

## Asher Sng (LKKAuto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Thursday, 5 September 2019 11:21 AM  
**To:** Asher Sng (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] Our Ref: 18/19/19/VP05/021416 PRI SLT1353C  
DOA:12.2.2019 Your Ref:SLE6540A [External General]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

## Lonpac External - General

Dear Asher

Please proceed.

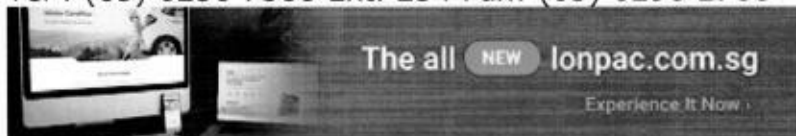
The arrangement of Direct settlement is to expedite settlement where the workshops can benefit by getting the payment fast.

Therefore in return, the settlement sum should be as low as possible.

Do remind your surveyors/& your team to take note of the above and act accordingly.

Thank you.

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:** Friday, 30 August, 2019 9:47 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 20/02/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The said chain collision involved 5 vehicles whereby our insured was the 4th vehicle.

In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

Summary to offer to repairer **ACCORD AUTO SERVICES PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 34,612.08	\$ 19,791.67
2. Loss of Rental (25days x \$180)	\$ 4,500.00	\$ 3,200.00 (20days x \$160)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 39,119.53</b>	<b>\$ 22,999.12</b>

\*\*16 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:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Thursday, 21 February 2019 9:09 AM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

## Lonpac External - General

Dear Shu Pei

Please see attached for our Insured's GIA report.

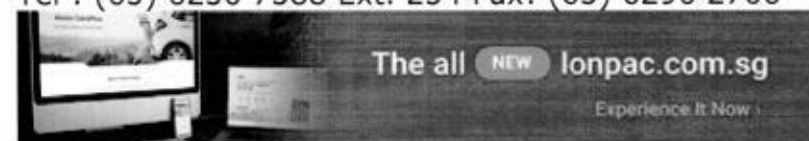
Regards,

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 - General data is for internal / external use.*

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

**Sent:** Wednesday, 20 February, 2019 6:56 PM

**To:** ONG LI LI; GERALD POH WEE BIN

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

**Subject:** RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLT 1353C at M/s Accord Auto Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- 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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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)

**From:** Nivitha (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 18 February 2019 3:45 PM

**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; 'Accord Claims(AV)' <[avclaims@mycarworkshop.com.sg](mailto:avclaims@mycarworkshop.com.sg)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

Dear Celia,

Thank you for the assignment.

Shiau Chan on behalf of 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)



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

**Sent:** Monday, 18 February 2019 12:18 PM

**To:** Accord Claims(AV) <[avclaims@mycarworkshop.com.sg](mailto:avclaims@mycarworkshop.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

### Lonpac External - General

Resend

Catherine/Nivitha

Pls acknowledge receipt.

*Lonpac External - General data is for internal / external use.*

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**From:** ONG LI LI

**Sent:** Friday, 15 February, 2019 4:50 PM

**To:** Accord Claims(AV); MT\_Claim\_SG; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto)

**Subject:** RE: Our Ref: 18/19/19/VP05/021416 PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A [External General]

### Lonpac External - General

Without Prejudice

Save as to Costs

Dear Celia

Please see the list of surveyors below and liaise with LKK Auto Consultants Pte Ltd for survey.

Dear Catherine/Nivitha

Please follow up.

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.

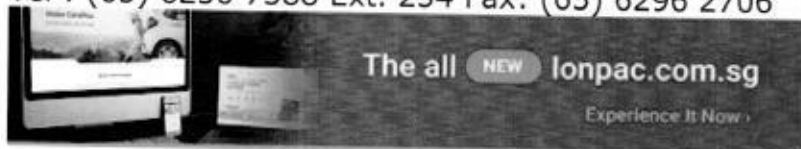
Regards,

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



*Lonpac External - General data is for internal / external use.*

**From:** Accord Claims(AV) [<mailto:avclaims@mycarworkshop.com.sg>]

**Sent:** Friday, 15 February, 2019 4:44 PM

**To:** MT\_Claim\_SG

**Subject:** PRI SLT1353C DOA:12.2.2019 Your Ref:SLE6540A

Dear Officer In Charge,

Kindly arrange survey as above mentioned and please provide us 10 surveyor name list.

