

Jia Le (LKK Auto)

From: Jia Le (LKK Auto)
Sent: Wednesday, 23 October 2019 10:30 AM
To: ONG LI LI
Cc: MT_Claim_SG
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Dear Li Li,

Please be informed that we have settled at global sum of \$6,400.00(all-in) with TP.

We will submit payment package to you soon.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: Jia Le (LKK Auto)
Sent: Wednesday, 9 October 2019 9:31 AM
To: ONG LI LI
Cc: MT_Claim_SG
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Dear Li Li,

Our surveyor have reviewed the photos of the insured vehicle and notice that the front bonnet was bent. Therefore, it was unlikely the speed was <10km/h and damages was consistent to the accident.

We will proceed to negotiate settlement with Third Party as per your previous instruction.

Thank you.

Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Monday, 3 June 2019 8:11 AM
To: Jia Le (LKK Auto)
Cc: Vic (LKKAuto); MT_Claim_SG
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Lonpac External - Confidential

Dear Jia Le

Please inform your surveyor that speed of Insured vehicle was <10km/h at the time of accident and ask him to review the cost of repairs.

After that, you may proceed to negotiate settlement up to your proposed sum.

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

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]

Sent: Wednesday, 29 May, 2019 3:57 PM

To: ONG LI LI

Cc: Vic (LKKAuto)

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Dear Li Li,

We revised the offer as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 7,097.25	\$ 5,743.60
2. Loss of Use (7days x \$100.00)	\$ 700.00	\$ 700.00 (7days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 7,799.25	\$ 6,445.60

The above is for your approval.

Best Regards,

Carlton Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 29 May 2019 3:28 PM

To: Jia Le (LKK Auto)

Cc: Vic (LKKAuto)

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Lonpac External - Confidential

Dear Jia Le

Please check your addition sum again.

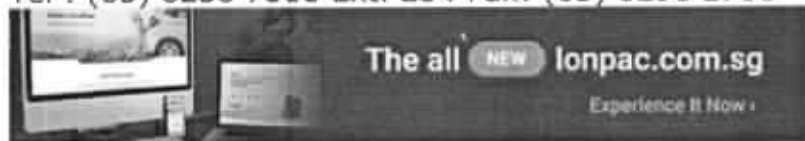
Regards,

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

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

Sent: Monday, 27 May, 2019 12:01 PM

To: ONG LI LI

Cc: Vic (LKKAuto)

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Lonpac Ref: **18/19/19/VP05/021374**

LKK Ref: CC4/LPC19001917/T1hb3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 31/01/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**CYS AUTOMOBILE SERVICES PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 7,097.25	\$ 5,743.00
2. Loss of Use (7days x \$100.00)	\$ 700.00	\$ 700.00 (7days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 7,799.25	\$ 3,418.00

**06days recommendation for repair + 1sunday = 7days.

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

The above is for your approval.

Best Regards,

Carlton Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

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

Sent: Thursday, 31 January, 2019 5:28 PM

To: Shu Pei (LKKAUTO)

Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY [External Confidential]

Lonpac External - Confidential

Dear Shu Pei

Please see attached for our Insured's GIA report.

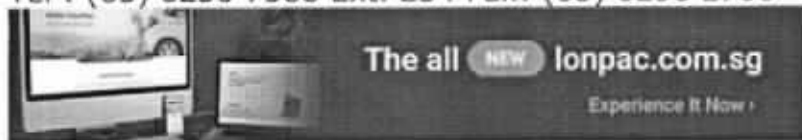
Regards,

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



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

From: Shu Pei (LKKAUTO) [mailto:shupeil@lkkauto.com]

Sent: Thursday, 31 January, 2019 4:50 PM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle GBH 8047Y at M/s CYS Automobile Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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: Monday, 28 January 2019 4:34 PM
To: 'ONG LI LI' <long@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY

Dear Li Li,

Thank you for the assignment.

Best Regards,

Catherine Chong | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | 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:long@lonpac.com>]
Sent: Monday, 28 January, 2019 3:27 PM
To: CYSAUTO <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'Admin-D (LKKAuto)' <admin-d@lkkauto.com>
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref:18/19/19/VP05/021374 - REQUEST MT BRYAN ANF SURVEY

Without Prejudice

Dear Ms Tee

Noted, please liaise with LKK Auto Consultants Pte Ltd for survey and liability.

Dear Catherine/Nivitha

Fya – pls arrange Bryan Ang to conduct TP survey.

