

Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toe Payoh  
Singapore 319255  
Tel : (65) 6417 0333  
Fax : (65) 6252 5655  
BRN 198702032R

## BREAKDOWN OF PAYMENT

Attn: Motor Claims Department

Dear Sir/ Madam,

Accident involving vehicle SLD9016H and XD3877L on 12/06/21

The accident was caused solely by your insured's negligence. We therefore, seeking compensation from you for my financial loss as itemised below:

a)	Repair Cost/ Excess	S\$ 8451.54
b)	Loss of Use/ Rental of vehicles for _____ day(s) @ S\$ _____ per day	S\$ 941.60
c)	LTA/ GIA Search Fees	S\$ 2.00
d)	Towing Fees	S\$ /
e)	Others _____	S\$ /
TOTAL		S\$ 9395.14

I enclose herewith copy of the following: (please tick the appropriate boxes)

<input checked="" type="checkbox"/>	Repair Invoice	<input checked="" type="checkbox"/>	LTA/ GIA Search Receipt
<input type="checkbox"/>	Policy Excess Invoice	<input type="checkbox"/>	Medical Invoice
<input checked="" type="checkbox"/>	Discharge Voucher	<input checked="" type="checkbox"/>	Letter Of Authority
<input checked="" type="checkbox"/>	Rental Invoice	<input type="checkbox"/>	GIA Report
<input checked="" type="checkbox"/>	Certificate of Insurance	<input type="checkbox"/>	Survey Report
<input type="checkbox"/>	Towing Invoice	<input type="checkbox"/>	Others

All payment should be payable to **Motor Image Enterprises Pte Ltd/My favour** and the said payment as full and final settlement of my claim.

Please acknowledge receipt and let me have your favourable reply soon.

\*Contact person: Siow Hooi – 6703 8115  
hooi@motorimage.net

## Motor Image Enterprises Pte Ltd

- ☒ Toa Payoh Service Center, 19, Lorong 8, Toa Payoh, Singapore 319255  
☐ Leng Kee Service Center, 25, Leng Kee Road, Singapore 159097

## Type of Claim:

- ☒ Third Party (Direct Settlement)  
☐ Own Damage (Recovery Claim)

ACCIDENT INVOLVING VEHICLE REGISTRATION No. SLD 9016 H AND XD 3877 L  
 ON 12-06-2021 AT SIMON LANE

1. I, the owner of vehicle no. SLD 9016 H hereby instruct you and authorise you to act for me with respect to the following: -
  - (a) To submit my claims for all losses including uninsured loss, rental car charges, medical fees, excess payment and cost of repairs.
  - (b) To settling my claim as they deem fit, including settling the matter on basis of my contributory negligence if any.
  - (c) To receive payment for settlement of my claim where all payment is to be made payable to the repair workshop for cost of repairs and other uninsured losses.
  - (d) To sign discharge voucher on my behalf.
2. I further acknowledge that any settlement that workshop may reach on my behalf is on a without prejudice basis and without admission of liability basis insofar as the driver/owner/insurers of the other vehicle is concerned.
3. In the event that I am required to attend meetings, interviews, court and/or provide statements or any information in connection with my claim, I shall render full cooperation.
4. In the event that my claim against the third party or his insurers is not successful or cannot be proceeded with or if any settlement is not honoured or satisfied by the third party or his insurers, I authorise you to revert to my own insurers for the cost of repairs and any losses recoverable under my policy of insurance. In this respect, I understand and accept that the excess amount applicable under the policy of insurance shall be borne by me.
5. If for whatever reason, my insurers reject my claim for indemnity for the cost of repairs and/or any other losses recoverable under the policy of insurance or make an offer to pay less than the amount claimed by you, I agree and undertake to pay the difference between what was claimed and paid out by the insurers or the full amount of my repair bill and survey fees and any other expenses reasonably incurred on my behalf or to pay you the difference in amount, as the case may be.
6. I undertake to state truthfully and to make full and frank disclosure of all facts leading up to and of the accident and of any action and/or omissions in connection with my part in the accident. If any facts stated are inaccurate and my claim cannot be paid out or fails, I agree that I shall be liable to you for the repair and other costs incurred by you.
7. I further undertake to sign any document or discharge voucher that is required for the purposes of my claim and if as a result of my failure to do so, my claim cannot be paid out or is delayed, I agree that I shall be liable to you for the repair and other costs incurred by you.
8. I understand that the claim for loss of use of my vehicle will be based on the number on the days estimated by the surveyor in his report for the required repair. The actual number of days may be more due to unavailability of parts, weekend, holidays and other operational exigencies and I accept that it may not be possible to claim for these extra days. In addition, any contributory negligence part of my claim can also affect portion of my claim for loss of usage.
9. I shall keep you informed of any correspondence and/or summons that I may receive in connection with the accident before agreeing to pay or receive any monies due under this claim.
10. In the event, the insurers pay the claimed amount to me instead of you, I will inform you as soon as possible and reimburse you for the repair and other costs incurred by you.
11. For successful recovery of upfront Excess payment by claimant, the workshop shall effect refund accordingly to the mode of upfront payment.
  - a) For upfront Excess payment by credit card, the refund shall be credited to the respective Credit Card Account via Credit Card Company handling the transaction.
  - b) For Excess payment by cash, the workshop shall refund the amount to the claimant via cheque payment.

Claimant's Particulars		Authorized Workshop	
Name <u>LIM SOO NGEE</u>		Company Name <u>MOTORIMAGE ENTERPRISES PTE LTD</u>	
Address <u>APT BLK 403 SERANG</u> <u>38 SIMON LANE S (546052)</u>		Claim Officer's Name <u>DANIEL A JUDE</u>	
Telephone No <u>9479 5879</u>		Telephone No <u>8611 3195</u>	
Date <u>15-06-2021</u>	Email <u>-</u>	Date <u>15-06-2021</u>	
Company Stamp [For Co Regn Vehicle]	Authorized Signature 		Claim Officer Signature 



## LONPAC INSURANCE BHD

CLAIM NO : 20/21/21/VC05/024658  
DATE : 14 Dec 2021


### DISCHARGE VOUCHER

I/We, LIM SOO NGEE confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of XD3877L the sum of Singapore Dollar Nine Thousand Three Hundred Ninety Five and Cents Fourteen Only (**\$9,395.14**) 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 SLD9016H and XD3877L on 12/06/2021 along SIMON LANE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ BUILDMATE (S) PTE LTD AND/OR LUO DONGBING**) 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 "**MOTOR IMAGE ENTERPRISES 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.

\*  21/03/2022  
.....  
Signature of vehicle owner/Date

\* LIM SOO NGEE  
.....  
Name of vehicle owner /Date  
Hp: 94795879



**Motor Image Enterprises Pte Ltd**

19 Lorong 8 Toa Payoh Singapore 319255

Service Centre Tel: (65) 6703 8101 / 102 Fax: (65) 6253 5535

25 Leng Kee Road Singapore 159097

Service Centre Tel: (65) 6703 8163 Fax : (65) 6479 1137

Website: www.motorimage.net

**TAX INVOICE**

GST Reg No. M2-0076975-9

Co. Reg No. 198702032R

**Sales: INSURANCE CUSTOMER****Invoice No: L536901****For cash sales, payment will be  
endorsed on this invoice and no  
separate receipt will be issued.****DATE REC'D: 29-Jun-2021****SERVICE ADVISOR: HOOI****JOB No.: L534890****MILEAGE: 117745****ID:**

**NAME:** LONPAC INSURANCE BHD.  
**ADDRESS:** 300 BEACH ROAD  
#17-04/07 THE CONCOURSE. S(199555)  
**TELEPHONE:** 62507388  
**MODEL:** FORESTER 2.0I-L AWD CVT  
**ENGINE No.:** FB20Y292690  
**CHASSIS No.:** JF1SJ5KC5GG072517  
**REGISTRATION No.:** SLD9016H

ITEMS	CODE	DESCRIPTION OF REPAIRS	AMOUNT
1	TPCLAI	CONDUCT BODYWORK REPAIR (THIRD PARTY CLAIM) AGAINST XD3877L - LONPAC INSURED	
2	REMARK	CONDUCT TP LCAIM LONPAC DATE:12/06/2021 TIME:1640 HRS LOCATION:SIMON LANE	
3	INS01	FOR ACCIDENT CAR OR REPAIR JOB QUOTATION, AN ADMINISTRATIVE CHARGE WILL BE IMPOSED IF VEHICLE	
4	INS02	IS WITHDRAW AND TOWED OUT FOR REPAIR. REFER TO STANDARD RATE CHART (REF. 0338).	
5	INS03	STORAGE CHARGES OF \$30/DAY WILL BE IMPOSED FROM THE DATE OF CONFIRMATION OF AUTHORISATION BY THE	
6	INS04	SURVEYOR SHOULD THE OWNER DECIDE NOT TO CARRY OUT THE REPAIR IN MOTORIMAGE ENTERPRISES PTE LTD.	
7	INS05	INSTRUCTIONS WILL BE TAKEN FROM THE OWNER ONLY. IF IT IS NOT POSSIBLE, AN AUTHORISATION LETTER FROM	
8	INS06	THE OWNER IS REQUIRED.	
9	INS07	CUSTOMER ARE INFORMED AND ACCEPT THAT NUMBER OF DAYS FOR LOSS OF USE IS BASE ON THE FOLLOWING:	
10	INS08	NO.OF DAYS FOR LOSS OF USE RECOMMENDED BY INS.CO. APPOINTED SURVEYOR NO FURTHER CLAIM CAN BE ALLOWED	
11	INS09	CUST ACK THAT CLAIMS NOT EXCEEDING \$3,000 & ABOVE WILL HAVE TO BE REFER TO FIDREC DIRECTLY.	
12	REMARK	REPAIR/REPLACE REAR BUMPER, TAILGATE, BEAM & PANEL	1,680.00
13	REMARK	RESPRAY REAR BUMPER, TAILGATE, BEAM & PANEL	1,680.00
14	REMARK	TRANSFER TAILGATE MECHANISM	150.00
15	REMARK	REMOVE & REFIX REAR BOOT GARNISH & TRIM TO FACILITATE REPAIR	150.00
16	REMARK	FAULT DIAGNOSTIC	235.00
17	REMARK	TO CONDUCT REAR LIGHTING TEST	50.00
18	REMARK	TO CONDUCT REAR PROTECTANT COATING	300.00

*Certified True Copy*



**Motor Image Enterprises Pte Ltd**  
19 Lorong 8 Toa Payoh Singapore 319255  
Service Centre Tel (65) 64170100/101 Fax (65) 62535535  
25 Leng Kee Road Singapore 159097  
Service Centre Tel (65) 64764776 Fax (65) 64791137  
Website: www.motorimage.net



## TAX INVOICE

GST Reg No. M2-0076975-9  
Co. Reg No. 198702032R

**Sales:** INSURANCE CUSTOMER  
**Invoice No:** L536901

**For cash sales, payment will be  
endorsed on this invoice and no  
separate receipt will be issued.**

**DATE REC'D:** 29-Jun-2021

**SERVICE ADVISOR:** HOOI

**JOB No.:** L534890

**MILEAGE:** 117745

**ID:**

**NAME:** LONPAC INSURANCE BHD.  
**ADDRESS:** 300 BEACH ROAD  
#17-04/07 THE CONCOURSE, S(199555)  
**TELEPHONE:** 62507388  
**MODEL:** FORESTER 2.0I-L AWD CVT  
**ENGINE No.:** FB20Y292690  
**CHASSIS No.:** JF1SJ5KC5GG072517  
**REGISTRATION No.:** SLD9016H

ITEMS CODE	DESCRIPTION OF REPAIRS	AMOUNT
19	REMARK TO SUPPLY & INSTALL REVERSE SENSOR - 2 EYES	300.00
20	REMARK REMOVE & INSTALL REAR WINDSCREEN	300.00
21	REMARK TO SUPPLY & INSTALL REAR WINDSCREEN TINTED FILM	145.00
22	REMARK SUNDRIES	20.00
TOTAL(LABOUR)		5,010.00
1	R EXH CUTTER RH/LH	57.60
	44370FG002(Qty : 1 @ 72.00 each(Discount 20.00%))	
2	BUMPER FACE REAR FORESTER IL	432.00
	57704SG012(Qty : 1 @ 540.00 each(Discount 20.00%))	
3	BRKT SD R RH	11.52
	57707SG080(Qty : 1 @ 14.40 each(Discount 20.00%))	
4	BEAM COMPL R EU	230.40
	57711SG0219P(Qty : 1 @ 288.00 each(Discount 20.00%))	
5	COVER HOOK R	10.08
	57731SG010NN(Qty : 1 @ 12.60 each(Discount 20.00%))	
6	PANEL CPL R/G NA	858.24
	60809SG0109P(Qty : 1 @ 1072.80 each(Discount 20.00%))	
7	GLASS R/G	639.36
	63019SG000(Qty : 1 @ 799.20 each(Discount 20.00%))	
8	RUBBER DAM GLS	5.76
	63232SG000(Qty : 2 @ 3.60 each(Discount 20.00%))	
9	RUBBER R/G	10.08
	63232SG010(Qty : 1 @ 12.60 each(Discount 20.00%))	
10	LENS & BODY COMPLRFR	345.60
	84912SG121(Qty : 1 @ 432.00 each(Discount 20.00%))	
11	GARNISH AY RG, B	115.20
	91111SG000(Qty : 1 @ 144.00 each(Discount 20.00%))	
12	PROTR R GARNISH	17.28

Certified True Copy



**Motor Image Enterprises Pte Ltd**  
19 Lorong 8 Toa Payoh Singapore 319255  
Service Centre Tel (65) 64170100/101 Fax (65) 62535535  
25 Leng Kee Road Singapore 159097  
Service Centre Tel (65) 64764776 Fax (65) 64791137  
Website: www.motorimage.net



## TAX INVOICE

GST Reg No. M2-0076975-9  
Co. Reg No. 198702032R

**Sales: INSURANCE CUSTOMER**

**Invoice No: L536901**

**For cash sales, payment will be  
endorsed on this invoice and no  
separate receipt will be issued.**

**DATE REC'D: 29-Jun-2021**

**SERVICE ADVISOR: HOOI**

**JOB No.: L534890**

**MILEAGE: 117745**

**ID:**

**NAME:** LONPAC INSURANCE BHD.  
**ADDRESS:** 300 BEACH ROAD  
#17-04/07 THE CONCOURSE, S(199555)  
**TELEPHONE:** 62507388  
**MODEL:** FORESTER 2.0I-L AWD CVT  
**ENGINE No.:** FB20Y292690  
**CHASSIS No.:** JF1SJ5KC5GG072517  
**REGISTRATION No.:** SLD9016H

ITEMS CODE	DESCRIPTION OF REPAIRS	AMOUNT
13	91713SG000(Qty : 1 @ 21.60 each(Discount 20.00%)) PROTECTOR LWR SD SUPP	8.64
14	91713SG010(Qty : 2 @ 5.40 each(Discount 20.00%)) ORNAMENT R	63.36
15	93033SG001(Qty : 1 @ 79.20 each(Discount 20.00%)) LETTER MARK FORESTOR R	31.68
16	93079SG000(Qty : 1 @ 39.60 each(Discount 20.00%)) LETTER MK R SUB	51.84
	93079SG030(Qty : 1 @ 64.80 each(Discount 20.00%)) TOTAL(SPARE PARTS)	2,888.64

Subtotal 7,898.64  
GST(7%) 552.90  
**TOTAL \$8,451.54**

DATE : 28-Oct-2021

CUSTOMER

MANAGER

The customer acknowledges and confirms by taking delivery of the vehicle and/or upon receipt of this invoice, either personally or by an agent that his/her complaints relating to the vehicle have been rectified to his/her satisfaction and that the Company's liability for defective work and/or materials will be limited to rectification works and/or replacement of parts without charge or at discounted charge, at the Company's option. The customer further acknowledges that any discrepancy in this invoice (with the exception of errors and omissions) must be brought to the Company's attention in writing within three(3) days from the date of this invoice failing which it will be deemed correct.

**CUSTOMER**

**Not yet a DUO Member? Join us now at [www.DUORewards.com](http://www.DUORewards.com) and start accumulating your points for your invoice today!**

Certified True Copy





# Hiring Agreement

TP2021690

ACCOUNT'S COPY  
SALESMAN CODE: AOCo.Reg.No.: 198403671HGST  
GST Reg.No.: M2-0067432-1

Vehicle Number: SLU6194G Make & Model: FORESTER 2.0L CVT AWD SR Date: 29/06/2021  
 Change Over 1: \_\_\_\_\_ Initial: \_\_\_\_\_ Date: \_\_\_\_\_  
 Change Over 2: \_\_\_\_\_ Initial: \_\_\_\_\_ Date: \_\_\_\_\_

**Hirer**

Name: MOTOR IMAGE ENTERPRISES PTE LTD  
 Address: 19 LORONG 8 TOA PAYOH  
 Singapore: 319255  
 Contact Person: DANIEL JUDE Tel: \_\_\_\_\_

**1st Driver**

Name: LIM SOO NGEE  
 Address: 38 SIMON LANE  
 Singapore: 546052  
 Contact No: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Date of Birth: 03/07/1962  
 Passport / NRIC No: SXXXX252C Nationality: SINGAPOREAN  
 Driver's Licence No: SXXXX252C Driving Exp: \_\_\_\_\_  
 Country of Issue: SINGAPORE Driving Date: \_\_\_\_\_

**Additional Driver**

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Singapore: \_\_\_\_\_  
 Contact No: \_\_\_\_\_  
 Occupation: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Passport / NRIC No: \_\_\_\_\_ Nationality: \_\_\_\_\_  
 Driver's Licence No: \_\_\_\_\_ Driving Exp: \_\_\_\_\_  
 Country of Issue: \_\_\_\_\_ Driving Date: \_\_\_\_\_

**Remarks / Delivery Location**SLD9016H TP CLAIM ACTIVATION (MIE TP JUDE)

Hirer hereby agrees to abide to the terms and conditions as set out overleaf. If I opt to pay by credit / charge card, my signature here will be deemed to have been made on the applicable credit and card charge slip.

I also agree to allow the company to hold a security deposit equivalent to the excess amount as set out in the Hire Agreement for the term of hire by credit card/ cash.

The Hirer agrees that smoking and carriage of pets are not allowed in the hired vehicle. An extra charge of S\$250 will be applicable to ionize the vehicle.

The Hirer agrees that the vehicle must be returned at the agreed time and date. Late return is chargeable.

More than 1 hrs	20% of the daily rental charges
More than 2 hrs	40% of the daily rental charges
More than 3 hrs	60% of the daily rental charges
More than 4 hrs	80% of the daily rental charges
More than 5 hours	100% (1 day rental chargeable)

**Check In / Out**

Date Out: 29/06/2021 Time Out: 10:30:00 Km Out: 38426.00  
 Petrol Level: F  
 Agreed Date of Return: 07/07/2021 10:30:00  
 Date In: \_\_\_\_\_ Time In: \_\_\_\_\_ Km In: \_\_\_\_\_  
 Petrol Level: F

**Collision Damage Waiver**

ACCEPTS  
 To Pay Extra Fee  
 Daily: S\$0.00  
 Non-Waiverable Excess  
 S\$: 0.00  
 Windscreen Excess \$100.00  
 Signature: \_\_\_\_\_

DECLINES  
 Hirer Declines CDW  
 Excess S\$: 2,000.00  
 per accident  
 Windscreen Excess \$100.00  
 Signature: \_\_\_\_\_

\*The above is subjected to 7% GST.

**EYID Excess**

Additional \$3,000 + Existing Excess applies to:

- a. Drivers age 23 years & below
- b. Drivers age 70 years & above
- c. Less than 2 years driving experience

Signature: \_\_\_\_\_

\*The above is subjected to 7% GST.

Per Day	110	00
Per Month		
Rental Charges <u>8 days x \$110</u>	880	00
CDW	0	00
Malaysia Charge	0	00
Other Charge		
7% GST	61	60
Sub Total	941	60

**OVERALL CHARGES**

\$ 941.60 24  
8/7/21

**Deposit Tax Invoice**

Deposit Inv: \_\_\_\_\_ Amount \_\_\_\_\_  
 O/R No: \_\_\_\_\_ Date \_\_\_\_\_

**For Official Use**

IN 51019054 O/R \_\_\_\_\_ Date 7/8/21  
 IN \_\_\_\_\_ O/R \_\_\_\_\_ Date \_\_\_\_\_  
 IN \_\_\_\_\_ O/R \_\_\_\_\_ Date \_\_\_\_\_

HIRER'S SIGNATURE \_\_\_\_\_



DOWNTOWN TRAVEL SERVICES PTE LTD

Motor Image Enterprises Pte Ltd

Request For Car Rental

Date: 28-06-2021

Department: INS

Request By: JUDE

Invoice To: MIE SVC - TP / MIE SVC - LK

Reason:

3<sup>RD</sup> PARTY RENTAL REQUEST

LIM SOO NGEE → 9479 5879

Owner's Car Plate No: SLD 9016 H

Authorized No. of days:

Owner's Car Model: FORESTER

Date Required: 28-06-2021

Date Returned:                     

Model of Vehicle Required: (Auto) / Manual: FORESTER

Authorized By: DANIEL LIM (Name & Signature of Dept Mgr)

To Be Completed by Downtown Travel Service P L Staff:

Vehicle Number Assigned: SLU6194G Car Model: SUBARU FORESTER 2.0

Rental Date: 29/06/2021

Date Returned: 07/07/2021

Process by: ALY

TP2021690

S1019054





vw.tanchong.com



**DOWNTOWN TRAVEL SERVICES PTE LTD**  
19 Lorong 8 Toa Payoh Singapore 319255  
Tel (65) 6334 1700 Fax (65) 6336 4677  
Co. Reg. No. 1984-03671/H  
GST Reg. No. M2-0067432-4

MOTOR IMAGE ENTERPRISES PTE LTD  
(TPY SERVICE)  
19 LORONG 8 TOA PAYOH

S(319255)  
ATTN:DANIEL JUDE

GST Reg No. : M2-0067432-4  
Tax Invoice : S1019054  
Inv. date...: 07-JUL-2021  
Print date...: 07-JUL-2021  
Print time...: 11:59:36  
Page no.....: 1  
Agreement no: TP2021690  
Payment Due : 06-AUG-2021  
Amount.....: \$941.60  
Salesman.....: AO

Description	Amount
=====	=====
RENTAL CHARGE FROM 29-JUN-2021 TO 07-JUL-2021	880.00
FORESTER 2.0I-L CVT AWD SR - SLU6194G	
(LIM SOO NGEE)	

=====

TOTAL SGD(BEFORE GST)	880.00
GST(7%)	61.60
TOTAL SGD(AFTER GST)	941.60

=====

Interest at 1.25% per month  
on overdue account.

N.B. Cheques should be crossed and made payable to  
**DOWNTOWN TRAVEL SERVICES PTE LTD**  
Interest at 0.05% per day on all overdue accounts from  
date of payment to date of payment.

**DOWNTOWN TRAVEL SERVICES PTE LTD**

Authorised Signature

INSURER ENQUIRY

## Find insurer

Vehicle reg. no.

XD3877L

Date of Accident

12/06/2021 

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

Insurance ..... **Lonpac Insurance Bhd**

Period of Insurance ..... **03/09/2020 - 02/09/2021**

Requested By ..... **MOHD ISMAN (MOTOR IMAGE ...**

Requested Date ..... **15/06/2021 12:55**

#### 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**

## Hsiao Tong (LKKAUTO)

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 13 December 2021 5:12 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE] - SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 LKK REF : CC4/LPC21006859/ps3 [External General] LKK REF : CC4/LPC21006859/Gps3

## 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 revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements 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.

---

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Tuesday, 7 December 2021 1:33 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 LKK REF : CC4/LPC21006859/ps3 [External General] LKK REF : CC4/LPC21006859/Gps3

Your ref: **20/21/21/VC05/024658**  
Our ref : CC4/LPC21006859/Gps3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING XD3877L (LONPAC) AND SLD9016H(TP) ON 12/06/2021

We refer to the above matter.

We have highlighted to your good office on 01/07/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.



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

We seek your approval to offer repairer **"MOTOR IMAGE ENTERPRISES PTE LTD"** at **\$9,395.14(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 14,550.72	\$ 8,451.54 (\$7,898.64 + 7%GST)
2. Loss of Rental (8days x \$110.00)(w/GST)	\$ 941.60	\$ 941.60 (8days x \$110.00)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 15,494.32</b>	<b><u>\$ 9,395.14</u></b>

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

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

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)

---

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

**Sent:** Thursday, July 1, 2021 5:39 PM

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

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

**Subject:** Re: SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 LKK REF : CC4/LPC21006859/ps3 [External General] LKK REF : CC4/LPC21006859/Gps3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SLD 9016H at M/s MOTOR IMAGE ENTERPRISES 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
- Police 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:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Monday, June 21, 2021 4:05 PM

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

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

**Subject:** RE: SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 LKK REF : CC4/LPC21006859/ps3 [External General]

**Lonpac External - General**

Dear Su Li

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.*

---

**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]  
**Sent:** Monday, 21 June 2021 2:53 PM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Re: SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 [External General] LKK REF : CC4/LPC21006859/ps3

Dear Li Li,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

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

**Sent:** Monday, June 21, 2021 10:13 AM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle 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)

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.

---

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

**Sent:** Monday, 21 June, 2021 10:01 AM

**To:** 'Daniel Jude' <[danieljude@motorimage.net](mailto:danieljude@motorimage.net)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>

**Subject:** RE: SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS Our Ref: 20/21/21/VC05/024658 [External General]

## Lonpac External - General

Without Prejudice

Dear Daniel

You may liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear 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.*

---

**From:** Daniel Jude [<mailto:danieljude@motorimage.net>]  
**Sent:** Monday, 21 June 2021 9:19 AM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** TPY Insurance Team <[tpyinsteam@tanchong.org](mailto:tpyinsteam@tanchong.org)>; Mohamed Isman <[isman@motorimage.net](mailto:isman@motorimage.net)>  
**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]SLD9016H - 3RD PARTY CLAIM - ( TP ) - ( XD3877L ) - ( LONPAC INSURED ) - LIABILITY STATUS  
**Importance:** High

Hi Claims Team,

Kindly advise liability status for the above mentioned

Attached for your reference is the GIA report and estimate.

Kindly revert back soonest.

Thank You.

Best Regards  
*Daniel A Jude*  
Service Executive  
Motor Image Enterprises Pte Ltd  
19 Lorong 8 Toa Payoh Singapore 319255  
HP: 8611 3195  
Email: [danieljude@motorimage.net](mailto:danieljude@motorimage.net)  
Website: [www.tanchong.com](http://www.tanchong.com) : [www.motorimage.net](http://www.motorimage.net)



Disclaimer: This e-mail is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of this message. If you have received this message in error, please delete it and all copies from your system and notify the sender immediately by return e-mail. Internet communications cannot be guaranteed to be timely, secure, error-free or virus-free. The sender does not accept liability for any errors or omissions.