

Asher Sng (LKKAuto)

From: Su Li (LKK Auto)
Sent: Friday, 6 August 2021 4:20 PM
To: Asher Sng (LKKAuto)
Subject: Fw: Lonpac Ref: 20/20/20/VC00/023754 Ref: GBG4204S
Attachments: Invoice GBG4204S.pdf; receipt-20201009-164115.pdf; Letter of Authorisation-GBG4204S.pdf

Follow Up Flag: Follow up
Flag Status: Completed

From: Thiam Heng Huat <thh176@yahoo.com>
Sent: Saturday, 31 July, 2021 2:32 PM
To: Assignments <assignments@lkkauto.com>
Subject: Lonpac Ref: 20/20/20/VC00/023754 Ref: GBG4204S

Dear Claims Team,

We refer to the above claim mentioned.

Attached is the repair invoice, LTA search receipt, Letter of Authorization and below are the items our client wish to claim from Lonpac Insurance..

1. Repair costs	\$17,120.00
2. Loss of use for 28 days	\$2,800.00
3. LTA search fee	\$ 7.45
	\$19,927.45

We look forward to an early settlement.

Warmest regards,

Steven

Thiam Heng Huat Pte Ltd
82636295

Letter of Authorisation

To: Thiam Heng Huat Pte Ltd

Re: ACCIDENT ON **08.10.20** INVOLVING **GBG 4204 S AND GBK 2375 Z**

ALONG/AT **BUKIT TIMAH EXPRESSWAY**

We, **HORIZON AUTOMOTIVE PTE LTD**

UEN No. **201216371K**

Of **176 SIN MING DRIVE #05-16 SIN MING AUTOCARE SINGAPORE 575721**

1. The owner of motor vehicle no. **GBG 4204 S** hereby authorise **Thiam Heng Huat Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agreed to assign the whole proceeds my/our third party claim to **Thiam Heng Huat Pte Ltd**. My/our solicitors (To be appointed by **Thiam Heng Huat Pte Ltd** on my/our behalf) shall accept this as my/our irrevocable authority to pay the amount compensated direct to **Thiam Heng Huat Pte Ltd** after deduction of their cost on a solicitors & client basis. I/We undertake to co-operate fully with **Thiam Heng Huat Pte Ltd** and/or solicitors also with a true Motor Accident Report/Police Report until the claim to a successful conclusion including court proceedings, failing which, I/we undertake to bear all costs incurred.
2. I/We authorise **Thiam Heng Huat Pte Ltd** to sign all discharge voucher/indemnity forms and all necessary papers on my/our behalf in connection with the above claim.
3. In the event that third party insurer issued the Agreed Settlement Cheque to me/us, I/we undertake to either give the said cheque to **Thiam Heng Huat Pte Ltd** or bank into our account and re-issue the cheque amount to **Thiam Heng Huat Pte Ltd**.

DATED THIS 13 DAY OF OCT 20 20



SIGNATURE OF OWNER

SIGNATURE OF WITNESS

NAME: Ngoh Shou Wei



LONPAC INSURANCE BHD

CLAIM NO : 20/20/20/VC00/023754
DATE : 20 AUG 2021

DISCHARGE VOUCHER

I/We, **HORIZON AUTOMOTIVE PTE LTD** confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of **GBK 2375Z** the sum of Singapore Dollar **NINETEEN THOUSAND THREE HUNDRED SIXTY SEVEN AND CENTS FORTY FIVE ONLY (\$19,367.45)** 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 **GBG 4204S** and **GBK 2375Z** on **08/10/2020** along **BUKIT TIMAH EXPRESSWAY**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ SENSOR ONE PTE LTD**) 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 **THIAM HENG HUAT 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 10-3-22

HORIZON AUTOMOTIVE PTE LTD

Name of vehicle owner /Date

THIAM HENG HUAT PTE LTD

176 Sin Ming Drive
#05-14 Sin Ming AutoCare
Singapore 575721
Phone 82636295

GSI registration number: 201605960N

Bill To:

LONPAC INSURANCE BHD
300 BEACH ROAD
#17-04/07 THE CONCOURSE
SINGAPORE 199555

TAX INVOICE

DATE 31-Jul-21
Invoice No THH210733
Vehicle No GBG4204S
Make/Model Fiat Fiorino
Date of Accident 8-Oct-20

