

Our ref: SGC9339R

Your ref: \_\_\_\_\_

**Direct Settlement**

Date: - 4 MAY 2021

To: Lompac Insurance Bhd

Singapore \_\_\_\_\_

Attn: Motor Claims Department

Re: Accident Involving Motor Vehicle Nos. SGC9339R & GBD5811Z  
At/Along Chin Swee Rd, On 14 MAR 2021 @ 1950

I am the owner of vehicle no. SGC9339R that was involved in an accident with your insured vehicle no. GBD5811Z of the above accident.

As the accident was caused by your insured negligent/inconsiderate driving, thus I am claiming from you for the following: -

1. Cost of Repairs	\$ <u>5585.06k</u>
2. Loss of Use / Rental ( <u>5</u> days @ \$ <u>181.90</u> per day)	\$ <u>909.50k</u>
3. LTA/GIA Search Fee	\$ <u>-</u>
4. GIA Report Fee	\$ _____
5. Others	\$ _____
<b>Total:</b>	<b>\$ <u>6494.56k</u></b>

I hereby give you fourteen (14) days to comply with the above, failing which, I shall instruct my solicitor to commence legal action against you. If you have any queries, please contact the representative of **CYCLE & CARRIAGE INDUSTRIES PTE LTD** at Telephone No: **67714336 (Mr Mr Go Chee Han) / 67714304 (Ms Amanda Ang)**.

**I hereby give full authority to CYCLE & CARRIAGE INDUSTRIES PTE LTD and their representative to negotiate/comprise settlement of the above claim on my behalf.**

Your co-operation and immediate attention to the above is greatly appreciated. I hereby look forward to hearing from you soon.

Yours faithfully





Name & Signature

Address: C/o. 188 Pandan Loop Singapore 128378  
 Cc: Mr Go Chee Han/ Ms Amanda Ang  
 E-mail: [cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg) / [amanda.ang@cyclecarriage.com.sg](mailto:amanda.ang@cyclecarriage.com.sg)  
 Fax No. 67795383

## LETTER OF AUTHORIZATION

To: Lompac Insurance Bhd  
\_\_\_\_\_  
Singapore \_\_\_\_\_

Attn.: Motor Claims Department

Dear Sir / Mdm,

MOTOR ACCIDENT INVOLVING SGC9339R (OWNER'S  
VEHICLE NO.) AND GBD5811Z (3RD PARTY'S VEHICLE NO.)  
ON 14 MAR 2021 (DATE) AT 1450 (TIME)  
AT/ALONG Chm Swee Rd (ROAD)

I am the registered owner of SGC9339R (Vehicle No.).

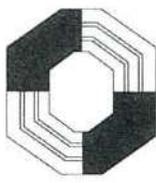
I hereby authorise CYCLE & CARRIAGE INDUSTRIES PTE LIMITED and its agents or any person(s) authorised by Cycle & Carriage Industries Pte Limited to do all or any of the following:-

- Submit, resolve and make any claims which I may have against the 3<sup>rd</sup> party insurers; and/or
- Execute and sign discharge voucher, indemnity forms and all necessary documents in connection with and arising from the above claim.

All payment towards settlement of my claim should be made in favour of CYCLE & CARRIAGE INDUSTRIES PTE LIMITED.



Registered Owner's Signature  
(Company stamp & authorized signature if it is a company-registered vehicle)  
Name : KSY Marketing Pte Ltd  
NRIC No. : 2XXXXX065H  
Date : 06/04/2021



# LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VC00/024328  
DATE : 08 JUNE 2021

## DISCHARGE VOUCHER

I/We, KSY Marketing Pte Ltd confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of GBD5811Z the sum of Singapore Dollar Six Thousand Four Hundred Ninety Four and Cents Fifty Six Only (\$6,494.56) 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 SGC9339R and GBD5811Z on 14 March 2021 along Chin Swee Road.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ CALISTA HOMEFASIONS (2001) PTE LTD / LIM CHUAN TEE PAUL**) 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 **CYCLE & CARRIAGE INDUSTRIES 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.

09/6/21



Signature of vehicle owner/Date

### **KSY MARKETING PTE LTD**

10 Admiralty Street  
#06-49 North Link Building

09/6/21

Singapore 757681  
Name of vehicle owner /Date

Tel: (65) 6853 3233 Fax: (65) 6853 3133  
Email: hello@ksymarketing.com



Cycle & Carriage  
Industries Pte Limited  
Authorised Dealer  
Company No. 196400367W  
GST Reg No. MR-8500111-X

TAX INVOICE

Invoice Name & Address	Owner Name & Vehicle Info
LONPAC INSURANCE BHD	Cust No/Name /Eric Koh Soo Yong
MOTOR CLAIM DEPARTMENT 300 BEACH ROAD #17-04/07 THE CONCOURSE SINGAPORE 199555	Reg No/Reg Date SGC9339R / 23/12/2014
Contact No 62507388	Date In/Mileage 06/04/2021/ 63459
	Chassis No WDD2120342B095192
	Engine No 27492030307485
	Make/Model MB/E 200 2.0 CGI SEDAN (W212)
	Colour/Trim 027 755 Tenorite Gr/ 042 258 Basalt Grey



Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
WL001605	Credit	29/04/2021/ 10:29	CH	371 / Go Chee Han	48961	28171423

Description of Goods / Services	Qty	Unit Price S\$	Amount S\$
Z REQUEST Customer Request			F.O.C.
M BPNSUN POLICY NO/ACC DATE : GA148647/1 // 14-3-2021 DRIVE IN/TP VEH NUMBER : 15-3-2021 // GBD5811Z - LONPAC DATE IN/DATE SURVEY: 6-4-2021 // STEVE - LKK DIRECT SETTLEMENT BY: 25-3-2021 // HSIAO TONG - LKK			960.00
A BPILAB DISASSEMBLE AND REPLACE ATTACHED DAMAGED PARTS & REFINISH.			1200.00
A BPIRES RESPRAY REAR BUMPER & TRUNK LID		0.10	380.00
A BPILAB USING XENTRY DIAGNOSTIC TO CHECK ON CONTROL UNIT RESET MEMORY TO IDENTIFICATION STANDARD. NETT			120.00
A BPILAB CHECK REAR LIGHTING SYSTEM AND WATER TEST FOR ANY LEAKAGE. NETT			
X REAR BUMPER	1.00	1668.90	1668.90
X REAR BOTTOM BLACK TRIM BUMPER	1.00	247.17	247.17
X REAR BUMPER CHROME MOULDING	1.00	169.95	169.95
X LH/REAR BUMPER CHROME MOULDING	1.00	137.18	137.18
X RH/REAR BUMPER CHROME MOULDING	1.00	137.18	137.18
X LEFT BOTTOM BRACKET	1.00	24.88	24.88
X RIGHT BOTTOM BRACKET	1.00	24.88	24.88
X GROMMET	3.00	2.64	7.92
X MERCEDES STAR	1.00	49.73	49.73
X E200 MODEL PLATE	1.00	91.89	91.89

Guarantee Your Warranty, Maintain with Cycle & Carriage!

Parts	2,559.68		Nett	5,219.68
Labour	2,660.00	7% GST on	5219.68	365.38
Standard Menu	0.00			
Specialist Job	0.00		Total Payable	5,585.06
Diagnostics Job	0.00		Paid	0.00
Sundry/Others	0.00		Total Due	5,585.06
Total(w/o GST)	5,219.68			

Payment should be made strictly by cash, NETS or credit cards. Thank you.

Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

Pandan Loop Service Center  
188 Pandan Loop  
Singapore 128378  
Tel: 6777 8388  
Fax: 6779 5383  
www.mercedes-benz.com.sg



# 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

**KSY MARKETING PTE LTD**

INVOICE : AR2104-0107  
DATE : 13/04/2021  
TERMS : C.O.D  
STAFF ID : AMIRA  
AGREEMENT NO. : HA202104-0025

ATTN : ACCOUNTS PAYABLE

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

Vehicle Reg No	: SMD8127R	850.00
Make / Model	:	
Rental Dates	: Rental Billing From 06/04/2021 To 11/04/2021	
Period	: 5 days	
Rental Rate	: S\$ 181.90 Per Day (Including GST)	
Reference No	: SGC9339R	

**AMOUNT : S\$**  
**NINE HUNDRED NINE DOLLARS AND CENT FIFTY**  
**ONLY**

NON-TAXABLE VALUE : 0.00  
TAXABLE VALUE : 850.00  
GST 7% : 59.50  
**TOTAL S\$ : 909.50**

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



For Official Use Only

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

**RENTAL AGREEMENT**

202104-0025

Hirer's Name <b>LSY MARKETING PTE LTD</b>		Date of Birth	Passport/ Nric No.	Nationality
Address <b>10 ADMIRALTY ST #06-49</b>		Occupation	Driving Licence No	Date of Expiry
Postal Code <b>NOVIL LINK BLDG</b>		Contact No	Mobile Phone No. <b>90093307</b>	
Joint Hirer's / Guarantor's Name <b>KOH SOO YONG</b>		Date of Birth <b>14-05-1962</b>	Passport/ Nric No. <b>S1532911-D</b>	Nationality
Address		Occupation	Driving Licence No	Date of Expiry
Postal Code		Contact No	Mobile Phone No.	

**CHECK OUT**

Date <b>6.4.21</b>	Time <b>9-35am</b>	Mileage	KM	E	1/4	1/2	3/4	F
Date <b>11.4.21</b>	Time <b>8.40am</b>	Mileage	KM	Remarks <b>LONG PAC</b>				

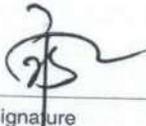
**CHECK IN**

**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	5 @	170 + gst	850
DISCOUNT			
GST @ 7%			59.50
TOTAL			909.50
EXTENSION			AK2104-0107
<p>HSC SGC 9339 R</p> 			
DEPOSIT (refundable) S\$			100
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>Sumo A127 R</b>	MODEL
FROM	RETURN <small>*Estimate Date. For actual return see CHECK IN</small>

## Hsiao Tong (LKKAuto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Friday, 28 May 2021 4:34 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE]- Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

### Lonpac External - General

Dear Hsiao Tong

Please proceed.

