



**Borneo Motors**

Co Reg No 196700086Z

**Borneo Motors (Singapore) Pte Ltd**  
Inchcape Bodycare Centre  
Level 4, Inchcape Centre  
2 Pandan Crescent  
Singapore 128462  
Tel: +65 6631 1855/1500  
Fax: +65 6872 7260  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg)

**Our Ref: BMS2020/11/LK0233/DS(CY)**

**Your Ref: CC4/LPC20009015/R1ps3**

**20 Nov 2020**

**BY HAND (INS COPY)**

**M/S. LONPAC INSURANCE BERHAD C/O LKK AUTO CONSULTANTS PTE LTD**

Attn : HsiaoTong

Dept : Motor Claims

**RE : ACCIDENT INVOLVING SMJ6676D AND GBE4967J ON 24 Aug 2020**

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A. Repair Cost - \$32,034.14	B. LTA Search -
C. Excess -	D. Loss of Use - \$2,200.00(\$100x22days)
E. Loss of Rental -	F. Others -
G. Medical Claims - -Undertake By Claimant <input type="checkbox"/>	<b>Total Claim - \$34,234.14</b>

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

(✓) Original Tax Invoice

(X) Discharge Voucher

(X) Car Rental Invoice/Agreement

(X) Original Photograph X \_\_\_\_\_

(✓) GIAS/Police Report/s

(X) Original/Photocopy Survey

(✓) Certificate of Insurance

(X) LTA Search Fees

(✓) Letter of Authority

(X) Medical Receipt

\*Cheque is to be made payable to **BORNEO MOTORS (SINGAPORE) PTE LTD** & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department\*

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: [claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)

(As this is a computer generated letter, no signature is required.)

## LETTER OF AUTHORITY

ACCIDENT INVOLVING SMJ 6676D and GBE4967J on 24/8/2020  
Own vehicle's number Other vehicle's number Date of accident

along 37 Noo Mon Chew Road  
Accident location

BY THE LETTER OF AUTHORITY, I/we, Eng Ying Ying  
Name of Policy Holder (IC/Passport/Company Registration) number  
of 295 Bedok South Ave 3, #13-08, S469296  
Address of Policy Holder

owner of Vehicle Registration No. SMJ 6676D hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:

1. To submit, resolve and make any claims 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 \_\_\_\_\_ taken up by \*me/us and pay the compulsory excess in respect of the cost of repairs suffered by \*me/us arising from the Accident (loss and damage).
2. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favour of **BORNEO MOTORS (SINGAPORE) PTE LTD** and give a valid receipt and discharge therefore.
3. For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.
4. 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/our 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/our own proper person(s) and \*I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that **the letter of authority hereby conferred shall remain irrevocable.**

\*I/We further confirm that the acceptance by **BMS** 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 28 of the month Sep Year 2020.

Signed & Delivered By:



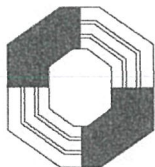
(To be sign by the policy holder only)

\*\*Please stamp the company chop for vehicle registered under a company's name

Witness By:



\*delete as appropriate



# LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VC05/023580  
DATE : 17 DEC 2020

## DISCHARGE VOUCHER

I/We, Sng Ying Ying confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of GBE4967J the sum of Singapore Dollar Thirty Four Thousand Two Hundred Thirty Four and Cents Fourteen Only (**\$\$34,234.14**) 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 SMJ6676D and GBE4967J on 24 Aug 2020 along 37 Woo Mon Chew Road.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ MAGIC MOMENTS DOG TRAINING AND/OR KOH KHENG LENG MELVYN**) 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 **BORNEO MOTORS (S) 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

.....  
Name of vehicle owner /Date

This settlement does not preclude/prejudice the Claimant/Driver/Passenger for personal injury at a later date should such a claim arises.

