Khanchna (LKK Auto)

From:

ONG LI LI < llong@lonpac.com>

Sent:

Thursday, 17 October 2019 2:59 PM

To:

Khanchna (LKK Auto)

Cc:

MT_Claim_SG; Admin A

Subject:

RE: Mandate Request - Your Ref: 181919VC00021612 ACCIDENT INVOLVING SLL4169R

AND YN2109M (OI- LONPAC) ON 01/04/2019 [External General]

Lonpac External - General

Dear Khanchna

Please maintain offer :-

- Saturday should be a working day for workshop

- Why is there a delay of 4 days for liability?

Rental rate starts from \$120, \$150 should be more than reasonable already

Regards,

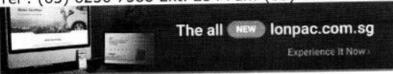
Ong Li Li

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: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]

Sent: Wednesday, 9 October 2019 6:23 PM

To: ONG LI LI

Cc: MT Claim_SG; Admin A

Subject: Mandate Request - Your Ref: 181919VC00021612 ACCIDENT INVOLVING SLL4169R AND YN2109M (OI-

LONPAC) ON 01/04/2019

Lonpac Ref: 18/19/19/VC00/021612

LKK Ref: CC4/LPC19005882/Ueb3s2

Dear Ms. Ong,

We refer to the above matter.

Please ignore our previous e-mail sent on the even date.

Please be informed that our offer to Third party for \$19,335.81 was rejected.

The Third party counter proposed for Loss of Rental at 21 days with breakdown as follows:

Car in -

01/04/2019

Delay 4 days for liability

05/04/2019

3 Saturday

06/04/2019, 13/04/2019, 20/04/2019

3 Sunday

- 07/04/2019, 14/04/2019, 21/04/2019

1 holiday

19/04/2019

We seek your approval to revise offer to third party repairer as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 30,651.62	\$ 17,773.81
2. Loss of Rental (25 days x \$150)	\$ 3,750.00	\$ 2,100.00 (14 days x \$150.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
	\$ 34,403.62	\$ 19,875.81

^{**10}days recommendation for repair + 2 Sunday + 2 PRS = 14 days

The above is for your approval.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: <u>Khanchna@lkkauto.com</u> Fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI < <u>llong@lonpac.com</u>> Sent: Monday, 1 July 2019 4:50 PM

To: Khanchna (LKK Auto) < khanchna@lkkauto.com >

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Claim of GBH2531E and SLL4169R Our Ref: 19/19/19/VP05/021614 & Our Ref: 18/19/19/VC00/021612

[External General]

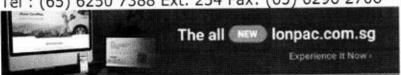
Lonpac External - General

Dear Khanchna

Please proceed.

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: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]

Sent: Friday, 28 June, 2019 3:12 PM

To: ONG LI LI

Cc: MT Claim_SG; Admin A

Subject: RE: Claim of GBH2531E and SLL4169R Our Ref: 19/19/19/VP05/021614 & Our Ref: 18/19/19/VC00/021612

[External General]

Lonpac Ref: 18/19/19/VC00/021612

LKK Ref: CC4/LPC19005882/Ueb3s2

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 03/04/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a 3 vehicle chain collision, our Insured vehicle is the last vehicle. Liability is not in our driver's favour.

Summary to offer to third party repairer "SPECIALISTS MOTOR PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 30,651.62	\$ 17,773.81
2. Loss of Rental (4 days x \$150) + (3 weeks x \$1,050)	\$ 3,750.00	\$ 1,560.00 (13 days x \$120.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 34,403.62	\$ 19,335.81

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

The above is for your approval.

Thank you.

Best Regards,

^{**10}days recommendation for repair + 2 Sundays + 1 PRS = 13 days.

