

## Jia Le (LKK Auto)

---

**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 6 September 2019 3:06 PM  
**To:** Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 LKK REF CC4/LPC19008141/db3 [External Confidential]

### Lonpac External - Confidential

Dear Jia Le,

Kindly proceed as proposed.

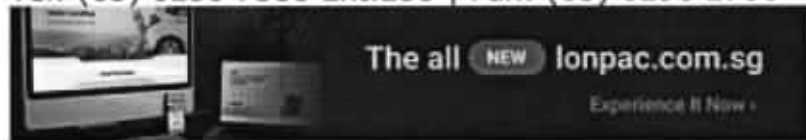
Best Regards

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:** Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]  
**Sent:** Wednesday, 4 September, 2019 12:11 PM  
**To:** MT\_Claim\_SG  
**Cc:** GERALD POH WEE BIN  
**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 LKK REF CC4/LPC19008141/db3 [External Confidential]

Lonpac Ref: **19/19/19/VP05/021763**

LKK Ref: CC4/LPC19008141/R1db3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 08/07/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "CYCLE & CARRIAGE INDUSTRIES PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 8,558.80	\$ 5,342.93
2. Loss of Use (4days x \$60.00)	\$ 240.00	\$ 240.00 (4days x \$60.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00

<b>Total</b>	<b>\$ 8,800.80</b>	<b>\$ 5,584.93</b>
--------------	--------------------	--------------------

\*\*04days recommendation for repair.

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

**The above is for your approval.**

Best Regards,

**Carlton Chan** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [jiale@lkkauto.com](mailto:jiale@lkkauto.com) | fax: 6741-4108

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

---

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

**Sent:** Tuesday, 11 June, 2019 5:41 PM

**To:** Vic (LKKAuto)

**Cc:** MT\_Claim\_SG

**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 LKK REF CC4/LPC19008141/hb3 [External Confidential]

## **Lonpac External - Confidential**

Dear Vic,

The video footage from insured vehicle shows that he was changing lane.

This was confirmed by the workshop that was assisting him in his OD claim.

We will forward the video footage upon receipt from the workshop.

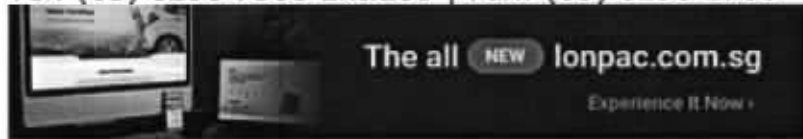
Best Regards

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, 11 June, 2019 5:24 PM

**To:** GERALD POH WEE BIN

**Cc:** Admin A; Vic (LKKAuto); MT\_Claim\_SG

**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential] LKK REF CC4/LPC19008141/hb3

Dear Gerald,

We refer to the subject matter.

We noted that the Insured had strongly denied liability over this matter.

Insured reported that he was moving to the other lane and while trying to straighten the vehicle, he was collided by the TP vehicle.

TP repairer provided a copy of the witness statement, as attached.

Please advise further instruction.

Thank you.

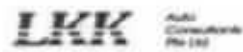
Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto: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:** Shu Pei (LKKAuto)

**Sent:** Tuesday, 11 June, 2019 5:20 PM

**To:** Vic (LKKAuto)

**Subject:** FW: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential]

Best Regards,

**Shu Pei** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@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](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, 9 May 2019 3:40 PM

**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential]

**Lonpac External - Confidential**

Our Ref : 19/19/19/VP05/021763

Dear Shu Pei,

Attached copy of insured's report for your attention.

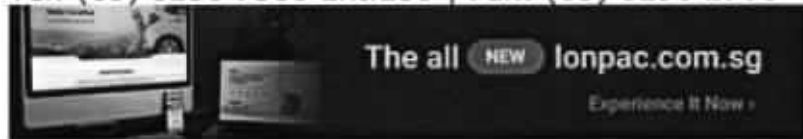
Best Regards

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:** Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]

**Sent:** Wednesday, 8 May, 2019 5:34 PM

**To:** GERALD POH WEE BIN

**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAUTO)

**Subject:** RE: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential]

**WITHOUT PREJUDICE**

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.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

Blk S1, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

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

**Sent:** Wednesday, 8 May 2019 11:49 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@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: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential]

Dear Sir/Mdm,

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

**Sent:** Wednesday, 8 May 2019 11:12 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019 [External Confidential]

## **Lonpac External - Confidential**

Our Ref : 19/19/19/VP05/021763

Dear Nivitha,

Kindly proceed to survey and revert on liability.

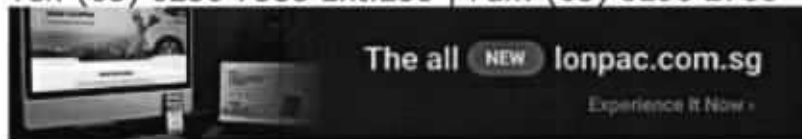
Best Regards

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:** Enquiry [<mailto:enquiry@sh-motor.com>]

**Sent:** Wednesday, 8 May, 2019 10:48 AM

**To:** GERALD POH WEE BIN

**Subject:** Arrange survey for our vehicle SLJ7147U Claiming T/party SGF168K DOA 06.05.2019

Dear Gerald,

Kindly arrange survey for our vehicle SLJ7147U Claiming T/party DOA 06.05.2019.

**Thank you & Best Regards,**

*Cynthia*

S&H MOTOR PTE LTD

160 Sin Ming Drive #07-02

Sing Ming AutoCity Singapore 575722

Tel: 6453 4730 Fax: 64571931

---

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

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

Our ref: SLJ7147U  
 Your ref: SGF168K

**Direct Settlement**

Date: 21 AUG 2019

To: Wongpal Insurance

Singapore \_\_\_\_\_

Attn: Motor Claims Department

Re: Accident Involving Motor Vehicle Nos. SLJ7147U & SGF168K  
 At/Along Grange RD (Just Bef Intersection with Tanglin Road) On 6/5/19 @ 1620

I am the owner of vehicle no. SLJ7147U that was involved in an accident with your insured vehicle no. SGF168K of the above accident.

As the accident was caused by your insured negligent/inconsiderate driving, thus I am claiming from you for the following: -

1. Cost of Repairs	\$ <u>5342.93</u>
2. Loss of Use / Rental ( <u>4</u> days @ \$ <u>60</u> per day)	\$ <u>240</u>
3. LTA/GIA Search Fee	\$ <u>2</u>
4. GIA Report Fee	\$ _____
5. Others	\$ _____
<b>Total: \$ <u>5584.93</u></b>	

I hereby give you fourteen (14) days to comply with the above, failing which, I shall instruct my solicitor to commence legal action against you. If you have any queries, please contact the representative of **CYCLE & CARRIAGE INDUSTRIES PTE LTD** at Telephone No: **67714336 (Mr Mr Go Chee Han) / 67714304 (Ms Amanda Ang)**.

**I hereby give full authority to CYCLE & CARRIAGE INDUSTRIES PTE LTD and their representative to negotiate/comprise settlement of the above claim on my behalf.**

Your co-operation and immediate attention to the above is greatly appreciated. I hereby look forward to hearing from you soon.

Yours faithfully




**Name & Signature**

Address: C/o. 188 Pandan Loop Singapore 128378  
 Cc: Mr Go Chee Han/ Ms Amanda Ang  
 E-mail: [cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg) / [amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)  
 Fax No. 67795383

## LETTER OF AUTHORIZATION

To: Wnpac  
\_\_\_\_\_  
Singapore \_\_\_\_\_

Attn.: Motor Claims Department

Dear Sir / Mdm,


MOTOR ACCIDENT INVOLVING SLJ7147U (OWNER'S  
VEHICLE NO.) AND SGF168K (3RD PARTY'S VEHICLE NO.)  
ON 6/5/19 (DATE) AT 1620 (TIME)  
AT/ALONG Grange RD (Just BEF Intersection with Tanglin Road) (ROAD)

I am the registered owner of SLJ7147U (Vehicle No.).

I hereby authorise CYCLE & CARRIAGE INDUSTRIES PTE LIMITED and its agents or any person(s) authorised by Cycle & Carriage Industries Pte Limited to do all or any of the following:-

- Submit, resolve and make any claims which I may have against the 3<sup>rd</sup> party insurers; and/or
- Execute and sign discharge voucher, indemnity forms and all necessary documents in connection with and arising from the above claim.

All payment towards settlement of my claim should be made in favour of CYCLE & CARRIAGE INDUSTRIES PTE LIMITED.

