


Borneo Motors

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

Our Ref: BMS2022/01/PD0075 DS(ARY)

Your Ref: CC4/LPC21008100/R1pa3

27 Jan 2022

BY HAND (INS COPY)

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

Attn : Officer In-Charge

Dept : Motor Claims

RE : ACCIDENT INVOLVING SLM9015M AND XE2148J ON 28 Jul 2021

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 - \$11,725.81	B. LTA Search - \$2.00
C. Excess -	D. Loss of Use -
E. Loss of Rental - \$1,199.90(\$92.30x13days)	F. Others -
G. Medical Claims - -Undertake By Claimant <input type="checkbox"/>	Total Claim - \$12,927.71

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
(✓) Car Rental Invoice/Agreement	(X) Original Photograph X _____
(✓) GIAS/Police Report/s	(X) Original/Photocopy Survey
(✓) Certificate of Insurance	(✓) 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

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

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLM9015M and XE2148J on 28 JUL 2021
Own vehicle's number Other vehicle's number Date of accident

along PIE, Singapore

Accident location

BY THE LETTER OF AUTHORITY, I/We, Grab Rentals Pte Ltd
Name of Policy Holder & (IC/Passport/Company Registration) number
of 6 Shenton Way #38-01 ONE Downtown Singapore 068809
Address of Policy Holder

owner of Vehicle Registration No. SLM 9015M hereby appoint **BORNEO MOTORS (SINGAPORE) PTE LTD** (hereinafter refers to **BMS**), a company incorporated in Singapore and having its registered office at 2 Pandan Crescent, Singapore 128462, 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 G400000730MCX 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 such claim settling purpose.

*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 29 of the month July Year 2021.

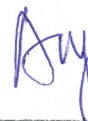
Signed & Delivered By:

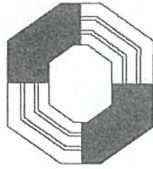
Witness By:




(To be sign by the policy holder only)

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





LONPAC INSURANCE BHD

CLAIM NO : 20/20/21/VC00/024806

DATE : 06 April 2022

DISCHARGE VOUCHER

I/We, GRAB RENTALS PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of XE2148J the sum of Singapore Dollar Twelve Thousand Nine Hundred Twenty Seven and Cents Seventy One Only (**\$12,927.71**) 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 SLM9015M and XE2148J on 28/07/2021 along/at PIE.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ POH MENG TRADING & CLEANING SERVICES PTE LTD AND/OR ZHENG YONGCHANG**) 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

GRAB RENTALS PTE LTD / 28.04.2022

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.



Borneo Motors

Inchcape

Co. Reg No. : 196700086Z
GST Reg No. : MR-8500000-9
No. 2 PANDAN CRESCENT
SINGAPORE 128462, Tel no.: 6631 1188