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

*In view of the latest "Heightened Alert" on COVID-19 measures, more than 50% of our staff will be working from home from 17 May to 13 June 2021. Please expect delays in our replies during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.*

*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:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]  
**Sent:** Friday, 28 May 2021 11:51 AM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE]- Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Your ref: **21/21/21/VC00/024328**  
Our ref : CC4/LPC21003769/Epa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING GBD5811Z(LONPAC) AND SGC9339R(TP) ON 14/02/2021**

We refer to the above matter.

We have highlighted to your good office on 15/03/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "CYCLE & CARRIAGE INDUSTRIES PL" at \$6,494.56(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,972.76	\$ 5,585.06 (\$5,219.68 + 7%GST)
2. Loss of Rental (5days x \$170.00)(w/GST)	\$ 909.50	\$ 909.50 (5days x \$170.00)(w/GST)
<b>Total</b>	<b>\$ 8,882.26</b>	<b>\$ 6,494.56</b>

Surveyor recommended 4days for repair + 1PRS = 5days.

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)

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 7 April 2021 4:22 PM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

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

Thank you.  
Best Regards,  
Mei Kwan | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Thursday, 25 March, 2021 10:22 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )

Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Lonpac External - General  
Hi Mei Kwan

Please see attached for the third party's claim document.

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.

-----Original Message-----

From: ONG LI LI  
Sent: Wednesday, 24 March 2021 2:02 PM  
To: 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Lonpac External - General  
Dear Mei Kwan

Please see attached.

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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-----Original Message-----

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
Sent: Wednesday, 24 March 2021 1:06 PM  
To: ONG LI LI <[llong@lonpac.com](mailto:llong@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)>; Hsiao Tong (LKKAuto)

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

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Dear Li Li,

We refer to the above.

Please take note that reporting centre will submit addendum GIA after amend/ update the driver's info.

Please provide us a copy.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

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

Sent: Wednesday, 24 March, 2021 11:26 AM

To: Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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.

-----Original Message-----

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Wednesday, 24 March 2021 9:48 AM

To: ONG LI LI <[llong@lonpac.com](mailto:llong@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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 [External General] \*\*\* LKK REF: CC4/LPC21003769/pa3

Dear Li Li,

We refer to the above matter.

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

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

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

-----Original Message-----

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

Sent: Wednesday, 24 March, 2021 9:12 AM

To: 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@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: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )

Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 [External General]

Dear Sir/Mdm,

Thank you for the assignment.

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

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

\* 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

-----Original Message-----

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

Sent: Tuesday, 23 March 2021 4:43 PM

To: 'Go Chee Han' <[cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)>;

[assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Nivitha (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )

Accident date: 14-2-2021 Our Ref:

21/21/21/VC00/024328 [External General]

Lonpac External - General

Without Prejudice

Dear Chee Han

Yes, our Insured has reported the accident. You may liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

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

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.

-----Original Message-----

From: Go Chee Han [<mailto:cheehan.go@cyclecarriage.com.sg>]  
Sent: Tuesday, 23 March 2021 3:36 PM  
To: GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
Subject: FW: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 [External General]

Dear Gerald,

Please check is your insured reported ?

Thanks  
CheeHan

-----Original Message-----

From: Go Chee Han  
Sent: Tuesday, 16 March, 2021 9:04 AM  
To: GERALD POH WEE BIN  
Cc: MT\_Claim\_SG  
Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 [External General]

Dear Gerald,

Please inform you insured/driver report to this accident ASAP.

Thanks

Your Sincerely,

GO CHEE HAN  
Service Advisor - Body Care & Repair  
Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

-----Original Message-----

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
Sent: Tuesday, 16 March, 2021 8:34 AM  
To: Go Chee Han  
Cc: MT\_Claim\_SG  
Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD )  
Accident date: 14-2-2021 [External General]

This email was sent from outside of your organisation

Lonpac External - General  
WITHOUT PREJUDICE

Our Ref: TBA

Dear Chee Han,

Our insured has not lodged the accident report and we are unable to negotiate a Direct Settlement yet.

Please advise if your client 's vehicle require a survey first.

Best Regards  
Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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-----Original Message-----

From: Go Chee Han [<mailto:cheehan.go@cyclecarriage.com.sg>]  
Sent: Monday, 15 March 2021 6:37 pm  
To: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
Subject: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SGC9339R ), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number GBD5811Z ) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [cheehan.go@cyclecarriage.com.sg](mailto:cheehan.go@cyclecarriage.com.sg)

Your Sincerely,

GO CHEE HAN

Service Advisor - Body Care & Repair

Mercedes-Benz Body Care & Repair Center

Cycle & Carriage Industries Pte Ltd

188 Pandan Loop Service Center

Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272

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