

Asher Sng (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 25 June 2019 5:23 PM
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

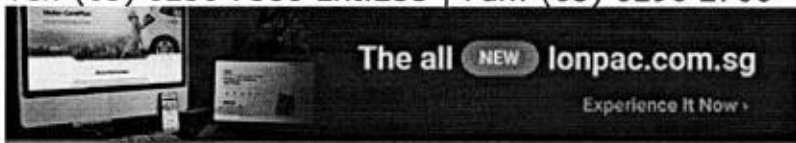
Follow Up Flag: Follow up
Flag Status: Completed

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: Monday, 24 June, 2019 9:51 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: [MANDATE REQUEST] RE: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 19/03/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured make a right turn into the main collided 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 **GOLD AUTOWORKS PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 7,109.84	\$ 3,800.00

2. Loss of Use (4days x \$25)	\$ 100.00	\$ 100.00 (4days x \$25.00)
4. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
5. Towing Fee	\$ 200.00	\$ 200.00
Total	\$ 7,417.29	\$ 4,107.45

**3 days recommendation for repair.

****Towing Invoice is charged under Ringgit, Tow from Malaysia to Singapore and tow back to Malaysia after repair.**

MYR \$600 = SGD \$200

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 | fax: 6741-4108

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

From: Asher Sng (LKKAuto)

Sent: Thursday, 9 May 2019 12:00 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Hi Gerard,

We refer to the email below.

Third party vehicle market value is based on the sum insured based on the insurance certificate.

Third party vehicle us insured @ RM 15,000.00 = SGD 5,000.00

We will check on the LOD and we shall prepare our report to seek approval in due course.



Policy Document No /
No. Dokumen Polisi

LWP
REV1

CI Code /
Kod Sijil Insurans

MY

CERTIFICATE OF INSURANCE / SIJIL INSURANS

ORIGINAL COPY /
SALINAN ASAL

AKTA PENGANGKUTAN JALAN RAYA 1987 (MALAYSIA)
PERATURAN KENDERAAN BERMOTOR (MUSKIM KEATAS PUNJAK KETICA) 1988 (MALAYSIA)
AKTA KENDERAAN BERMOTOR (MUSKIM KEATAS PUNJAK KETICA DAN PAMFASAN) 1990 (NEGERI SINGAPURA)
PERATURAN KENDERAAN BERMOTOR (MUSKIM KEATAS PUNJAK KETICA DAN PAMFASAN) 1990 (NEGERI SINGAPURA)
AKTA INSURANS KENDERAAN BERMOTOR (MUSKIM KEATAS PUNJAK KETICA) (KAMPUS, NEGERA DUNGU DARUSSALAM)

Certificate No./No. Sijil

GVB0045011 SVCMC-01

Excess : RM 150.00

Sum Insured : RM 15,000

1. Index Mark and Registration Number of Vehicle / Tanda Indeks dan No. Pendaftaran Kenderaan
JSM4318

NCD : 15.00%

Wef 19-12-20

2. Name of Policyholder / Nama Pemegang Polisi

LEE SERN MIN

3. Period of Insurance / Tarikh Insurans

From / Dari 12:01 AM 19-12-2018 To / Hingga 18-12-2019

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: ashersng@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: Thursday, 9 May 2019 8:48 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Lonpac External - Confidential

Dear Asher,

Kindly verify the claim for towing fee as per item (2) and (3) of the invoice from Roadcrew Enterprise as it seems to be duplicated.

In addition, they are claiming for rental for 10 days in comparison to your surveyor's recommendation of 3 days.

Kindly let us hear from you.

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



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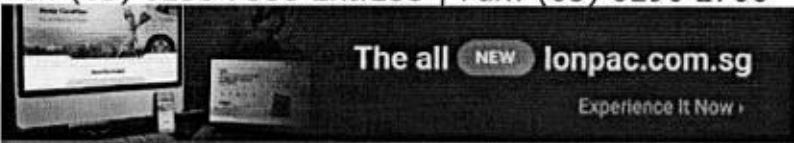
From: GERALD POH WEE BIN
Sent: Wednesday, 8 May, 2019 2:45 PM
To: 'Asher Sng (LKKAUTO)'
Cc: MT_Claim_SG
Subject: FW: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Lonpac External - Confidential

Dear Asher,

Kindly look into the market value of the motorcycle as the repair cost appear to be high.