TOYOTA

TAX INVOICE

Account Details		Account No.	Customer Details				
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia		S1000007 / ICLPI1	Bodyshop Retail Cash Sales Pandan TCBC Toyota Bodyshop Retail Cash Sales Pandan TCBC Toyota				
		Document No. 38059601					
		Document Date 20/10/2021					
Year	Model	Variant	Reg. Date	Reg. No.	Kilometers	Wip No.	Order No. / Remarks
2017	ZVW50R	AHXEBW Q3	17/04/2017	SLM9015M	470260	63657	73/DS/SLM9015M
Chassis No.		Engine No.	Terms	SA / Counter	Vehicle In		Collected On
JTDKB3FU503555264		2ZRS034797	60	Ary Chua	29/07/2021	15.21	20/10/2021 19.12
L	Cd	Job/Parts Description	Qty	Unit Price	Disc %	Amount	
1	Z	BP-GRAB-DS SUNDRIES - FLASH ARRIVE:28/07/2021 ACC DATE:28/07/2021@12.05PM TP VEH:XE2148J DRIVE IN:28/07/2021 TP Insurer: LONPAC Ins. DATE SURVEY:Rasul(LKKAUTO)29/07/2021@14.14pm NO OF REPAIR DAYS: 14 DAYS				30.00	
2	S	BP-SUBLET SUPPLY SEALANT (NETT) FOR REAR RH DOOR	0742			60.00	
3	S	BP-SUBLET TO CHECK WIRING AND LIGHTING. TO WATER TEST FOR LEAK.	0742			122.40	
4	S	BP-SUBLET TO TRANSFER RHR DOOR GLASS,BOARD ,MECHANISM TO NEW PANEL.	0742			360.00	
5	S	BP-SUBLET TO REPLACE REAR RH SIDE ACCIDENT DAMAGE PARTS.STRAIGHTEN/REALIGN ALL OTHER AFFECTED AREAS.	0742			3600.00	
6	S	BP-SUBLET SPRAY PAINT ON RHR ACCIDENT AFFECTED ARE AS(4P)	0742			2360.00	
7	1	U81551-47283 LENS & BODY, RR	1.00	456.50		456.50	
8	2	U52159-47913 COVER, RR BUMPER	1.00	447.20		447.20	
9	3	U52453-47010 GUARD, RR BUMPER,	1.00	582.20		582.20	
10	4	K52161-0K040 PIECE, RR BUMPER	10.00	4.10		41.00	
For & on behalf of Borneo Motors (Singapore) Pte Ltd		Customer's Signature	Charge Summary		Total		
		Please acknowledge receipt of vehicle	Parts Labour Sublet Lubrication/Fluid Others		Less		
					Amount Due		

Company Copy



Borneo Motors

Inchcape

Co. Reg No. : 196700086Z
GST Reg No. : MR-8500000-9
No. 2 PANDAN CRESCENT
SINGAPORE 128462, Tel no.: 6631 1188



TOYOTA

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				Document No. 38059601					
				Document Date 20/10/2021					
Year	Model	Variant	Reg. Date	Reg. No.	Kilometers	Wip No.	Order No. / Remarks		
2017	ZVW50R	AHXEBW Q3	17/04/2017	SLM9015M	470260	63657	73/DS/SLM9015M		
Chassis No.		Engine No.	Terms	SA / Counter	Vehicle In		Collected On		
JTDKB3FU503555264		2ZRS034797	60	Ary Chua	29/07/2021	15.21	20/10/2021	19.12	
L	Cd	Job/Parts Description			Qty	Unit Price	Disc %	Amount	
11	5	U52565-47900 FILLER, RR BUMPER			1.00	124.90		124.90	
12	6	U52575-47040 RETAINER, RR BUMPER			1.00	118.90		118.90	
13	7	U61601-47150 PANEL SUB-ASSY,			1.00	881.80		881.80	
14	8	T75763-47010 MOULDING, RR DOOR			1.00	93.20		93.20	
15	9	U75730-47040 MOULDING ASSY, RR			1.00	114.70		114.70	
16	0	U75765-47010 MOULDING, RR DOOR			1.00	39.00		39.00	
17	1	U67003-47211 PANEL SUB-ASSY, RR			1.00	1306.50		1306.50	
18	2	U75977-47080 STRIPE, RR DOOR,			1.00	22.10		22.10	
19	3	U75987-47060 STRIPE, RR DOOR,			1.00	35.30		35.30	
20	4	U75979-47070 STRIPE, RR DOOR,			1.00	15.50		15.50	
21	5	L90269-04051 RIVET			1.00	1.50		1.50	
22	6	U67895-47011 WEATHERSTRIP, RR			1.00	36.50		36.50	
23	7	T67896-47011 WEATHERSTRIP, RR			1.00	36.50		36.50	
24	8	U90269-05034 RIVET			10.00	3.80		38.00	
25	9	L90269-04051 RIVET			10.00	1.50		15.00	
26	0	U90269-06013 RIVET			10.00	2.00		20.00	
For & on behalf of		Customer's Signature		Charge Summary		Total			
Borneo Motors (Singapore) Pte Ltd						10,958.70			
		Please acknowledge receipt of vehicle		Parts		GST 7.00%			
				Labour		767.11			
				Sublet		Less			
				Lubrication/Fluid		0.00			
				Others		0.00			
						Amount Due			
						11,725.81			