Khanchna | Case Handler LKK Auto Consultants Pte Ltd

DID: 6841 2360 | email: Khanchna@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, 13 June 2019 9:55 AM

To: Specialists Motor Pte Ltd < cardoc@singnet.com.sg >; 'Wilson Chow' < wilsoncyk@gmail.com >; MT_Claim_SG <mt claim@lonpac.com>; Poh Kin (LKKAuto) <pohkin@lkkauto.com>; Shu Pei (LKKAuto) <shupei@lkkauto.com>

Cc: 'Ho Meng Yee' < meng.yee.ho@brexinternational.com.sg>

Subject: RE: Claim of GBH2531E and SLL4169R Our Ref: 19/19/19/VP05/021614 & Our Ref: 18/19/19/VC00/021612

[External General]

Lonpac External - General

Without Prejudice

Dear Irene

As spoken, please liaise with LKK Auto Consultants Pte Ltd.

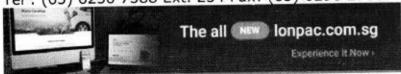
Dear Poh Kin/Shu Pei

FYA - TP vehicle SLL4169R (Our Ref: 18/19/19/VC00/021612)

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: Specialists Motor Pte Ltd [mailto:cardoc@singnet.com.sq]

Sent: Thursday, 13 June, 2019 9:40 AM To: ONG LI LI; 'Wilson Chow'; MT_Claim_SG

Cc: 'Ho Meng Yee'

Subject: RE: Claim of GBH2531E and SLL4169R Our Ref: 19/19/19/VP05/021614 [External General]

Without Prejudice

Dear Sir/ Madam,

Please refer to our LOD dated 29th April 2019.

Up to date, we still had not receive any reply from you.

Kindly let us have your offer for the above claim as soon as possible.

Thanks & Regards Irene Ting 6747 2112

From: ONG LI LI [mailto:llong@lonpac.com] Sent: Tuesday, 9 April, 2019 12:57 PM

To: Wilson Chow; MT_Claim_SG; cardoc@singnet.com.sg

Cc: Ho Meng Yee

Subject: RE: Claim of GBH2531E and SLL4169R Our Ref: 19/19/19/VP05/021614 [External General]

Lonpac External - General

Dear Wilson

Thank you for your email.

For your information, under the market agreement for chain collision, the insurer will have to settle the property damage claim from the vehicle directly in front of their Insured vehicle.

Should there be any injury claims, then the insurers will then look into the issue of liability.

Hope the above clarifies.

Dear Specialist Motor

Please update our mutual client on the outcome of his claim against the Insurer for vehicle directly behind his vehicle.

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: Wilson Chow [mailto:wilsoncyk@gmail.com]

Sent: Tuesday, 9 April, 2019 12:41 PM To: MT_Claim_SG; cardoc@singnet.com.sg

Cc: Ho Meng Yee

Subject: Claim of GBH2531E and SLL4169R

Dear Li Li (Senior Executive, Claims Lonpac)

I received your letter with regards to Claim No:19/19/19/VP05/021614, accident involving SLL4169R and GBH2431E.

This was a 3 vehicle accident between YN2109M, SLL4169R and GBH2431E where my vehicle SLL4169R was in the middle.

The insurance claims are all handled by Specialists Motor Pte Ltd, i have cced them in this email and attached their contact details.

As my vehicle SLL4169R was the middle vehicle, the accident was caused by YN2109M impacting SLL4169R from behind, when SLL4169R was stationary.

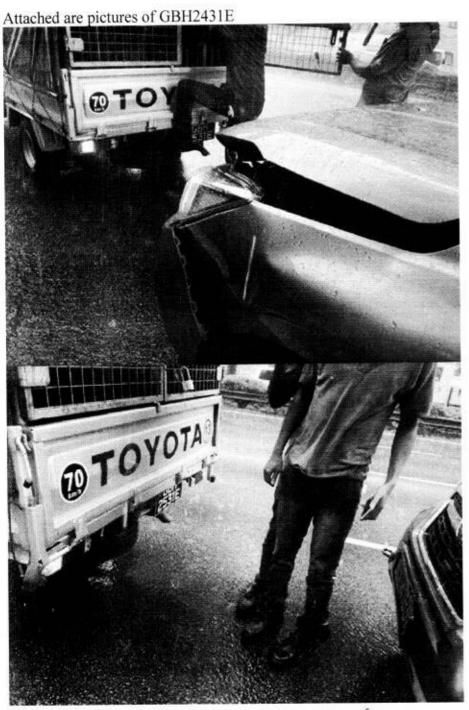
I have attached the video footage form the car cam and the picture of the damage sustained by the 3 vehicles.