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



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From: GERALD POH WEE BIN
Sent: Wednesday, 24 April, 2019 2:37 PM
To: 'Asher Sng (LKKAUTO)'
Cc: MT_Claim_SG
Subject: FW: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Lonpac External - Confidential

Dear Asher,

We attached the third party claim documents for your necessary action.

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



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From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 19 March, 2019 6:35 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Asher Sng (LKKAUTO); CS A Team; Admin A
Subject: RE: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/19/19/VP05/021465
LKK REF: CC4/LPC19004255/Eea3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: JSM 4318

- TP estimated cost of repair
- Preliminary Advice
- TP police report
- Msia log card

We have not authorized repairs.

Kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

To check availability of the case handler, you may contact the undersigned.

Thank you.
Best Regards,
Mei Kwan | Admin
LKK Auto Consultants Pte Ltd
Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 7 March, 2019 4:02 PM
To: Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; claims@goldautoworks.com.sg

Subject: FW: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

Lonpac External - Confidential

Dear Catherine,

Kindly proceed as requested.

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.

-----Original Message-----

From: claims@goldautoworks.com.sg [mailto:claims@goldautoworks.com.sg]

Sent: Thursday, 7 March, 2019 3:56 PM

To: GERALD POH WEE BIN

Subject: Re: Requesting for PRE-Repair survey for our vehicle number JSM4318 [External Confidential]

> hi GERALD

i would choose num 3 Mohamad Taufikh from LKK for this case

On 2019-03-07 15:46, GERALD POH WEE BIN wrote:

> Lonpac External - Confidential

> WITHOUT PREJUDICE

>

> Our Ref : 18/19/19/VP05/021465

>

>

> Dear Simon,

>

> Please see attached and revert.

>

>

>

> 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.
>
>
> -----Original Message-----
> From: claims@goldautoworks.com.sg [mailto:claims@goldautoworks.com.sg]
> Sent: Thursday, 7 March, 2019 3:34 PM
> To: MT_Claim_SG
> Subject: Requesting for PRE-Repair survey for our vehicle number
> JSM4318
>
> HI SIR/MDM,
>
> Your Insurer client Vehicle SLM963K had hit my client Vehicle
> JSM4318 on 25/02/2019 2140hrs at TAMAN AUSTIN HEIGHTS HENDAK TAMAN
> SERI AUSTIN.
>
> Please kindly arrange a Pre-Repair inspection for my client
> Vehicle
> JSM4318 in 2 working days at GOLD AUTOWORKS PTE LTD at 48 TOH GUAN
> ROAD EAST, Enterprise hub
> #01-119 Singapore 608586.
>
>
>
>
> Best Regard
> SIMON TAN
>
> Tel 81999149/62645948
> 48 Toh Guan Road
> Enterprise Hub
> Singapore 608586



48 Toh Guan Rd East, Enterprise Hub
#01-119, Singapore 608586
Email : claims@goldautoworks.com.sg
Fax : 62645948

Contact No : 8199-9149

22 MAY 2019

Letter of Demand

Dear Sir / Mdm,

**CLAIMS FOR DAMAGE ARISING FROM AN ACCIDENT ON 25/02/19 ; 21:40HRS INVOLVING
VEHICLE NO.(S) JSM4318 & SLM963K Location Of Accident : JALAN AUSTIN HEIGHTS UTAMA**

We refer to the above captioned accident, and demanding the following payment for the property damages with regards to the accident

Please find attached the followings :

- 1) Final Bil
- 2) GIA Report
- 3) Car Rental
- 4) LTA Search
- 5) Letter of Authorization
- 6) Insurance

ITEMIZATION OF THE DAMAGES

COST OF REPAIR	:	\$	3,800.00
LOSS OF USE	:	\$	100.00
LTA SEARCH FEES	:	\$	7.45
TOWING FEE	:	\$	200.00
TOTAL		\$	4,107.45

PLEASE NOTE that we are demanding direct settlement of the total claim amount. Please kindly acknowledge and revert on the possibility of direct settlement within 14 days.

Yours truly,

Gold Autoworks Pte Ltd
Company Reg No. 201716329M
48 Toh Guan Road East #01-119,
Enterprise Hub
Singapore 608586

LETTER OF APPOINTMENT

Re: Accident along / at Jalan Austin Heights Utama involving
SRM 4318 & SLM 963K on 25/02/19; 01:40/19 (Date / time).