Company Copy

Renter Details

Name	Chua Chee San
NRIC	S6934745B
Driver's License	S6934745B
Address	Blk 189A Rivervale Drive 1#15-1020
Date of Birth	23 Sep 1969
Telephone Number	6581980886
Mobile Number	6581980886

Vehicle Description

Vehicle Number	SLM9015M
Make & Model	Toyota Prius

Rental Period

Rental Agreement	45002
Agreement Start Date	20 Nov 2020
Agreement End Date	27 Nov 2020
Number of Days	7
Minimum Rental Period	7

Rental Charges

Package Name	toyotapriushybrid_mileage_octoffer_oc_55.95_261020_nofrills
Promotional Rental Rates	S\$55.95 / daily from 20 Nov 2020* to 27 Nov 2020
Open Rental Rates	S\$86.95 / daily from 28 Nov 2020 onwards
Total Deposit Collected	S\$500.00 (as at 20 Nov 2020)
Package notes	Nofrills Acq & Recon fr 26Oct

**Note: in the case of re-contracting, the above mentioned Promotional Rental Rates will take effect only from the day after the start date of this Agreement.*

Promotion Rentals Rates applicable till end of Minimum Rental Period, Grab Rentals reserves the right to apply Open Rental Rates thereafter

Add-Ons (Other Charges) are listed on separate pages

Add-On

Addon Name	CDW (\$5.35) / Excess \$963
Rate	S\$5.35
Payment Interval	daily
Type	Collision Damage Waiver
Start Date	20 Nov 2020
Total Value	Not Applicable
Terms & Conditions	Where the Renter & all authorised drivers (each of which hold a valid PDVL or TDVL) are 26 years of age or older and the Renter has opted to pay CDW Charges as indicated above, the Renter shall enjoy the following Discount:

(A) Renter shall only be liable to pay S\$963.00 in insurance excess (for each section) instead of the excess amount indicated in the Insurance Matters table above (Sections 1 & 2 ONLY) PROVIDED THAT the Renter fulfills all the following:

- two (2) or fewer counts of Own Fault accidents including accidents caused by authorised driver(s)
- fulfilment of Minimum Rental Period
- timely payment of all Rental Charges and Other Charges at all times
- timely reporting of all accidents, thefts & other incidents in accordance with the Agreement
- there are no accidents, thefts or other incidents occurring within the first week of rental
- the Renter at all times is in full compliance with the Agreement & any other undertakings & arrangements entered into with Lessor or its affiliated entities

B) Upon there being two (2) counts of Own Fault accidents (whether by the Renter and/or authorised driver(s), the Renter shall be liable to pay S\$6.42 per day to reduce insurance excess to S\$1284.00 (for each section) instead of the excess amount indicated in the Insurance Matters table above (Sections 1 & 2 ONLY) PROVIDED THAT the Renter fulfills all the following:

- fulfilment of Minimum Rental Period
- timely payment of all Rental Charges and Other Charges at all times
- timely reporting of all accidents, thefts & other incidents in accordance with the Agreement
- there are no accidents, thefts or other incidents occurring within the first week of rental
- the Renter at all times is in full compliance with the Agreement & any other undertakings & arrangements entered into with Lessor or its affiliated entities

(either of (A) or (B) above, a "Qualifying Incident").

The Lessor may at its sole discretion allow or disallow an incident to count as a Qualifying Incident.

The above Discount may be cancelled at any time at the Lessor's sole discretion. In the case of cancellation, the CDW Charges rate shall no longer apply & instead the ER Promotion Rental Charges rate (only) shall apply (subject to the relevant terms & conditions being continually fulfilled in order for the ER Promotion Rental Charges rate to apply), & the Lessor shall hold to the credit of the Renter the amount comprised in the CDW Charges (where paid) ("Credit Amount"). The Credit Amount may be applied by the Lessor to satisfy any & all costs & payments due to the Lessor under the Agreement.


