

**Lonpac Insurance BHD**  
300 Beach Road  
#17-04/07, The Concourse  
Singapore 199555  
**Attn: Motor Claims Dept**  
**Yr Ref: 20/20/20/VC05/023998,**  
**CC4/LPC20013763/Aga3**

Norah Khai From  
6768 9911 Telephone +65 -  
6841 1183 Telefax +65 -  
Nora.khai@premiumauto.com.sg Email  
Body & Paint Dept Our Dept  
PA/TP/0970/2020/NH Our Ref

15-Apr-2021 Date  
1 Total Pages

Dear Sir,

**RE: INSURANCE CLAIM FOR SJB 1982 E - Audi A3 SB 1.0 TFSI**

With reference to the above-mentioned vehicle, no. **SJB 1982 E**, claimant, **Ms. Mary Kwok Siu Fang**, please find the related document per attached.

1. A copy of the Original invoice no. 85016175 – S\$ 9,160.70.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. A copy of the Rental Bill – S\$ 600.00 (S\$ 100.00 x 5 Working days + 1 Sunday)
5. A copy of the GIA search – S\$ 2.00

Premium Automobiles Pte Ltd,  
Showroom  
9 Leng Kee Road  
Singapore 159090  
Telephone (65) 6566 1111  
Telefax (65) 6471 3733

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 6336 2323  
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai  
Claims Dept

Encl  
Tokio Insurance – SJB 1982 E

**Authorization letter**

PA/TP/0970/2020/SN

22 Dec 2020

Ms Mary Kwok Sin Fang  
3 Parry Terrace  
Singapore 547102

**LONPAC Insurance Bhd**  
300 Beach Road  
#17-04 / 07 The Concourse  
Singapore 199555  
**Attn: Motor Claims Dept**  
**Your Ref: 20/20/20/VC05/023998**

Dear Sir/Mdm,

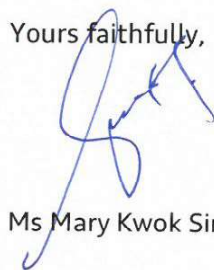
**ACCIDENT INVOLVING VEHICLES SJB 1982 E / YN 8284 A  
AT TURNHOUSE ROAD ON 11 DECEMBER 2020.**

I am the registered owner of SJB 1982 E.

I confirm that I will be claiming for Loss of Rental and Repair Cost and hereby authorize your esteemed company to settle the Loss of Rental and Repair Bill directly with Premium Automobiles Pte Ltd.

Your kind attention will be greatly appreciated.

Yours faithfully,



Ms Mary Kwok Sin Fang

Copy to Norah Khai, Premium Automobiles Pte Ltd

**Lonpac Insurance BHD**  
300 Beach Road  
#17-04/07, The Concourse  
Singapore 199555  
**Attn: Motor Claims Dept**  
**Yr Ref: 20/20/20/VC05/023998,**  
**CC4/LPC20013763/Aga3 (YN8284A)**

Norah Khai  
6768 9911  
6841 1183  
Body & Paint Dept  
PA/TP/0970/2020/NH

From  
Telephone +65 -  
Telefax +65 -  
Our Dept  
Email

23-Apr-2021  
Date  
Total Pages

Dear Sir,

**RE: INSURANCE SETTLEMENT FOR SJB 1982 E**  
**- AUDI A3 SB 1.0 TFSI.**

Premium Automobiles Pte Ltd,  
Showroom  
9 Leng Kee Road  
Singapore 159090  
Telephone (65) 6566 1111  
Telefax (65) 6471 3733

The above matter refers.

Enclose, kindly find a copy of the Final Discharge Voucher duly signed  
by our client for the settlement of his claim.

Service & Parts Centres  
55 Ubi Rd 1  
Singapore 408699  
Telephone (65) 6336 2323  
Telefax (65) 684 11183

Regards

This is a computer generated document. No signature is required.

