

Khanchna (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 13 December 2019 12:44 PM
To: Khanchna (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: MANDATE REQUEST - ACCIDENT BETWEEN SKR8296K (TP) & SKH3055A (LONPAC) ON 28/08/2019 [External Confidential]

Lonpac External - Confidential

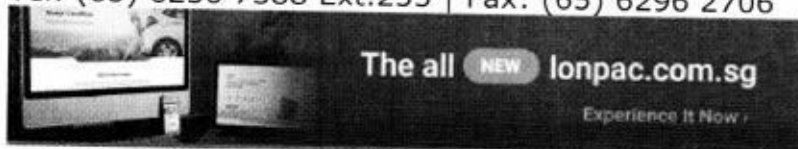
Dear Khanchna,

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: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Wednesday, 11 December 2019 9:31 am
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A
Subject: RE: MANDATE REQUEST - ACCIDENT BETWEEN SKR8296K (TP) & SKH3055A (LONPAC) ON 28/08/2019 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter and your e-mail below.

Please be informed that there was supplementary items during finalisation.

We attach herewith a copy of the supplementary.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@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>

Sent: Wednesday, 11 December 2019 9:13 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: MANDATE REQUEST - ACCIDENT BETWEEN SKR8296K (TP) & SKH3055A (LONPAC) ON 28/08/2019
[External Confidential]

Lonpac External - Confidential

Dear Khanchna,

Kindly ignore the earlier email.

Your Preliminary advice on the repair costs is less than the mandate that you are seeking.

Kindly enlighten us.

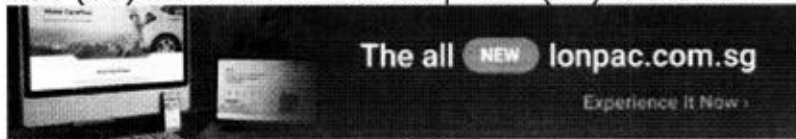
Best Regards

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



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From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]

Sent: Tuesday, 10 December 2019 6:19 pm

To: MT_Claim_SG

Cc: Admin A

Subject: MANDATE REQUEST - ACCIDENT BETWEEN SKR8296K (TP) & SKH3055A (LONPAC) ON 28/08/2019 [External Confidential]

Lonpac Ref: 18/19/19/VP05/022287

LKK Ref: CC4/LPC19015315/T1ka3s2

Dear Sir/Madam,

We refer to the above matter.

We have highlighted to your good office on 28/08/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head to rear end collision. We opine that BOLA 27 is applicable and liability is down against Insured.

Summary to offer to third party repairer "PERFORMANCE MOTORS LTD" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 20,755.70	\$ 14,709.93
2. Loss of Use (9 days x \$ 120)	\$ 1,080.00	\$ 1,080.00 (9 days x \$ 120)
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 21,837.70	<u>\$ 15,791.93</u>

**9 days recommendation for repair

The above is for your approval.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2020"

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@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>

Sent: Wednesday, 27 November 2019 4:25 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: LOD REMINDER - SKR8296K & SKH3055A ON 28/08/2019 [External Confidential]

Lonpac External - Confidential

Dear Khanchna,

Kindly inform them also.

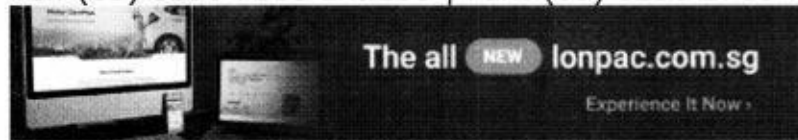
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From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Wednesday, 27 November 2019 4:23 pm

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; 'PBSP'

Subject: RE: LOD REMINDER - SKR8296K & SKH3055A ON 28/08/2019 [External Confidential]

Dear Mr. Gerald,

We are in the midst of preparing our report to seek mandate and will expedite on this.

Thank you.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@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>

Sent: Wednesday, 27 November 2019 4:16 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'PBSP' <pml-pbsp@simedarby.com.sg>

Subject: FW: LOD REMINDER - SKR8296K & SKH3055A ON 28/08/2019 [External Confidential]

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Dear Khanchna,

Kindly look into the matter and revert to them.

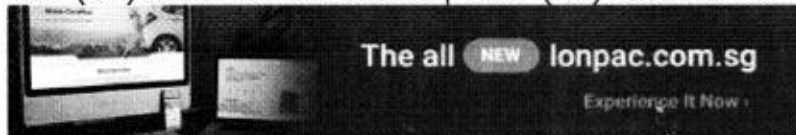
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Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

Sent: Wednesday, 27 November 2019 4:08 pm

To: MT_Claim_SG

Subject: LOD REMINDER - SKR8296K & SKH3055A ON 28/08/2019

LOD REMINDER

Thank you.

Regards,

Caroline

C/o Performance Motors Limited - Body and Paint
303 Alexandra Road Singapore 159941
DID: 6319 0174 Fax: 6479 4601

“This electronic mail content and any accompanying attachments ("the Message") is intended only for the named addressee ("the Recipient") and may contain information that is confidential, privileged and/or proprietary to the Sime Darby group of companies ("Sime Darby") and/or protected under applicable laws. If you are not the intended Recipient, you are strictly prohibited from using, disseminating, forwarding and/or printing the Message. Please notify the sender immediately by return e-mail and permanently delete all copies of the Message. Sime Darby disclaims all liability for any error, loss or damage arising from the Message being infected by computer virus or other malicious software. Any views and/or opinions expressed in the Message are solely those of the author's and do not necessarily represent those of Sime Darby's.”

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Sent: Tuesday, 10 December 2019 6:19 PM
To: MT_Claim_SG
Cc: Admin A
Subject: MANDATE REQUEST - ACCIDENT BETWEEN SKR8296K (TP) & SKH3055A (LONPAC) ON 28/08/2019 [External Confidential]
Attachments: DS Supporting docs.pdf; LKK Adjustment Report.pdf; LKK Inspection Report.pdf; LKK Re-inspection Photos (2).pdf; LKK Re-inspection Photos.pdf; LKK Survey Photos.pdf

Tracking:	Recipient	Delivery
	MT_Claim_SG	
	Admin A	
	olivialau@lkkauto.com	Delivered: 10/12/2019 6:19 PM
	shupei@lkkauto.com	Delivered: 10/12/2019 6:19 PM
	Meikwan@lkkauto.com	Delivered: 10/12/2019 6:19 PM

Lonpac Ref: 18/19/19/VP05/022287

LKK Ref: CC4/LPC19015315/T1ka3s2

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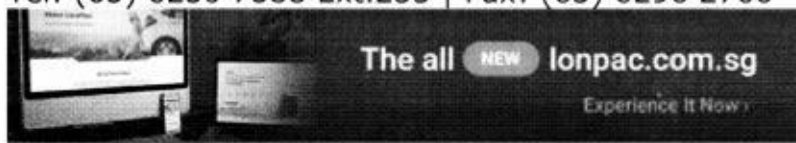
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Best Regards
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LOD REMINDER

Thank you.

Regards,
Caroline
C/o Performance Motors Limited - Body and Paint
303 Alexandra Road Singapore 159941
DID: 6319 0174 Fax: 6479 4601

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18/19/19 / VP05 / 022287



Lonpac Insurance Bhd
300 Beach Road
#17- 04/07 The Concourse
Singapore 199555
Attention: Motor Claims

**"Without Prejudice"**

Your Ref :

Our Ref :

Date :

Subject :

31 October 2019

ACCIDENT INVOLVING VEHICLES SKR8296K & SKH3055A ON 28.08.2019

Dear Sirs

We refer to the above matter.