Terms and Conditions

I, the Renter, agree that the Lessor may collect, use & disclose my personal data, as provided in this Schedule &/or pursuant to the Agreement from time to time, including my vehicle location information (through various channels and methods such as through the use of telematics technology), for the following purposes in accordance with the Personal Data Protection Act 2012 & the Lessor's group Privacy Policy (available at www.grab.com/sg/privacy/):

- (a) administration of the vehicle rental under the Agreement;
- (b) to ensure that the rented vehicle is maintained appropriately and serviced in a timely fashion;
- (c) to improve and enhance the products and services of the Grab group;
- (d) to administer the driver-partner relationship between the Grab group and myself;
- (e) for internal tracking, analysis and administrative purposes;
- (f) to communicate with me;
- (g) for the Lessor to comply with its obligations under agreements with the owner/lender in relation to the Vehicle (including disclosure of personal data to the owner/lender);
- (h) for debt recovery purposes in the event that I am in default of my payment obligations (including provision of my personal data to debt recovery agency/ies for inclusion on a negative listing); &
- (i) where I have applied for finance-related or insurance services from Grab group or its partners, to process my application and assess my suitability for the service I requested; and
- (j) for the Lessor to comply with its obligations under law

Agreement

The Renter has read, understood & agrees with all terms & conditions of this Agreement.



Renter's Signature/Stamp

Date:

Signature not required if re-contracted online with email acknowledgement

Authorised Signatory/Stamp

Grab Rentals Pte Ltd

Date:

INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

XE2148J

Date of Accident

28/07/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **01/09/2020 - 31/08/2021**Requested By **Ashlyn Chng (Borneo Motors P...**Requested Date **29/07/2021 10:59****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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 5 April 2022 6:20 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Lonpac External - Confidential

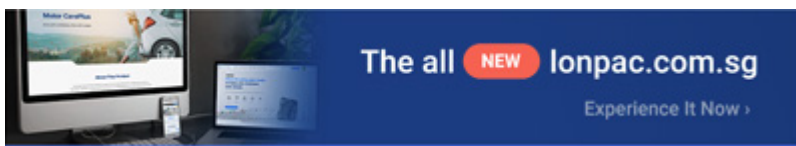
Dear Hsiao Tong

Please proceed to settle based on your latest mandate.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9261 | 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: Friday, 1 April 2022 10:14 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Dear Kenny,

We refer to the above matter.

Please be informed that third party has attached wrong rental agreement in their previous LOD. Now they have submitted amended LOD with current rental agreement for our review.

We would like to re-seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$12,927.71(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$17,312.92	\$11,725.81 (\$10,958.70+ 7%GST)
2. Loss of Rental (13days x \$92.30)*	\$ 1,199.90	\$ 1,199.90 (13days x \$92.30)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$18,514.82	\$12,927.71

*For rental charges, it is using open rental rates(\$86.95) + Add-on(\$5.35) = \$92.30.

Surveyor recommended 9days for repair + 1PRS(29/07/2021) + 2Sunday(01/08/2021 & 08/08/2021) + 1PH(09/08/2021) = 13days.

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 |

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

S(408933)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Friday, 4 February 2022 12:43 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed to settle as per your recommendations.

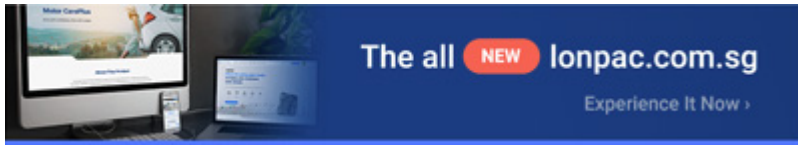
Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555



"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: Thursday, 3 February 2022 9:52 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]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Your ref: **20/20/21/VC00/024806**

Our ref : CC4/LPC21008100/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE2148J(LONPAC) / SLM9015M(TP)/ OTHERS ON 28/07/2021

We refer to the above matter.

We have highlighted to your good office on 05/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Third party video shows that third party was driving straight within his lane. Suddenly there is an impact caused his car to turn right and collided onto GBE4480X. We are of the view that third party version is more credible, liability is not in our driver's favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$12,468.16(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$17,312.92	\$11,725.81 (\$10,958.70+ 7%GST)
2. Loss of Rental (13days x \$56.95)	\$ 740.35	\$ 740.35 (13days x \$56.95)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$18,055.27	<u>\$12,468.16</u>

Surveyor recommended 9days for repair + 1PRS(29/07/2021) + 2Sunday(01/08/2021 & 08/08/2021) + 1PH(09/08/2021) = 13days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

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

S(408933)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Tuesday, 17 August 2021 4:20 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed with DS.

Thank you.

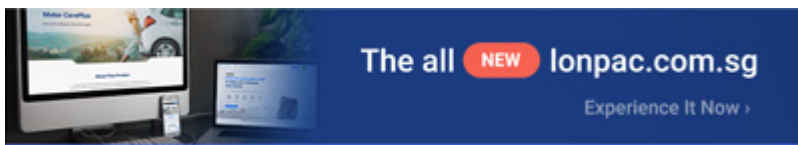
Best Regards

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



In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. 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, 17 August 2021 4:01 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Kenny,

We refer to our below email.

Kindly advise if we may proceed DS with third party repairer on this matter as third party is chasing for liability.

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

Sent: Friday, 13 August 2021 4:44 PM

To: geraldpoh@lonpac.com <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Gerald,

We refer to our below email.

Kindly advise if we may proceed DS with third party repairer as they are chasing for liability clearance.

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

Sent: Thursday, 5 August 2021 4:32 PM

To: geraldpoh@lonpac.com <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Gerald,

We attached here with a copy of video footage submitted by third party for your easy reference. The video shows that third party was driving straight within his lane. Suddenly there is an impact caused his car to turn right and collided onto GBE4480X. We are of the view that third party version is more credible, liability is not in our driver's favour.

Kindly advise if we may proceed DS with third party repairer on this matter.

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 [<mailto:geraldpoh@lonpac.com>]

Sent: Saturday, July 31, 2021 9:09 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Lonpac External - General

Our Ref : 20/20/21/VC00/024806 (Kenny's case)

Dear Mei Kwan,

Attached copy of insured's report for your attention.

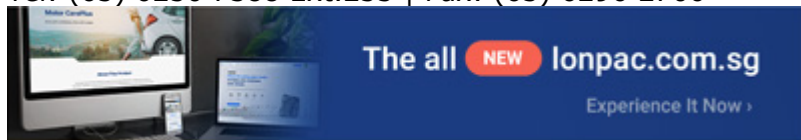
Best Regards

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 return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. 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.

Lonpac External - General data is for internal / external use.

From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 30 July 2021 6:11 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [External General] *** LKK REF: CC4/LPC21008100/R1pa3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: Admin-D (LKKAUTO)
Sent: Thursday, 29 July 2021 11:40 AM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd
Phone: 6741-8434 | email: 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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 29 July, 2021 11:27 AM
To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com
Subject: FW: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [External General]

Lonpac External - General

WITHOUT PREJUDICE

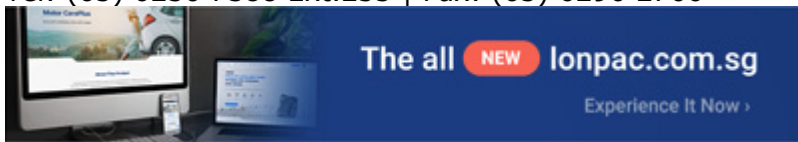
Our Ref: TBA

Dear Ashlyn,

Our insured has not lodged the accident report and we are unable to comment on liability.

For survey arrangements, you may proceed to contact LKK Auto Consultants Pte Ltd at 62563561.

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 return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. 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.

Lonpac External - General data is for internal / external use.

From: Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]
Sent: Thursday, 29 July 2021 11:00 am
To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>
Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED)

Hi,

Reference to the above-mentioned.

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

As our client is claiming against your insured **XE2148J** 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 @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Ary Chua @ 88040322 / 6631 1507** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

D: 6631 1874 | F: 6872 7260 | E: Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg