

## Asher Sng (LKKAUTO)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Friday, 27 September 2019 9:11 AM  
**To:** Asher Sng (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [MANDATE REQUEST] RE: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

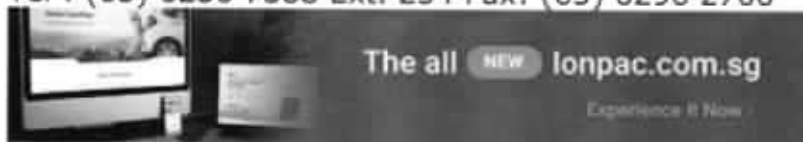
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

### Lonpac External - Confidential

Dear Asher

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



*Lonpac External - Confidential data is for use by authorised external parties only.*

**From:** Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]  
**Sent:** Monday, 23 September 2019 5:29 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** [MANDATE REQUEST] RE: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 17/04/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended 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 **CYCLE & CARRIAGE KIA PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 6,662.89	\$ 2,585.12
2. Loss of Rental (7days x \$120) w/GST	\$ 898.80	\$ 749.00 (7days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 7,563.69</b>	<b>\$ 3,336.12</b>

\*\*4 days recommendation for repair + 1sat + 1 sun + 1PH (Vesak Day)

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](mailto:asher@sng@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Wednesday, 17 April 2019 5:44 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Poh Kin (LKKAuto) <[pohkin@lkkauto.com](mailto:pohkin@lkkauto.com)>

**Subject:** RE: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

## Lonpac External - Confidential

Dear Mei Kwan

Please see attached for our Insured's GIA report.

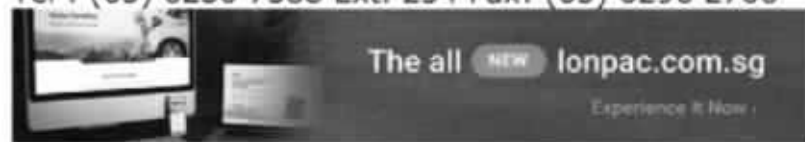
Regards,

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



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Wednesday, 17 April, 2019 1:54 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG; Admin A; CS A Team; Poh Kin (LKKAuto)

**Subject:** RE: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

**Your ref:** 18/19/19/VP05/021676

**LKK ref:** CC4/LPC19006832/fa3

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

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

Our case handler in-charge is Poh Kin and he can be contacted at DID: 6841 2132.

***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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Admin-D (LKKAuto)

**Sent:** Wednesday, 17 April, 2019 10:25 AM

**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@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)>

**Subject:** RE: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

Dear Edwin,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

Best Regards,

**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)

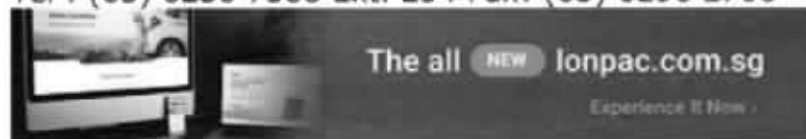
**From:** ONG LI LI [mailto:[llong@lonpac.com](mailto:llong@lonpac.com)]  
**Sent:** Tuesday, 16 April 2019 5:00 PM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: Our Ref: 18/19/19/VP05/021676 SME400Z / SLB5975B TP CLAIM DOA:14.04.2019 [External Confidential]

## Lonpac External - Confidential

Dear Nivitha

Please refer to the attached and reply to TP workshop.

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:** Edwin Abcede Caina [mailto:[edwin.caina@cyclecarriage.com.sg](mailto:edwin.caina@cyclecarriage.com.sg)]  
**Sent:** Monday, 15 April, 2019 7:53 PM  
**To:** GERALD POH WEE BIN  
**Cc:** Andre Chow En De; Coco Lu Ting; Don Bong Kiong Hua; Tay Jian Ye  
**Subject:** SME400Z / SLB5975B TP CLAIM DOA:14.04.2019

Hi Gerald,

May we check for the liability of accident?

Best Regards,

Edwin Caina  
Advisor- Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609338  
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91819978 • [www.cyclecarriage.com.sg](http://www.cyclecarriage.com.sg)

 A member of the Jardine Cycle & Carriage Group

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destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.



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[www.avg.com](http://www.avg.com)



CYCLE &amp; CARRIAGE KIA PTE LTD

Body & Paint Centre  
 209 Pandan Gardens, Singapore 609339  
 Tel +65 6568 4501 Fax +65 6565 1240  
 Company No. 197701469G

Our ref : SME400Z  
 Your ref : CC4/LPC19006832/fa3 - Lonpac

Date: 14<sup>th</sup> August 2019

Mr Poh Kin, Chong (Case Handler)  
 LKK AUTO CONSULTANTS PTE. LTD.  
 Blk. 51 Paya Ubi Industrial Park  
 Ubi Avenue 1 #02-25  
 Singapore 408933

Dear Sir/ Madam,

**RE: SUBMISSION OF DOCUMENTS FOR SME400Z – DOA: 14/04/2019**

Kindly be informed that our customer, Mr Tay Chuan Lee, owner of vehicle registration no. SME400Z (insured with AIG) holds vehicle registration no. SLB5975B which is insured with you at the time of an accident liable and hereby submitting a claim against your insured for the cost incurred.

On behalf of our customer, we provide the following claim for your settlement as below:

Repair Cost	:	\$ 2,585.12	
Loss of Rental/ Use	:	\$ 898.80	(\$ 128.40 x 07 days)
GIA/ LTA Search Fee	:	\$ 2.00	
Total	:	<u>\$ 3,485.92</u>	

We are pleased to enclose the documents as set out in the attached checklist.

Please contact Mr. Andre Chow En De at 91449137 or email him at [andre.chow@cyclecarriage.com.sg](mailto:andre.chow@cyclecarriage.com.sg) **within 7 working days** from the date of this letter should there be any missing documents or any other additional documents required. If we do not hear from you during these 7 days, we would take it that all documents submitted to you are complete and in order.

Cheque should be make payable to Cycle & Carriage KIA Pte. Ltd.

We look forward to receiving your early settlement of the invoice(s). Thank you.

Yours faithfully,  
 CYCLE & CARRIAGE KIA PTE LTD

  
 \_\_\_\_\_  
 MANAGER  
 SERVICE OPERATIONS - PG



Exceptional Journeys

To:

Cycle & Carriage Kia Pte Ltd  
209 Pandan Gardens,  
Singapore 609339  
Attention: [Motor Claims Department]

Date: 15.04.2019

**LETTER OF AUTHORIZATION TO ACT**

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SME400Z (*vehicle no.*) (the "**Vehicle**").
2. As a result of a motor incident occurring on 14.04.2019 / 1608 (*date and time of accident*) on/along 20 CHANGI NORTH CRESCENT S(499613) (*location*) between the Vehicle and SLB5975B (*3<sup>rd</sup> party vehicle(s) number, if any*) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
  - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
  - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
  - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to **execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents** in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



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5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

A handwritten signature in black ink, appearing to be "Z. Q. M.", written over a horizontal line.

Name:

NRIC / Passport No. / Company Registration No.:





## LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VP05/021676

DATE : 08 OCT 2019

### DISCHARGE VOUCHER

I/We, TAY CHUAN LEE (DAI CHUANLI) confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or the owner SLB 5975B the sum of Singapore Dollars THREE THOUSAND THREE HUNDRED THIRTY SIX AND CENTS TWELVE ONLY. (\$3,336.12) 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, SME 400Z on 14/04/2019 along/at 20 CHANGI NORTH CRESCENT S 499613-OUTSIDE.

I /We hereby agree to indemnify and keep indemnify (**TAN HOCK LENG /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 CYCLE & CARRIAGE KIA 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.

x  29/01/2020  
Signature of vehicle owner/Date

Tay Chuan Lee 29/01/2020  
Name of vehicle owner/Date

SIGNED WITHOUT PREJUDICE FOR  
ANY PERSONAL INJURY CLAIM

## TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
LONPAC INSURANCE BHD	Cust No/Name /MR TAY CHUAN LEE (DAI CHUANLI)
MOTOR CLAIMS DEPARTMENT	Reg No/Reg Date SME400Z / 05/04/2016
300 BEACH ROAD	Date In/Mileage 16/05/2019/ 49677
#17-04/07 THE CONCOURSE	Chassis/Package KNAFZ411MF553836E /KC17RP
SINGAPORE 199555	Engine No G4FGFH600857
Contact No	Make/Model KIA/FORTE K3 1.6 A SX ADR BROWN
16/05/	Colour/Trim ABP / WK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	02/08/2019/ 10:06	TLE	881 / Jojo Cheng	48413	81409525		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
E PNT88000								550.00
RENEW & RE-ALIGN RR DAMAGED PORTION: RENEW RR BUMPER								420.00
E PNT98000								80.00
SPARY PAINT RR BUMPER								30.00
E PNT88000								200.00
REMOVE & REFIT RR FLR BOARD,TRIM & CARPET								80.00
A 54900099								20.00
CHECK WIRING & CHASSIS ELECTRICAL SYSTEM								80.00
A 10028901								20.00
TO CARRY OUT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST								80.00
USING HI-SCAN PRO TEST								20.00
E PNT88000								20.00
REMOVE & REFIT REVERSE SENSOR								20.00
M SUNDRY								20.00
SUNDRIES								20.00
X	COVER-RR BUMPER				1.00	791.00	00.00	791.00
X	COVER-RR BUMPER,UPR				1.00	245.00	00.00	245.00
Z TEXT								
LONPAC TP CLAIM SLB5975B								
DOA: 14/04/2019								
SURVEYOR: RASUL LKK 16/05/2019								

Cycle & Carriage celebrates 120 years.  
Visit [www.cyclecarriage.com/120](http://www.cyclecarriage.com/120) for more info!

Parts	1,036.00	Nett	2,416.00
Labour	1,360.00	7% GST on	169.12
Standard Menu	0.00		
Specialist Job	0.00	Total Payable	2,585.12
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	20.00	Total Due	2,585.12
Total(w/o GST)	2,416.00		

Payment should be made strictly by cash, NETS or credit cards. Thank you.  
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

# CHAN'S & SONS ENTERPRISE

363 Sembawang Road  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

**chan's**  
www.chans.com.sg

edwin

## TAX INVOICE

TAY CHUAN LEE

INVOICE : AR1905-0255  
DATE : 22/05/2019  
TERMS : C.O.D  
STAFF ID : AMIRA  
AGREEMENT NO. : HA201905-0125

ATTN : ACCOUNTS PAYABLE

DESCRIPTION	AMOUNT (SGD)
-------------	--------------

Vehicle Reg No : SMG2419Y 840.00  
Make / Model :  
Rental Dates : Rental Billing From 15/05/2019 To 22/05/2019  
Period : 7 days  
Rental Rate : S\$ 128.40 Per Day (Including GST)  
Reference No : SME400Z

AMOUNT : S\$  
EIGHT HUNDRED NINETY-EIGHT DOLLARS AND  
CENT EIGHTY ONLY

NON-TAXABLE VALUE : 0.00  
TAXABLE VALUE : 840.00  
GST 7% : 58.80

**TOTAL S\$ : 898.80**

Please make your cheques payable to : CHAN'S & SONS ENTERPRISE



For Official Use Only

Payment Date :	F / Amt
CS / CC / CH :	
CS / CC / CH :	

**RENTAL AGREEMENT**

201905-0125

Hirer's Name <b>May CHUAN Lick</b>		Date of Birth <b>12.03.1980</b>	Passport/ Nric No. <b>S8007333D</b>	Nationality <b>Sm</b>
Address <b>57 Hilyway BAHN</b>		Occupation	Driving Licence No	Date of Expiry
Postal Code <b>14-351</b>		Contact No <b>370057</b>	Mobile Phone No. <b>97432857</b>	
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No	Date of Expiry
Postal Code		Contact No	Mobile Phone No.	

**CHECK OUT**

Date <b>15.5.19</b>	Time <b>12.20</b>	Mileage <b>KM</b>	E 1/4 1/2 3/4 F
Date <b>22.5.19</b>	Time <b>3 pm</b>	Mileage <b>KM</b>	Remarks <b>Low Pal</b>

**CHECK IN**

**IMPORTANT NOTES:-**

- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability - First \$2000 for any Third Party Accident Claim.
- Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- Hirer is responsible for all parking fines & traffic summons.
- Extension:- One day's advance notice is required otherwise no extension will be allowed.
- Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- Vehicle returned after office hour will be charged to the next working day.
- Hourly extension is charged at 1/5 of the daily rate.
- As preventive maintenance, please check water & engine oil daily.
- Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT	RATE (\$)	TOTAL (\$)
RATE	7	@ 120 + GST	840
DISCOUNT			
GST @ 7%			58.80
TOTAL			898.80
EXTENSION			A21905-0255
<div> <div>Low Pal</div> <div>Pl: Smk 4007</div> </div>			
DEPOSIT (refundable) S\$			
CHANGED OVER FROM VEH.			DATE



I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.  
I/We declare that all information given on this form is true and accurate.

**gare**  
Hirer's Signature

Joint Hirer's/ Guarantor's Signature

**Chan's & Sons Enterprise**  
for CHAN'S & SONS ENTERPRISE

**VEHICLE NO.**

**Smk 24197**

**MODEL**

**FROM**

**RETURN**

\*Estimate Date. For actual return see CHECK IN



RECORDS MANAGEMENT CENTRE

**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-19-058581

Date of Request: 15/04/2019

Your Ref No:

Online Purchase

Cycle & Carriage Automotive Pte Ltd  
241 Alexandra Road  
Singapore 159931

Dear Sir/Madam,

Enquiry Date: 15/04/2019  
Enquiry By: Edwin Abcede Caina  
TP Vehicle No: SLB5975B  
Accident Date: 14/04/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SLB5975B	Lonpac Insurance Bhd	15/04/2018-14/04/2019	+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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RECORDS MANAGEMENT CENTRE

**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-19-058581

Date of Request: 15/04/2019

Your Ref No:

Online Purchase

Cycle & Carriage Automotive Pte Ltd  
241 Alexandra Road  
Singapore 159931

Dear Sir/Madam,

Enquiry Date: 15/04/2019  
Enquiry By: Edwin Abcede Caina  
TP Vehicle No: SLB5975B  
Accident Date: 14/04/2019

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