Claims Dept

Encls





# LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VC05/023998  
DATE : 19 APRIL 2021

## DISCHARGE VOUCHER

I/We, MARY KWOK SIN FANG confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SJB 1982E the sum of Singapore Dollar Nine Thousand Seven Hundred Sixty Two and Cents Seventy Only (\$9,762.70) 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 YN 8284A and SJB 1982E on 11 December 2020 along Near 21 Turnhouse Rd.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ LEONG FAT CONSTRUCTION PTE LTD AND/OR ISLAM MD RAKIBUL**) 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 **PREMIUM AUTOMOBILES 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

**WITHOUT PREJUDICE  
TO INJURY CLAIM**

# Premium Automobiles Pte Ltd



**Audi Centre Singapore**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6836 2223  
Main Telefax 6471 3733

**Alexandra Service Centre**  
281 Alexandra Road  
Singapore 159938  
Main Telephone 6388 2223  
Main Telefax 6475 1023

**Ubi Service Centre**  
55 Ubi Road 1  
Singapore 408699  
Main Telephone 6388 2323  
Main Telefax 6841 1183

**Customer Service**  
Service Appointment 6366 2323  
24-hour Breakdown Service 9828 1233  
Email customer.care@premiumauto.com.sg

## INS TAX INVOICE

Page 1 15:41

Company Reg. No. 199902271W  
GST Reg. No. 199902271W

LONPAC INSURANCE BHD MOTOR CLAIM DEPT 300 BEACH ROAD, #17-04/07 THE CONCOURSE SINGAPORE 199555 199555	Invoice No: 85016175 Date : 12/04/2021 Order : SJB1982E Term : 30	Account: L0003 (T 0) LONPAC INSURANCE BHD MOTOR CLAIM DEPT 300 BEACH ROAD, #17-04/07 THE CONCOURSE SINGAPORE 199555
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Regn No: SJB1982E (V 39562) Regn Date: 27/09/2018 Mileage: 27099 WIP No.: 62282  
Model: A3 SPORTSBACK 1.0 TFSI 8VFANG Chassis: WAUZZZ8V1JA153688 Engine: CHZ B16392 Dept: U  
You have been assisted by :- UB-Tony Foong ( 33 )

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND TRANSFER LHS FRONT AND REAR DOOR'S MULTI LOCK SYSTEM AND POWER WINDOW DEVICES.INSPECT FOR DAMAGE	560.00	1.00	560.00
S	BODYWORK	M: TO DISMANTLE AND RENEW LHS FRONT AND REAR DOOR.TO REPAIR LHS B PILLAR. REORGANISE CRASH MANAGEMENT COMPONENTS. REINSTALL ALL PARTS REMOVED.	1400.00	1.00	1,400.00
S	BODYWORK	M: TO RESPRAY LHS FRONT DOOR,LHS WING MIRROR COVER AND LHS REAR DOOR	1550.00	1.00	1,550.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8V4831051E	DOOR(LAST)	1.00	2267.00	2,267.00
X	A8V4837911C	(V) (SK) SEAL 16/12/20	1.00	158.50	158.50
X	A8V4833051E	DOOR(LAST)	1.00	2267.00	2,267.00
X	A8V4839911C	(V) (SK) SEAL 16/12/20	1.00	158.50	158.50
X	A8K0837199	CLIP AP	12.00	0.70	8.40

Parts 4,859.40  
Labour 0.00  
Sublet 3,702.00  
Menus 0.00  
Lubricant 0.00

Sub-Total 8,561.40

7% GST 599.30

Grand Total 9,160.70



Received by

For & on behalf of  
Premium Automobiles Pte Ltd



**RENTAL AGREEMENT**

202012-0111

Hirer's Name <b>MARY KWOK SIU FANG</b>		Date of Birth <b>21.04.1972</b>	Passport/ Nric No. <b>S72125750</b>	Nationality <b>Ln</b>
Address <b>3 PARRY TERRACE</b>		Occupation	Driving Licence No.	Date of Expiry <b>Ln</b>
Postal Code <b>547102</b>		Contact No.	Mobile Phone No. <b>92778807</b>	
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No.	Date of Expiry
Postal Code		Contact No.	Mobile Phone No.	