Front Camera

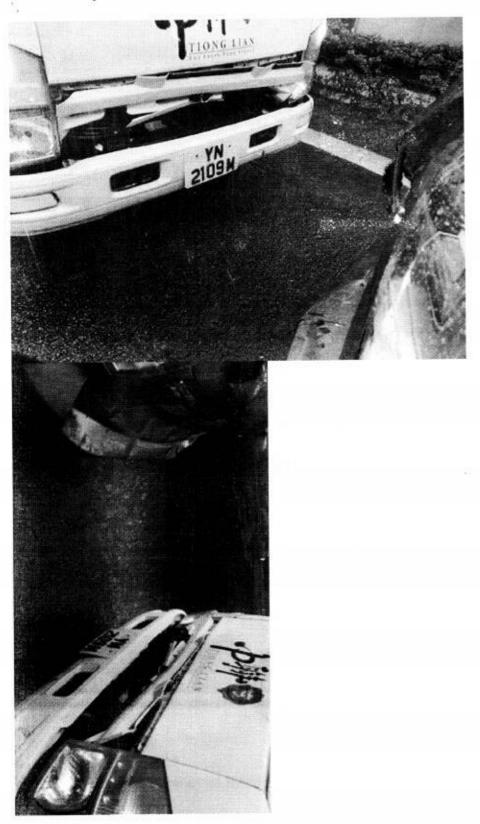
https://drive.google.com/file/d/100KA4QW72WaPRRqfNdBBhivg9YXyqq1b/view?usp=sharing

Rear Camera

https://drive.google.com/file/d/1---JLRKJfOvYvbVI0CswZGzi6stuZki5/view?usp=sharing



Attached are pictures of YN2109M



Please let me know what is the next step or this will be resolved through the workshop and Lonpac. In the meantime, Please feel free to contact me if you have any questions or require more information.

Regards Wilson Chow	

This email has been checked for viruses by AVG antivirus software.

www.avg.com

Block 3018A, Ubi Road 1, #01-24-26, Singapore 408711 Tel: 67472112 (5 lines) Fax: 67438032 Email: cardoc@singnet.com.sg

Bus. Reg No: 199502604 E GST No: 19-9502604-E

SM/SLL4169R/1904046

CEK - MARCUS.

29th April 2019

WITHOUT PREJUDICE

The Manager Motor Claim Dept. Lonpac Insurance Bhd 300, Beach Road #17-04/07 The Concourse Singapore 199555

RE: ACCIDENT INVOLVING VEHICLES SLL 4169 R AND YN 2109 M ON 01ST APRIL 2019 AT 1615 HRS AT CTE TOWARDS BUKIT TIMAH EXIT

Dear Sirs,

We refer to the above matter.

Our Client Chow Yeng Kit Wilson the registered owner of SLL 4169 R.

You are the insurer of motor vehicle no. YN 2109 M, which was involved in the above accident. Please be informed that the collision was caused by the negligent owner/driver of the motor vehicle no. YN 2109 M, in consequence of which our client has suffered damages and consequential loss.

Attached a few documents for your reference:

- a) Repair costs bill
- b) GIA report & LTA search
- c) Car rental bill
- d) An authorisation letter from the owner (SLL 4169 R)

We are claiming as follows: -

LTA search

S\$ 2.00

Repair cost Car rental S\$17,773.81 S\$ 3,750.00

S\$21,525.81

Dollar: Twenty One Thousand Five Hundred Twenty Five And Cents Eighty One Only.

Kindly let us know whether you are prepare to settle the claim within the next ten (10) days from the date herewith.