_____, ~~Owner of Singapore~~ / Malaysia motor vehicle registration no. JS14318 (the "Vehicle"), hereby appoint Gold Autoworks pte ltd as my / our agent for the purpose of assisting me / us to make a claim against SLM963K and/or its insurers for damages arising out of the abovementioned accident (the "Third Party Claim") on the following terms:

1. I / We authorise Gold Autoworks to carry out repairs on the Vehicle in accordance with the terms and conditions of the Contract for Repair Services annexed hereto, which have been read, understood and agreed to by me / us.
2. I / We agree to assign the whole proceeds of the Third Party Claim to Gold Autoworks, including additional damages claimed for costs incurred in connection with my rental of a replacement vehicle from Gold Autoworks and/or its agents during the period of

repairs to the Vehicle and including all disbursements reasonably incurred. In this connection, I appoint Gold Autoworks as my agent for the purpose of receiving for and on my behalf such settlement monies arising out of the Third Party Claim. I understand that the whole proceeds will be disbursed directly to Gold Autoworks and in the event that I receive any payments arising out of the Third Party Claim, I warrant to return the same to the sender without delay.

3. I / We authorise Gold Autoworks to appoint such firm of solicitors to act for and on my / our behalf in the Third Party Claim. I / We further authorise Gold Autoworks to sign the appointed solicitors' Warrant to Act for and on my behalf.
4. I / we undertake to render my / our full cooperation by doing all things necessary to advance the Third Party Claim, including but not limited to lodging a police report, attending court to give evidence, attending interview(s) at the solicitors' premises whenever so required, ensuring that the driver of the Vehicle at the time of the accident and your witness(es) (if applicable) do the same and provide such available documents, videos and photographs of the accident as may be required, and signing such discharge vouchers / indemnity forms if required.
5. I undertake to inform and refer to Gold Autoworks and/or its appointed solicitors all communications made by any third party in respect of the matters set out herein and I further undertake not to accept any settlement offers without Gold Autoworks' prior approval. In the event that I have accepted any settlement offers without Gold Autoworks' prior approval, I agree to bear personal liability in respect of such shortfall that accrues as a result thereof.

Date _____

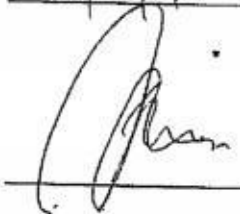
LETTER OF AUTHORITY TO PAY PROCEEDS OF CLAIM

Re: Accident involving JSM 4318 & SLM963K on 25/2/19; 21:40hrs
at along Jalan Austin Heights Utama

I/We Lee Jern Min, NRIC No. 920819085439, Owner of motor vehicle registration No. JSM4318, hereby authorise M/S GOLD AUTOWORKS PTE LTD to write, negotiate & settle the third party damage claim on my behalf against the owner and or/driver of motor vehicle registration No. SLM963K in respect of the above mentioned accident.

I also hereby authorise that the agreed settlement sum be made in favour of my representative, M/S GOLD AUTOWORKS PTE LTD and that the said payment be forwarded to them as full and final discharge of my claim.

Yours faithfully,

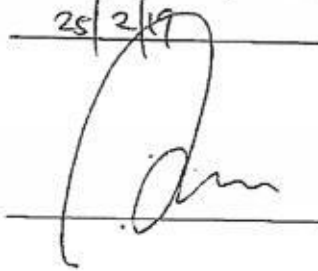
Name : Lee Jern Min
ID No. : 920819085439
Date : 25/2/19
Signature/
Company stamp
if applicable : 

LETTER OF AUTHORISATION
TO RECEIVE PAYMENT OF PROCEEDS OF CLAIM

To : LONPAC INSURANCE BHD

I/We Lee Sern Min the registered owner of motor vehicle registration no. JSM4318
hereby authorise you to pay the settlement / judgement sum / proceeds of claim by cheque made out
to M/S GOLD AUTOWORKS PTE LTD of address 48 Toh Guan Rd East, Enterprise Hub, #01-119
Singapore 608586.

Yours faithfully,

Name : Lee Sern Min
NRIC/ ID No. : 920819085439
Date : 25/2/19
Signature/
Company stamp
If applicable : 



LONPAC INSURANCE BHD

CLAIM NO : 18/19/VP05/021465
DATE : 02 JULY 2019

DISCHARGE VOUCHER

I/We, LEE SERN MIN confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner SLM 963K the sum of Singapore Dollars FOUR THOUSAND ONE HUNDRED SEVEN AND CENTS FORTY FIVE ONLY. **(\$4,107.45)** 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, JSM 4318 on 25/02/2019 along/at JALAN AUSTIN HEIGHTS UTAMA (MALAYSIA).

