

DATE - 18/8/20

LONPAC INSURANCE

BAD

Attn: Motor Claims Dept

Dear Sir/ Madam

ACCIDENT INVOLVING VEHICLE NO
ALONG

FBN28187 / SMF1562C
ON 3/4/20

We understand that you are the insurer of SMF1562C vehicle.

I/We wish to inform you that my/our vehicle FBN28187 have been completed repairs to my/our satisfaction by M/s MIKE PRODUCTIONS. We therefore propose to claim from your as follows: P75 LTD

1.	Cost of Repairs	SS 3531
2.	Loss of Use/Rental (SS 40 x 5 days) (3 REPAIR + 2 PRI)	SS 200
3.	LTA Search Fee/GIA Reports TOWING	SS 107
TOTAL		SS 3838

Please let us have your reply soonest possible.

Thank you.

Yours faithfully



Chia Pei Leng, Sharon
Blk 313A, Sumang Link
#08-117
Singapore 821313

Date: 11 May 2020

To: Who it may concern
&
Mr Kwan Say Hwee
Bike Production Pte Ltd
610, Serangoon Road
Singapore 218216

Dear Sir,

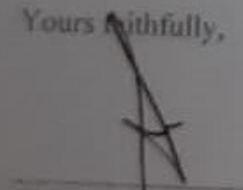
**RE: LETTER OF AUTHORIZATION TO ACT ON BEHALF AND REPAIR FOR
VEHICLE NO.: FBN2818Y**

I, Chia Pei Leng, Sharon, NRIC No.: 8211, registered owner of vehicle No.: FBN2818Y hereby authorize Mr. Kwan Say Hwee, NRIC No.: 209Z of Bike Production Pte Ltd, ROC Reg No.: 200007407G to act on my behalf regarding all accident claims issues including repairs for my vehicle – FBN2818Y.

All claims settlement payment for property damage shall be paid directly to Bike Production Pte Ltd as I have not made any payment for the repairs of my vehicle – FBN2818Y.

In the event of any cancellation of this claim authorization, I agree to pay Bike Production Pte Ltd SGD 500.00 subjected to the prevailing GST. I also agree to pay for all costs and expenses incurred including legal costs on a full indemnity basis. Thank you very much for your attention.

Yours faithfully,



Chia Pei Leng, Sharon



LONPAC INSURANCE BHD

CLAIM NO : 19/20/20/VP05/023288
DATE : 21 AUG 2020

my execution of this Discharge Voucher is only
for my claim for property damage and not prejudicial
to any other claims arising from the same accident

DISCHARGE VOUCHER

I/We, Ms Chia Pei Leng Sharon confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SMF1562C the sum of Singapore Dollar Three Thousand Seven Hundred Fifty Only (\$3,750.00) 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 FBN2818Y and SMF1562C on 03 April 2020 along SIMS AVE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ CHEW ANN HIM AND/OR CHEW PANG YANG**) 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 **BIKE PRODUCTION 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.

3/9/2020

Signature of vehicle owner/Date

CHIA PEI LENG SHARON

Name of vehicle owner /Date

Hsiao Tong (LKKAuto)

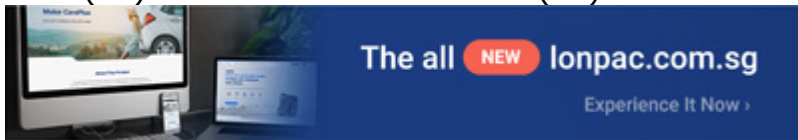
From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 21 August 2020 9:41 AM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG; Admin A
Subject: RE: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed to negotiate settlement up to your proposed sum below.

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



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 21 August 2020 9:21 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Hi Lili,

We refer to the above matter.

For the towing fee, third party repairer informed us that the towing was provide by their company(Bike Production pte Ltd) & it was itemised in the repair bill(see attached docs).

Please advise if we may proceed to settle the towing fee based on the attached invoice. Thanks.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Thursday, 20 August 2020 12:03 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Noted with thanks.

Regards,

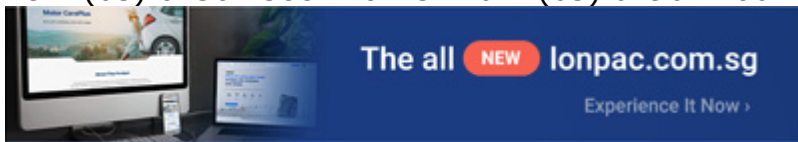
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Thursday, 20 August 2020 11:38 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Hi Lili,

Noted. OI agent had acknowledged my email dated 18 Aug 2020. Please see attached.

Thanks.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Thursday, 20 August 2020 11:10 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed.

Fyi, we did not receive the attached email. You may want to resend it again to all parties before proceeding.

Regards,

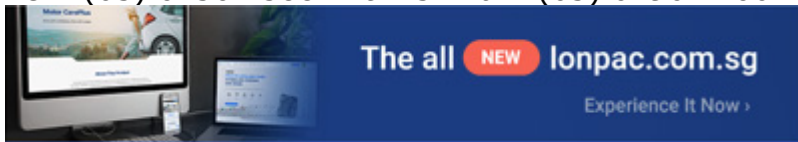
Ong Li Li

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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Wednesday, 19 August 2020 8:27 AM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Your ref : **19/20/20/VP05/023288**
Our ref : CC4/LPC20005286/Nps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMF1562C(LONPAC) AND FBN2818Y(TP) ON 03/04/2020

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party. Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"BIKE PRODUCTION PTE LTD"** at **\$3,758.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,604.58	\$ 3,531.00
2. Loss of Use (5days x \$40.00)	\$ 200.00	\$ 120.00 (4days x \$30.00)
3. Towing Fee	\$ 107.00	\$ 107.00 (Subject to invoice)
Total	\$ 6,911.58	<u>\$ 3,758.00</u>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 8 May 2020 10:21 AM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle FBN 2818Y at M/s BIKE PRODUCTION PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Kindly take note that the case handler in-charge Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

**** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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

Sent: Monday, 27 April 2020 10:31 AM

To: Su Li (LKK Auto)

Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)

Subject: RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Su Li/Hsia Tong

Please see attached for our Insured's GIA report.

Remember to update Insured/Agent on the claim amount before proceeding further.

Regards,

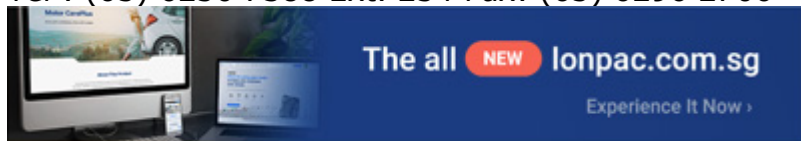
Ong Li Li

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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Monday, 27 April 2020 9:46 AM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Hsiao Tong and she can be contacted at DID: 6742 3197

To check availability of the case handler, you may contact the undersigned.

** Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

Phone: 6261 5037 Email: SuLi@lkkauto.com Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

From: Admin-D (LKKAuto)

Sent: Monday, 20 April 2020 2:38 PM

To: ONG LI LI; assignments; SUR; Admin A

Cc: MT_Claim_SG

Subject: Re: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir/Madam,

Thank you fro the assignment.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

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

Sent: Monday, 20 April 2020 12:46 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Summer

Please note that our Insured is keen to know the TP claim amount. Please ask the claims handler to update him/us when this information is received.

Regards,

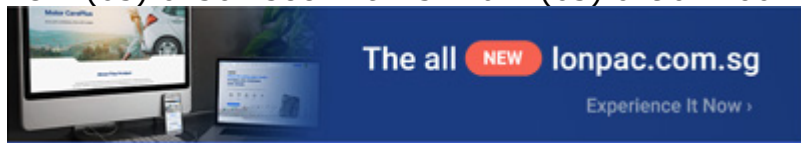
Ong Li Li

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: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]

Sent: Monday, 20 April 2020 10:38 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Monday, 20 April 2020 9:06 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Lonpac External - Confidential

Dear Nivitha

Please see below and arrange TP survey.

Regards,

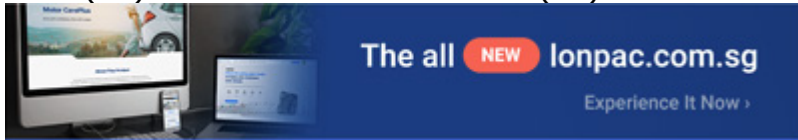
Ong Li Li

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



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Sent from my iPhone

> On 17 Apr 2020, at 5:46 PM, Sbk E <sbk5643e@yahoo.com> wrote:

>

> Dear Sir,

>

> Please kindly help to link up your claims department as we will like to arrange a SJE for this matter for pre-repair inspection. Please contact us via email or 87891911. Thank you.

>

> Regards,

>

> Kwan S. H.

> Director

> Bike Production Pte Ltd

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