**TAX INVOICE**Co Reg No : 196700086Z  
GST Reg No : MR-8500000-9**Borneo Motors (Singapore) Pte Ltd**

www.lexus.com.sg

**TAX INVOICE**Lexus Bodycare Centre  
No.2 Pandan Crescent  
Singapore 120462  
Tel no.: 6631 1388

Account Detail	Account No	Customer Detail
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia	S1000007/ICLPI1	Mdm Sng Yingying (Sun Yingying) 295 Bedok South Avenue 3 #13-08 Bedok Court Singapore 469296  Mobile: 97237974
	Document No 36008982	
	Document Date 03/11/2020	

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
19	AEXLHQ	S8	AVE3OR	15/03/2019	SMJ6676D	11200	18742 1DS/SMJ6676D/240821
Chassis No	Engine No	Terms	Lexus Consultant	Vehicle In	Collected On		
JTHBH1D2505077077	2AR2133208	60	Carine Yeo C L	07/09/2020 11.02	03/11/2020 10.59		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
1	Z	BP-SUNDRY SUNDRIES T/P INS: LONPAC INS ACC DATE: 24.08.2020 T/P VEH: GBE4967J DATE IN: 07.09.2020 DATE SURVEY: 27.08.2020 BY RASUL (LKK) DATE AUTHORIZE: 03.09.2020 BY HSIAO TONG (LKK) FOR TP*DS* W LOU FOR 22 DAYS INCL SUN AS RECOMMENDED				50.00
2	B	BP-LAB3 TO REMOVE ALL NECESSARY PARTS TO ENABLE REPAIRING AND STRAIGHTEN ON RHS FRONT DOOR, FRONT FENDER, A PILLAR, ROCKER PANEL, REAR FENDER, REAR BUMPER AND FIX NEW PARTS	*			6928.00
3	B	BP-RES3 TO SPRAY PAINT ON RHS FRONT FENDER, FRONT DOOR, A PILLAR, ROCKER PANEL, REAR FENDER, REAR PANEL AND REAR BUMPER	*			5194.00
4	B	BP-LAB3 TO REMOVE AND RE-INSTALL RHS HEADLAMP TO ENABLE REPAIR (NETT)	*			216.50
5	B	BP-LAB3 TO REMOVE AND RE-INSTALL FRONT PARKING SENSOR TO ENABLE REPAIR (NETT)	*			216.50
Borneo Motors is the only authorized workshop to maintain your Lexus. Service your Lexus every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.						

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts	Less
		Labour	
		Materials	
		Lubrication/Fluid	
		Others	
			<b>Amount Due</b>

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 120462

TO SECURITY GUARD

PLEASE ALLOW THE UNDERMENTIONED  
VEHICLE TO LEAVE THE COMPANY PREMISES.DATE 03/11/2020  
TIME 11:36

VEHICLE NO

SMJ6676D

CUSTOMER

SIGNATURE  
FOR BORNEO MOTORS (SINGAPORE) PTE LTD**Borneo Motors**

**TAX INVOICE**Co Reg No : 196700086Z  
GST Reg No : MR-8500000-9**TAX INVOICE****Borneo Motors (Singapore) Pte Ltd**

www.lexus.com.sg

Lexus Bodycare Centre  
No.2 Pandan Crescent  
Singapore 128462  
Tel no.: 6631 1388

Account Detail	Account No	Customer Detail
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia	S1000007/ICLPI1	Mdm Sng Yingying (Sun Yingying) 295 Bedok South Avenue 3 #13-08 Bedok Court Singapore 469296  Mobile: 97237974
	Document No 36008982	
	Document Date 03/11/2020	