The accident was caused solely by the negligence on the part of your insured. As a result of the said accident, our client has suffered losses which are set out hereunder as follows:-

Cost of repair	: S\$ 14709.93
Loss of use	: S\$ 1080.00 (S\$120.00 x 9 days)
GIA search fee	: S\$ 2.00
Total	: S\$ 15791.93

A copy of each of the following supporting documents is enclosed:

1. Copy of Final Repair bill & GIA search slip
2. Copy of Certificate of Insurance
3. Copy of Letter of Authorisation

Performance Motors
Limited
1800-Call-BMW
(1800-2255-269)
www.pml.com.sg

303 Alexandra Road
Sime Darby
Performance Centre
Singapore 159941
Tel Sales 6319 0100
Tel Aftersales:
6319 0111
Fax 6474 7770

315 Alexandra Road
#01-01
Sime Darby
Business Centre
Singapore 159944
Tel Sales 6319 0511
Tel Aftersales:
6319 0527
Fax 6479 6624

280
Kampong Arang Rd
East Coast Centre
Singapore 438180
Tel Aftersales:
6319 0888
Fax 6344 1332

Registered office
305 Alexandra Road
#02-01
Vantage
Automotive Centre
Singapore 159942

Co. Reg. No:
197401559W

Please note that you or your insured should send us an acknowledgement of receipt of this letter within fourteen (14) days from the date of this letter, failing which our client will have no alternative but to commence legal proceedings against you without any further notice to you or your insured.

Should you have a counterclaim against our client arising out of the accident, you are also required to send a letter giving full particulars of the counterclaim together with all relevant supporting documents within eight (8) weeks of your receipt of this letter.

For any correspondence, please contact Ms Caroline Tan at 6319-0174 / Fax. 6479-4601 or email to pml-pbsp@sime-darby.com.sg.

Yours sincerely

Cresendo Lagman
Customer Service Manager, Body & Paint

Performance Motors Limited

A member of the Sime Darby Group



LETTER OF AUTHORISATION

ACCIDENT INVOLVING SKR 8296K & SKH3055A ON 28/8/2019

I, Chen Yingeru owner of Vehicle Registration No. SKR 8296K
hereby authorise **Performance Motors Limited** to submit, correspond, negotiate and
settle my claim for cost of repair and/or uninsured losses arising from the above accident.

I further authorise **Performance Motors Limited** to execute, sign, seal and deliver all
documents whatsoever in relation to this matter and to accept and receive any payment
due to me in respect of my claim above.

I hereby declare that all acts and documents done by virtue of this Letter of Authorisation
on my behalf shall be good valid and effectual to all intents and purposes whatsoever as if
the same had been done or executed by me in person.

I further confirm that the acceptance by **Performance Motors Limited** of the settlement
amount in respect of such claim shall constitute the full discharge of my claim in respect of
such loss and damage.

Signed by:

陳英茹
Name: CHEN YINGERU (Date) 28/08/2019
NRIC No.: S2738614H

In the presence of:

CHUA KEE SIN
Performance Motors Limited
303 Alexandra Road
Sime Darby Performance Centre
Singapore 159941

Name: _____ (Date) 28/8/2019
NRIC No.: _____ @ 1130hrs



LONPAC INSURANCE BHD

CLAIM NO : 18/19/19/VP05/022287
DATE : 13 DECEMBER 2019

DISCHARGE VOUCHER


I/We, **CHEN YINGRU** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **SKH3055A** the sum of Singapore Dollar Fifteen Thousand Seven Hundred Ninety-One and Ninety-Three Cents Only (\$15,791.93) 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 **SKH3055A** and **SKR8296K** on 28 August 2019 along CTE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ KEE LIN PERN**) 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 **PERFORMANCE MOTORS 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

03/01/2020
.....
Name of vehicle owner /Date

* Without Prejudice for any
Personal Injury Claim

303, Alexandra Road
Sime Darby Performance Centre
Singapore 159941
Tel. 63190100 (Sales & Admin)
63190111 (AfterSales)
Fax. 64747770280, Kampong Arang Road
East Coast Centre
Singapore 438180
Tel. 63190888 (AfterSales)
Fax. 63449773315, Alexandra Road
Sime Darby Business Centre
Singapore 159944
Tel. 63190528 (AfterSales)
63190533/530 (Motorrad)
Fax. 64796601 (AfterSales)
64796624 (Motorrad)

