

Vic (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 30 October, 2019 12:26 PM
To: Vic (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Kindly proceed as proposed.

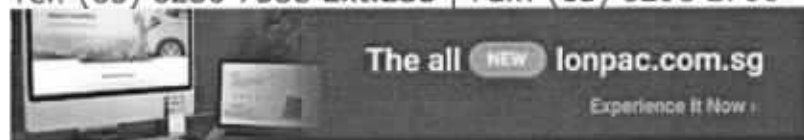
Best Regards

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: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Monday, 21 October, 2019 10:39 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Dear Gerald,

We refer to your below email.

We were informed by the TP repairer that they had misplaced the original copy of the Medical Receipts.

For your further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

This e-mail contain confidential and privileged material, and are for the sole use of the intended recipient. Use or distribution by an unintended recipient is prohibited, and may be a violation of law. If you believe that you received this e-mail in error, please do not read this e-mail or any attached items. Please delete the e-mail and all attachments, including any copies thereof, and inform the sender that you have deleted the e-mail, all attachments and any copies thereof. Thank you.

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Tuesday, 8 October, 2019 3:01 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG

Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Please request for the original copy of the medical bills.

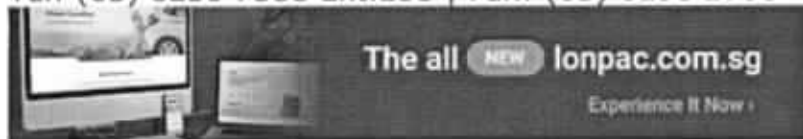
Best Regards

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

Sent: Tuesday, 8 October, 2019 2:50 PM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; Admin A

Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Dear Gerald,

We refer to your below mandate.

Please be informed that TP after we send the offer, had amended the LOD and confirmed that their client would also like to claim for the medical bills. TP owner confirm will not claim for further bodily injuries (see attached email from TP).

As such, we would like to revise our mandate as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 9,364.29	\$ 4,321.17
Loss of Use (\$50 x 4 days)	\$ 200.00	\$ 200.00
GIA Search Fee	\$ 2.00	\$ 2.00
Medical Bills	\$ 361.90	\$ 361.90
TOTAL	\$ 9,928.19	\$ 4,885.07

Breakdown of days is as follows:

Our surveyor's recommended days to repair	4 days
TOTAL	4 days

For your approval please.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters."

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Thursday, 29 August, 2019 12:08 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG

Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Kindly proceed as proposed.



Borneo Motors

Co-Reg No: 1967000862

Borneo Motors (Singapore) Pte Ltd
Inchcape Bodycare Centre
Level 4, Inchcape Centre
2 Pandan Crescent
Singapore 128462
Tel: +65 6631 1855/1500
Fax: +65 6872 7260
www.borneomotors.com.sg

Our Ref: BMS2019/08/PD9775/DS(SM)

Your Ref: LONPAC-SGE2009D

16 Sep 2019

BY HAND (INS COPY)

M/S. LONPAC INSURANCE BERHAD C/O LKK AUTO CONSULTANTS PTE LTD

Attn : Officer In-Charge

Dept : Motor Claims

RE : ACCIDENT INVOLVING SMC4352M AND SGE2009D ON 04 Apr 2019

Dear Officer,

We refer to the above captioned. **(Amendment Copy)**

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A. Repair Cost - \$4,321.17	B. LTA Search - \$2.00
C. Excess -	D. Loss of Use - \$200.00(\$50x4days)
E. Loss of Rental -	F. Others -
G. Medical Claims - \$361.90 -Undertake By Claimant <input type="checkbox"/>	Total Claim - \$4,885.07

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

- | | |
|--|--|
| (✓) Original Tax Invoice | (X) Vehicle Registration Card |
| (✓) Car Rental Invoice/Agreement/Medical Receipt | (X) Driver's driving license / Identity card |
| (✓) GIAS/Police Report/s | (X) Original Photograph X _____ |
| (✓) Certificate of Insurance | (X) Original/Photocopy Survey |
| (✓) Letter of Authority | (✓) LTA Search Fees |

*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: claimstatusenquiry@borneomotors.com.sg

(As this is a computer generated letter, no signature is required.)

