



LETTER OF DEMAND

26 Nov 2021

Lonpac Insurance
(Motor Claim Department)
Re: TP Claim – SMR638L / YN3313H
Date of Accident: 27 Jul 2021

Dear Sir / Madam

I/We wish to inform you repairs to my/our vehicle SMR638L has been completed to my/our satisfaction by M/s Hong Seh Motors Pte Ltd. I/We therefore propose to claim from you as follow:

- | | |
|---|---------------|
| 1. Cost of Repair | S\$ 10,067.95 |
| 2. Loss of Use 8days (10 - 19/08/21 @\$150) | S\$ 1,200.00 |

Total:	S\$ 11,267.95
w/GST 7%	<u>S\$ 12,056.71</u>

Thank you,

Yours faithfully

A handwritten signature in black ink is written over a circular stamp. The stamp contains the text "Hong Seh Motors Pte Ltd" around the perimeter and a small star at the bottom.

For and on behalf of Hong Seh Motors Pte Ltd
owner of SMR638L



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VC05/024802

DATE : 08 Feb 2022


DISCHARGE VOUCHER

I/We, HONG SEH MOTORS PTE LTD confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of YN3313H the sum of Singapore Dollar Eleven Thousand Five Hundred Seventy Two and Cents Seventy One Only (\$11,572.71) 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 SMR638L and YN3313H on 27/07/2021 along KALLANG BAHRU, ENTRANCE TOWARDS CT HUB.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ TOTAL JET SERVICES PTE LTD AND/OR ZAINUDIN BIN MOHD TAHIR) 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 "HONG SEH MOTORS 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.

 6/2/22

Signature of vehicle owner/Date



Hong Seh Motors Pte Ltd 06/02/22

Name of vehicle owner /Date

**Service Tax Invoice**

GST Reg. No.: M2-0055566-0

Invoice Details

To: Lompac Insurance

Service Order NumberCustomer

WIP-11507

L006

Invoice DateDocument Number

Singapore 066811

26/11/21

2021220655

Vehicle DetailsModelMileage (km)Registration NumberChassis Number

Lexus GS250

34,863

SMR638L

JTHB11B1802020811

Job Details

Category	Description	Qty (Unit)	Unit Price	Price	Disc %	Amount
Labor	Remove/Refit Rear Damaged Parts.....	1	2,000.00	2,000.00		1,750.00
Labor	Cavity Treatment On New Parts	1	50.00	50.00		50.00
Labor	Remove/Refit Rear End Panel Lining/Garnish.....	1	100.00	100.00		100.00
Labor	Conduct Water Seepage Test	1	30.00	30.00		30.00
Labor	Check Wiring, Realign Tail Lamp Ensure.....	1	50.00	50.00		50.00
Labor	Spray Paint Complete Rear	1	1,250.00	1,250.00		1,000.00
SubTotal:-						2,980.00
Item	Rear Bumper	1	1,030.70	1,030.70	10.00	927.63
Item	Rear Bumper Chrome Trim	1	418.70	418.70	10.00	376.83
Item	LH Reflector	1	60.70	60.70	10.00	54.63
Item	LH Rear Inner Lamp	1	780.40	780.40	10.00	702.36
Item	LH Rear Outer Lamp	1	850.70	850.70	10.00	765.63
Item	Rear Parking Sensor	2	250.00	500.00	10.00	450.00
Item	Rear Boot	1	818.70	818.70	10.00	736.83
Item	Carpet Cover Clip	8	2.50	20.00	10.00	18.00
Item	Rear End Panel	1	518.70	518.70	10.00	466.83
Item	Emblem "L"	1	90.40	90.40	10.00	81.36
Item	Emblem "ES250"	1	101.50	101.50	10.00	91.35
Item	Emblem "LEXUS"	1	75.70	75.70	10.00	68.13
Item	Panel Foam	1	105.70	105.70	10.00	95.13
Item	End Panel Top Garnish	1	214.70	214.70	10.00	193.23
Item	Rear Boot Chrome	1	418.40	418.40	10.00	376.56
Item	Rear Reinforcement	1	681.40	681.40	10.00	613.26
Item	Rear Boot Rubber Seal	1	210.70	210.70	10.00	189.63
Item	Rear Boot Plastic Panel	1	310.40	310.40	10.00	279.36
Item	Rear Boot Top Cover	1	588.00	588.00	10.00	529.20
Item	Clip	8	3.75	30.00	10.00	27.00
Item	Number Plate Frame	1	30.00	30.00	10.00	27.00
Item	Number Plate	1	20.00	20.00	10.00	18.00
Sub Total:-						7,087.95

Clause:-

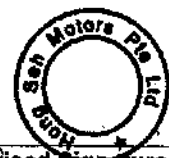
Kindly remove all your belongings when sending your car for servicing or repairs. Any personal belongings left in the car or at our premises are at your own risk. The management is NOT liable for any damage or loss. Any objections or queries to the validity of these charges must be made within 7 days from the date of the invoice otherwise it is assumed the repair is deemed satisfactory. Payment is required before release of vehicle. Late payment interest of 1.5% per month will be added into the invoice amount after 2 weeks from date of invoice. Vehicle must be collected within 7 working days upon completion of job, otherwise a minimum store rent of \$35/day not inclusive of insurance will be imposed.

Total SGD	:	10,067.95
7% GST	:	704.76
Less	:	
Amount Due (SGD)	:	10,772.71

Customer Signature
(Receipt Acknowledgement)

Hong Seh Motors Pte Ltd
Company Reg. No. 198203320D
10 Fourth Lok Yang Road Singapore 629707
tel +65 6266 1555 fax +65 6265 9595

Authorised Signature
(Workshop Dept)



Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Tuesday, 8 February 2022 9:26 AM
To: 'ONG LI LI'
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - Request for 3rd Party Claim Survey SMR638L hit by YN3313H
Our Ref: 21/21/21/VC05/024802 [External General]

Dear Lili,

We refer to the above matter.

Please be informed that we have settled the matter at \$11,572.71(all-in) with third party.

1. Cost of Repair (w/GST)	\$ 10,772.71
2. Loss of Use (8days x \$100.00)	\$ 800.00
Total	\$ 11,572.71

We are currently pending for signed DV from third party and will proceed to close once DV received.

Thank you.

"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: ONG LI LI <llong@lonpac.com>
Sent: Friday, 28 January 2022 4:59 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] - Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [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 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, 28 January 2022 3:09 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] - Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General]

Your ref: **21/21/21/VC05/024802**

Our ref : CC4/LPC21008128/Epa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YN3313H(LONPAC) AND SMR638L(TP) ON 27/07/2021

We refer to the above matter.

We have highlighted to your good office on 08/09/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

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

We seek your approval to offer repairer **"HONG SEH MOTORS PTE LTD"** at **\$11,732.71(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 20,732.00	\$ 10,772.71(\$10,067.95 + 7%GST)
2. Loss of Use (8days x \$150.00)	\$ 1,284.00	\$ 960.00(8days x \$120.00)
Total	\$ 22,016.00	<u>\$ 11,732.71</u>

Surveyor recommended 8days for repair.

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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 8 September 2021 5:46 PM

To: Lyra Ong <lyraong@hongseh.com.sg>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; Seven Foo <sevenfoo@hongseh.com.sg>; Norlinda Razali <norlinda@hongseh.com.sg>

Subject: RE: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General]

Lonpac External - General

Without Prejudice

Dear Lyra

Please liaise with LKK.

Dear Jasper/LKK

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

"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".

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

From: Lyra Ong <lyraong@hongseh.com.sg>

Sent: Wednesday, 8 September 2021 5:42 PM

To: ONG LI LI <llong@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin-d@lkkauto.com; assignments@lkkauto.com; Seven Foo

<sevenfoo@hongseh.com.sg>; Norlinda Razali <norlinda@hongseh.com.sg>

Subject: RE: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General]

Dear Li Li

My colleague, Ms. Seven, has spoken with your male colleague earlier.

We would like to request for Lonpac to reimburse the medical claims directly to the driver of SMR638L (Ben Ng).

Please note that the requested direct reimbursement is for **medical claims only**.

Please reimburse Hong Seh Motors for all other claims pertaining to this accident.

Do feel free to contact me if you have any questions. Thank you!

Best Regards,

Lyra Ong

Leasing Specialist, Car Leasing Department

E lyraong@hongseh.com.sg

M +65 9783 2525

Hong Seh Motors Pte Ltd | Automobil EV Sdn Bhd

10 Fourth Lok Yang Road, Singapore 629707

www.hongsehgroupp.com



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From: ONG LI LI <llong@lonpac.com>

Sent: Sunday, 1 August, 2021 4:25 PM

To: Stephen Yeo <stephenyeo@hongseh.com.sg>; assignments@lkkauto.com; 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General]

Lonpac External - General

Without Prejudice

Dear Stephen

Please email to mt_claim@lonpac.com for all motor claims related matters.

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

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: Stephen Yeo [<mailto:stephenyeo@hongseh.com.sg>]
Sent: Friday, 30 July 2021 5:13 pm
To: Customer SG <customer_sg@lonpac.com>
Subject: Request for 3rd Party Claim Survey SMR638L hit by YN3313H

Dear Sir / Mdm

We are requesting for 3rd Party Claim survey on SMR638L, vehicle is in our Workshop, 10 Fourth Lok Yang Road 629707.
We are opened Mon-Fri, 8.30am-5.30pm.

Please help arrange and advise.

Regards
Stephen Yeo
Mobile: +65 9720 0673