Please remit the cheque in favour to "Specialists Motor Pte Ltd" as soon as possible.

Thank you,

Yours faithfully,

Karen Ong

at 1615 hd a	+ CTE TOWARD	S BUKIT	Tinch	EX7
I/We Chow Yey	Letter Of Autho	rity And Under	taking	
the owner / driver of	Vehicle No. IL	517 gpore	hereby au	thorise your
esteem company as my repairer for r	ny Damaged Vehicl gligent party and /or	le involved in r insurance cor	the above acc	cident and to
I/ We hereby agreed	to be bound by tr			

- will be sent to your office for follow-up action.
- Any offer of settlements by the insurer and / or negligent party will be accepted only with your concurrence and approval.
- I/We agree to sign/execute the Discharge Receipt within 7 working days of issue of notice, by post, electronic mail, social media or text messaging, by your company.
- If I/We fail to sign/execute the Discharge Notice after 7 working days from the 5. Issue of notice, I/We hereby authorise your company's authorised representative to sign and execute the said Discharge Receipt on my/our behalf.
- Throughout the process of claim, 1/We will be obligated to assist and 6. to provide your company with accurate and correct information.
- I/We agree that I/We shall pay to your company all cost/expenses/ damages incurred or suffered by you as a result of the unsuccessful recovery of the claims for the full repair cost and any other incidental cost/expenses by you on my/our behalf.
- I/We warrant and undertake that all information and statement provided by me/us to you are true and accurate.

Thanking you in anticipation.

Yours faithfully

Date: 2/4/19 10.3000



LONPAC INSURANCE BHD

DATE

CLAIM NO : 18/19/19/VC00/021612 : 17 DECEMBER 2019

DISCHARGE VOUCHER

I/We, CHOW YENG KIT WILSON confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of YN2109M the sum of Singapore Dollar Nineteen Thousand Three Hundred Thirty-Five and Eighty-One Cents Only (\$19,335.81) 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 YN 2109M and SLL 4169R on 01 April 2019 along CTE towards Bukit Timah.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD / TIONG LIAN FOOD PTE LTD (LI CHANGYU)) 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 SPECIALISTS MOTOR 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 38.15.2019

Name of vehicle owner /Date 28.13.3019

Block 3018A, Ubi Road 1, #01-24-26, Singapore 408711 Tel: 67472112 (5 lines) Fax: 67438032 Email: cardoc@singnet.com.sg

Bus. Reg No: 199502604 E GST No: 19-9502604-E

SM/SLL4169R/1904046

29th April 2019

TAX INVOICE

The Manager Motor Claim Department Lonpac Insurance Bhd 300, Beach Road #17-04/07 The Concourse Singapore 199555

Date of Accident

01st April 2019

Location

CTE Towards Bukit Timah Exit

Third Party Claim Vehicle No :

YN 2109 M

Repair Cost For Vehicle No

SLL 4169 R Subaru Forester

Supply of Parts & Labours

No.	Particulars	Qty	Price	1	Amounts
1	Front bonnet	1	882.40	\$	882.40
	Front bonnet insulation shield clips	1 set	35.00	\$	35.00
2	Front grille (top)	1	208.40	\$	208.40
4	Front grille (bottom)	1	316.40	\$	316.40
5	Front grille clips	1 set	35.00	\$	35.00
6	Headlamp assy L&RH	2	2,380.00	\$	4,760.00
7	Headlamp lower bracket L&RH	2	49.30	\$	98.60
8	Front bumper fascia	1	594.20	\$	594.20
9	Front bumper clips	1	35.00	\$	35.00
10	Front bumper towing cover	1	14.30	\$	14.30
11	Front bumper reinforcement (outer)	1	140.30	\$	140.30
12	Front bumper reinforcement	1	288.30	\$	288.30
13	Front bumper side retainer L&RH	2	26.50	\$	53.00
14	Front support panel	1	400.70	\$	400.70
15	Front support bracket clips	1set	35.00	\$	35.00
16	Air con condenser	1	680.20	\$	680.20
17	Air filter air duct clips	1 set	35.00	\$	35.00
18	Front fender LH	1	300.60	\$	300.60
19	Rear boot cover	1	1,072.90	\$	1,072.90
20	Rear boot cover emblem (logo)	1	88.30	S	88.30
21	Rear boot cover emblem (Subaru)	1	72.30	\$	72.30
-	Company of the Company of the Company of Norwalds (Company) of the Company of the		MADELLE TO	\$	10,145.90