  
\_\_\_\_\_  
Registered Owner's Signature

(Company stamp & authorized signature if it is a company-registered vehicle)

Name : Theodoras Kotidis

NRIC No. : SXXXX206D

Date : 25/6/19



## LONPAC INSURANCE BHD

CLAIM NO : 19/19/19/VP05/021763

DATE : 06 SEPTEMBER 2019

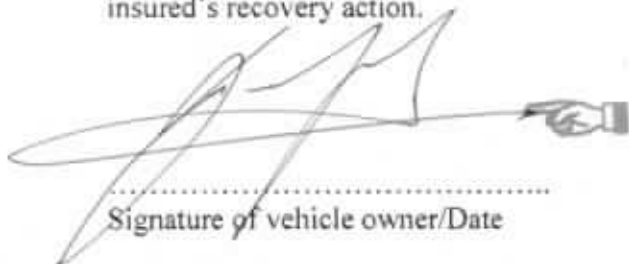
### DISCHARGE VOUCHER

I/We, THEODOROS KOFIDIS confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of SGF 168K the sum of Singapore Dollar Five Thousand Five Hundred Eighty-Four and Cents Ninety-Three Only (\$5,584.93) 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 SLJ 7147U and SGF 168K on 06 May 2019 along GRANGE RD (JUST BEF INTERSECTION WITH TANGLIN RD).

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD AND/OR STEPHEN Y CO) 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 CYCLE & CARRIAGE INDUSTRIES 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


Theodoros Kofidis 21/10/2019  
.....  
Name of vehicle owner /Date



Mercedes-Benz

Cycle & Carriage  
Industries Pte Limited  
Authorised Dealer  
Company No. 196400367W  
GST Reg No. MR-8500111-X

## TAX INVOICE

Invoice Name & Address	Owner Name & Vehicle Info
LONPAC INSURANCE BHD	Cust No/Name /Mr Kofidis Theodoros
MOTOR CLAIM DEPARTMENT	Reg No/Reg Date SLJ7147U / 24/03/2015
300 BEACH ROAD	Date In/Mileage 10/07/2019/ 49735
#17-04/07 THE CONCOURSE	Chassis No WDC1569432J063156
SINGAPORE 199555	Engine No 27091030514759
Contact No 62507388	Make/Model MB/GLA 200 B/E OFFROADER (X1
	Colour/Trim 027 787 Mountain Gr/ 043 361 ARTICO Laro

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
WL001605	Credit	14/08/2019/ 18:03	CH	371 / Go Chee Han	34584	28156779

Description of Goods / Services	Qty	Unit Price S\$	Amount S\$
Z REQUEST			
Customer Request			F.O.C.
M BPNSUN			
POLICY NO/ACC DATE : VPA/P2252151 // 6-05-2019			
DRIVE IN/TP VEH NUMBER : 25-6-2019 // SGF168K - LONPAC			
DATE IN/DATE SURVEY: 5-7-2019 1430 // Rasul - LKK			
BY/AUTHORIZED ON : 10-7-2019 1029 // Jia Le - LKK			
A BPILAB			960.00
DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH.			
A BPIRES			1200.00
RESpray RH/FRONT DOOR & RH/REAR DOOR			
A BPILAB		0.10	380.00
USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. NETT			
A BPILAB			480.00
REMOVE & TRANSFER DOOR MECHANICAL & ELETRICAL INSTALL TO NEW DOOR.NETT			
X RIGHT FRONT DOOR	1.00	1536.05	1536.05
X RH/FRONT DOOR WEATHERSTRIP	1.00	305.97	305.97
X RH/FRONT ABSORBING DOOR	1.00	67.32	67.32
X BLIND RIVET WITH PAN HEAD	11.00	2.51	27.61
X GUARD PLATE REAR DOOR	1.00	31.07	31.07
X ORNAMENTAL MOLDING CLIP	1.00	5.37	5.37

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

Parts	1,973.39	Nett	4,993.39
Labour	3,020.00	7% GST on	4993.39
Standard Menu	0.00		
Specialist Job	0.00	Total Payable	5,342.93
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	0.00	Total Due	5,342.93
Total(w/o GST)	4,993.39		

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.

Pandan Loop Service Center  
188 Pandan Loop  
Singapore 128378  
Tel: 6777 8388  
Fax: 6779 5383  
[www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

**From:** Lynn Wong  
**Sent:** Tuesday, 25 June, 2019 5:19 PM  
**To:** Go Chee Han  
**Subject:** Emailing: SGF168K



**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-19-101453  
Date of Request: 25/06/2019

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop  
Singapore 128378

Dear Sir/Madam,

Enquiry Date 25/06/2019  
Enquiry By LYNN WONG LAI YIN  
TP Vehicle No. SGF168K  
Accident Date 06/05/2019

**Enquiry Result**

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGF168K	Lonpac Insurance Bhd	20/04/2019-19/04/2020	+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.

This is a computer generated document and requires no signature.



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-19-101453

Date of Request: 25/06/2019

Your Ref No: Online Purchase

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop  
Singapore 128378

Dear Sir/Madam,

Enquiry Date 25/06/2019  
Enquiry By LYNN WONG LAI YIN  
TP Vehicle No. SGF168K  
Accident Date 06/05/2019

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