

Asher Sng (LKKAuto)

From: ONG LI LI <lilong@lonpac.com>
Sent: Friday, 12 July 2019 10:54 AM
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] Our Ref: 19/19/19/VP05/021650 [External General]

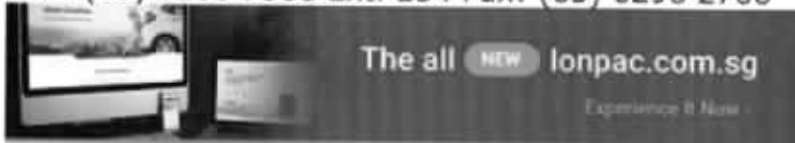
Follow Up Flag: Follow up
Flag Status: Completed

Lonpac External - General

Hi Asher

Please proceed if their proposal is reasonable.

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: Thursday, 11 July, 2019 3:48 PM
To: ONG LI LI
Cc: MT_Claim_SG
Subject: RE: [MANDATE REQUEST] Our Ref: 19/19/19/VP05/021650 [External General]

Hi Lili,

We refer to the email below.

Third party rejected our offer and counter proposed G/S \$1,270 (all in).

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: asher@sng@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>

Sent: Wednesday, 3 July 2019 9:22 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [MANDATE REQUEST] Our Ref: 19/19/19/VP05/021650 [External General]

Lonpac External - General

Dear Asher

Please proceed to negotiate loss of rental/income up to 3 days only.

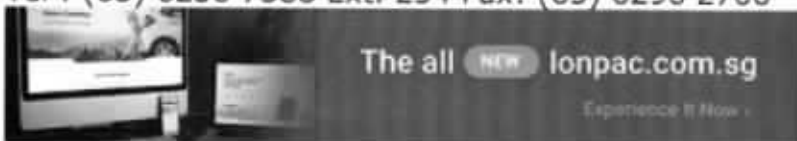
Regards,

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: Monday, 1 July, 2019 5:41 PM

To: ONG LI LI

Cc: MT_Claim_SG

Subject: [MANDATE REQUEST] RE: Our Ref: 19/19/19/VP05/021650 [External General]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 11/04/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured turn right into the main road and hit 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 **COMFORTDELGRO ENGINEERING PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 2,987.94	\$ 654.09
2. Loss of Rental (4days x \$125.40)	\$ 501.60	\$ 438.90 (3.5days x \$125.40)
3. Loss of Income (4days x \$80)	\$ 320.00	\$ 175.00 (3.5days x \$50)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 3,817.03	\$ 1,275.48

**2 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: asher.sng@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>

Sent: Thursday, 11 April 2019 5:37 PM

To: Shu Pei (LKKAUTO) <shupeil@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>

Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

Lonpac External - General

Dear Shu Pei

Please see attached.

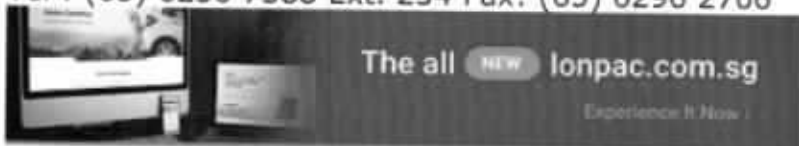
Regards,

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: Thursday, 11 April, 2019 5:02 PM

To: ONG LI LI

Cc: MT_Claim_SG; Admin A; Asher Sng (LKKAUTO)

Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

WITHOUT PREJUDICE

Dear Sir/Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 1105P at M/s ComfortDelGro Engineering 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 Asher and she can be contacted at DID: 6841 6051.

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: Wednesday, 10 April 2019 4:10 PM

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

Dear Li Li,

Noted with thanks.

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | 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:llong@lonpac.com>]

Sent: Wednesday, 10 April 2019 4:08 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

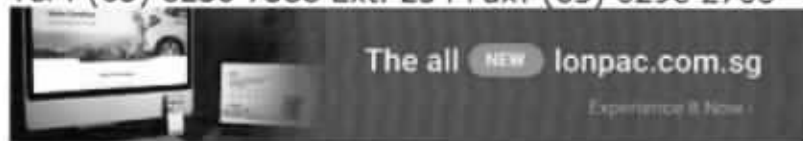
Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

Lonpac External - General

Hi Nivitha

Please highlight to your surveyor that our Insured has informed us that initially the taxi company has only requested \$500 to close file and there was hardly any damage to the taxi. There was no damage to our Insured 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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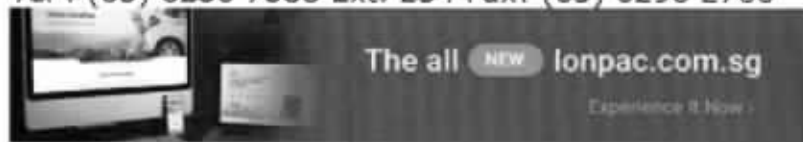
From: ONG LI LI
Sent: Wednesday, 10 April, 2019 10:20 AM
To: Admin-D (LKKAUTO); assignments
Cc: MT_Claim_SG; Admin A
Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

Lonpac External - General

Dear Nivitha

Please forward the attached accident scene photograph taken by our Insured to your claim handler.

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: Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]
Sent: Wednesday, 10 April, 2019 9:57 AM
To: ONG LI LI; assignments
Cc: MT_Claim_SG; Admin A
Subject: RE: Our Ref: 19/19/19/VP05/021650 [External General]

Dear Li Li,

Thank you for the assignment.

Best Regards,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | 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:llong@lonpac.com>]

Sent: Tuesday, 9 April 2019 5:35 PM

To: assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Our Ref: 19/19/19/VP05/021650 [External General]

Lonpac External - General

Dear Nivitha

Please refer to the attached and arrange survey.

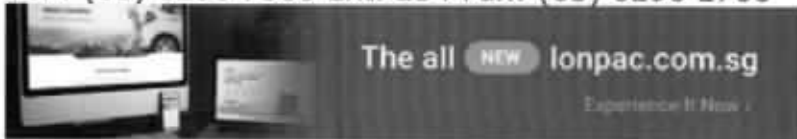
Regards,

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



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



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

COMFORTDELGRO ENGINEERING

Our Ref : T 0419/ SHC1105P /KS(st)

Your Ref :

Date : 23-Apr-19

CDGE Taxi Claims Dept
59 Loyang Drive 4th Flr
Singapore 508969

ComfortDelGro Engineering Pte Ltd
205 Braddell Road Singapore 579701

Mobile +65 6383 6280
Facsimile +65 6280 9755

www.cdge.com.sg

Company Registration No: 198203485

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

Attn : Motor Claim Department

WITHOUT PREJUDICE

Dear Sir

ACCIDENT INVOLVING OUR TAXI SHC1105P YOUR INSURED SJS6470T AND OTHER ON 07.04.19

We are the authorised repair workshop for Comfort Transportation Pte Ltd, the owner of motor Vehicle No : SHC1105P which was involved in the captioned accident with your insured vehicle. The vehicle owner and the taxi driver concerned have requested and authorized us to assist them in presenting their claims against the party responsible for all applicable matters arising from the damage to the vehicle.

As the accident was caused by the negligent act of your insured driving : SJS6470T we are submitting these claims for your consideration on behalf of the claimants.

TAXI OWNER'S CLAIM

1	Cost of Repair	\$ 654.09
2	<u>4</u> days Loss of Rental @ <u>\$ 125.40</u> per day	\$ 501.60
3	Survey Report Fees (Surveyed by M/s LKK)	\$ -
4	LTA Search Fees	\$ 7.49
5	GIA / Police Report Fees	\$ -
6	Towing / Medical / Transportation Fees	\$ -
Sub Total :		\$ 1,163.18

HIRER'S CLAIM

7	<u>4</u> days Loss of Income @ <u>\$ 80.00</u> per days	\$ 320.00
Total Claims:		\$ 1,483.18

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

- a) Original repair bill and photocopies of photographs : 4 pcs.
- b) LTA search slip/s of : SJN5240Z
- c) GIA / Police report/s of : SHC1105P
- d) Letter of authority from owner / hirer / operator
- () PIR () Towing/Medical bill/receipts () Certificate of Insurance
- (X) Photograph/s of Accident Scene (x) Downtime/Mileage record (x) Rental Rate letter

Kindly look into the matter and let us hear from you on the settlement of the said 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 taxi driver.

Yours faithfully

Kazali Hj Selahudin

CDGE Taxi Claims Department

Tel : 6214 8736 Fax: 6214 1843 Email: kazali@cdge.com.sg

This is a computer generated letter. No signature is required.

Workshops

Braddell
205 Braddell Road
Singapore 579701

Loyang
59 Loyang Drive
Singapore 508969

Sin Ming
383 Sin Ming Drive
Singapore 575717

Pandan
45 Pandan Road
Singapore 609286

Ubi
320 Ubi Road 3
Singapore 408649

Senoko
24 Senoko Loop
Singapore 758158

Sungei Kadut
7 Sungei Kadut Way
Singapore 728791

Defu
6 Defu Avenue 1
Singapore 539537

Yishun
Yishun Industrial Park A
Singapore 768732

(NAF / PAF)

ON 07-Apr-19 19:00

91130618



LONPAC INSURANCE BHD

CLAIM NO : 19/19/19/VP05/021650
DATE : 18 JULY 2019

DISCHARGE VOUCHER

I/We, COMFORT TRANSPORTATION PTE LTD confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or the owner SJS 6470T the sum of Singapore Dollars ONE THOUSAND AND TWO HUNDRED ONLY. (**\$1,200.00**) 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, SHC 1105P on 07 APRIL 2019 along/at SERANGOON RD X HASTINGS RD.

I /We hereby agree to indemnify and keep indemnify (**SELORAJU S/O PONNUSAMY /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 **COMFORTDELGRO ENGINEERING 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.

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
25 LLOYD DRIVE
SINGAPORE 000001

19/6/19

Signature of vehicle owner/Date

CLAIMS DEPARTMENT
COMFORTDELGRO ENGINEERING PTE LTD
25 LLOYD DRIVE
SINGAPORE 000001

Name of vehicle owner/Date

Please forward your cheque made payable to:
COMFORTDELGRO ENGINEERING PTE LTD

"The contents of this document apply to vehicle damages only.
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

GST REG. NO. M2-8921817-3

TAX INVOICE

COMPANY REG. NO.: 199506048W

Page: 1

8010042

LONPAC INSURANCE BERHAD
THE CONCOURSE

300 BRACH ROAD #17-04/07
SINGAPORE SG 199555

CONTACT NO: 62507388

VEHICLE NO
SHC1105P

INV. NO/DATE
91438936 18.04.2019

MAKE
TOYOTA

JOB NO.
305285640

MODEL
PRIUS HYBRID(G4)

ODOMETER READING

DATE OF REG
05.07.2017

DATE/TIME IN
08.04.2019 15:50

CHASSIS CODE
JTDK83FU303561189

Description : 3P 07.04.19

S/No	Part No.		Qty	Unit Price	%Disc	Net
PART REQUISITION						
0001	04-01-0302-2965	PRIG4 FILLER-REAR BUMPER EXTENSION RH	1	148.40	25.00	111.30
			SUB-TOTAL	:		111.30
JOB NATURE						
0001	PB	PANEL BEATING		200.00		200.00
0002	SP	SPRAYPAINT CHARGE		300.00		300.00
			SUB-TOTAL	:		500.00

WE HEREBY WARRANT THAT THE VEHICLE IS IN GOOD WORKING ORDER AND THAT THE VEHICLE IS IN ACCIDENTAL CONDITION. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR DAMAGE OR LOSS OF VEHICLE OR PARTS THEREOF DELIVERED TO CUSTOMERS AND REPAIRS ARE DONE AT THE CUSTOMER'S RISK. THE COMPANY SHALL INSPECT THE VEHICLE IMMEDIATELY UPON DELIVERY AND SHALL WITHIN 24 HOURS FROM SUCH DELIVERY ADVISE THE CUSTOMER IN WRITING OF THE COMPANY OF ANY COMPLAINTS. OTHERWISE, THE VEHICLE WILL BE CONSIDERED TO HAVE BEEN ACCEPTED IN GOOD ORDER. INTEREST OF 1% PER MONTH WILL BE CHARGED ON A DRY (1-30 DAY) BASIS TO BE PAID ON ANY ACCOUNT DUE AND CHARGED TO THE COMPANY BY THE CUSTOMER AND NOT PAID ON THE DUE DATE OF PAYMENT. I.E. WITHIN 30 DAYS FROM THE INVOICE DATE IN PERIOD OF DEFECT. IT IS URGED THAT THE INVOICE BE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY OF ANY DISCREPANCIES. FAILURE TO COMPLY HEREWITH IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THIS INVOICE AS CORRECT AND FINAL.

ComfortDelGro Engineering Pte Ltd
A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010042	91438936	654.09	

TAX INVOICE

COMPANY REG. NO.: 199506048W
Page: 2

8010042

LONPAC INSURANCE BERHAD
THE CONCOURSE

300 BRACH ROAD #17-04/07
SINGAPORE SG 199555

CONTACT NO: 62507388

VEHICLE NO
SHC1105P

MAKE
TOYOTA

MODEL
PRIUS HYBRID(G4)

DATE OF REG
05.07.2017

CHASSIS CODE
JTDKB3FUJ303561189

INV. NO/DATE
91438936 18.04.2019

JOB NO.
305285640

ODOMETER READING

DATE/TIME IN
08.04.2019 15:50

Items total	611.30
Add GST @ 7.000 %	42.79
Invoice amount	654.09

Issued by : KATHERINETAN 18.04.2019 10:04:23
Repair type : CISO/57/57
Payment Type/Term: /Credit 30 days

WE ACCEPT TAKING ALL NECESSARY PRECAUTIONS AGAINST FIRE, THEFT OR ACCIDENTAL DAMAGE. THE COMPANY ACCEPTS NO RESPONSIBILITY FOR LOSS OR DAMAGE TO THE VEHICLE BELONGING TO CUSTOMERS WHO VEHICLE ARE DRIVEN AND PARKED AT OTHERS PREMISES.

CUSTOMERS SHALL INSPECT THEIR VEHICLE IMMEDIATELY UPON DELIVERY AND SHALL WITHHOLD THEMSELVES FROM SIGNING DELIVERY AND INVOICE IN WRITING TO THE COMPANY OF ANY COMPLAINTS, OTHERWISE THE VEHICLE WILL BE DEEMED TO HAVE BEEN ACCEPTED IN GOOD ORDER.

INTEREST ON 12-MONTH MONTHLY OR LONGER ON A DAY TO DAY BASIS IS DEPENDENT ON ANY RECENT (ONE AND TWO) YEARS TO THE COMPANY BY THE CUSTOMER AND NOT HIGHER ON THE DATE OF PAYMENT OR AFTER 30 DAYS FROM THE INVOICE DATE THE PERIOD OF DELAY.

PLEASE EXAMINE THE INVOICE IMMEDIATELY UPON RECEIPT AND ADVISE THE COMPANY IF ANY ERRORS OR INADEQUACIES WITHIN 14 DAYS OF RECEIPT. IF THE COMPANY DOES NOT HEAR FROM THE CUSTOMER, THE COMPANY WILL TREAT THE INVOICE AS CORRECT AND BINDING.

ComfortDelGro Engineering Pte Ltd
A member of COMFORTDELGRO

Head Office:
205 Braddell Road
Singapore 579701

Kindly note that no receipt shall be issued unless requested.

CUSTOMER'S COPY

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010042	91438936	654.09	

Our Ref: CT19040233

Date: 17 April 2019



TO WHOM IT MAY CONCERN

Dear Sir/Madam

ACCIDENT ON 07/04/2019 @ 19:00 hrs
ALONG SERANGOON RD X HASTINGS RD
INVOLVING SJS6470T

We refer to the above-mentioned accident and wish to inform that **Comfort Transportation Pte Ltd** is the registered owner of the taxi bearing vehicle registration number **SHC1105P** (the "Taxi"). The Taxi was hired to **CHAN KWANH HUI IC NO S0470683H** a registered hirer-operator of **Comfort Transportation Pte Ltd** at the time of occurrence of the aforementioned accident at a rental rate **\$125.40** per day (inclusive of GST).

Please be advised that the Taxi was insured with **India International Insurance Pte Ltd** on a third party basis at the material time of the accident.

We wish to confirm that the aforesaid hirer-operator had obtained our permission to undertake repairs for damage on the Taxi arising from the said accident with a motor workshop of his choice.

Please liaise with the said hirer-operator or his authorized workshop directly for settlement of claims with third party's insurance company in respect of the said accident.

Yours faithfully

Christine Tay
Assistant Manager, Fleet Safety

This is a computer generated letter. No signature is required.

SAC1105P 250383

DATE	NAME OF DRIVER	MILEAGE READING		MILEAGE TRAVELLED (KM)	HOURS OPERATED (TIME)		DATE	NAME OF DRIVER
					FROM	TO		
4/4/2019	Chris	249	508	69	1030	1430		
5/4/2019	B. A. G.	249	760	261	1530	0150		
6/4/2019	Chris	249	942	181	0500	1350		
6/4/2019	B. A. G.	250	266	323	1440	0450		
7/4/2019	Chris	250	463	197	0500	1400		
7/4/2019	B. A. G.	250	639	140	1530	134		
8/4/2019	Chris	250	812	172	0500	1335		
08/04/19	B. A. G.	250	812	24	1450	1510		
11/04/19	Wardour	151		12	1030			
	Seppan			001	1700			