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
19	AEXLHQ	S8	AVE30R	15/03/2019	SMJ6676D	11200	18742 :1DS/SMJ6676D/240821
Chassis No	Engine No	Terms	Lexus Consultant	Vehicle In	Collected On		
JTHBH1D2505077077	2AR2133208	60	Carine Yeo C L	07/09/2020 11.02	03/11/2020 10.59		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
6	B	BP-LAB3 TO REMOVE AND TRANSFER RHS FRONT DOOR'S COMPONENT AND MECHANISM TO NEW DOOR (NETT)	*			866.00
7	Z	BP-SLANT SUPPLY RHS FRONT DOOR SEALANT (NETT)				100.00
8	B	BP-MECH3 TO REMOVE AND RE-INSTALL REAR SEAT, SIDE TRIM, GARNISH ETC TO ENABLE REPAIR (NETT)	BP18			866.00
9	B	BP-WS3 TO REMOVE AND REPLACE REAR WINDSCREEN GLASS (NETT)	*			866.00
10	S	BP-SUBLET REPLACE REAR WINDSCREEN SOLAR FILM (NETT)	0741			420.00
11	B	BP-LAB3 TO REMOVE AND RE-INSTALL REAR LUGGAGE TRIM, GARNISH ETC TO ENABLE REPAIR (NETT)	*			433.00
Borneo Motors is the only authorized workshop to maintain your Lexus. Service your Lexus every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.						

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts	
		Labour	
		Materials	
		Lubrication/Fluid	
		Others	
			<b>Amount Due</b>

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462

TO SECURITY GUARD

PLEASE ALLOW THE UNDERMENTIONED  
VEHICLE TO LEAVE THE COMPANY PREMISES.DATE 03/11/2020  
TIME 11:36

VEHICLE NO SMJ6676D

CUSTOMER

SIGNATURE  
FOR BORNEO MOTORS (SINGAPORE) PTE LTD**Borneo Motors**

**TAX INVOICE**Co Reg No : 196700086Z  
GST Reg No : MR-8500000-9**TAX INVOICE****Borneo Motors (Singapore) Pte Ltd**

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No.2 Pandan Crescent  
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	Document No 36008982	
	Document Date 03/11/2020	

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
19	AEXLHQ	S8	AVE30R	15/03/2019	SMJ6676D	11200	18742 :1DS/SMJ6676D/240821
Chassis No	Engine No	Terms	Lexus Consultant	Vehicle In	Collected On		
JTHBH1D2505077077	2AR2133208	60	Carine Yeo C L	07/09/2020 11.02	03/11/2020 10.59		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
12	B	BP-LAB3 TO CHECK WIRING AND LIGHTS * FUNCTIONING AND CARRY OUT WATER LEAK TEST (NETT)				216.50
13	B	BP-ECU3 TO RESET ECU AND REPROGRAMME (NETT)	BP18			216.50
14	S	BP-SUBLET TO REMOVE, RENEW AND BALANCE RHS REAR RIM AND TYRE (NETT)	0239			108.25
15	B	BP-MECH3 TO CARRY OUT WHEEL ALIGNMENT (NETT)	BP18			216.50
16	1	T21000-22 SIKA 210002-2 G+P 207 ADHESIVE PRIN	2.00	200.00		400.00
17	2	T21000-20 SIKA 210002-0 TACK GO! (BLACK) SG	3.00	108.00		324.00
18	3	T08826-08115 PANEL BONDING AD	2.00	267.20		534.40
19	4	S52161-0K040 PIECE, RR BUMPER	6.00	4.10		24.60
20	5	L90269-04051 RIVET	15.00	1.40		21.00
21	6	L89348-78020 RETAINER, ULTRASONIC	1.00	16.40		16.40
22	7	L76921-53020 PROTECTOR, SIDE	1.00	20.90		20.90
23	8	L76921-53010 PROTECTOR, SIDE	1.00	20.90		20.90
24	9	L75968-53010 TAPE, BLACK OUT FR	1.00	38.00		38.00
25	0	L75929-53010 TAPE, BLACK OUT FR RH	1.00	69.20		69.20
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For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts	
		Labour	
		Materials	
		Lubrication/Fluid	
		Others	
			<b>Amount Due</b>