SERVICE TAX INVOICE

Repair Order No. : B1 1392478

Date IN : 02/09/2019

Motor Claim Advisor: Chua Kee Sin

Page No. : 1 of 2

Invoice Number : 2169383 / WSB

Invoice Date : 30/10/2019

Payment Terms : 30 Days From Invoice

Invoice By : Sharon Heng

- CUSTOMER INFORMATION -

Mr Chen Yingru
9 BISHAN STREET 15
#29-10

SINGAPORE 573909

- INVOICE TO - 158

Lonpac Insurance Bhd
300 Beach Road
#17-04/07 The Concourse
Singapore 199555REGN. NO.
SKR8296KCHASSIS NO.
WBA4A12060D967459REGN. DATE
12/03/2015MODEL
420IA GCMILEAGE
47141

- - - - LABOUR 1 - - - -

To replace rear boot lid, rear bumper and attachments etc
including to remove and install body parts in order
to carry out painting job.NETT
2,125.00

To respray rear bumper, rear boot lid and tail end panel.

2,537.00

To check electrical wiring systems and lightings at the
rear section for proper function.

150.00

To carry out body cavity preservation.

100.00

To remove and install rear windscreen glass to facilitate
the repair job.

574.00

To conduct water leak tests.

75.00

To replace tail end panel.

2,550.00

To remove and install boot compartment carpet and garnish
to facilitate repairs.

230.00

Sundries.

150.00

INS CLAIMS : ACCIDENT REPAIR. DIRECT SETTLEMENT.

0.00

DATE OF ACCIDENT : 28.8.2019. 3RD PARTY CAR : SKH3055A.

YOUR REF NO : NIL.

VEHICLE WAS SURVEYED BY MR TAUFIK FROM LKK AUTO
CONSULTANTS PTE LTD ON 2.9.2019 AT 1.00 PM. AUTHORISED
REPAIR BY KHANCHNA FROM LKK ON 30.8.2019 VIA E-MAIL.PROPOSE LOSS OF USE = \$120X9. THE AMOUNT IS SUBJECTED
TO INSURANCE COMPANY CONFIRMATION.

0.00

GIA SEARCH FEE = \$2.00.

0.00

Total Labour 1: 8,491.00

- - - - PARTS - - - -

REAR BUMPER PANEL PRIMED (LINES)

Qty Retail
Price

1 1,214.20

1,214.20

LETTERING 420I

1 64.10

64.10

REAR PDC HOLDER SET (PDC & PMA)

1 66.95

66.95

(DG/SL) ADHESIVE SET K6

1 53.05

53.05

PLAQUE 74MM

1 71.25

71.25

GROMMET

2 0.80

1.60

COVER

1 63.45

63.45

303, Alexandra Road
Sime Darby Performance Centre
Singapore 159941
Tel. 63190100 (Sales & Admin)
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Singapore 159944
Tel. 63190528 (AfterSales)
63190533/530 (Motorrad)
Fax. 64796601 (AfterSales)
64796624 (Motorrad)**SERVICE TAX INVOICE**Repair Order No. : **B1 1392478**Date IN : **02/09/2019**Motor Claim Advisor: **Chua Kee Sin**Page No. : **2 of 2**Invoice Number : **2169383 / WSB**Invoice Date : **30/10/2019**Payment Terms : **30 Days From Invoice**Invoice By : **Sharon Heng**

RR BUMPER CARRIER ECE	1	467.95	467.95
RR BUMPER TRIM STRIP (LUXURY LINE)	1	152.20	152.20
REAR BUMPER CENTRE GUIDE	1	55.75	55.75
REAR SILENCER HEAT SHIELD	1	70.40	70.40
TRUNK LID	1	1,234.95	1,234.95
TAIL PANEL	1	592.25	592.25
REAR RH WATER GUTTER COVER	1	40.85	40.85
REINFORCEMENT BUMPER REAR BOTTOM	1	73.40	73.40
BLIND RIVET AVIBVLB	20	0.55	11.00
(DG/SL) BODY ADHESIVE K5B (195ML)	1	326.80	326.80
PUNCH RIVET N5	10	0.55	5.50
(S/L) SEAM SEAL 300ML	1	33.80	33.80
PUNCH RIVET N4	20	0.55	11.00
EXPANDING NUT	2	1.00	2.00
PLUG BLACK D=5MM	8	0.95	7.60
(DG/SL) GLASS PRIMER 30ML (VP206)	1	27.85	27.85
(DG) CLEANER R1 (100ML)	1	26.15	26.15
(DG/SL) W/SCREEN SEALANT (COLD 1 HOUR)	2	131.55	263.10
BUMP STOP	8	3.70	29.60
HOOK AND LOOP FASTENER	4	2.85	11.40
TRUNK LID GASKET	1	162.40	162.40
(S/L) GAP SEAL	1	33.05	33.05

