



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

Yr ref : 19/20/20/VC05/023329

Our ref: GBF1646A

WITHOUT PREJUDICE

07th July 2020

Dear Sir/Mdm,

LONPAC INSURANCE BHD

300

BEACH RD #17-04/07

CONCOURSE THE

SINGAPORE 199555

Accident involving YN8705C and GBF1646A on 30/04/2020

We refer to the above said accident.

We enclosed herewith relevant documents as stated below:-

- 1) Accident report of GBF1646A
- 2) Repair tax invoice
- 3) Letter of authorization
- 4) Rental Agreement receipt
- 5) GIA search receipt

As instructed, we are claiming the following as stated below:-

1) Cost of repair	\$	4,119.50
2) Loss of Rental (5Days x \$120.00)	\$	600.00
3) GIA search fee	\$	2.00
Total	\$	4,721.50

We do not have the survey report and photographs as our client's motor vehicle was surveyed by your appointed surveyor.

Please kindly let us know whether you are prepared to settle our client's claim & we look forward to hear from you soonest.

Thanks & regards

Vronica Law (Claim dept.)

Tel: 6453 1235

Fax: 6453 7944

Email: cityauto@singnet.com.sg



CITY AUTO PTE LTD

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643.
TEL: 6453 1235, 6452 0850 FAX: 6453 7944
24hrs Towing Services Tel: 9823 9898
Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

RE: LETTER OF AUTHORIZATION

Name of owner: T.K.C SERVICES NRIC: 5315 3804D

Address: _____

Name of Driver: TSENG KUO CHENG NRIC: SXX XX345C

Address: BLK 620 HOUGANG AVE 3 # 07-276 (S) 630620

Accident on 30/04/2020 Involving YN 8705L AND 6BF1646A

At/along 565 THOMSON RD.

In consideration of City Auto Pte Ltd, repair my/our Motor Vehicle NISSAN ALV200 at my/our request I/We the above owner of Motor Vehicle No: 6BF1646A do authorize them to demand claims, settle and received whatever amount payable by the Insurance Co or Third Party or to commence legal proceeding if necessary in my/our name for the cost or repair and the loss of use/rental, etc and to any of there appointed solicitors to act for me/us in respect of the said accident/claim and all amounts claimed or settled shall be belong to them absolutely. I/We further authorize them to give an absolute discharge on my/our behalf.

I/We hereby authorize City Auto Pte Ltd, my/our repairer to give further instruction on my/our behalf concerning the said claim and such, all future correspondence should be addressed to the said firm/co.

My/Our repairer authorize to receive on my/our behalf monies claims, correspondence and give a valid discharge voucher or any other documents in connection with this on my/our behalf and for me/us.

I/We further agree to fully co-operate and attend all court hearing that are necessary and subject to prosecution and claim maintained by City Auto Pte Ltd.

I/We further agree to undertake to indemnify them against my/our claim for the cost which arises therewith.

In the event that my/our unsuccessful claim, I/We undertake to pay the repairer for the cost of repairs to my motor vehicle.

Owner Signature: _____

Name: T.K.C SERVICES

Date: 05/05/2020



CITY AUTO PTE LTD
Blk 8 Sin Ming Road
#01-58/60/62 Sin Ming Ind Est
Singapore 575643
Tel: 6453 1235 Fax: 6453 7944
(Claims Section)

Witness Signature: _____

Name: _____

Date: 05/05/2020



CITY AUTO PTE LTD

One Stop Automotive Solution

BLK 8, SIN MING IND. ESTATE, #01-60/62, SIN MING ROAD, SINGAPORE 575643

TEL: 6453 1235, 6452 0850 FAX: 6453 7944

24hrs Towing Services Tel 9823 9898

Co. Reg. No.: 199503435C GST Reg. No.: M2-8920979-4

TAX INVOICE

Tax Invoice : I202007-000256

Date : 07/07/2020

Vehicle No. : GBF1646A

Make / Model : NISSAN NV200

Mileage (km) : 98698

Chassis No. : VM20095949

Accident Date : 30/04/2020

Claim No. : 19/20/20/VC05/023329

Reference : JO202005-0028

Policy No. : D19MTPCVE0002336

LONPAC INSURANCE BHD

300

BEACH RD #17-04/07

CONCOURSE THE

SINGAPORE 199555

Attention: MOTOR CLAIM DEPARTMENT

Contact : 90227676

Fax No. :

S/No. Particular	Amount
* Lumpsum repair	<u>S\$</u> 3,850.00

Total S\$: 3,850.00

GST @ 7% S\$: 269.50

Grand Total S\$: 4,119.50

CASH / NETS / CREDIT CARD PAYMENT ONLY

Customer's Signature/Co. Stamp


for CITY AUTO PTE LTD

Please note all works performed by City Auto Pte Ltd as performed in this invoice is subjected to the following Warranty conditions:

- 1) Any replacement of electrical components will carry 1 month warranty period from date of this invoice.
- 2) Any replacement of mechanical components will carry 3 months warranty period.

Please note that all warranty does not cover wear and tear conditions regardless of any components.

City Auto Pte Ltd reserves the right to determine any warranty conditions.

Thank You For Your Business !

DS CAR RENTAL PTE LTD

Blk 1 Sin Ming Industrial Estate Sector C #01-119 Singapore 575636
Tel: 6452 7793 Fax: 6454 9575

Co. Reg. No.: 201400889N

RENTAL AGREEMENT

No: DS 11549

Vehicle No.	Make / Model
GBE 8393 M	NISSAN NV200

Our ref = GBF1646A

Date: _____

HIRER'S PARTICULARS	
Name	: TSENG KUD CHENG
Address	: APT BLK 020 HOUGANG AVENUE 8 # 07-276 (S) 530620
Telephone (Home)	:
(Office)	:
H/Phone	: 90227676
NRIC or Passport No	: S22003456
Nationality	:
Date of Birth	: 27/08/1967 Age :
Driving Licence No	: S22003456 Expires :
Type	: Local / Int'l Issued :
Driving Experience	:

DRIVER'S PARTICULARS (If different from Hirer)	
Name	:
Address	:
Telephone (Home)	:
(Office)	:
H/Phone	:
NRIC or Passport No	:
Nationality	:
Date of Birth	: Age :
Driving Licence No	: Expires :
Type	: Local / Int'l Issued :
Driving Experience	:

CHARGES		
	\$	cts
Day(s) @ S\$ 120	\$ 600	00
Week(s) @ S\$		
Month(s) @ S\$		
Insurance		
Additional Rental Payable		
Surcharge of Fuel		
Total	\$ 600 -	00
Less Deposit (Cash / Cheque No.)		
Balance Payable / Refundable		
Refund Received (Cash / Cheque No.)		

Note: 1) Hirer is liable for all parking fines and traffic violations.

- 2) Excess - In the event of any accident, the Hirer is liable to pay first (S\$ 2000.00) plus loss of earnings before the damaged vehicle is being repaired.
- 3) Young, inexperienced or Aged driver, additional excess of (S\$ 2000.00) will apply.

I/We declare that the above particulars are true and correct in every respect and I/We have read and understood the terms and conditions of the Hire Agreement printed overleaf.

* Windscreen claim of \$100 will apply if hit by stone, otherwise full price will apply.

Stamp & Signature of Hirer

Signature of Driver
(If different from Hirer)

Date _____

Date _____

Date Out	5.5.2020 (Tue)	Date In	9.9.2020 (Sat)
Time Out	10:40 AM	Time In	14:40 AM
Mileage at Delivery / Pick-up		Mileage on Returning	
Fuel Level at Delivery / Pick-up	E 1/4 1/2 3/4 F	Fuel on Returning	E 1/4 1/2 3/4 F
Surcharge of Fuel will be at S\$	per 1/4 tank		

Remarks: **Kindly note the following:**

No work permit holders are allowed to drive;

No drivers below 23 years old are allowed to drive;

Driving to Malaysia is strictly not allowed.

City Auto

DS CAR RENTAL PTE LTD

Blk 1 Sin Ming Industrial Estate Sector C #01-119 Singapore 575636

Tel: 6452 7793 Fax: 6454 9575

Co. Reg. No.: 201400889N

INVOICE


TSENG KUO CHENG
C/O CITY AUTO PTE LTD
BLK 8 SIN MING IND ESTATE
#01-60/62 SIN MING ROAD
SINGAPORE 575643

No. : DS 24823

Date : 11.05.2020

Vehicle No : GBE8393M
NISSAN NV200

DESCRIPTION	AMOUNT
RENTAL CHARGES FOR VEHICLE FROM 05.05.2020 TO 09.05.2020 5 DAYS X S\$ 120.00	600.00
AGREEMENT NO.: 11549	
REMARK : GBF1646A	
TP LONPAL (OK) V202005-000286	
Cheque should be crossed and made payable to DS CAR RENTAL PTE LTD	TOTAL \$ 600.00


Issued By

Third Party Insurer Enquiry

Our Ref No: GR-20-061032

Date of Request: 04/05/2020

Your Ref No:

Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 04/05/2020
Enquiry By Jason Quak Leng Hui
TP Vehicle No. YN8705C
Accident Date 30/04/2020

Enquiry Result

TP Vehicle No.	Insurer	Period of Insurance	Insurer Tel. No.
YN8705C	Lonpac Insurance Bhd	24/08/2019-23/08/2020	+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.

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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-20-061032

Date of Request: 04/05/2020

Your Ref No:

Online Purchase

City Auto Pte Ltd
160 Sin Ming Drive #05-01,
Sin Ming AutoCity,
Singapore 575722

Dear Sir/Madam,

Enquiry Date 04/05/2020
Enquiry By Jason Quak Leng Hui
TP Vehicle No. YN8705C
Accident Date 30/04/2020

DESCRIPTION	AMOUNT (S\$)
TP Insurer Enquiry	1.87
GST Amount	0.13
Total Amount Due (GST Inclusive)	2.00

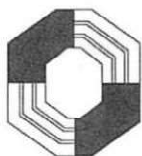
Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ GIRO ☐ Cash ☐ Cheque



LONPAC INSURANCE BHD

CLAIM NO : 19/20/20/VC05/023329 (Kenny)

DATE : 22 DECEMBER 2020

DISCHARGE VOUCHER

I/We, **T.K.C SERVICES** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **YN8705C** the sum of Singapore Dollar Four Thousand Six Hundred Twenty Only (\$4,620.00) 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 **YN8705C** and **GBF1646A** on 30 APRIL 2020 along 565 THOMSON ROAD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD / TRANS FLORAND PTE LTD (NORAHIM BIN PARMIN)**) 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 **CITY AUTO 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

.....
T-K-C Services 24/12/2020
Name of vehicle owner /Date

Khanchna (LKK Auto)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Thursday, November 5, 2020 3:51 PM
To: Khanchna (LKK Auto)
Cc: Admin A; MT_Claim_SG
Subject: RE: MANDATE REQUEST - on GBF1646A Your Ref: 19/20/20/VC05/023329 (Kenny)
[External Confidential]

Lonpac External - Confidential

Without Prejudice
Save as to Costs

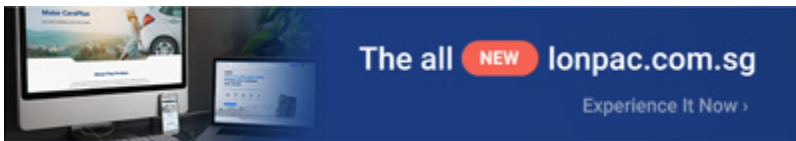
Dear Khanchna

Please proceed to settle as per your recommendations.

Thnak you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Wednesday, 4 November 2020 6:27 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: FW: MANDATE REQUEST - on GBF1646A Your Ref: 19/20/20/VC05/023329 (Kenny) [External General]

Dear Sir/Madam,

We refer to the above matter and our mandate request dated 7/9/2020.

Your approval please.

Thank you.

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,
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: Khanchna (LKK Auto)
Sent: Monday, September 7, 2020 4:29 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: MANDATE REQUEST - on GBF1646A Your Ref: 19/20/20/VC05/023329 (Kenny) [External General]

YOUR REF: 19/20/20/VC05/023329
LKK REF: CC4/LPC20005530/Kka3

Dear Sir/Madam,

We refer to the above matter.

We have highlighted to your good office on 04/05/2020 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured driver collided into a shelf and as a result the shelf caused damage to third party vehicle. We are of the view that liability is down against Insured.

Summary to offer to third party repairer "**CITY AUTO PTE LTD**" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 5,798.50	\$ 4,119.50
2. Loss of Rental (5 days x \$120)	\$ 866.70	\$ 500.00 (5 days x \$100)
3. GIA Search	\$ 2.00	\$ 2.00
Total	\$ 6,667.20	<u>\$ 4,621.50</u>

**5 days recommendation for repair

The above is for your approval.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: 7 July 2020 11:11 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Request for liability approval/views - on GBF1646A Our Ref: 19/20/20/VC05/023329 (Kenny) [External General]

Lonpac External - General

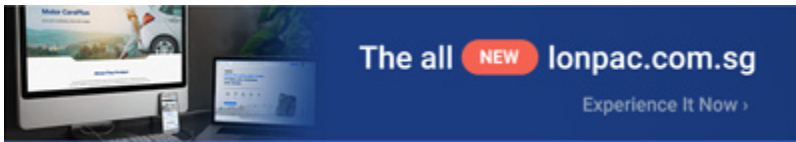
Dear Khanchna

We concur with your findings. Please proceed with direct settlement.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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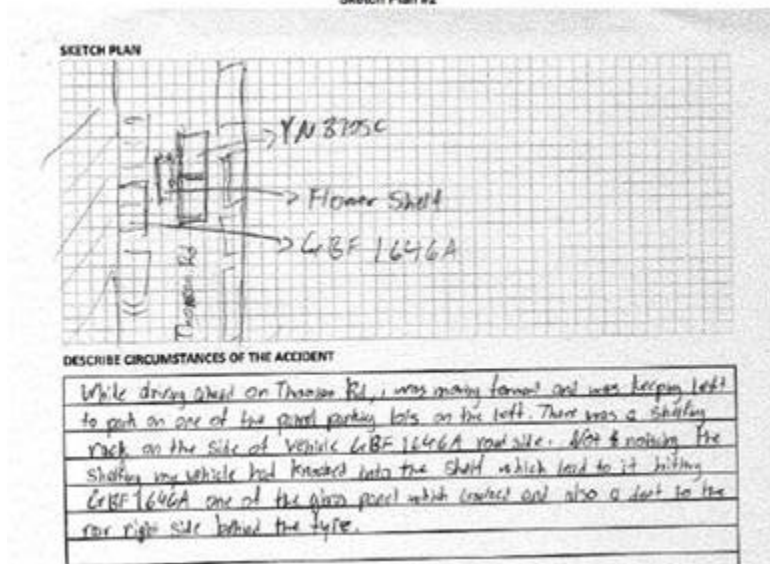
Lonpac External - General data is for internal / external use.

From: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Friday, 26 June 2020 4:45 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: Request for liability approval/views - on GBF1646A Our Ref: 19/20/20/VC05/023329 (Kenny) [External General]

Dear Mr. Kenny,

We refer to the above matter.

We append below Insured driver's statement for your easy reference:



According to our Insured driver, he had collided into a shelf and as a result the shelf caused damage to third party vehicle.

As such, we are of the opinion that liability is down against Insured as Insured driver's actions caused the damage to third party vehicle.

Kindly let us have your approval/views.

Thank you.

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,

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, May 6, 2020 9:19 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Arrange survey on GBF1646A Our Ref: 19/20/20/VC05/023329 (Kenny) [External General]

Lonpac External - General

Dear Mei Kwan

Please see attachment for our Insured's GIA report for your perusal.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Tuesday, 5 May 2020 5:58 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Arrange survey on GBF1646A Our Ref: 19/20/20/VC05/023329 (Kenny) [External General]

YOUR REF: 19/20/20/VC05/023329

LKK REF: CC4/LPC20005530/Kka3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle GBF 1646A on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

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

Please take note that the case handler in-charge is Khanchna.

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,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Monday, 4 May 2020 11:09 AM

To: City Auto <cityauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

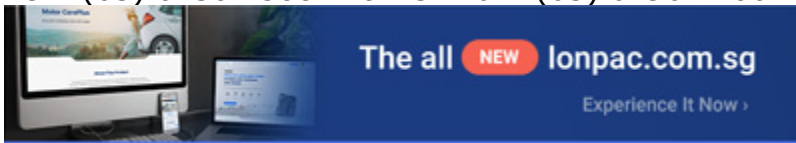
Subject: RE: Arrange survey on GBF1646A Our Ref: 19/20/20/VC05/023329 (Kenny) [External General]

Lonpac External - General

Dear Nivitha/Summer

FYA

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 - General data is for internal / external use.

From: City Auto [<mailto:cityauto@singnet.com.sg>]

Sent: Monday, 4 May 2020 9:07 AM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Arrange survey on GBF1646A

Dear Motor survey department,

Kindly arrange **LKK Auto Consultants Pte Ltd** survey on following vehicle :

Survey TP,

Your vehicle : YN8705C

Our vehicle : GBF1646A

D.O.A : 30/04/2020

LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

Best Regards,

Vronica Law

City Auto Pte Ltd
Blk 8 Sin Ming Industrial Estate,
#01-60/62 Sin Ming Road,
Singapore 575643
Tel : 6453 1235
Fax : 6453 7944