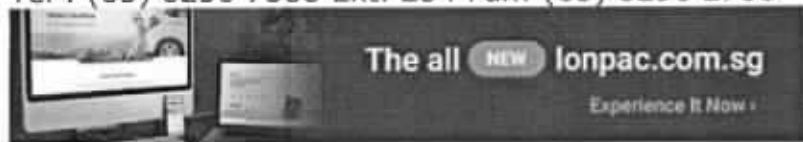
Regards,

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: CYSAUTO [<mailto:cysauto@singnet.com.sg>]
Sent: Monday, 28 January, 2019 3:22 PM
To: ONG LI LI; MT_Claim_SG; assignments@lkkauto.com; 'Admin-D (LKKAuto)'
Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref: TBA - REQUEST MT BRYAN ANF SURVEY
Importance: High

Dear Ms Ong LiLi,

WITHOUT PREJUDICE

We would like arrange Mr Bryan Ang survey this van. Thanks

Warm regards,
Ms Tee Wee Sin



CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: cysauto@singnet.com.sg

From: ONG LI LI

[mailto:llong@lonpac.com]

Sent: Monday, January 28, 2019 3:16 PM

To: CYS Auto, Woodlands <cysauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;
assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y Our Ref: TBA

Without Prejudice
Save as to Costs

Dear Sir/Mdm

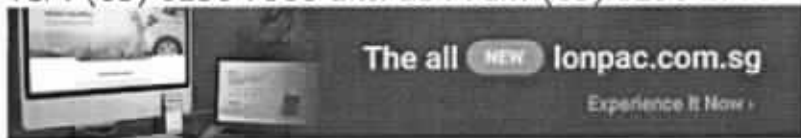
We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

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: CYS Auto, Woodlands [mailto:cysauto@singnet.com.sg]
Sent: Monday, 28 January, 2019 3:09 PM
To: MT_Claim_SG
Subject: ARRANGE FOR A THIRD PARTY SURVEY FOR GBH8047Y

Dear Officer,

ACCIDENT INVOLVING GBH8047Y & SKS3957P ON 26.JAN.19 ALONG SLIP ROAD PIE TOWARDS SIMS WAY

Kindly help me to arrange for third party survey for my client's vehicle GBH8047Y against your insured SKS3957P.

Do let me have the 10 surveyor firm list to choose from.

I've attached the estimate and GIA report for your reference.

Do arrange asap as cny is coming.

Thanks.

Regards,
Esther Lim
CYS AUTOMOBILE SERVICES PTE LTD
TEL: 62192098

CYS AUTOMOBILE SERVICES PTE LTD

38 Woodlands Industrial Park East 1
#07-17 Admiralty Industrial Park
Singapore 757700
Tel: 62192098 (3 lines) Fax: 62192096
E-mail address: cysauto@singnet.com.sg

Our Ref: GBH8047Y
Your Ref: 18/19/19/VP021374

08 March 2019

IMMEDIATE ATTENTION
BY EMAIL ONLY

Lonpac Insurance Berhad
300 Beach Road
#17-04/07 The Concourse
Singapore 199555
Attn: Ms Ong Li Li, Motor Claims Department

Dear Ms,

ACCIDENT INVOLVING GBH8047Y AND SKS3957P ALONG SLIP ROAD PIE TO SIMS WAY ON 26 JANUARY 2019

We act for Messer CYS Car Rental Pte Ltd, the owner of vehicle registration no GBH8047Y.

We are instructed by the abovenamed to claim damages against you in connection with a road traffic accident on 26 January 2019 at 5:45pm along slip road PIE to Sims Way involving our client's vehicle registration number GBH8047Y and vehicle registration number SKS3957P driven by your insured /insured's authorized driver at the material time.

We are instructed that the accident was caused by your insured /insured's authorized driver negligence driving and/or management of your vehicle. As a result of the accident, our client's vehicle was damaged and our client has been put to loss and expense, particulars of which are as follows:

Cost of Repairs	\$ 5,743.60
Loss of Use (7days × S\$100.00)	\$ 700.00
GIA/ LTA Fees	\$ 2.00
TOTAL	<u>\$ 6,445.60</u>

Our Ref : GBH8047Y
Your Ref : 18/19/19/VP05/021374
Date : 08 March 2019

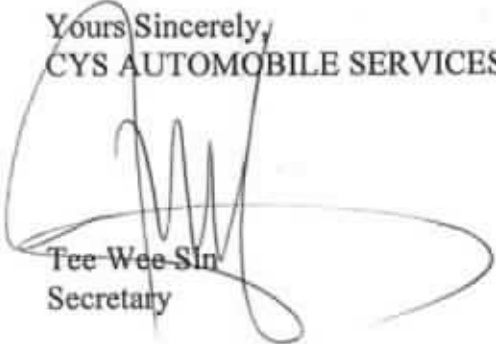
2

We enclose herewith a copy each of the following documents for your attention:

1. CYS Automobile Services Pte Ltd's Performance Invoice no. TP5988 for the sum of S\$5,743.60; and
2. GIA/ LTA Fees on vehicle no SKS3957P dated 26 January 2019 with tax invoice for the sum of \$2.00;

Please acknowledge receipt and let us have your reply within Seven days (7) days of your receipt of this letter.

Yours Sincerely,
CYS AUTOMOBILE SERVICES PTE LTD



Tee Wee Sin
Secretary

RE: ACCIDENT INVOLVING VEHICLE NO GBH40474 and SRS39571
on 26.1.19 along slip road PIE to Sims Way

I/we, CYS Car Rental Pte Ltd NRIC No 2012056974
of (Address) 31 Woodlands Ind. Park East #07-16 Singapore 757700 the
owner of motor vehicle No. GBH 40474 hereby authorized
CYS AUTOMOBILE SERVICES PTE LTD to repairs of the said vehicle forthwith
and act for me with respect to my third party claim.

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

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

I authorize you to sign all discharge voucher/indemnity forms and all necessary papers in
connection with the above claim in my absence.

I authorize the workshop to appoint such a firm of solicitors on my behalf as the
workshop shall deem fit for the purpose of the third party/owner insurer claim.

Dated this 29/1/19



Owner Signature
Name :


CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17 Admiralty Industrial Park
Singapore 757700
Tel: 6219 2098 (3lines) Fax: 6219 2096
Witness's Signature
Name :



LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VP05/021374
DATE : 17 OCTOBER 2019

WITHOUT PREJUDICE to :

(a) Insurers' Subrogated Claim any/or

(b) Any Personal Injury Claims

(Note: This Notice supersedes and inconsistencies
in this Discharge Voucher)


DISCHARGE VOUCHER

I/We, **CYS CAR RENTAL PTE LTD** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **SKS 3957P** the sum of Singapore Dollar Six Thousand Four Hundred Only (\$6,400.00) 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 **GBH 8047Y** and **SKS 3957P** on 26 January 2019 along **SLIP ROAD PIE TO SIMS WAY**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ VINCENT LYE CHIANG SOON AND/OR LYE JIN CHANG, KIMBLE**) 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 **CYS AUTOMOBILE SERVICES PTE LTD**.

I/We hereby acknowledged 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



進友成汽車服務私人有限公司

CYS Automobile Services Pte Ltd

ROC Reg. No :A05041/2001E

GST Reg. NO: 20-0105041-E

P. Invoice TP 5988

M/S CYS CAR RENTAL PTE LTD
38 WOODLANDS INDUSTRIAL PARK E1
#07-10 SINGAPORE 757700

POLICY NO : THIRD PARTY CLAIMS
OUR REF : TP 5988
VEHICLE NO : GBH 8047 Y
MAKE/MODEL : TOYOTA HIACE
DATE OF ACCIDENT : 26-Jan-19

SURVEY BY

DATE : 8-Mar-19

1 PC TAILGATE		S\$	2,121.90	
1 PC TAILGATE "TOYOTA" STICKER			32.80	
1 PC TAILGATE "HIACE" STICKER			22.90	
1 PC TAILGATE CENTRE EMBLEM			59.60	
1 PC TAILGATE TOP LOCK			305.70	
1 PC TAILGATE WEATHERSTRIP			368.90	
1 PC TAILGATE LOWER LOCK			174.60	
1 PC REAR END OUTER PANEL			355.60	
1 PC RAER BUMPER			551.20	
4 PCS REAR BUMPER STAY	59.80		239.20	
2 PCS REAR BUMPER SIDE RETAINERS	55.70		111.40	
		S\$	4,343.80	
	LESS 25%		1,085.95	
		S\$	3,257.85	
1 PC TAILGATE "70KM/H" STICKER		S\$	20.00	S/NETT
2 PCS TAILGATE GLASS SEALANT	40.00		80.00	"
1 SET REVERSE SENSOR			200.00	"
		S\$	300.00	
TO TRANSFER TAILGATE FITTING		S\$	60.00	
TO REMOVE AND REFIX TAILGATE GLASS			120.00	
TO DISMANTLE AND REPAIR CHECKER PLATE			200.00	
TO RE-WRITE BODY LETTERING			80.00	
TO CHECK WIRING FUNCTION			20.00	
TO APPLY RUST PROOFING ON REPLACED/ REPAIRED PANEL			30.00	
LABOUR CHARGES			600.00	
TO PUTTY AND SPRAY PAINTING CHARGES			700.00	
		S\$	5,367.85	
	GST 7%		375.75	
		S\$	5,743.60	

SIN DOLLARS: FIVE THOUSAND SEVEN HUNDRED FORTY-THREE AND CENTS SIXTY ONLY

YOURS FAITHFULLY,

CYS AUTOMOBILE SERVICES PTE LTD



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-19-015443

Date of Request: 28/01/2019

Your Ref No:

Online Purchase

CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17, Admiralty Industrial Park
Singapore 757700

Dear Sir/Madam,

Enquiry Date 28/01/2019
Enquiry By LIM XING SU, ESTHER
Vehicle No. SKS3957P
Accident Date 26/01/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKS3957P	Lonpac Insurance Bhd	20/12/2018-19/12/2019	+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-19-015443
Date of Request: 28/01/2019

Your Ref No: Online Purchase

CYS Automobile Services Pte Ltd
38 Woodlands Industrial Park East 1
#07-17, Admiralty Industrial Park
Singapore 757700

Dear Sir/Madam,

Enquiry Date 28/01/2019
Enquiry By LIM XING SU, ESTHER
Vehicle No. SKS3957P
Accident Date 26/01/2019

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:

☒ GIRO ☐ Cash ☐ Cheque