Thank you!

Kind regards,

Celia Lai

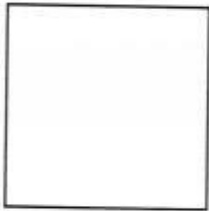
Accord Auto Services Pte Ltd

Blk 1009 Bukit Merah Lane 3

#01-80  
Singapore 159723

Mobile: (65) 9274 0999  
Tel : (65) 6271 7433  
Fax : (65) 6274 5715

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This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

# ACCORD AUTO SERVICES PTE LTD

BLOCK 1009 BUKIT MERAH LANE 3

#01-80 SINGAPORE 159723

TEL: 6271 5133/6271 7433 FAX: 6274 5715

GST Regn No: 201113141K

21 July 2019

**Lonpac Insurance BHD**

300 Beach Road

#17-04/07 The Concourse

Singapore 199555

**Attn: Motor Claims Department**

Dear Sirs,

**ACCIDENT INVOLVING VEHICLE: SLT1353C, SLE6540A, SLZ5892E, SMA1407U And SGQ5679L on 12.2.2 Along PIE Twds Changi Airport (Exit Jalan Eunos).**

We are the authorized repair workshop for the owner of motor vehicle no: **SLT1353C**, which was involved in the captioned accident with your insured vehicle: **SLE6540A**. The vehicle owner has requested and authorized us to assist him in presenting his/her claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving, we are submitting these claims for your consideration on behalf of the owner/claimant.

01) Cost Of Repair	\$	18,496.89
02) 7% GST	\$	1,294.78
03) Car Rental 25 days @ \$180 (*Including 2 Days Pre-Repair & 3 non working day on 17.2.2019 , 24.2.2019 & 3.3.2019)	\$	4,500.00
04) GIA/LTA Enquiry Fee	\$	7.45

**\$ 24,299.12**

We enclosed herewith the following documents to support the claims:-

- |                           |                                  |
|---------------------------|----------------------------------|
| a) GIA report             | d) Driver NRIC & Driving License |
| b) Repair Statement BM566 | e) GIA/LTA Enquiry Fee           |
| c) Car Rental Agreement   |                                  |

Kindly look into the matter and let us hear from you on the settlement of our customer's claims as soon as possible.

**Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/claimant.**

Thank you

Yours faithfully



Celia Lai

Accord Auto Services Pte Ltd

Tel: 6271 7433 / 9274 0999

Email: avclaims@mycarworkshop.com.sg

## LETTER OF AUTHORITY

To Whom It May Concern,

**Accident Involving Vehicle:** SLT 1353C and SLE 6540A, SLZ 5892E, SWA 1407U and SGB 5679L  
ON 12.2.2019 Along PIE Towards Changi Airport (Exit Jalan Eunos)

I/We, Ooi Eng Hoe, NRIC No: S7173908 B

Of \_\_\_\_\_

Owner of motor vehicle no SLT 1353C do hereby appoint **Accord Auto Services Pte Ltd**  
as my/ours authorised representative and \_\_\_\_\_

as my/ours solicitors to write, to negotiate and settle my/our claim against the other party/parties involved

in the above mentioned accident. I/We, Ooi Eng Hoe

shall have absolute discretion to settle the matter at the best term.

I/We also confirm and instruct that any agreed settlement sum in respect my/our claims be paid

**Accord Auto Services Pte Ltd** and such payment will constitute a full and final discharge of my claims.



\_\_\_\_\_  
Signature of owner  
(Company Stamp, if Applicable)





# LONPAC INSURANCE BHD

**Without Prejudice  
on Injury Claims**

CLAIM NO : 18/19/19/VP05/021416  
DATE : 24 SEPT 2019

## DISCHARGE VOUCHER

I/We, OOI ENG HOE confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SLE 6540A the sum of Singapore Dollars TWENTY TWO THOUSAND FIVE HUNDRED NINETY NINE AND CENTS TWELVE ONLY, (\$22,599.12) 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, SLT 1353C on 12/02/2019 along/at PIE TWDS CHANGI AIRPORT (EXIT JALAN EUNOS).

I/We hereby agree to indemnify and keep indemnify (**TAY WEI POH /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 ACCORD AUTO SERVICES 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.

25 SEP 2019

.....  
Signature of vehicle owner/Date

Ooi Eng Hoe

25 SEP 2019

.....  
Name of vehicle owner/Date

(Ahor)

# ACCORD AUTO SERVICES PTE LTD

BLOCK 1009 BUKIT MERAH LANE 3

#01-80 SINGAPORE 159723

TEL: 6271 5133/6271 7433 FAX: 6274 5715

GST Regn No: 201113141K

Date : 21 July 2019

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

Our Ref No : BM566  
Insured : Ooi Eng Hoe  
Insured NRIC : S7173908B  
Make & Model : Honda Odyssey 2.4  
DOA : 12.2.2019  
Claim Type : Third Party

## REPAIR STATEMENT

Re: Vehicle Registration No:

SLT1353C ✓

Cost Of Repair \$ 18,496.89

7% GST \$ 1,294.78

\$ 19,791.67

Accord Auto Services Pte Ltd





www.MyCarWorkshop.com.sg

# Accord Rent-A-Car Pte. Ltd.

Blk 1009 Bukit Merah Lane 3  
#01-80 Alexandra Village Ind'l Est.  
Singapore 159723  
TEL: 97690531  
FAX: 6481 9516  
Co Reg No.: 201130172G

Invoice #: RC51010

Ooi Eng Hoe  
Customer Vehicle No.: SLT1353C  
Replacement Vehicle No.: SMD8720C  
Make & Model: Toyota Camry 2.0  
IU No.: 1123989923

## Rental Information:

Date / Time	Start		End		Actual Duration / Charged
	13/02/2019	3:30 PM	09/03/2019	4:00 PM	
					25 Days

## Rental Cost

Daily	25	Days	\$180.00	Per day	\$4,500.00
Weekly		Weekly		Per week	
Monthly		Monthly		Per month	
CDW				Per day	
Others					

## Payment Details:

## Amount Due:

\$4,500.00

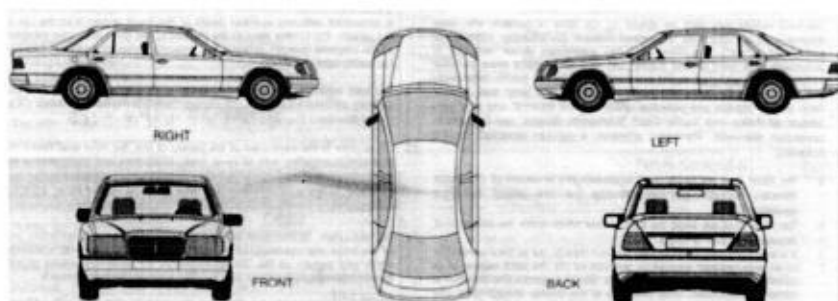
Notes & Information:  
DOA: 12.2.2019

This is a computer generated invoice. No signature is required.  
Thank you for choosing Accord Rent A Car Pte Ltd

## VEHICLE HIRING AGREEMENT

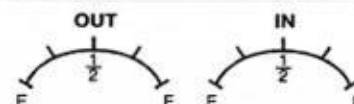
Vehicle No:	SMD8720C	Vehicle Out Date: 13/02/2019	Time: 3:30 PM
Make & Model:	Toyota Camry 2.0	Vehicle In Date:	Time:
<b>THIRD PARTY INSURANCE NON WAIVER EXCESS: \$3500</b>		Rate Per Day: \$180.00	No. of Days:
<b>OWN DAMAGE INSURANCE NON WAIVER EXCESS: \$3500</b>		Total Charges:	

<b>HIRER'S PARTICULARS</b> Name (as in NRIC): Ooi Eng Hoe NRIC / Passport No: S7173908B Date of Birth: 30/12/1971 Address: 42 Sea Breeze Walk Singapore 487419 Employment Details: Driving License Passed Date: 21/11/1992 Contact: 96896885	<b>ADDITIONAL DRIVER'S PARTICULARS</b> Name (as in NRIC): NRIC / Passport No: Date of Birth: -- Address: Employment Details: Driving License Passed Date: -- Contact:
---	--



MILEAGE OUT : \_\_\_\_\_

CONTROL LEVEL (OUT & IN)



**EMERGENCY BREAKDOWN AND TOWING SERVICE (24 HOURS) HELPLINE: 6481 9518 / 6271 5133 HP 9229 9191**

### IMPORTANT INFORMATION AND DECLARATION

Before signing this agreement you should carefully read and understand the terms and conditions provided with this document and confirm below whether you consent to receiving information as set out.

1. Only persons above 25 & below 65 years of age and signing this agreement may drive the vehicle.
2. Vehicle is strictly for use in Singapore only and may not be driven out of Singapore without the prior written consent of Precursor Investments.
3. All vehicles are fitted with an anti-theft device which will respond to the RF at the Singapore Customs. Hirer will be fully liable for all costs and charges incurred in event that the immobiliser is being activated at the Singapore Customs. There will be no refund of unused rental and the hirer shall bear the costs of the following charges: i) S\$300.00 for towing from Singapore Customs; ii) S\$150.00 for resetting of immobiliser.
4. Use of vehicle for illegal purposes (e.g. in connection with theft, drug peddling or trafficking, smuggling) is strictly prohibited.
5. In case of accident, the hirer shall report to the rental office immediately. If there are bodily injuries, a police report must be made within 24 hours.
6. Punctured tyres, empty petrol tank, flat battery due to negligence, loss of vehicle's key or locked key inside the vehicle, by itself does not constitute a breakdown and that in the event, the Owner's 24 hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the costs of such response at S\$50.00 per trip. Punctured and damaged tyres that cannot be reused will be changed accordingly from S\$80.00 to S\$200.00 per tyre.
7. All vehicles are supplied with petrol and should be returned with petrol level likewise. There will be no refund for excess petrol.
8. No refund or early return of vehicle (The Hirer shall be liable for excess charges for any late return at rate shown per hour per day). Latest by 6pm.
9. Windscreen and windows damages are not covered under insurance (Range from S\$300.00 to S\$1000.00).
10. No Smoking, Durians and Transportation of Pets are allowed. Hirer is responsible for a penalty of S\$500.00.

I have read and agree to the terms and conditions on both sides of this agreement as indicated. I consent to pay the final cost of rental and I understand that the cost of rental set out above is an estimate only. I may be liable to further charges as set out in Clause 6 and which include, but are not limited to, my liability as owner of the vehicle for charges for traffic or parking violations during the currency of this agreement. All information I have provided Precursor Investments in connection with this agreement is true.

*Jerry*

Signature/Company Stamp (If Applicable)

Customer name: Ooi Eng Hoe (hirer)

Date: 13/02/2019



Land Transport Authority

10 Sin Ming Drive

Singapore 575701

GST Registration No. : M4-0006529-2

SLT 1353 6

DOI: 12.2.2019

Print Date/Time : 15 Feb 2019 / 16:32:53

Receipt Date/Time : 15 Feb 2019 / 16:32:53

### Tax Invoice/Receipt

Receipt No. : ITNET-00000-190215-002746

Previous Receipt No. :

**S/N Item Description/**

**Business Transaction Reference  
No.**

Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
-------------------------------	------------------------	------------------------------

Result of Insurance Enquiry - SLE6540A

As at 12 Feb 2019/14:10:00

Insurance Co: LONPAC INSURANCE BHD

1 Insurance Enquiry - SLE6540A

Enquiry Fee

20190215163202219976

7.00	0.49	7.49
------	------	------

**Sub-Total**

7.00	0.49	7.49
------	------	------

**Total Before Rounding**

7.00	0.49	7.49
------	------	------

**Rounding Difference**

0.04

**Total Amount Payable**

7.45

**Paid By**

xxxxxxxxxxxx5430

Credit Card:

Visa/MasterCard

7.45

**Total**

7.45

**Cash Change**

0.00

**Tendered Amount**

7.45

**Excess Refundable Amount**

0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.