Total Parts : **5,173.60**

- - - - LABOUR 2 - - - -

To supply rear silver emboss lettering black base number plate with bracket.

NETT

83.00

Total Labour 2: **83.00**Labour Charges : **8,424.00**
Parts Charges : **5,173.60**
Lubricant/Misc : **150.00**Total Labour & Parts Charges : **S\$ 13,747.60**
Less Insurance Excess : **S\$ 0.00**
Invoice Total Amount Exclude GST : **S\$ 13,747.60**
GST @ 7% : **S\$ 962.33**
Invoice Total Amount Include GST : **S\$ 14,709.93**

Computer generated invoice. No signature is required.

Amount Payable Include GST : **S\$ 14,709.93**

All amounts are in Singapore Dollars.

Work was carried out subject to the Company's Terms and Conditions of Service.

No complaints will be entertained unless reported within seven (7) days of the date of this invoice.

For credit purchases, interest @1% per month will be debited on overdue amounts.



**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-19-140378

Date of Request: 28/08/2019

Your Ref No:

Online Purchase

Performance Motors Limited
303 Alexandra Road
Sime Darby Performance Centre
Singapore 159941

Dear Sir/Madam,

Enquiry Date 28/08/2019
Enquiry By Melanie Setiawati
TP Vehicle No. SKH3055A
Accident Date 28/08/2019

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
SKH3055A	Lonpac Insurance Bhd	11/12/2018-10/12/2019	+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.

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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-19-140378
Date of Request: 28/08/2019

Your Ref No: Online Purchase

Performance Motors Limited
303 Alexandra Road
Sime Darby Performance Centre
Singapore 159941

Dear Sir/Madam,

Enquiry Date 28/08/2019
Enquiry By Melanie Setiawati
TP Vehicle No. SKH3055A
Accident Date 28/08/2019

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:

☒ GIRO ☐ Cash ☐ Cheque

GST Reg.No. M2-0011746-8

TAX INVOICE
Debit Note

No. HO/MR2036041
Transaction/Due date 19/02/2019

MR CHEN YINGRU
9 BISHAN STREET 15
#29-10 SKY HABITAT
SINGAPORE 573909

Type of Policy..... MOTOR UNIDRIVE
Policy Number..... DHOM120018671603
Period of Cover..... from 12/03/2019 to 11/03/2020
Vehicle Registration no.. SKR8296K
Insured's Name..... MR CHEN YINGRU
Mailing Address..... 9 BISHAN STREET 15 #29-10 SKY HABITAT
SINGAPORE 573909
Branch/Territory..... UOI/SINGAPORE
Account/Agency..... A000401/A000401 UNITED OVERSEAS BANK LIMITED

	SINGAPORE DOLLARS
Premium.....	SGD1,706.33
STANDARD RATED GST 7.00%	SGD119.44
	<hr/> SGD1,825.77
Total Due.....	<hr/> SGD1,825.77

IMPORTANT NOTICE - PREMIUM PAYMENT FRAMEWORK

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Please take note that with effect from 1 May 2005, all policies, renewal certificates, cover notes and endorsements for policies with inception date on or after 1 May 2005 carry the following warranty:

Applicable to all individual policyholders and for Bonds

Payment Before Cover Warranty requiring that premium must be paid on or before inception date.

Applicable to all corporate policyholders

Premium Payment Warranty requiring that premium must be paid within 60 days of the inception date.

THIS IS A COMPUTER-GENERATED DOCUMENT. NO SIGNATURE IS REQUIRED.
PLEASE EXAMINE THIS DOCUMENT IMMEDIATELY AND INFORM US OF ANY DISCREPANCY.