



2 Kaki Bukit Ave 2, #02-19 / 02-22 @ Kaki Bukit Auto Hub, Singapore 417921

Email: [ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)

Tel: 67418277 Fax: 67468277

**GST REG NUMBER: 201635107M**

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

21/8/2020

Attn: Motor Claims Dept

**LETTER OF DEMAND**

Our Ref : GZ713G Your Ref : -

Dear Sir,

VEHICLE # : GZ713G

ACCIDENT INVOLVING : GZ713G & GBJ9759J ALONG BKE TOWARDS SLE ON 29/7/20

COST OF REPAIR : S\$5,550.00 (As agreed)

LTA & GIA SEARCH : S\$ 28.97

ADD GST 7% : S\$ 390.53

LOSS OF USE : S\$ 2,280.00

{12 work days + 5 weekends + 1 day PH + 1 day prs}x120

TOTAL : S\$8,249.50

DOLLARS: EIGHT THOUSAND ONE HUNDRED AND NINETY-SIX ONLY.

For your prompt payment.

Thank you.

Yours faithfully,

Ryder Auto Pte Ltd

Chan San Choon

Director

DipEng, AAE MIMI, MSAE(Aust)



## LETTER OF AUTHORISATION

**To: Ryder Auto Pte Ltd**

Re: ACCIDENT ON 29/7/2020 INVOLVING GZ713G GBJ9759J  
ALONG / AT  
BKE TOWARDS SLE

I/We SAGE BUILDER PTE LTD (NRIC No. 201014389K)  
of 88B BRIDGE ROAD #09-01 S(198785)

1. The owner of motor vehicle no. GZ713G hereby authorise **Ryder Auto Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agree to assign the whole proceeds of my/our third party claim to **Ryder Auto Pte Ltd** including any claim for Loss of Use if a vehicle had been provided by **Ryder Auto Pte Ltd** during the period of repairs to my/our vehicle if applicable. My/our solicitors (to be appointed by **Ryder Auto Pte Ltd** on my/our behalf) shall accept this as my/our irrevocable authority to pay the amount compensated direct to **Ryder Auto Pte Ltd** after deduction of their cost on a solicitor & client basis. **I/We undertake to co-operate fully with Ryder Auto Pte Ltd and/or my/our solicitors and also with a true Motor Accident Report/Police Report until the claim to a successful conclusion including court proceedings, failing which, I/We undertake to bear repair costs, rental, legal costs and any other incidentals incurred.**
2. If the 3<sup>rd</sup> party claim is unsuccessful or partly successful as the case may be, I/we hereby instruct and authorise **Ryder Auto Pte Ltd** to claim direct from my/our insurance company on my/our vehicle immediately without any delay.
3. If for any reason my/our insurer's are not willing to settle the repair costs either in part or in whole then I/ we undertake to pay **Ryder Auto Pte Ltd** the repair cost.
4. In alternative to serial number 2 and 3 above if the 3<sup>rd</sup> party claim fails or is only partly successful then I/we undertake to pay **Ryder Auto Pte Ltd** the difference in amount of the repair cost.
5. I/We authorise **Ryder Auto Pte Ltd** to sign all discharge voucher/indemnity forms and all necessary papers on my/our behalf in connection with the above claim. **We confirm full discharge of all property damage claims upon signing of the discharge voucher by our repairer, Ryder Auto Pte Ltd.**
6. I/We also authorise **Ryder Auto Pte Ltd** to appoint such a firm of solicitors on my/our behalf as **Ryder Auto Pte Ltd** deem fit for the purpose of third party/own insurance claims.
7. I/We undertake to inform **Ryder Auto Pte Ltd** and/or the solicitors appointed by **Ryder Auto Pte Ltd** on my/our behalf in the event the third party's insurance company communicate with me/us directly by telephone or in writing and I/We further undertake not to accept any monies or other or settlement from the third party's insurers without first communicating with you.
8. In the event that third party insurer issued the **Agreed Settlement Cheque** to me/us, I/We undertake to either give the said cheque to **Ryder Auto Pte Ltd**, or bank into my/our account and re-issue the cheque amount to **Ryder Auto Pte Ltd**.

DATED THIS \_\_\_\_\_ DAY OF 29/7/2020 20\_\_\_\_

X [Signature]  
\_\_\_\_\_  
Signature of owner  
(Company's stamp – if any)



[Signature]  
\_\_\_\_\_  
Signature of Witness  
Name of Witness



# LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VC00/023503  
DATE : 16 SEPTEMBER 2020

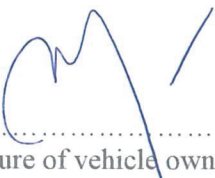
## DISCHARGE VOUCHER

I/We, SAGE BUILDERS PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of GBJ 9759J the sum of Singapore Dollar Six Thousands, Nine Hundreds and Eighty-Nine and Cents Fifty Only (\$6,989.50) 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 GBJ 9759J and GZ 713G on 29 July 2020 along BKE TWDS SLE.


I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ METALIS PTE LTD AND/OR LIM TONG YAM**) 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 **RYDER 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



  
Sage Builders Pte Ltd. / 11 Sep 2020  
Name of vehicle owner /Date

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.



2 Kaki Bukit Ave 2, #02-19 / 02-22 @ Kaki Bukit Auto Hub, Singapore 417921

Email: [ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)

Tel: 67418277 Fax: 67468277

**GST REG NUMBER: 201635107M**

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

21/8/2020

Attn: Motor Claims Dept

**TAX INVOICE**

Our Ref : GZ713G Your Ref : -  
Dear Sir,  
VEHICLE # : GZ713G  
ACCIDENT INVOLVING : GZ713G & GBJ9759J ALONG BKE TOWARDS SLE ON 29/7/20  
  
COST OF REPAIR : S\$5,550.00 (As agreed)  
  
LTA & GIA SEARCH : S\$ 28.97  
  
ADD GST 7% : S\$ 390.53  
  
TOTAL : S\$5,969.50

DOLLARS: FIVE THOUSAND NINE HUNDRED SIXTY-NINE & CENTS  
FIFTY ONLY.

For your prompt payment.

Thank you.

Yours faithfully,

Ryder Auto Pte Ltd

Chan San Choon

Director

DipEng, AAE MIMI, MSAE(Aust)



**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-20-089687

Date of Request: 03/08/2020

Your Ref No: Online Purchase

Ryder Auto Pte Ltd  
2 Kaki Bukit Ave 2  
#02-19 AutoHub @ Kaki Bukit  
Singapore 417921

Dear Sir/Madam,

**Your Search Criteria:**

Date of Accident: 29/07/2020

Place of Accident: BKE TOWARDS SLE

Client Vehicle No: GZ713G

DESCRIPTION	AMOUNT (S\$)
E-File Search Fee (Public)	14.02
GST Amount	0.98
Total Amount Due (GST Inclusive)	15.00

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque

**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-20-089717

Date of Request: 03/08/2020

Your Ref No:

Online Purchase

Ryder Auto Pte Ltd  
2 Kaki Bukit Ave 2  
#02-19 AutoHub @ Kaki Bukit  
Singapore 417921

Dear Sir/Madam,

Date of Accident: 29/07/2020

Vehicle No: GZ713G

Place of Accident: BKE TWDS SLE

Involving Vehicle No: GBJ9759J

With reference to your application for the accident report, we have attached the following accident reports as requested:

DOCUMENTS	ACCIDENT LOCATION	PER DOC (S\$)	QTY	AMOUNT (S\$)
GBJ9759J	BKE TWDS SLE	14.00	1	13.08
GST Amount				0.92
Total Amount Due (GST Inclusive)				14.00

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.

Thank You.

This is a computer generated document and requires no signature.

For GIARMC Official use:

Date:

☒ [X] GIRO ☐ [ ] Cash ☐ [ ] Cheque

**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-20-088122

Date of Request: 29/07/2020

Your Ref No:

Online Purchase

Ryder Auto Pte Ltd  
2 Kaki Bukit Ave 2  
#02-19 AutoHub @ Kaki Bukit  
Singapore 417921

Dear Sir/Madam,

Enquiry Date 29/07/2020  
Enquiry By Orson Chan Qing Song  
TP Vehicle No. GBJ9759J  
Accident Date 29/07/2020

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

## Cecilia Chong (LKK Auto)

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**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Sent:** Saturday, 12 September 2020 1:57 PM  
**To:** Cecilia Chong (LKK Auto)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020 - Oref: 20/20/20/VC00/023503 [External Confidential]

### Lonpac External - Confidential

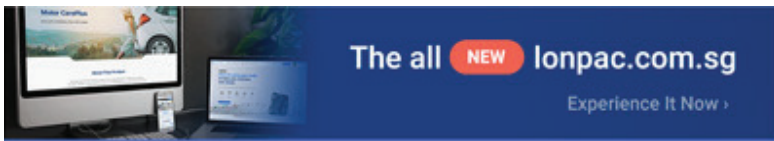
Dear Cecilia

Please proceed as per your recommendations.

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



*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.*

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**From:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Sent:** Thursday, 3 September 2020 4:21 pm  
**To:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** FW: New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020 - Oref: 20/20/20/VC00/023503 [External Confidential]

Dear Kenny,

Kindly ignore previous email.

Mandate as follow:

Lonpac Ref: **20/20/20/VC00/02350**

LKK Ref: CC4/LPC20007855/Egs3s2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 04/08/2020 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, "RYDER AUTO PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 12,491.72	\$ 5,938.50
2. Loss of Use (19days x \$120.00)	\$ 2,280.00	\$ 1,900.00 (19days x \$100.00)
3. LTA/ GIA Search Fee	\$ 31.00	\$ 31.00
<b>Total</b>	<b>\$ 14,802.72</b>	<b>\$ 7,869.50</b>

\*\*12days recommendation for repair + 2sunday + 2PH + 1PRS + 2saturday = 19days.

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

**The above is for your approval.**

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** Cecilia Chong (LKK Auto)

**Sent:** Thursday, 3 September 2020 4:04 PM

**To:** Su Li (LKK Auto) ; 'KENNY LIM CHING GHEE'

**Cc:** Admin A ; MT\_Claim\_SG

**Subject:** RE: New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020  
- Oref: 20/20/20/VC00/023503 [External Confidential]

Lonpac Ref: **20/20/20/VC00/02350**

LKK Ref: CC4/LPC20007855/Egs3s2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 04/08/2020 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, "**RYDER AUTO PTE LTD**" is as follows: -

	<b>Claimed Amount</b>	<b>Revised Amount</b>
1. Cost of Repair (w/GST)	\$ 12,491.72	\$ 5,938.50
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3. LTA/ GIA Search Fee	\$ 31.00	\$ 31.00
<b>Total</b>	\$ 14,802.72	<b><u>\$ 7,869.50</u></b>

\*\*12days recommendation for repair + 2sunday + 2PH + 1PRS + 2saturday = 19days.

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

**The above is for your approval.**

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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.*

---

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

**Sent:** Tuesday, 4 August 2020 5:27 PM

**To:** 'KENNY LIM CHING GHEE' <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>;

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

**Subject:** RE: New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020  
- Oref: 20/20/20/VC00/023503 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle GZ 713G at M/s RYDER AUTO WORKSHOP 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 Cecilia.

***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: 6841 1467 Email: [SuLi@lkkauto.com](mailto: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)

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Thursday, 30 July, 2020 10:49 AM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020  
- Oref: 20/20/20/VC00/023503 [External Confidential]

**Lonpac External - Confidential**

Dear team

Please see attachments.

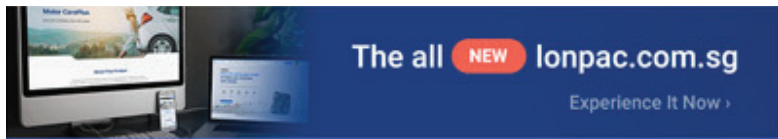
Best Regards

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

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**From:** KENNY LIM CHING GHEE

**Sent:** Thursday, 30 July 2020 10:45 am

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** New Assignment (PRS) - Accident involving GBJ 9759J & GZ 713G along BKE on 29/07/2020 -  
Oref: 20/20/20/VC00/023503 [External Confidential]

**Lonpac External - Confidential**

Dear team

Please arrange for a PRS of t/p vehicle GZ 713G at Ryder Auto Workshop.

Attached herewith our Insured's GIA report for your perusal.

Thank you.

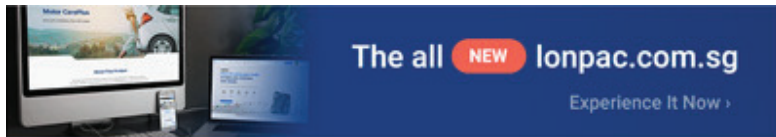
Best Regards

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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**From:** Ryder Auto workshop

**Sent:** Wednesday, 29 July 2020 4:59 pm

**To:** MT\_Claim\_SG

**Subject:** Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBJ9759J; Our Vehicle GZ713G Accident involving GZ713G & GBJ9759J On 29 July2020

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use in-house surveyor. Kindly arrange your in-house surveyor.

Thank you.

Best regards

June



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