NO	DESCRIPTION	AMOUNT
	Lump sum repair costs	16,000.00
	(Surveyor recommended repair days : 24 days)	
		16,000.00
	7% GST	1,120.00
		\$ 17,120.00
TOTAL		\$ 17,120.00

THIAM HENG HUAT PTE LTD





Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 09 Oct 2020 / 16:41:15

Receipt Date/Time : 09 Oct 2020 / 16:41:09

Tax Invoice/Receipt

Receipt No. : ITNET-00000-201009-003110

Previous Receipt No. :

S/N	Item Description/ Business Transaction Reference No.	Amount Before GST (S\$)	GST Amount (S\$)	Amount After GST (S\$)
Result of Insurance Enquiry - GBK2375Z As at 08 Oct 2020/19:30:00 Insurance Co: LONPAC INSURANCE BHD				
1	Insurance Enquiry - GBK2375Z Enquiry Fee 20201009163903722266	7.00	0.49	7.49
Sub-Total		7.00	0.49	7.49
Total Before Rounding		7.00	0.49	7.49
Rounding Difference				0.04
Total Amount Payable				7.45
Paid By				
	20201009163917162	Direct Debit: eNETS Debit (Internet Banking)		7.45
Total				7.45
Cash Change				0.00
Tendered Amount				7.45
Excess Refundable Amount				0.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all payments to the Authority are good and promptly settled by the payment service provider / financial institution. Otherwise, the transaction and receipt is considered void and late fee may apply.

Asher Sng (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 19 August 2021 5:25 PM
To: Asher Sng (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: [MANDATE REQUEST] Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 LKK REF : CS/LPC20011005/Kes3n2-1 [External General]

Follow Up Flag: Follow up
Flag Status: Flagged

Lonpac External - General

Dear Asher

Please proceed to negotiate and settle TP claims at lowest possible sum.

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: Asher Sng (LKKAUTO) [mailto:AsherSng@lkkauto.com]
Sent: Wednesday, 18 August 2021 5:21 PM
To: ONG LI LI <llong@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][MANDATE REQUEST] RE: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 LKK REF : CS/LPC20011005/Kes3n2-1 [External General]

Dear Sirs,

We refer to the above matter.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **THIAM HENG HUAT PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 39,561.97	\$ 17,120.00
2. Loss of Use (5days x \$80.00)	\$ 2,800.00	\$ 2,800.00 (28days x \$100)

3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 42,369.42	<u>\$ 19,927.45</u>

**24 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval please.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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 <long@lonpac.com>

Sent: Wednesday, 11 August 2021 12:06 PM

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: RE: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 LKK REF : CS/LPC20011005/Kes3n2-1 [External General]

Lonpac External - General

Dear Asher

Please see attached.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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From: Asher Sng (LKKAuto) [<mailto:AsherSng@lkkauto.com>]

Sent: Wednesday, 11 August 2021 11:46 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; ONG LI LI <long@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 [External General] LKK REF : CS/LPC20011005/Kes3n2-1

Hi Li Li,

We refer to the above matter.

Kindly forward us a copy of insured GIA report to process with DS.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | fax: 6741-4108 | did: 6841-6051

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 6 August 2021 4:15 PM

To: 'ONG LI LI' <llong@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 [External General] LKK REF : CS/LPC20011005/Kes3n2-1

Dear Li Li,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Asher,

FYNA, CS/LPC20011005/Kes3n2-1

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: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>
Sent: Friday, August 6, 2021 2:40 PM
To: 'ONG LI LI' <llong@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: SUR <sur@lkkauto.com>
Subject: RE: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 [External General]

Dear Li Li,

Thanks you for the email.

Dear CS admin Team,

Fyna

Best Regards,

Huey Yon | Reports
LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Thursday, 5 August 2021 5:37 PM
To: Huey Yon (LKKAuto)
Cc: MT_Claim_SG; SUR
Subject: RE: Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754 [External General]

Lonpac External - General

Hi Huey Yon

Can this case be handled under direct settlement?

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse

Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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From: Huey Yon (LKKAuto) [<mailto:hueyyon@lkkauto.com>]
Sent: Thursday, 5 August 2021 3:35 PM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Survey Report of Vehicle GBG 4204S Ref: 20/20/20/VC00/023754

Dear Li Li,

Enclose Survey Report of GBG 4204S

Thank you.

Best Regards,

Huey Yon | Reports
LKK Auto Consultants Pte.Ltd.
Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933