  
I/We declare the repairs for above vehicle have been completed to my/our satisfaction.

1) New parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of one (1) year or mileage up to 30,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.

2) Recon Parts purchased and installed by Optima Werkz Pte Ltd, will be entitled to warranty period of six (6) months or mileage up to 10,000km, whichever comes first, from the date of invoice, with the exception to wear & tear items.

3) Goods sold are not refundable/returnable.

Original Invoice is only valid when the payment is acknowledge receipt by Optima Werkz Pte Ltd. Interest of 2% per month will be charged on any outstanding amount.

for Optima Werkz Pte Ltd

AUTHORISED SIGNATURE(S)