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462

TO SECURITY GUARD

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VEHICLE TO LEAVE THE COMPANY PREMISES.DATE 03/11/2020  
TIME 11:36

VEHICLE NO

SMJ6676D

CUSTOMER

SIGNATURE  
FOR BORNEO MOTORS (SINGAPORE) PTE LTD**Borneo Motors**

**TAX INVOICE**

Co Reg No : 196700086Z  
 GST Reg No : MR-8500000-9  
**TAX INVOICE**

**Borneo Motors (Singapore) Pte Ltd**

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	Document No 36008982	
	Document Date 03/11/2020	

Year	Make	Model	Reg Date	Veh Reg No	Kilometers	WIP No	Order No/Remarks
19	AEXLHQ	S8	15/03/2019	SMJ6676D	11200	18742	1DS/SMJ6676D/240821
Chassis No	Engine No	Terms	Lexus Consultant	Vehicle In	Collected On		
JTHBH1D2505077077	2AR2133208	60	Carine Yeo C L	07/09/2020 11.02	03/11/2020 10.59		

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
26	1	L75864-50020 PROTECTOR, ROCKER	1.00	11.60		11.60
27	2	L75862-53070 PROTECTOR, ROCKER	1.00	26.60		26.60
28	3	L75862-53060 PROTECTOR, ROCKER	1.00	47.40		47.40
29	4	L75755-53020 MOULDING, RR DOOR LH	1.00	74.60		74.60
30	5	L75547-51021 CLIP, MOULDING	10.00	10.80		108.00
31	6	L75545-30170 CLIP, WINDSHIELD	10.00	10.60		106.00
32	7	L67857-53020 PROTECTOR, RR DR RH	1.00	55.00		55.00
33	8	L67001-53120 PANEL, DOOR FR RH	1.00	1348.20		1348.20
34	9	L64801-53090 GLASS, BACK WINDOW	1.00	1482.90		1482.90
35	0	L61611-53070 PANEL, QUARTER RH	1.00	1281.10		1281.10
36	1	L58741-53030 PROTECTOR, QUARTER RH	1.00	28.60		28.60
37	2	L56117-50140 DAM, WINDOW GLASS	1.00	28.90		28.90
38	3	L53882-53030 SEAL, FR FENDER, RH	1.00	57.20		57.20
39	4	L53827-53040 PROTECTOR, FR FENDER	1.00	106.70		106.70
40	5	L53805-53090 SHIELD SUB-ASSY,	1.00	331.90		331.90
41	6	L53801-53170 FENDER, FR RH	1.00	1339.60		1339.60
42	7	L52562-53030 RETAINER, RR BUMPER	1.00	125.40		125.40
43	8	L52197-53040 BRACKET, RR BUMPER RH	1.00	5.90		5.90
44	9	L52162-53910 PLATE, RR BUMPER,	1.00	12.30		12.30
45	0	L52159-53947 COVER, RR BUMPER	1.00	1069.70		1069.70

Borneo Motors is the only authorized workshop to maintain your Lexus. Service your Lexus every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts	
		Labour	
		Materials	
		Lubrication/Fluid	
		Others	
			<b>Amount Due</b>

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462

TO SECURITY GUARD

PLEASE ALLOW THE UNDERMENTIONED  
 VEHICLE TO LEAVE THE COMPANY PREMISES.

DATE 03/11/2020  
 TIME 11:36

VEHICLE NO

SMJ6676D

CUSTOMER

SIGNATURE  
 FOR BORNEO MOTORS (SINGAPORE) PTE LTD



**Borneo Moto**



**TAX INVOICE**  
 Co Reg No : 196700086Z  
 GST Reg No : MR-8500000-9  
**TAX INVOICE**

**Borneo Motors (Singapore) Pte Ltd**  
 www.lexus.com.sg  
 Lexus Bodycare Centre  
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	Document Date 03/11/2020	

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Chassis No	Engine No	Terms	Lexus Consultant	Vehicle In	Collected On
JTHBH1D2505077077	2AR2133208	60	Carine Yeo C L	07/09/2020 11.02	03/11/2020 10.59

L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount
46	1	L52157-53070 SUPORT, RR BUMPER RH	1.00	143.20		143.20
47	2	L52155-53070 SUPPORT, RR BUMPER RH	1.00	242.40		242.40
48	3	L42611-53510 WHEEL, DISC	1.00	2812.30		2812.30
49	4	L75851-53904 MOULDING, ROCKER RH	1.00	709.80		709.80
Borneo Motors is the only authorized workshop to maintain your Lexus. Service your Lexus every 6 months or 10,000 km (whichever comes first) to enjoy warranty benefits. Conditions apply.						

For & on behalf of Borneo Motors	Customer's Signature	Change Summary	Total
	Please acknowledge receipt of vehicle	Parts 13,024.70	29,938.45
		Labour 16,385.50	GST 7.00% 2,095.69
		Materials 528.25	Less 0.00
		Lubrication/Fluid 0.00	
		Others 0.00	<b>Amount Due 32,034.14</b>

PLEASE MAIL YOUR CHEQUE TO 2 PANDAN CRESCENT, LEVEL 10 INCHCAPE CENTRE, SINGAPORE 128462

TO SECURITY GUARD

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DATE 03/11/2020  
TIME 11:36

VEHICLE NO SMJ6676D

CUSTOMER

SIGNATURE  
FOR BORNEO MOTORS (SINGAPORE) PTE LTD



**Borneo Motors**

## Hsiao Tong (LKKAUTO)

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**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Sent:** Thursday, 10 December 2020 6:20 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: <Seek Mandate> - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

### Lonpac External - Confidential

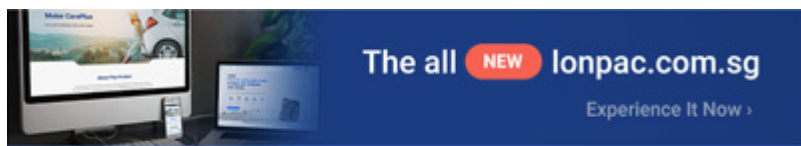
Dear Hsiao Tong

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:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, 27 November 2020 9:18 am  
**To:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** <Seek Mandate> - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Your ref : **20/20/20/VC05/023580**

Our ref : CC4/LPC20009015/R1ps3q2

Dear Sirs/Mdm,

#### **ACCIDENT INVOLVING GBE4967J(LONPAC) AND SMJ 6676D(TP) ON 24/08/2020**

We refer to the above matter.

The accident occurred when our insured driver collided onto third party parked vehicle. . Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$34,234.14(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 54,650.62	\$ 32,034.14 (\$29,938.45 +7%GST)
2. Loss of Use (22days x \$100.00)	\$ 2,200.00	\$ 2,200.00 (22days x \$100.00)

<b>Total</b>		\$ 56,850.62	<b>\$ 34,234.14</b>
Market Value	:	\$137,000.00(est)	
LTA Rebate	:	\$ 66,249.00 (est)	
Nett Value	:	\$ 70,751.00 (est)	

Surveyor recommended 20days for repair + 2Sunday = 22days  
 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** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
 Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** KENNY LIM CHING GHEE  
**Sent:** Thursday, 3 September 2020 1:24 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** MT\_Claim\_SG ; Admin A  
**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

**Lonpac External - Confidential**

Dear Hsiao Tong

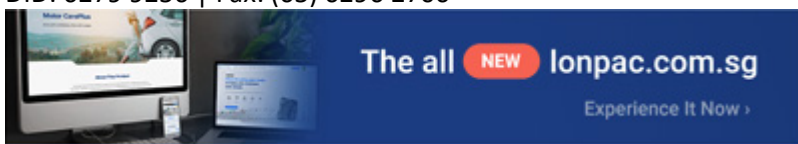
Insured has yet to furnish photos. However, as this is a straightforward case, please proceed to engage repairer and propose direct settlement.

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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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 3 September 2020 12:28 pm  
**To:** KENNY LIM CHING GHEE  
**Cc:** MT\_Claim\_SG ; Admin A  
**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Hi Kenney,

We refer to the above matter.

Please be informed that third party is chasing for an update on proceed Direct Settlement.