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Bus. Reg No: 199502604 E GST No: 19-9502604-E

SM/SLL4169R/1904046

29th April 2019

No.	Particulars	<u>Qtv</u>	Price	_	mounts 0,145.90
	Balance b/f	1	72.30	\$	72.30
22	Rear boot cover emblem (Forester)	1	120.80	\$	120.80
23	Rear boot w/strip	1	176.40	\$	176.40
24	Rear boot cover lock		888.20	\$	888.20
25	Rear windscreen glass	1	64.20	\$	64.20
26	Rear windscreen moulding	1	160.40	\$	160.40
27	Rear no plate lamp garnish	1			130.60
28	Rear boot cover inner board L&RH (top)	2	65.30	\$	
29	Rear end panel	1	288.30	\$	288.30
30	Rear boot floor inner tray	1	100.80	\$	100.80
31	Rear bumper fascia	1	600.40	\$	600.40
32	Rear bumper clips	1set	55.00	\$	55.00
33	Rear bumper reinforcement	1	420.40	\$	420.40
34	Rear bumper towing cover	1	28.40	\$	28.40
35	Rear bumper reflector	1	25.40	\$	25.40
36	Rear bumper bracket L&RH	2	20.30	\$	40.60
37	Rear bumper side retainer L&RH	2	28.20	\$	56.40
38	Tyre bracket	1	15.50	\$	15.50
39	Tyre bolt	1	25.80	\$	25.80
40	Front grille lower bracket	1	26.40	\$	26.40
41	Rear end panel inner garnish	1	40.30	\$	40.30
42	Rear boot no plate garnish	1	210.30	\$	210.30
43	Rear boot garnish seal	1	21.60	\$	21.60
44	Cover rear bumper	I	14.40	\$	14.40
SOLE			301000	\$1	3,728.80
		Less	20%	\$	2,745.76
				\$1	0,983.04
45	Radiator coolant (s/net)	1	28.00	\$	28.00
46	Front number plate (s/net)	1	40.00	\$	40.00
47	Rear windscreen sealant (s/net)	1	40.00	S	40.00
		i	50.00	\$	50.00
48 49	Rear end panel sealer (s/net) Rear bumper sensor (s/net)	i	200.00	\$	200.0
	Rear number plate (s/net)	1	40.00	\$	40.0
50	Blackvue camera (s/net)	i	420.00	S	420.0
51	Rear windscreen solar film (s/net)		150.00	\$	150.0
52	Rear windscreen solar fillit (s/net)	34	150.00	-	1,951.0

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Bus. Reg No: 199502604 E GST No: 19-9502604-E

SM/SLL4169R/1904046

29th April 2019

Balance b/f	\$1	1,951.04
Labour Charges :-	4	Amounts
Towing fee	\$	120.00
Cut out, renew, knocking & welding front bonnet, front fender L&RH, front support panel, remove & install all damage parts, straighten front chassis & re-align body	\$	800.00
Remove & install radiator assy, engine cooling system & conduct pressure test	\$	100.00
Remove & install air con condenser, vacuum & top up gas		
Tuff-kote on damage parts	\$	90.00
Spray painting on front damage parts	\$	1,100.00
Cut out, renew, knocking & welding rear boot cover, rear end panel, rear boot floor panel, remove & install rear damage parts, straighten & re-align body	\$	1,000.00
Remove & install rear windscreen glass	\$	120.00
Remove & install rear seats, carpets, upholstery & etc	\$	100.00
Remove & refix rear bumper sensor	\$	50.00
Tuff-kote on rear damage parts	\$	60.00
Spray panting on damage parts	S	1,100.00
Check all lighting after repairs	\$	20.00
	\$	16,611.04
Add 7% GST	S	1,162.77
Total Amount	\$	17,773.81

S/ Dollars :- Seventeen Thousand Seven Hundred Seventy Three And Cents Eighty One Only.

SPECIALISTS MOTOR PTE LTD

SPECIALISTS AUTO SERVICE

SLL4169R

Block 3018A, Ubi Road 1, #01-24/25/26, Singapore 408711. Tel: 6747 2112 Fax: 6743 8032

RENTAL AGREEMENT					N	o. 4710
Name: Chow Yeng bit withou	Vehicle No. SLP 93754					
Address (Res): 33 BLHOK RIM CHILLIT Singapore 489848	Make /	Model	KiK			
(Off):	OUT	Date	w.w. >	019	Time	10-50
	IN	Date	27.04.20	19	Time	14:13
Tel: 96833627 Res:	Replace	ment Vel	hicle No:	0 0 2	In	itial:
Driving Licence No: S 1789934 D	Date / 7	îme		magn.	100	
Expiry Date : Passport / I/C No :	Petrol	Level Ou	ıt	Petro	ol Level	In
ADDITIONAL DRIVER'S PARTICULARS	E	/ ₄	3/ ₄ F	E	1 1/4	1/ ₂ 3/ ₄ F
Name: Ho ming yee	RATES	3	300		Amount Due	
Occupation:	FORGERSTAND		SIM W	ner day		
Place Issued: Passport / I/C No: S68344982		Days 4 @ \$ 1.00 per day Weeks 3 @ \$ 1.050 per week			The second second second	
Date of Birth: 13 10 . 1968 ADDITIONAL INFORMATION		a	3 \$	er month		de la constante de la constant
ico principio. Il examendo de como en la com	Add Ho	ours @) \$ 1	oer hour	-5-1	Carry Livy Long
A TOTAL AND A SECURITION OF THE SECURITION OF TH	TOTAL			THE PERSON	23	d. 02f.
Loss Damage Waiver : With/Without I accept	Amour	t paid	THE PARTY	Company (NIC)	6	by man sta
\$ per day Excess \$ 4, 000 - 60	Balanc	e Due		THE PARTY OF		
VEHICLE TO BE DRIVEN IN SINGAPORE ONLY	Deposi	Deposit amount (refundable) \$				
PROHIBITED TO ENTER MALAYSIA BY LAW	Refund	Refund Signature				
THE RENTER IS SOLELY RESPONSIBLE FOR BREACH OF TRAFFIC LAWS, ANY PARKING FINES OR SURCHARGE DURING PERIOD OF HIRE.		PAYMENT				
RENTER DECLARATION: I accept the terms and condition	Cheque :					
above and overleaf. I declare that all information in this form are true and accurate. If I opt to pay by credit card, my signature here is to be deemed to have been made on applicable credit card voucher.		C. Fr Cont / Notes				
	Remar	(S				e la la
RENTER'S SIGNATURE/COMPANY STAMP						
NB: (1) ANY ACCIDENTS INVOLVING THIS HIRE VEHIC			APPEND 10 000	NI AN INCO	omte	

(2) VEHICLE TO BE DRIVEN IN SINGAPORE ONLY, PROHIBITED TO ENTER MALAYSIA BY LAW



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-19-051136

Date of Request:

02/04/2019

Your Ref No:

Online Purchase

Specialists Motor Pte Ltd Blk 3018A Ubi Road 1 #01-24/25/26 Singapore 408711

Dear Sir/Madam,

Enquiry Date

02/04/2019

Enquiry By

Irene Ting Yen Hui

TP Vehicle No.

YN2109M

Accident Date

01/04/2019

Enquiry Result

Insurer	Period of Insurance	Insurer Tel. No.
Lonnac Insurance Bhd	27/04/2018-26/04/2019	+65 62507388
	Insurer Lonpac Insurance Bhd	misurer =

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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