

Hsiao Tong (LKKAuto)

From: Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>
Sent: Thursday, 10 June 2021 1:44 PM
To: Hsiao Tong (LKKAuto)
Cc: Jojo Cheng; Lauro Araos Songcuan JR; Andre Chow En De; Admin A
Subject: LOD-TP - SLR1636Y, claim TP Lonpac YN2323K, DOA: 11/05/2021
Attachments: [Untitled].pdf

Dear Sir/Madam,

LKK Ref: CC4/LPC21005787/ps3

Attached our LOD for your perusal.

Do let us know if you need the original copies to be mail to you.

Our client's claim is as stated below:

COR	\$ 7,538.15
LOU	\$ 480.00 (\$60/day x 8 days)
GIA	\$ 2.00

Total	\$ 8,020.15

Kindly offer for settlement.

Appreciate.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4556 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

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Exceptional Journeys

To:
Cycle & Carriage Automotive Pte Limited /
209 Pandan Gardens,
Singapore 609339

Attention: [Motor Claims Department]

Date: [11/05/2021]

LETTER OF AUTHORIZATION TO ACT

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SLR1636Y (vehicle no.) (the "**Vehicle**").
2. As a result of a motor incident occurring on 11/05/2021_ (date and time of accident) on/along JALAN EUNOS (location) between the Vehicle and YN2323K (3rd party vehicle(s) number, if any) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
 - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
 - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
 - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to **execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents** in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



Exceptional Journeys

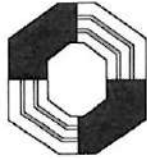
5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

Name: Tan Guangfan (chen Guangfan)

NRIC / Passport No. / Company Registration No.: 894Z



LONPAC INSURANCE BHD

CLAIM NO : 20/21/21/VC00/024561
DATE : 06 JULY 2021

DISCHARGE VOUCHER

I/We, TAN GUANGFAN confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of YN2323K the sum of Singapore Dollar Eight Thousand Twenty and Cents Fifteen Only (\$8,020.15) 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 SLR1636Y and YN2323K on 11 May 2021 along JALAN EUNOS.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ KAI LIM PTE LTD / DURAI RAJ ERSELIN RAJ) 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 KIA 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.

GFW 15/07/2021

.....
Signature of vehicle owner/Date

Tan Guangfan 15/07/2021

.....
Name of vehicle owner /Date

**SIGNED WITHOUT PREJUDICE FOR
ANY PERSONAL INJURY CLAIM**

TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info	
Tan Guangfan (chen Guangfan)	Cust No/Name	/TAN GUANGFAN (CHEN GUANGFAN)
BLK 259C PUNGGOL FIELD	Reg No/Reg Date	SLR1636Y / 02/08/2017
#15-57	Date In/Mileage	15/05/2021/ 71115
SINGAPORE 823259	Chassis/Package	KNAFJ411MJ5725374 / #
Contact No Mobile: 94301482	Engine No	G4FGGH636446
17/05/2021	Make/Model	KIA/FORTE K3 1.6 A L 189
	Colour/Trim	MST METAL STREAM / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	10/06/2021/ 10:33	TLC	260 / AITing	33271	81465551		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
E PNT88000								1280.00
REPLACE DAMAGED PARTS, REPLACE REAR BUMPER, BOOT LID, REPAIR ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME								
E PNT98000								1100.00
RESPRAY ON REAR BUMPER, BOOT LID, AND ALL OTHER AFFECTED AREAS TO THE SAME								
E PNT88000								80.00
REMOVE & INSTALL PARKING SENSOR TO FACILITATE REPAIR								
M SUNDRY								40.00
APPLY SEALANT ON ACCIDENT PORTIONS								
M SUNDRY								40.00
SUPPLY C&C LOGO								
A 90000001								30.00
CHECK WIRING & ELECTRICAL SYSTEM								
A 10028901								280.00
CONDUCT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST AND CLEAR TROUBLE CODE								
M SUNDRY								20.00
SUNDRIES								
S SPECIALISTJOB								50.00
SUPPLY & REPLACE FRONT LICENSE PLATE WITH FRAME								
E PNT88000								120.00
REMOVE & INSTALL REAR COMPARTMENT TRIMS TO FACILITATE REPAIR								
E PNT88000								200.00
REPAIR REAR END PANEL								
E PNT98000								350.00
RESPRAY ON REAR END PANEL								
X	COVER-RR BUMPER				1.00	688.00	00.00	688.00
X	COVER-RR BUMPER,CTR				1.00	315.00	00.00	315.00
X	BEAM-RR BUMPER				1.00	318.00	00.00	318.00
X	PANEL ASSY-TRUNK LID				1.00	1365.00	00.00	1365.00
X	LAMP ASSY-REAR COMB INSIDE,RH				1.00	242.00	00.00	242.00
X	LOGO ASSY-KIA SUB				1.00	37.00	00.00	37.00
X	EMBLEM-CERATO				1.00	35.00	00.00	35.00

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.

TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info	
Tan Guangfan (chen Guangfan)	Cust No/Name	/TAN GUANGFAN (CHEN GUANGFAN)
BLK 259C PUNGGOL FIELD	Reg No/Reg Date	SLR1636Y / 02/08/2017
#15-57	Date In/Mileage	15/05/2021/ 71115
SINGAPORE 823259	Chassis/Package	KNAFJ411MJ5725374 /#
Contact No Mobile: 94301482	Engine No	G4FGGH636446
17/05/2021	Make/Model	KIA/FORTE K3 1.6 A L 189
	Colour/Trim	MST METAL STREAM / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00080	Cash	10/06/2021/ 10:33	TLC	260 / AiTing	33271	81465551

Description of Goods / Services	Qty	Unit Price	Disc%	Amount
X CLIP	10.00	2.00	00.00	20.00
X LAMP ASSY-REAR COMB INSIDE,LH	1.00	242.00	00.00	242.00
X EMBLEM K3	1.00	15.00	00.00	15.00
X STAY-RR BUMPER LH	1.00	120.00	00.00	120.00
X TRIM-TRANSVERSE RR	1.00	58.00	00.00	58.00

Guarantee Your Warranty, Maintain with Cycle & Carriage!

Parts	3,455.00	7% GST on	Nett	7,045.00
Labour	3,440.00			493.15
Standard Menu	0.00			
Specialist Job	50.00		Total Payable	7,538.15
Diagnostics Job	0.00		Paid	0.00
Sundry/Others	100.00		Total Due	7,538.15
Total(w/o GST)	7,045.00			

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INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

YN2323K

Date of Accident

11/05/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **09/06/2020 - 08/06/2021**Requested By **LU TING (CYCLE & CARRIAGE A...**Requested Date **11/05/2021 16:10****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**

RE: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Tue 6/7/2021 9:58 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Hsiao Tong,

Our reference is 20/21/21/VC00/024561

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

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

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]

Sent: Tuesday, 6 July 2021 9:56 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Dear Gerald,

Thank you for your email.

Kindly provide Lonpac Claim Ref for our further action.

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,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 5 July 2021 1:23 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed as proposed.

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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From: CHEW BENG KEE
Sent: Monday, 5 July 2021 1:15 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Hi Gerald

OK, pls proceed with TPPD claims settlement as proposed.
Thank you.

Best Regards
Chew Beng Kee
Head of Claims | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 5 July 2021 8:48 am
To: CHEW BENG KEE <bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Hi Chew,

Attached supporting documents for DS for your approval.

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

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.

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Friday, 2 July 2021 1:27 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential] LKK REF : CC4/LPC21005787/Eps3

Your ref: **TBA**
Our ref : CC4/LPC21005787/Eps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YN2323K(LONPAC) AND SLR1636Y(TP) ON 11/05/2021

We refer to the above matter.

We have highlighted to your good office on 27/05/2021 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 KIA PTE LTD" at \$8,020.15(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 11,009.23	\$ 7,538.15 (\$7,045.00 + 7%GST)
2. Loss of Use (8days x \$60.00)	\$ 480.00	\$ 480.00 (8days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,491.23	\$ 8,020.15

Surveyor recommended 6days for repair + 1Sunday + 1PRS = 8 days.

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 | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 27 May 2021 3:51 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: Re: our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential] LKK REF : CC4/LPC21005787/Eps3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SLR 1636Y at M/s CYCLE & CARRIAGE KIA 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
- TP GIA report

Kindly take note that the case handler in-charge is 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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 12 May, 2021 11:13 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivitha/Summer,

Attached copy of insured 's report for your attention.

Please proceed to survey and revert on liability.

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
[Email-Banner SG-400x70](#)

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

Mail - Hsiao Tong (LKKAuto) - Outlook

<https://outlook.office.com/mail/inbox/id/AAMkAGU0ZDVhNzgxLWE5MTItNDkxMi1hZWlxLTA3MjhlMTA0N2RiNqBGAAAAAADi7f6wE2MfQpF%2BZ...> 4/4