I/We hereby agree to indemnify and keep indemnify (**TING MEE HWA /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 GOLD AUTOWORKS 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

Lee Sern Min | 04/07/19
.....
Name of vehicle owner/Date



48 Toh Guan Rd East, Enterprise Hub
#01-119, Singapore 608586

Email : claims@goldautoworks.com.sg

Fax : 6264 5948

Invoice : GA-19-JSM4318

Customer Name : LEE SERN MIN
Vehicle No : JSM4318
Make : YAMAHA
Model : YZF-R25
Chassis No : PMYRG1510H0012268

Date : 25.02.2019
Contact No : 8199-9149
Mileage :
Attended By : WINSTON CHUA
Delivery Date : 26.03.2019

S/N	DESCRIPTION	UNIT	UNIT PRICE	AMOUNT
1	LUMP-SUM REPAIR		\$ 3,800.00	\$ 3,800.00

SINGAPORE DOLLARS

- 1) GOODS SOLD ARE NOT RETURNABLE.
- 2) ALL CHEQUE TO BE CROSSED AND DRAWN IN FAVOUR
OF GOLD AUTO WORKS PTE LTD

GRAND TOTAL \$ 3,800.00

NETT TOTAL \$ 3,800.00

FOR & ON BEHALF OF
GOLD AUTO WORKS PTE LTD



AUTHORISED SIGNATURE AND COMPANY
STAMP

LESS DISCOUNT

TOTAL PAYMENT

BALANCE \$ 3,800.00

> Back to OneMotoring



Land Transport Authority
10 Sin Ming Drive
Singapore 575701
GST Registration No. : M4-0006529-2

Print Date/Time : 06 Mar 2019 / 16:55:46

Receipt Date/Time : 06 Mar 2019 / 16:55:46

Tax Invoice/Receipt

Receipt No. : ITNET-00000-190306-002785

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 - SLM963K As at 25 Feb 2019/21:40:00 Insurance Co: LONPAC INSURANCE BHD			
1	Insurance Enquiry - SLM963K Enquiry Fee 20190306165410723218	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			
	xxxxxxxxxxxx9157 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.



INVOICE

Invoice# INV-000323

Balance Due
\$850.00

RoadCrews Enterprise
Company ID : JM0870437K

NO.6 JALAN BAYU 3/2
NUSAJAYA INDUSTRIAL PARK 2A
GELANG PATAH JOHOR BAHRU 79250
Malaysia

Bill To
LEE SERN MIN
B-6-33 AKADEMIK SUITE
JALAN AUSTIN HEIGHTS UTAMA JOHOR BAHRU
JOHOR 81100
Malaysia

VEHICLE REGISTRATION NO JSM4318
TRAM-0153-JSM4318-LEE SERN MIN

Invoice Date : 15 Mar 2019
Terms : Due on Receipt
Due Date : 15 Mar 2019
P.O.# : ACC-25022019-
JSM4318-TP
Incident Report : Accident
Date Of Incident : 25 Feb 2019
Incident Location : MOUNT AUSTIN
Handler : West Bound Team

#	Item & Description	Qty	Rate	Amount
1	TOWING - TRAM MEMBER - MY TOWING SERVICE FOR TRAM MEMBER WITHIN MALAYSIA	1.00 1	20.00	20.00
2	TOWING - NON MEMBER - SG TO MY TOWING SERVICE FOR NON MEMBER FROM MALAYSIA TO SINGAPORE - ACCIDENT REPAIR - GOLD AUTO	1.00 1	300.00	300.00
3	TOWING - TRAM MEMBER - SG TO MY TOWING SERVICE FOR NON MEMBER FROM SINGAPORE TO MALAYSIA - ACCIDENT REPAIR - GOLD AUTO	1.00	300.00	300.00
4	MOTORCYCLE RENTAL - TO PROVIDE COURTESY MOTORCYCLE FOR ACCIDENT REPAIR PERIOD - 05-03-2019 TO 26-03-2019	23.00	10.00	230.00
			Sub Total	850.00
			Total	\$850.00
			Balance Due	\$850.00

Notes

We are writing to inform you your good office to acknowledge your membership is approved. Following we attached your membership

Thank you for your

Kind regards,
RoadCrews Enterprise