

**RE: [MANDATE REQUEST] SDZ9028C / SKU2361D Date of accident:10-01-2019**  
**[External Confidential]**

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Fri 6/21/2019 3:07 PM

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

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

**Lonpac External - Confidential**

Dear Asher,

Kindly proceed as per your email of 25 March 2019.

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:** Tuesday, 18 June, 2019 7:06 PM

**To:** GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG

**Subject:** RE: [MANDATE REQUEST] SDZ9028C / SKU2361D Date of accident:10-01-2019 [External Confidential]

Hi Gerald,

We refer to the email below.

Third party disagreed with our offer and request to claim up to 8days.

Enclosed is the reply from third party on breakdown of the 8days.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

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

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

**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 15 May 2019 11:39 AM  
**To:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: [MANDATE REQUEST] SDZ9028C / SKU2361D Date of accident:10-01-2019 [External Confidential]

## Lonpac External - Confidential

Dear Asher,

We are agreeable to the proposed quantum but for Loss of Rental, we proposed 7 days.

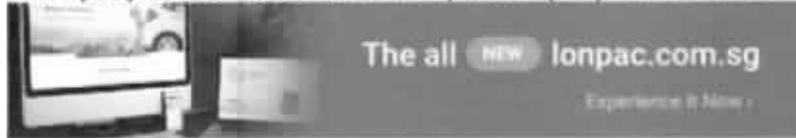
Best Regards

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:** Monday, 25 March, 2019 5:47 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: SDZ9028C / SKU2361D Date of accident:10-01-2019

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 11/01/2019 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 **CYCLE & CARRIAGE INDUSTRIES (1986) PL** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 12,161.43	\$ 9,498.48
2. Loss of Rental (8days x \$170)	\$ 1,455.20	\$ 1,455.20 (8days x \$170)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 13,618.63</b>	<b>\$10,955.68</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: [asher.sng@lkkauto.com](mailto:asher.sng@lkkauto.com) | fax: 6741-4108

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

**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>

**Sent:** Monday, 14 January 2019 9:17 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Zayyer (LKKAuto) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>; Vic (LKKAuto) <[vic@lkkauto.com](mailto:vic@lkkauto.com)>; Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SDZ9028C / SKU2361D Date of accident:10-01-2019

Dear LKK,

Car is in 188 Pandan Loop Cycle & Carriage, kindly arrange for survey this afternoon. Please revert the liability for direct settlement. Thank you.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



CYCLE & CARRIAGE

Exceptional Journeys



CERT

Insurance Claims Management



Please consider the environment before printing this e-mail.

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

**Sent:** Friday, 11 January 2019 1:58 PM

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

**Cc:** MT\_Claim\_SG; Alan Quek

**Subject:** FW: SDZ9028C / SKU2361D Date of accident:10-01-2019

Our Ref : 18/19/19/VP05/021317

Dear Catherine/Nivitha,

Kindly proceed to survey and revert on Direct Settlement.

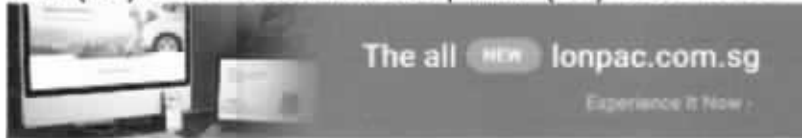
Best Regards

Gerald Poh

Senior Claims Executive | Lompac Insurance Bhd

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

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



**From:** Alan Quek [<mailto:alan.quek@cyclecarriage.com.sg>]

**Sent:** Friday, 11 January, 2019 1:34 PM

**To:** MT\_Claim\_SG

**Subject:** SDZ9028C / SKU2361D Date of accident:10-01-2019

**LONPAC INSURANCE BHD**

Attn: Motor Claims Dept

RE: Accident involving motor vehicle nos. **SDZ 9028 C & SKU 2361 D**.  
Along **P.I.E.**

We have instructs by our client's of motor vehicle no:**SDZ 9028 C**, which was involved in the above accident. Our client's vehicle was damaged and. We now claiming against you for costs of repair and other consequential loss.

In order that you are the insurer of vehicle no:**SKU 2361 D** are willing to **DIRECT SETTLEMENT** and other incidental claims. We shall be grateful if you could kindly settle the cost of repair directly with us. On this note we will be much appreciated and looking forward to your Confirmation of settlement.

Your Sincerely

Alan Quek

Service Advisor

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Tel: 6771 4377 | DID: 9186 5112 | Fax: 6872 1272

Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)



**CYCLE & CARRIAGE**



Please consider the environment before printing this e-mail.

Exceptional Journeys



**CERT**

THE CYCLES OF LIFE

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individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

## Asher Sng (LKKAUTO)

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**From:** Asher Sng (LKKAUTO)  
**Sent:** Monday, 25 March 2019 5:47 PM  
**To:** 'GERALD POH WEE BIN'  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: SDZ9028C / SKU2361D Date of accident:10-01-2019  
**Attachments:** TP LOD.pdf; LKK Inspection.pdf; LKK Adjustment.pdf; LKK Survey Photo.pdf

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 11/01/2019 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 **CYCLE & CARRIAGE INDUSTRIES (1986) PL** is as follows: -

	Claimed Amount	Revised Amount
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2. Loss of Rental (8days x \$170)	\$ 1,455.20	\$ 1,455.20 (8days x \$170)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 13,618.63</b>	<b>\$10,955.68</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)

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**From:** Alan Quek <[alan.quek@cyclecarriage.com.sg](mailto:alan.quek@cyclecarriage.com.sg)>

**Sent:** Monday, 14 January 2019 9:17 AM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; Thin Thin (LKKAUTO) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Zayyer (LKKAUTO) <[zayyer@lkkauto.com](mailto:zayyer@lkkauto.com)>; Vic (LKKAUTO) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SDZ9028C / SKU2361D Date of accident:10-01-2019

Dear LKK,

Our ref: SDZ9028C  
Your ref: \_\_\_\_\_

Date: 25 FEB 2019

**Direct Settlement**

To: Lompac Insurance Ltd

Singapore 199555

Attn: Motor Claims Department

Re: Accident Involving Motor Vehicle Nos. SDZ9028C & SKY2361D  
At/Along P.I.E On 10/01/19 @ 12:05

I am the owner of vehicle no. SDZ9028C that was involved in an accident with your insured vehicle no. SKY2361D of the above accident.

As the accident was caused by your insured negligent/inconsiderate driving, thus I am claiming from you for the following: -

1. Cost of Repairs	\$ <u>9,498.48</u>
2. Loss of Use / Rental ( <u>8</u> days @ \$ <u>170</u> per day)	\$ <u>1,455.20</u>
3. LTA/GIA Search Fee	\$ <u>2.00</u>
4. GIA Report Fee	\$ _____
5. Others	\$ _____
<b>Total: \$ <u>10,955.68</u></b>	

I hereby give you fourteen (14) days to comply with the above, failing which, I shall instruct my solicitor to commence legal action against you. If you have any queries, please contact the representative of **CYCLE & CARRIAGE INDUSTRIES PTE LTD** at Telephone No: **67714377 (Mr Alan Quek) / 67714304 (Ms Amanda Ang)**.

**I hereby give full authority to CYCLE & CARRIAGE INDUSTRIES PTE LTD and their representative to negotiate/comprise settlement of the above claim on my behalf.**

Your co-operation and immediate attention to the above is greatly appreciated. I hereby look forward to hearing from you soon.

Yours faithfully



**Name & Signature**

Address: C/o. 188 Pandan Loop Singapore 128378  
Cc: Mr Alan Quek/ Ms Amanda Ang  
E-mail: alan.quek@cyclecarriage.com.sg / amanda.ang@cyclecarriage.com.sg  
Fax No. 67795383

## LETTER OF AUTHORIZATION

To: Lompac Insurance bhd

Singapore 199555

Attn.: Motor Claims Department

Dear Sir / Mdm,


MOTOR ACCIDENT INVOLVING SDZ 9028C (OWNER'S  
VEHICLE NO.) AND SK42361D (3RD PARTY'S VEHICLE NO.)  
ON 10/01/19 (DATE) AT 12:05 (TIME)  
AT/ALONG P.I.E (ROAD)

I am the registered owner of SDZ 9028C (Vehicle No.).

I hereby authorise CYCLE & CARRIAGE INDUSTRIES PTE LIMITED and its agents or any person(s) authorised by Cycle & Carriage Industries Pte Limited to do all or any of the following:-

- Submit, resolve and make any claims which I may have against the 3<sup>rd</sup> party insurers; and/or
- Execute and sign discharge voucher, indemnity forms and all necessary documents in connection with and arising from the above claim.

All payment towards settlement of my claim should be made in favour of CYCLE & CARRIAGE INDUSTRIES PTE LIMITED.

  
Registered Owner's Signature

(Company stamp & authorized signature if it is a company-registered vehicle)

Name : Mr Lim Thiam Chay

NRIC No. : S0221305B

Date : 14/01/2019



# LONPAC INSURANCE BHD

Pcher

CLAIM NO : 18/19/19/VP05/021317  
DATE : 29 JUNE 2019

## DISCHARGE VOUCHER

I/We, LIM THIAM CHAY confirmed acceptance from M/s LONPAC INSURANCE BHD and/or the owner SKU 2361D the sum of Singapore Dollars TEN THOUSAND NINE HUNDRED FIFTY FIVE AND CENTS SIXTY EIGHT ONLY. (\$10,955.68) 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, SDZ 9028C on 10/01/2019 along/at P.I.E.

I/We hereby agree to indemnify and keep indemnify (CHOW TAI WEI /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 CYCLE & CARRIAGE INDUSTRIES 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.

Alan Quak  
Cycle & Carriage Industries Pte Ltd  
Body Care & Repair Center  
TEL: 6771 8177 HP: 9186 5112 Fax: 672 1272  
Email: alan@ccr.com.sg alan@ccr.com.sg

.....  
Signature of vehicle owner/Date




.....  
Name of vehicle owner/Date



Mercedes-Benz

Cycle & Carriage  
Industries Pte Limited  
Authorised Dealer  
Company No. 196400367W  
GST Reg No. MR-6500111-X

## TAX INVOICE

Invoice Name & Address	Owner Name & Vehicle Info
LONPAC INSURANCE BHD	Cust No/Name WCV14374/Lim Thiam Chay
MOTOR CLAIM DEPARTMENT	Reg No/Reg Date SDZ9028C / 19/12/2018
300 BEACH ROAD	Date In/Mileage 14/01/2019/ 2186
#17-04/07 THE CONCOURSE	Chassis No WDD2130452A5625216
SINGAPORE 199555	Engine No 27492031678902
Contact No 62507388	Make/Model MB/MB E 250 SEDAN AVANTGARDE/AVANTGARDE
	Colour/Trim 027 775 Iridium Sil/ 042 201 Leather Bla

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
WL001605	Credit	30/01/2019/ 22:09	AQ	305 / Alan Quek Ai Lun	30038	28150400

Description of Goods / Services	Qty	Unit Price S\$	Amount S\$
M BPNSUN			F.O.C.
POLICY NO/ACC DATE :1800151697 // 10-01-2019			
DRIVE IN:10-01-2019 // TP CAR NO:SKU2361D (LONPAC INSURANCE)			
DATE IN/DATE SURVEY:14-01-2019 // LKK TAUFIKH			
BY/AUTHORIZED ON :ASHER SNG // 14-01-2019			
A BPILAB		0.10	380.00
USE XENTRY TO CHECK CONTROL UNITS & RESET MEMORY TO STANDARD SETTINGS.NETT			
A BPILAB			1920.00
REMOVE & REPLACE REAR BUMPER, REAR BOOT LID & REMOVE REAR SUPPORT ASSY COMPONENTS & REFINISH.			
A BPIRES			1200.00
RESPRAY REAR BUMPER & REAR BOOT LID			
X REAR BUMPER	1.00	1956.71	1956.71
X REAR BOTTOM PANEL	1.00	269.37	269.37
X REAR BOTTOM GARNISH	1.00	312.57	312.57
X REAR BOOT LID	1.00	2273.48	2273.48
X REAR BOOT LID SEAL	1.00	245.91	245.91
X REAR BOOT LID GARNISH	1.00	139.10	139.10
X REAR STAR EMBLEM	1.00	48.25	48.25
X GROMMET	3.00	2.29	6.87
X E250 EMBLEM	1.00	85.16	85.16
X SPRING DAMPER	2.00	12.33	24.66
X RIVETED NUT	4.00	3.75	15.00

Cycle & Carriage celebrates 120 years.  
Visit [www.cyclecarriage.com/120](http://www.cyclecarriage.com/120) for more info!

Parts	5,377.08	Nett	8,877.08
Labour	3,500.00	7% GST on	8877.08
Standard Menu	0.00		
Specialist Job	0.00	Total Payable	9,498.48
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	0.00	Total Due	9,498.48
Total(w/o GST)	8,877.08		

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

Pandan Loop Service Center  
188 Pandan Loop  
Singapore 128378  
Tel: 6777 8388  
Fax: 6779 5383  
[www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

ENTERPRISE

SDZ 9028C

Tel: (65) 6292 5455 Fax: (65) 6292 2866 e-mail: [sales@wellscope.com.sg](mailto:sales@wellscope.com.sg)

**INVOICE**

RA : 08650

V. A. No.		Vehicle Regn. No.		Model Type		Renting Location	
		SKV9674A		Carmy		188 Pandan Loop CFC	
Reference				Agreed Return Date		5 Hours = 1 Day Rental (1 Day Rental ÷ 5 = 1 Hour Extension)	
per Day \$				per		Time / Date In	
per Week \$				per		Time / Date Out	
per Month Cts				per Kilometre		Total / Time Chargeable	
Hirer's Name				KM In		KM Out	
Mr Lim Thiam Chay				KM Drvn			
Address				Rental Charges		Dollars	
165 Poh Huet Rd West #04-12				Total 8. Days Rental		Cents	
Spore 546694							
I/C No 50221305B							
Reference Contact				Tel. No.			
				96321071			
Driver's Name				Passport / IC No. / Country			
AS ABOVE							
Address				Petrol Out		Petrol In	
				E 1/4 1/2 3/4 F		E 1/4 1/2 3/4 F	
Driving Licence No.				Expiry		Issued by	
Additional Driver				Tel. No. (Home)			
Address				Passport / IC No. / Country			
Driving Licence No.				Expiry		Issued by	
Method of Payment				Sub-Total			
Bill to: CYCLE & CARRIAGE				Others			
IND PTE LTD				Grand Total		\$1455.00	
188 PANDAN LOOP				Prepayment Received \$			
- RATES QUOTED ARE FOR USE IN SINGAPORE ONLY.				By: (Name in Block Letters)		CASH	
- THE HIRER IS SOLELY RESPONSIBLE FOR BREACH OF						CHEQUE	
TRAFFIC LAWS AND ANY PARKING FINES OR SURCHARGES				Amount Due / Refundable			
DURING PERIOD OF HIRE.				Refund Received \$		by receiver X	
Hirer's signature signifies acceptance of agreement				Out by		In by	
X				2.		2.	
Hirer's Signature / Company Stamp				FRONT		FRONT	
Remarks				LH RH		LH RH	
				REAR		REAR	
				CAR		MPV	

NB: Please notify our office should there be any accident involving this hired vehicle as soon as possible.



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-19-005756

Date of Request: 10/01/2019

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop  
Singapore 128378

Dear Sir/Madam,

Enquiry Date 10/01/2019

Enquiry By Lim Xin Yi

TP Vehicle No. SKU2361D

Accident Date 10/01/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKU2361D	Lonpac Insurance Bhd	13/07/2018-12/07/2019	+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.

This is a computer generated document and requires no signature.



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-19-005756

Date of Request: 10/01/2019

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop  
Singapore 128378

Dear Sir/Madam,

Enquiry Date 10/01/2019

Enquiry By Lim Xin Yi

TP Vehicle No. SKU2361D

Accident Date 10/01/2019

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:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque