Vic (LKKAuto)

From: ONG LI LI < llong@lonpac.com>

Sent: Wednesday, 23 October, 2019 9:01 AM

To: Vic (LKKAuto)

Cc: Admin A; MT_Claim_SG

Subject: RE: <SEEK MANDATE > RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING

SLQ7591H & SGL808R DOA: 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External

General] LKK REF CC4/LPC19014215/Ghb3

Lonpac External - General

Dear Vic

Please proceed.

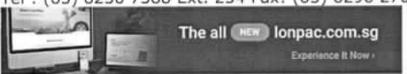
Regards,

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

Sent: Monday, 7 October 2019 2:38 PM

To: ONG LI LI

Ce: Admin A; MT Claim SG; Vic (LKKAuto)

Subject: <SEEK MANDATE> RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA: 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General] LKK REF

CC4/LPC19014215/Ghb3

Your Ref: 18/19/19/VP05/022212 Our Ref: CC4/LPC19014215/Ghb3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES SGL 808R (OI) AND SLQ 7591H (TP) ON 13/08/2019

We refer to the subject matter and to the assignment dated 14th August 2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It was reported that Insured vehicle had rear-ended the TP vehicle.

As such, under MCF and BOLA scenario 27, for rear-ended collision, we have to settle the claim from the front vehicle.

We propose to offer to TP repairer "VOLKSWAGEN CENTRE SINGAPORE" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 10,473.40	\$ 5,489.84
Loss of Rental (\$120 x 3 days)	\$ 360.00	\$ 360.00
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 10,835.40	\$ 5,851.84

Breakdown of days is as follows:

Our surveyor's recommended days to repair	5 days
TOTAL CLAIMED DAYS	3 days

The above is for your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: <u>vicalpeh@lkkauto.com</u> | 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: ONG LI LI [mailto:llong@lonpac.com] Sent: Tuesday, 27 August, 2019 9:32 AM

To: Shu Pei (LKKAuto)

Cc: Admin A; MT Claim SG; Vic (LKKAuto)

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R

DOA: 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

Lonpac External - General

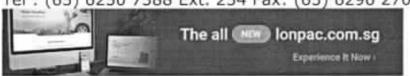
Dear Shu Pei/Vic

Attached is our Insured GIA report.

Please reply to 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: Shu Pei (LKKAuto) [mailto:shupei@lkkauto.com]

Sent: Friday, 16 August, 2019 3:56 PM

To: ONG LI LI

Cc: Admin A; MT_Claim_SG; Vic (LKKAuto)

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA: 13/08/2019 Our

Ref: 18/19/19/VP05/022212 [External General]

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLQ 7591H at M/s Volkswagen Centre Singapore on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident 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 Pel Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupei@lkkauto.com | fax: 6741-4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 14 August 2019 2:22 PM

To: 'ONG LI LI' < llong@lonpac.com>; assignments < assignments@lkkauto.com>
Cc: Admin A < admin-a@lkkauto.com>; 'MT Claim SG' < mt_claim@lonpac.com>

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R

DOA: 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

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

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: <u>assignments@lkkauto.com</u> | 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, 14 August 2019 9:40 AM

To: Chee Steven (VGS - SG/Singapore) < steven.chee@vw.com.sg>; MT_Claim_SG

<mt claim@lonpac.com>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R

DOA: 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

Lonpac External - General

Without Prejudice

Dear Steven

Our Insured has not reported the accident.

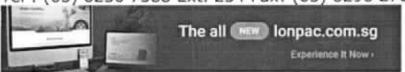
Do you want us to arrange survey first? If so, please liaise with LKK Auto Consultants Pte Ltd.

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: Chee Steven (VGS - SG/Singapore) [mailto:steven.chee@vw.com.sg]

Sent: Tuesday, 13 August, 2019 5:46 PM

To: MT_Claim_SG

Cc: Tang Shu Shi (VGS - SG/Singapore)

Subject: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA: 13/08/2019

Dear Claims,

Please revert on liability & arrange survey for this claims.

Thanks You,

Best Regards,

Steven Chee, Insurance Service Advisor Aftersales

Volkswagen Centre Singapore (Macpherson) 1 Kampong Ampat Singapore 368314

DID: +65 6922-3511

Mobile: +65 8511-2203

Main Line: +65 6305-7299

Main Fax: +65 6285-8620

steven.chee@vw.com.sg

https://www.volkswagen.com.sg/



From: Chee Steven (VGS - SG/Singapore) <steven.chee@vw.com.sg>

Sent: Tuesday, 13 August 2019 5:42 PM

To: Chee Steven (VGS - SG/Singapore) < steven.chee@vw.com.sg>

Subject: Scan Image

Internal

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



LETTER OF DEMAND

Your Ref:	c.ų	
Our Ref:	a 7591H	
To:	PAL	
Dear Sirs,		
ACCIDENT INVOLVI	MO 3 208 132 & HIPPT BALL DA	13-8-19
	behalf of our client PNG CHING KOK	
owner of vehicle nu	imberCLQ 7591H involved in accident of	on_/3-9-19
with vehicle	L 8= 8 F along/at WE I RONLTY	PARK .
Description of claim	is:	
Cost of Repairs	\$ 5429-84	(incl 7% GST)
Loss of Use/Rental	2 2	(incl 7% GST)
Search Fee	\$2_	(incl 7% GST)
Miscellaneous Fee		(incl 7% GST)
TOTAL	\$ 58 \$1 - 84	(incl 7% GST)
	ull and final settlement of \$ 5951.94 gen Group Singapore Pte Ltd.	

Kindly send us a written acknowledgement within 14 days from receipt of this document. Please note that finalization/settlement offer of this claim should be within 8 weeks from the date of this document. Please email all settlement offers to shushi.tang@vw.com.sg / steven.chee@vw.com.sg.

Dated this	17-9-19	

Volkswagen Centre Singapore

1.



Biz Reg. No. 53103069E GST No. M2009B505-2

LETTER OF AUTHORITY

	ACCIDENT INVOLVING SLQTS91H and Other vehicle's number On Date of accident
8	long LT 1 Rentry Park -
,	BY THE LETTER OF AUTHORITY, I/we, PNG CALING SER
	owner of Vehicle Registration
	ofCLD 1591H
1	Numberhereby irrevocable appoint Volkswagen Centre Singapore
	hereinafter refer to VGS), a company incorporated in Singapore and having its registered office at 247 Alexandra Road, Singapore 159934, its agents of any person authorized by VGS to be *my / our Attorney and n * my / our name(s) on *my / our behalf to do all or any of the following:
CHANGE WAS	To submit, resolve and make any claim(s) (including the commencement of legal proceedings) 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
	To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made it way of Cheque in favour of Volkswagen Centre Singapore and give a valid receipt and discharge therefore.
	For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
	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/o behalf by the Attorney, its agents or any person authorized by VGS in that 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/o own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or execut by virtue of the authority and powers hereby conferred.
	the state of outbority borshy conferred shall remain irrevocable.
	*I/We hereby further declare that the letter of authority hereby conferred shall remain irrevocable.
	*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further confirm that the acceptance of the settlement amount in respect of such constitute the further confirmation and the settlement amount in respect to
	*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the further discharge of *my/our claim(s) in respect of such loss and damage.
	*I/We further confirm that the acceptance by VGS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.
	*I/We further confirm that the acceptance by VGS 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 of the month.



LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VP05/022212

DATE

: 23 OCTOBER 2019

DISCHARGE VOUCHER

2 7 NOV 2019

I/We, PNG CHING SER confirmed acceptance from M/s LONPAC INSURANCE BHD and/or the owner of SGL 808R the sum of Singapore Dollars Five Thousand Eight Hundred Fifty One and Cents Eighty Four Only (\$5,851.84) 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, SLO 7591H on 13 AUGUST 2019 along LOR 1 REALTY PARK.

I /We hereby agree to indemnify and keep indemnify (SIAU SUN KING / 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 VOLKSWAGEN GROUP 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.

26/10/19 Signature of vehicle owner/Date

Clement, Prig Ching Sor, 26/10/19

Name of vehicle owner/Date

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue Singapore 639176

Biz. Reg. No.: 199101494Z GST No.: M200985052







Tax invoice Copy

Page

1/2

Company Lonpac Insurance BHD 101 Thomson Road

101 Thomson Road #18-01 United Square Singapore 307591 Customer Details: Mr PNG CHING SER 119A RIVERVALE DRIVE

#10-300 Singapore 541119 Document no. Document date Customer no. Customer GST-ID Dealer

Job order number Job order date Service Advisor 12333901152 07-09-2019 5211043801

39999 2019001828/ 1 27-08-2019 GERMAINE MEI TING

ONG

Code		V.771.079	30		177			excl. GST	incl. GST
Tax	TP	VEH : SGL808R RVEY BY : GUO QIANG	2 2	GST	%	GST	Te	otal amount	Total amoun
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Position no.	De	scription		Quantity	Unit	Unit price excl. GST	Tax code	Total amount excl. GST	Total amount incl. GST
SLQ7591H	AM13H	200		VZZZAUZGV	W543982	Model Sportsvan 1.40	CLBMT 92 TSI	D7F	Mileage 48,092

Service Advisor

VOLKSWAGEN

Customer

Please inspect your vehicle prior to leaving our premises; we seek your understanding that we are not able to honour claims on scratches, dents etc. after your car has left our premises.

All fund transfer payments should be made payable to Volkswagen Group Singapore Pte Ltd: Bank Name: Deutsche Bank AG (Singapore Branch), Bank Account. 2528214002. Swift Code: DEUTSGSG. Please indicate Customer Number (eg. 521XXXXXXX), Customer Name and Invoice Number in the payments.

Until payment of all goods (parts, accessories etc.) has been made in full to and received by Volkswagen Group Singapore (VGS), the goods remain in legal possession of VGS, irrespective if they have already been installed into your vehicle. However, the warranty of the goods (where applicable) starts with the issuance of the invoice or the collection of your car, whichever is earlier.

For warranty terms and conditions please visit our website www.volkswagen.com.sg

VOLKSWAGEN CENTRE SINGAPORE

17 Tuas Avenue Singapore 639176 Biz. Reg. No.: 199101494Z GST No.: M200985052

Company

Lonpac Insurance BHD

101 Thomson Road

Singapore 307591

#18-01 United Square







Tax invoice Copy

Page

2/2

Document no. Document date Customer no. Customer GST-ID 12333901152 07-09-2019 5211043801

CHING SER 119A RIVERVALE DRIVE #10-300 Singapore 541119

Customer Details:

Мг

PNG

Dealer Job order number Job order date Service Advisor 39999 2019001828/1 27-08-2019 GERMAINE MEI TING

ONG

License plate SLQ7591H Model code AM13HZ

First registration 21-07-2017

WVWZZZAUZGW543982

Model Sportsvan 1.4CLBMT 92 TSI D7F Mileage 48,092

This is an authorised document. No signature is required.



Automotive Pte Ltd

Main Office: Mova Building No. 22, Jalan Kilang.

No. 22, Jalan Klang, Singapore 159419 Tel: (65) 6476 3333 Fax: (65) 6271 5891

www.movs.com.sg Workshop Dept:

Workshop Dept: Block 1008, Bukit Merah Lane 3, #01-04/06/08/94 Singapore 159722

Tel: (65) 6272 3892 Fex: (65) 6270 8314

Co. Reg. 198904033G GST Reg. M2-0088864-2

Tax Invoice

5th September 2019

PNG PEW TEE 119A RIVERVALE DRIVE #13-30

SINAGAPORE 541119

Attention :- PNG PEW TEE

Veh # :- SLL3623C RK147752 Inv # :- RK736421 RA # :- B14316 0/0 From :- 02/09/2019 To :- 05/09/2019

Terms :- C.O.D

Remarks :- MICHELLE-VW

Description Qty U.Price Amounts S\$

RENTAL CHARGES 3 DAY 112.15 336.45

FROM 02/09/2019 TO 05/09/2019

VW JETTA: SLL3623C

RENTAL AGREEMENT: B14316 DRIVEN BY: PNG PEW TEE YOUR REF: VW/KA-SLQ7591H

> O 3 SEP 2013 D BY: Cash - \$360-00

Singapore Dollars :

Three Hundred Sixty Only

AMOUNT S\$ 336.45

GST @ 7 % 23.55

Thank you for your continuous support.

AMOUNT DUE S\$ 360.00

MOVA AUTOMOTIVE PTE LTD



Automotive Pte Ltd

Men Office In 20 January Character Control Control

Cit. Rep. No.: 18N	NAME OF TAXABLE PARTY.	Sampa Levi I	- anti-	The second section	Chicago .
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Steen & Toronto





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-19-130291

Date of Request:

13/08/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road Singapore 159934

Dear Sir/Madam,

Enquiry Date

13/08/2019

Enquiry By

Chee Tiow Chuan

TP Vehicle No.

SGL808R

Accident Date

13/08/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SGL808R	Lonpac Insurance Bhd	22/11/2018-27/12/2019	+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.

This is a computer generated document and requires no signature.



GENERAL INSURANCE ASSOCIATION OF SINGAPORE RECORDS MANAGEMENT CENTRE

6 Raffies 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-19-130291

Date of Request:

13/08/2019

Your Ref No:

Online Purchase

Volkswagen Centre Singapore 247 Alexandra Road Singapore 159934

Dear Sir/Madam,

Enquiry Date

13/08/2019

Enquiry By

Chee Tiow Chuan

TP Vehicle No.

SGL808R

Accident Date

13/08/2019

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:

[X] GIRO [] Cash [] Cheque