LETTER OF AUTHORITY

ACCIDENT INVOLVING SMC4352M and SGE2009D on 4.4.19
Own vehicle's number Other vehicle's number Date of accident

along PIE
Accident location

BY THE LETTER OF AUTHORITY, I/we, Lee Li Wen Catherine
Name of Policy Holder & (IC/Passport/Company Registration) number

of 23 Tampines Central 7 #04-2B The Tampines Mall 552864
Address of Policy Holder

owner of Vehicle Registration No. SMC4352M hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number VFA/P2144543 taken up by *me/us and pay the compulsory excess in respect of the cost of repairs suffered by *me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. Generally do all such acts as it shall deem necessary for the purpose of settling such claim.


*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

*I/We hereby further declare that the letter of authority hereby conferred shall remain irrevocable.

*I/We further confirm that the acceptance by **BMS** of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.

IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this 13 of the month May Year 20 19.

Signed & Delivered By:


(To be sign by the policy holder only)
**Please stamp the company chop for vehicle registered under a company's name

Witness By:


*delete as appropriate



LONPAC INSURANCE BHD

CLAIM NO : 19/19/19/VP05/021633
DATE : 30 OCTOBER 2019

DISCHARGE VOUCHER

I/We, LEE LI WEN CATHERINE confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or the owner of SGE 2009D the sum of Singapore Dollars Four Thousand Eight Hundred Eighty Five and Cents Seven Only (\$4,885.07) 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, SMC 4352M on 04 APRIL 2019 along PIE EXIT TO KALLANG BAHRU.

I /We hereby agree to indemnify and keep indemnify (**SME ALLIANCE LLP / 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 BORNEO MOTORS (SINGAPORE) 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.

11/11/2019

Signature of vehicle owner/Date

Lee Li Wen Catherine / 11/11/2019

Name of vehicle owner/Date



Borneo Motors (Singapore) Pte Ltd

Online Service Booking:

www.toyota.com.sg

Toyota Bodycare Centre

17 Ubi Road 4

Singapore 409611

Tel no.: 6631 1188

Co Reg No : 196700086Z
GST Reg No : MR-8500000-9**TAX INVOICE**

Download "My Toyota SG" app on Playstore or Appstore to access your Toyota ME account & more!

Account Detail	Account No	Customer Detail
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia	S1000007/ICLPI1	Ms Lee Li Wen Catherine 23 Tampines Central 7 #04-28 The Tampines Trilliant Singapore 528609 Mobile: 85885048
	Document No 39009102	
	Document Date 14/08/2019	

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
18	AHXVB	E5	NHP10R	29/06/2018	SMC4352M	11912	18108 67/DS/SMC4352M
Chassis No	Engine No	Terms	Service Engineer	Vehicle In	Collected On		
JTFDKD3B3001615292	1N28575640	60	Sam San Joi	04/04/2019 13.31	08/05/2019 8.42		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
12	4	552161-OK040 PIECE, RR BUMPER	10.00	4.00		40.00
Borneo Motors is the only authorised workshop to maintain your Toyota. Service your Toyota every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.						

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts 617.30	4,038.48
		Labour 194.00	GST 7.00%
		Materials 3,227.18	282.69
		Lubrication/Fluid 0.00	Less 0.00
		Others 0.00	Amount Due 4,321.17

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462

TO SECURITY GUARD

4036248

PLEASE ALLOW THE UNDERMENTIONED
VEHICLE TO LEAVE THE COMPANY PREMISES.DATE 14/08/2019
TIME 08:31

VEHICLE NO SMC4352M

CUSTOMER

SIGNATURE
FOR BORNEO MOTORS (SINGAPORE) PTE LTD**Borneo Motors**



Borneo Motors (Singapore) Pte Ltd

Online Service Booking :

www.toyota.com.sg

Toyota Bodycare Centre

17 Ubi Road 4

Singapore 409611

Tel no.: 6631 1188

Co Reg No : 196700086Z
GST Reg No : MR-8500000-9**TAX INVOICE**

Download "My Toyota SG" app on Playstore or Appstore to access your Toyota ME account & more!

Account Detail		Account No	Customer Detail	
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia		S1000007/ICLPI1	Ms Lee Li Wen Catherine 23 Tampines Central 7 #04-28 The Tampines Trilliant Singapore 528609 Mobile: 85685048	
		Document No		
		39009102		
		Document Date		
		14/08/2019		

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
18	AHXVB	K5	NHP10R	29/06/2018	SMC4352M	11912	18108 67/DS/SMC4352M
Chassis No		Engine No	Terms	Service Engineer	Vehicle In	Collected On	
JTDKND3B3001615292		1N28575640	60	Sam San Joi	04/04/2019 13.31	08/05/2019 8.42	

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
1	2	BP-SUNDRY SUNDRIES TP-DIRECT SETTLEMENT TP-SGE2009D ACC DATE:04/04/2019 DRIVE IN:04/04/2019 DATE-IN:30/04/2019 DATE SURVEY:30/04/2019 NO OF REPAIR DAYS:4 DAYS BY:MARCUS(LKK)				30.00
2	S	PSP PER PANE LABOUR FOR PLATINUM SHINEPRO & SHINE I64 PER PANEL APPLICATION ON REAR ACCIDENT AREAS				183.18
3	S	BP-SUBLET DRILL HOLE & INSTALL REAR REVERSE SENSOR A45				164.00
4	S	BP-SUBLET CHECK LIGHTING & CONDUCT WATER LEAK TEST A45				164.00
5	S	BP-SUBLET REMOVE & INSTALL REAR COMPARTMENT CARPE A45 T, GARNISH AND TRIMMING TO ASSIST REPAIR				328.00
6	S	BP-SUBLET REPLACE REAR ACCIDENT DAMAGED PARTS A45 STRAIGHTEN & ALIGN REAR ACCIDENT AFFECTED AREAS				1312.00
7	S	BP-SUBLET RESPRAY JOB ON REAR ACCIDENT AFFECTED AR A45 EAS				1076.00
8	B	BP-ECU2 TO RESET ECU AND REPROGRAMME *				164.00
9	1	T52159-52984 COVER, RR BUMPER	1.00	460.70		460.70
10	2	T52562-52061 RETAINER, RR BUMPER R	1.00	48.70		48.70
11	3	T52575-52180 RETAINER, RR BUMPER R	1.00	67.90		67.90

Borneo Motors is the only authorised workshop to maintain your Toyota. Service your Toyota every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts Labour Materials Lubrication/Fluid Others	Less
			Amount Due

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128469 **4036247**

PLEASE TEAR ALONG PERFORATED LINE

TO SECURITY GUARD

4036247PLEASE ALLOW THE UNDERMENTIONED
VEHICLE TO LEAVE THE COMPANY PREMISES.DATE 14/08/2019
TIME 08:31

VEHICLE NO SMC4352M

CUSTOMER

SIGNATURE
FOR BORNEO MOTORS (SINGAPORE) PTE LTD**Borneo Motors**

MEDICAL CERTIFICATE

NRIC : S8517606D
NAME : LEE LI WEN, CATHERINE

VISIT DATE : 04 Apr 2019 (11:04)
VISIT NO : G09819010226

This is to certify that the above mentioned has been given:

OUTPATIENT SICK LEAVE for 5 days from 04 Apr 2019 to 08 Apr 2019

DOCTOR : Goh Yao Chen (M17720B)
CLINIC : 24 HR EMERGENCY CLINIC
ADDRESS : 585 NORTH BRIDGE ROAD LEVEL -01-00 RAFFLES HOSPITAL 188770

This certificate is not valid for absence from court or other judicial proceedings unless specifically stated.

Printed: 04 Apr 2019, 01:48PM

*This certificate is electronically generated. No signature is required.

Raffles Hospital
24 HR EMERGENCY
585 North Bridge Road
Raffles Hospital -01-00 Singapore 188770
Tel: (65) 6211 1525 Fax: (65) 6311 1167

TAX INVOICE

GST REGN NO. : M9-0000467-N	PAGE : 1 of 1
VISIT NO. : G09819010226	BILL TYPE : PATIVNOUT
VISIT DATE/TIME : 04-APR-2019 11:02AM	BILL DATE : 04-APR-2019
INVOICE NO. : PG09819010226-1	PATIENT NAME : LEE LI WEN, CATHERINE
PAY BY : SELF	PATIENT ID NO. : S8517606D
PAYER NAME : LEE LI WEN, CATHERINE	POLICY NO. :
ADDRESS : 23 TAMPINES CENTRAL 7 THE TAMPINES TRILLIANT #04-28 SINGAPORE 528609	

DESCRIPTION	QTY	S\$	S\$
CONSULTATION			60.00
PHARMACEUTICAL			
FAMOTIDINE 20MG TAB	14.0	5.47	
NAPROXEN 275MG TAB	28.0	11.19	
ORPHENADRINE 35MG/PARACETAMOL 450MG TAB	2.0	0.80	
ORPHENADRINE 35MG/PARACETAMOL 450MG TAB	42.0	16.79	
			34.25
PRACTICE COST			
PRACTICE COST	1.0	20.00	
			20.00
RADIOLOGY			
LUMBOSACRAL SPINE XRAY (2 VIEWS)	1.0	106.00	
PELVIS XRAY (1 VIEW)	1.0	51.00	
SACRO-COCCYX XRAY	1.0	67.00	
			224.00
SUB-TOTAL			338.25
TOTAL CHARGES BEFORE GST			338.25
GST @ 7%			23.68
TOTAL CHARGES AFTER GST			361.93
LESS ROUNDING ADJUSTMENT			(0.03)
TOTAL AMOUNT PAID			(361.90)
REG1900445067 - 04/04/2019 - MASTER		361.90	
TOTAL BALANCE DUE			0.00

Raffles Hospital
24 HRS EMERGENCY
Raffles Medical Group

585 NORTH BRIDGE ROAD #01-00 RAFFLES HOSPITAL SINGAPORE 188778 T: 63411555

Raffles Medical Group Ltd | Company Registration No: 198301967K | GST Registration No: M9-0000467-N



RAFFLES MEDICAL GROUP

585 NORTH BRIDGE ROAD

24 HRS EMERGENCY

LEVEL 1 RAFFLES HOSPITAL

SINGAPORE 188700

EMV SALE

DATE/TIME: 04APR19 13:49
TID:40282219 MID:168168291680
INVOICE#: 888185 BATCH#: 002856
MASTERCARD EXPIRY
XXXX XXXX XXXX 3397 XX/XX
APPR CODE:888323 HOST: DBS
EMV CHIP RRN:909405088185
TC:0457C967273F2F43 AID:A0000000041010
MasterCard TVR:8000000000 TSI:E800

TOTAL SGD 361.90
*** DUPLICATE COPY ***

01384 3
CATHERINE LEE
1. RAFFLES MEDICAL GROUP LTD. SINGAPORE
2. RAFFLES MEDICAL GROUP LTD. SINGAPORE

**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-19-053166

Date of Request: 05/04/2019

Your Ref No: Online Purchase

Borneo Motors (S) Pte Ltd
33 Leng Kee Road
Singapore 159096

Dear Sir/Madam,

Enquiry Date 05/04/2019

Enquiry By Angela Tan Hong Choo

TP Vehicle No. SGE2009D

Accident Date 04/04/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGE2009D	Lonpac Insurance Bhd	16/03/2019-15/03/2020	+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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**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-19-053166
Date of Request: 05/04/2019

Your Ref No: Online Purchase

Borneo Motors (S) Pte Ltd
33 Leng Kee Road
Singapore 159096

Dear Sir/Madam,

Enquiry Date 05/04/2019
Enquiry By Angela Tan Hong Choo
TP Vehicle No. SGE2009D
Accident Date 04/04/2019

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