**CHECK OUT**

Date <b>17.12.20</b>	Time <b>9.10am</b>	Mileage <b>KM</b>	E	1/4	1/2	3/4	F
Date <b>22.12.20</b>	Time <b>5.30pm</b>	Mileage <b>KM</b>	Remarks				

**IMPORTANT NOTES:-**

- ☒ Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- ☒ No refund will be given for vehicle that returns early.
- ☒ Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- ☒ Third Party Liability - First \$2000 for any Third Party Accident Claim.
- ☒ Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- ☒ Hirer is responsible for all parking fines & traffic summons.
- ☒ Extension:- One day's advance notice is required otherwise no extension will be allowed.
- ☒ Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- ☒ Vehicle returned after office hour will be charged to the next working day.
- ☒ Hourly extension is charged at 1/5 of the daily rate.
- ☒ As preventive maintenance, please check water & engine oil daily.
- ☒ Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- ☒ For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- ☒ Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT	RATE (\$)	TOTAL (\$)
RATE	6	@ 150	600
DISCOUNT			
GST @ 7%			
TOTAL			600
EXTENSION			1103789
202012-0132			
Tomy			
PL: STB 1982 E			
DEPOSIT (refundable) S\$			
CHANGED OVER FROM VEH.		DATE	

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.  
I/We declare that all information given on this form is true and accurate.

Hirer's Signature

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE

VEHICLE NO. <b>Smp 5237 m</b>	MODEL
FROM	RETURN

\*Estimate Date. For actual return see CHECK IN



**CHAN'S & SONS ENTERPRISE**

363 Sembawang Road  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

**chan's**  
www.chans.com.sg

**TAX INVOICE****MARY KWOK SIU FANG**

NO. 3  
PARRY TERRACE  
SINGAPORE 547102

ATTN : MARY KWOK SIU FANG

INVOICE : AR2012-0282  
DATE : 23/12/2020  
TERMS : C.O.D  
STAFF ID : AMIRA  
AGREEMENT NO. : HA202012-0111

DESCRIPTION	AMOUNT (SGD)
-------------	--------------

Vehicle Reg No : SMP5237M 560.75  
Make / Model :  
Rental Dates : Rental Billing From 17/12/2020 To 22/12/2020 (Inclusive)  
Period : 6 days  
Rental Rate : S\$ 100.00 Per Day (Including GST)  
Reference No : SJB1982E

AMOUNT : S\$  
SIX HUNDRED DOLLARS ONLY

NON-TAXABLE VALUE : 0.00  
TAXABLE VALUE : 560.75  
GST 7% : 39.25

**TOTAL S\$ : 600.00**

Please make your cheques payable to : **CHAN'S & SONS ENTERPRISE**

For Official Use Only

Payment Date :	F / Amt
CS / CC / CH :	
CS / CC / CH :	

# First Data™

## CHANS & SONS ENTERPRISE

363 Sembawang Road, Goodlink Park,  
Singapore 758379  
Tel: 67532536 Fax: 67567565  
GST Reg No: 51-936900-M

Hirer:

MARY KWOK SIU FANG

### OFFICIAL RECEIPT

#### DESCRIPTION

Official Receipt No : 202012-0152  
Account of : MARY KWOK SIU FANG  
Date Issued : 23/12/2020  
Vehicle Reg No. : SMP5237M  
Rental Dates : 17/12/2020  
Amount Received : S\$ 600.00  
Payment Type: : MASTER  
Payment for Invoice : AR2012-0282  
Comments :

M103789

S\$ 600.00

TOTAL AMOUNT RECEIVED

S\$ 600.00

CHAN'S AND SONS ENTERPRISE  
363 SEMBAWANG ROAD  
SINGAPORE 758379

DATE: 23/12/20 TIME: 09:21:02  
BTH NUM: 000719 INV NUM: 003789  
MID: 000702053084422 TID: 72205400

SALE

Card Num: XXXX XXXX XXXX 7683 Manual

RREF NUM: 092102006337 Card TYPE: MC

APPR CODE: 269787 TRC NUM: 006337

EXP DATE: \*\*/\*\*

TOTAL: SGD 600.00

NO SIGNATURE REQUIRED

I AGREE TO PAY THE ABOVE TOTAL AMOUNT  
ACCORDING TO THE CARD ISSUER AGREEMENT  
--- CUSTOMER COPY ---  
REGIONAL FDMS 1.5.5.AG

\* This is a computer generated document. No signature is required.

Member of  
VRA & ARTAS

ARTAS

363 Sembawang Road Goodlink Park Singapore 758379 T 67532536 F 67567565 E sales@chans.com.sg



## INSURER ENQUIRY

**Find****insurer****Vehicle reg. no.**

YN8284A

**Date of Accident**11/12/2020 **Reset**% **RESULT & RECEIPT****TP Insurer Enquiry**Insurance ..... **Lonpac**Period of Insurance ..... **17/06/2020 - 16/06/2021**Requested By ..... **FOONG CHIN FONG (PREMIUM ...**Requested Date ..... **11/12/2020 13:16****Payment details**Request Amount: **S\$1.87**GST Amount: **S\$0.13**Total Amount Due (GST Inclusive): **S\$2****General Insurance Association**

Records Management Centre

GST Registration No: **M400017735**

## Cecilia Chong (LKK Auto)

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 19 April 2021 2:23 PM  
**To:** Cecilia Chong (LKK Auto); Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: ACCIDENT BETWEEN SJB 1982 E AND YOUR INSURED YN 8284 A ON 11/12/2020  
Our Ref: 20/20/20/VC05/023998 \*\*\* LKK REF: CC4/LPC20013763/Aga3 [External General]

### Lonpac External - General

Dear Cecilia

Please proceed with your recommendation.

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 - General data is for internal / external use.*

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**From:** Cecilia Chong (LKK Auto) [mailto:CeciliaChong@lkkauto.com]  
**Sent:** Monday, 19 April 2021 12:42 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: ACCIDENT BETWEEN SJB 1982 E AND YOUR INSURED YN 8284 A ON 11/12/2020 Our Ref: 20/20/20/VC05/023998 \*\*\* LKK REF: CC4/LPC20013763/Aga3 [External General]

Lonpac Ref: 20/20/20/VC05/023998

LKK Ref: CC4/LPC20013763/Aga3

Dear Sirs/Madam,

We refer to the above matter.



We have highlighted to your good office on 17/12/2020 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

OI REVERSED HIT ONTO TPV WHO IS DRIVING STRAIGHT. Liability is not in our driver's favour.

Summary to offer to third party repairer, "PREMIUM AUTOMOBILES PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 16,348.53	\$ 9,160.70
2. Loss of Rental (6days x \$100.00)	\$ 600.00	\$ 600.00 (6days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 16,950.53</b>	<b>\$ 9,762.70</b>

\*\*05days recommendation for repair + 1 WEEKEND = 6days.

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:** Mei Kwan (LKKAuto)

**Sent:** Thursday, 17 December 2020 3:49 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG ; Admin A ; Cecilia Chong (LKK Auto)

**Subject:** RE: ACCIDENT BETWEEN SJB 1982 E AND YOUR INSURED YN 8284 A ON 11/12/2020 Our Ref: 20/20/20/VC05/023998 \*\*\* LKK REF: CC4/LPC20013763/Aga3 [External General]