Kindly advise if our insured had submitted any photos for this matter & whether if we can proceed DS.

Thanks.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741

4108

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Monday, 31 August 2020 12:25 PM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 -

Oref: 20/20/20/VC05/023580 [External Confidential]

Hi Kenny,

Contents noted.

Attached here is a copy of scene photos submitted by third party (SMJ6676D) for your reference.

Kindly update us once you receive photos from our insured and advise if we may proceed Direct Settlement.

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](mailto:chewht@lkkauto.com) | Fax: 6741

4108

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

S(408933)

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

**Sent:** Monday, 31 August 2020 11:25 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 -

Oref: 20/20/20/VC05/023580 [External Confidential]

**Lonpac External - Confidential**

Dear Su Li

Please see attachment for a copy of our Insured's GIA report. FYI, we are currently trying to obtain the photos from Insured as well.

Thank you.

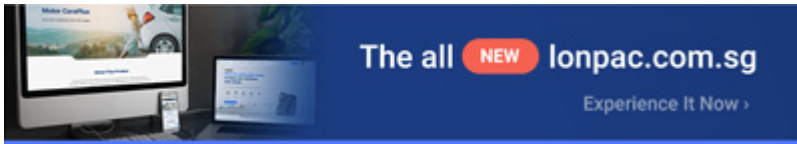
Best Regards

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

**Sent:** Friday, 28 August 2020 1:57 pm

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMJ 6676D at M/s BORNEO MOTORS (S) 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

Meanwhile, kindly assist to verify validity of our insured's policy and let us have a copy of insured's accident report for our necessary action.

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: 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:** Admin-D (LKKAuto)

**Sent:** Wednesday, 26 August 2020 10:53 AM

**To:** 'KENNY LIM CHING GHEE'; assignments; SUR; Admin A

**Cc:** 'MT\_Claim\_SG'

**Subject:** RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

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

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

**Sent:** Wednesday, 26 August, 2020 10:48 AM

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

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

**Subject:** New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

**Lonpac External - Confidential**

Dear Team

Oref: 20/20/20/VC05/023580

Insured: Magic Moments Dog Training

Reg no: GBE4967J

Please arrange for a PRS on SMJ6676D at Borneo Motors. Do contact them at 9699 6192 to make arrangements. FYI, our insured has yet to make a report to date and we will forward a copy once they have done so.

Thank you.

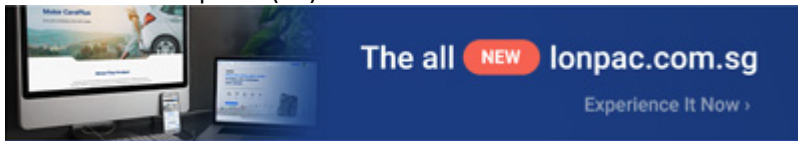
Best Regards

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:** KENNY LIM CHING GHEE

**Sent:** Wednesday, 26 August 2020 10:44 am

**To:** 'Carine Yeo TCBC' <[carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)>

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

**Lonpac External - Confidential**

Without Prejudice

Dear Carine

We acknowledge receipt and please be advised that we will be appointing LKK Auto Consultants for the survey. As our Insured has yet to report the accident to date, we are unable to comment on liability at this juncture.

Thank you.

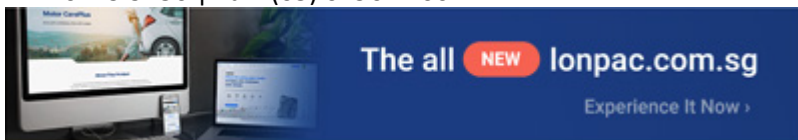
Best Regards

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:** Carine Yeo TCBC <[carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)>

**Sent:** Wednesday, 26 August 2020 9:47 am

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Subject:** ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020

**Importance:** High

Good morning Sir or Madam,

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured GBE 4967 J, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact us **@ 9699 6192** for an appointment to have the vehicle surveyed. Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

**Carine Yeo**

**Motor Claims Assessor**

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: [carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg)