

## Vic (LKKAUTO)

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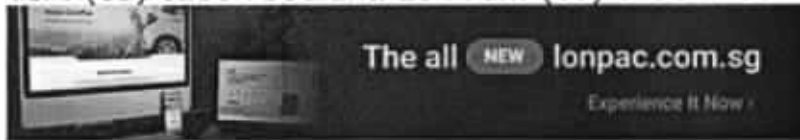
**From:** ONG LI LI <lilong@lonpac.com>  
**Sent:** Friday, 14 June, 2019 2:36 PM  
**To:** Vic (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: <SEEK MANDATE> Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) LKK REF CC4/LPC19000896/Kha3 [External General]

## Lonpac External - General

Dear Vic

Please proceed with your recommendation.

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.*

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**From:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Thursday, 13 June, 2019 10:02 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAUTO)  
**Subject:** RE: <SEEK MANDATE> Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) LKK REF CC4/LPC19000896/Kha3 [External General]

Dear Li Li,

We refer to our below email.

Please be informed that TP rejected our offer of 50/50 and insisted on a 100% claim on their favour. Please find attached TP video footage. Insured vehicle moved out when accident happened.

Kindly advise if we can improve offer and/or for your further instructions.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]

**Sent:** Friday, 1 March, 2019 9:28 AM

**To:** Vic (LKKAuto)

**Cc:** MT\_Claim\_SG; Admin A

**Subject:** RE: <SEEK MANDATE> Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) LKK REF CC4/LPC19000896/Kha3 [External General]

## **Lonpac External - General**

Dear Vic

As discussed, in view of conflicting statements, please request video footage from the TP.

Otherwise, in absence of further evidence, you may proceed to negotiate settlement at 50%, i.e. \$1938.28.

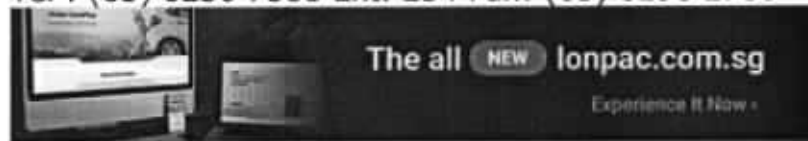
Regards,

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:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Wednesday, 27 February, 2019 1:25 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAuto)

**Subject:** <SEEK MANDATE> RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General] LKK REF CC4/LPC19000896/Kha3

**Your Ref:** 18/19/19/VC30/021328

**Our Ref:** CC4/LPC19000896/Kha3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES PC 3958L (OI) AND SLV 1746S (TP) ON 14/01/2019

We refer to the above matter.

We refer to the assignment dated 15<sup>th</sup> January 2019 of Third-Party's request to do Direct Settlement with our Principal, Lompac Insurance Bhd.

It was reported that our Insured vehicle was moving out from the side road when the collision happened.

We propose to offer to TP repairer "**OPTIMA WERKZ PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair w/gst	\$ 5,100.95	\$ 3,572.56
Loss of Use (\$100 x 5 days)	\$ 500.00	\$ 300.00 (\$60 x 5 days)
GIA Search Fee	\$ 2.00	\$ 2.00
<b>TOTAL</b>	<b>\$ 5,602.95</b>	<b>\$ 3,874.56</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	4 days
Downtime	1 day
<b>TOTAL</b>	<b>5 days</b>

The above is for your approval and/or further instructions please.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** ONG LI LI [<mailto:llong@lompac.com>]

**Sent:** Wednesday, 27 February, 2019 9:42 AM

**To:** [Lily.loi@ow.sg](mailto:Lily.loi@ow.sg); MT\_Claim\_SG; Vic (LKKAuto); Mei Kwan (LKKAuto)

**Cc:** [sharon@ow.sg](mailto:sharon@ow.sg)

**Subject:** RE: Our Ref: 181919VC30021328 LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC) [External General]

**Lompac External - General**

Without Prejudice

Dear Lily

Please liaise with LKK Auto Consultants Pte Ltd.

Dear Mei Kwan/Vic

fya

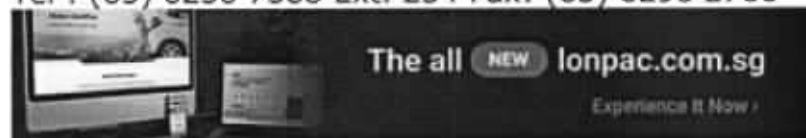
Regards,

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:** Lily.loi@ow.sg [mailto:Lily.loi@ow.sg]

**Sent:** Wednesday, 27 February, 2019 9:35 AM

**To:** MT\_Claim\_SG

**Cc:** sharon@ow.sg

**Subject:** LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC)

Our Ref : SLV1746S / TP#764

Your Ref : PC3958L

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST )	S\$3,572.56
- Loss of Use	S\$500.00 (\$100 x 05 days)
- GIA/LTA search Fees	S\$2.00
<b>Grand Total</b>	<b>S\$4,074.56</b>

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

Thank you.

--

Best Regards,

Lily Loi (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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**From:** Lily.loi@ow.sg <Lily.loi@ow.sg>  
**Sent:** Tuesday, 12 February, 2019 6:23 PM  
**To:** 'mt\_claim@lonpac.com' <mt\_claim@lonpac.com>  
**Cc:** 'sharon@ow.sg' <sharon@ow.sg>; 'Adeline Lim' <adeline@ow.sg>  
**Subject:** LOD - ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019 (LONPAC)

Our Ref : SLV1746S / TP#764  
Your Ref : PC3958L

Without Prejudice

Dear Officer-In-Charge,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST )	S\$3,572.56
- Loss of Use	S\$500.00 (\$100 x 05 days)
- GIA/LTA search Fees	S\$2.00
<b>Grand Total</b>	<b>S\$4,074.56</b>

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

Thank you.

--  
Best Regards,

**Lily Loi (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)

(Vic)

Our Ref : SLV1746S / TP#764  
Your Ref : PC3958L

**WITHOUT PREJUDICE**

Date : 12 February 2019

**LONPAC INSURANCE BHD**  
300 Beach Road  
#17-04/07 The Concourse  
Singapore 199555

Attention: Motor Claims Department

**ACCIDENT INVOLVING SLV1746S & PC3958L ON 14/01/2019  
ALONG 38 KIAN TECK DRIVE**

We refer to the above captioned.

We are claiming the below followings :

- Cost of Repair (incl. of GST )	S\$3,572.56
- Loss of Use	S\$500.00 (\$100 x 05 days)
- GIA/LTA search Fees	S\$2.00

<b>Grand Total</b>	<b><u>S\$4,074.56</u></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) Chen Xue (the third party claimant') of  
(Address) 311K 191 Sukit Batok West Ave 6 #17-49 S650191 registered owner of  
(Vehicle Number) SLV 17465 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 SLV 17465 that was  
damaged pursuant to the accident which occurred on 14/01/2019 along 38 Kran Teck  
Drive involving vehicle number PC 3958 L.

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 Jan year 2019.

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



# LONPAC INSURANCE BHD

LKE

(Vic)

CLAIM NO : 18/19/19/VC30/021328

DATE : 12 JUNE 2019


## DISCHARGE VOUCHER

I/We, CHEN XUE confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or the owner of PC 3958L the sum of Singapore Dollars Three Thousand Eight Hundred Seventy Four and Cents Fifty Six Only (\$3,874.56) in full and final satisfaction, liquidation and discharge of property claim competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of property claim sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident to my vehicle, SLV 1746S on 14 JANUARY 2019 along CAR PARK AT 38 KIAN TECK DRIVE.

I /We hereby agree to indemnify and keep indemnify (**ENTRACO MARINE ENGINEERING PTE LTD / 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.

 22/6/2019  
.....  
Signature of vehicle owner/Date

chen xue / 22 June 2019  
.....  
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. : 121900506  
INVOICE DATE : 23/01/2019  
REF : TP#764  
VEH NO. : SLV1746S  
CAR MODEL : VEZEL 1.5X  
CURRENT MILEAGE:  
ADVISOR : ONG HOCK KONG  
TERMS : COD

DESCRIPTION	QTY	UOM	U.PRICE SGD	AMOUNT SGD
FRONT SIDE MIRROR ASSY RH	1	PC	533.36	533.36
FRONT DOOR RH	1	PC	770.64	770.64
FRONT DOOR GLASS OUTER MOULDING RH	1	PC	53.44	53.44
FRONT DOOR POWER WINDOW REGULATOR RH	1	PC	391.60	391.60
RUNNING BOARD EXTENTION COVER RH	1	PC	324.80	324.80
FRONT DOOR BLACK FRAME STICKER RH	1	PC	45.00	45.00
RUNNING BOARD EXTENTION COVER CLIP	1	SET	50.00	50.00
LABOUR CHARGES FOR KNOCKING / REPAIR & REPLACE ACCIDENT AREAS & ETC	1	JOB	400.00	400.00
LABOUR CHARGES FOR PAINTING & TO SUPPLY PAINT & FURNISHING MATERIALS	1	JOB	660.00	660.00
TO TUFF KOTE / ANTI-RUST	1	JOB	30.00	30.00
TO REMOVE & REFIX FRONT DOOR INNER TRIM RH, FRONT DOOR POWER WINDOW GLASS RH, DOOR INNER LOCK & ETC. TO EFFECT REPLACE ON FRONT DOOR RH	1	JOB	60.00	60.00
TO CHECK WIRING & DOOR CENTRAL LOCKING SYSTEM BACK TO ORIGINAL CONDITIONS	1	JOB	20.00	20.00

Remarks: DOA: 14/01/2019 @ 0825 HRS  
CLAIMANT: CHEN XUE  
NRIC NO: S7463892I  
TP VEHICLE: PC3958L

Singapore Dollars: Three Thousand Five Hundred Seventy-Two And Cent Fifty-Six Only

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

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

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

SUB TOTAL	SGD	3,338.84
GST 7.00%	SGD	233.72
GRAND TOTAL	SGD	3,572.56

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)



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-19-007272

Date of Request: 14/01/2019

Your Ref No:

Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date: 14/01/2019

Enquiry By: Loi Ya Lee

TP Vehicle No.: PC3958L

Accident Date: 14/01/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
PC3958L	Lonpac Insurance Bhd	02/07/2018-01/07/2019	+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.

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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: M00017735

**TAX INVOICE**

Our Ref No: GR-19-007272  
Date of Request: 14/01/2019

Your Ref No: Online Purchase

Optima Werkz Pte Ltd  
6 Kung Chong Road  
Singapore 159143

Dear Sir/Madam,

Enquiry Date: 14/01/2019  
Enquiry By: Loi Ya Lee  
TP Vehicle No: PC3958L  
Accident Date: 14/01/2019

DESCRIPTION	AMOUNT (\$\$)
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