

Asher Sng (LKKAUTO)

From: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>
Sent: Monday, 23 August 2021 10:57 AM
To: Asher Sng (LKKAUTO)
Cc: Andre Chow En De; Loi Ai Ting; Coco Lu Ting; Admin A
Subject: Your Ref: CC4/LPC21008318/Eea3 (SLK710J) Our Ref: SKW315R DOA: 27/07/2021
Attachments: SKW315R - Letter of Demand.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Dear Asher,

Pls. refer to attached LOD.

Our customer, **Chan's & Sons Enterprise** insured with **NTUC** claims as follows.

Cost of repair	\$ 2,086.50
Loss of rental	\$ 910.00 (\$130.00 x 7 days)
GIA search fee	\$ 2.00

Total	\$ 2,998.50

Appreciate if you could quantify your offer of settlement the soonest.

Thank you so much.

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Lauro Araos Songcuan JR
Sent: 17 August 2021 02:37 PM
To: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>
Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: RE: SKW315R (DPS) - FINALIZE TP CLAIM (LONPAC)

Dear Steve,

AUTHORIZATION TO ACT

I, CHAN'S & SONS ENTERPRISE ("the third party claimant")
of 363 SEMBAWANG ROAD GOODLINK PARK S758379 (address), owner of
SKW 315R (vehicle no.) hereby authorize

DIPLOMAT PARTS PTE. LTD.

("the workshop") to act for me with respect to my claim for repair costs
and/or rental and/or loss of use ("claim") for my vehicle no. SKW 315R
that was damaged pursuant to the accident which occurred on 27.07.2021
(date) along COMMONWEALTH AVENUE
(location) Involving vehicle no/s SLK 710J
(*the accident*).

I further authorized the workshop to settle my above mentioned claim in a
manner that they deem fit and the workshop is further authorized to receive
payment further to settlement of my claim with payment cheque/s being
made in favour of the workshop.

I further acknowledge that any settlement the workshop any reach on my
behalf is on a without prejudice and without admission of liability basis insofar
as the driver/owner/insurers of the other vehicle/s is concerned.

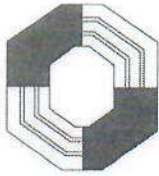
Dated this 29 day of 07 (month) 20 21 (year)



Signed by "the third party claimant"



Signed by "the workshop"



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VP05/024803
DATE : 16 SEPT 2021

DISCHARGE VOUCHER

I/We, **CHAN'S & SONS ENTERPRISE** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **SLK 710J** the sum of Singapore Dollar **TWO THOUSAND SEVEN HUNDRED EIGHTY EIGHT AND CENTS FIFTY ONLY (\$2,788.50)** 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 **SKW 315R** and **SLK 710J** on **27/07/2021** along **COMMONWEALTH AVENUE**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ LIM CHAN BIN**) 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 **DIPLOMAT PARTS 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.



22/09/21

Signature of vehicle owner/Date

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

CHAN'S & SONS ENTERPRISE

Name of vehicle owner /Date

**Diplomat Parts Pte. Ltd.**Company Reg No. 196400304H
GST Reg No. MR-8500111-X**TAX INVOICE**

Invoice Name & Address		Owner Name & Vehicle Info	
LONPAC INSURANCE BHD		Reg No/Reg Date	SKW315R / 14/10/2015
MOTOR CLAIM DEPARTMENT		Date In/Mileage	10/08/2021/ 86208
300 BEACH ROAD		Chassis No	RU11102297
#17-04/07 THE CONCOURSE		Engine No	L15B4022298
SINGAPORE 199555		Make/Model	Veze1 1.5X CVT
Contact No			

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00060	Cash	22/09/2021/ 11:23	TLC	884 / Lauro Songcuan	26478	61022556

Description of Goods / Services		Qty	Unit Price	Disc%	Amount
M	BPNLUMP				1950.00
	LUMP SUM REPAIR				
Z	TEXT				F.O.C.
	TP CLAIM LONPAC - SLK710J				
	DOA: 27/07/2021				
	SURVEY: STEVE (LKK) 06/08/2021				
	04 DAYS				

Parts	0.00	Nett	1,950.00
Labour	0.00	7% GST on	1950.00
Standard Menu	0.00		136.50
Specialist Job	0.00	Total Payable	2,086.50
Others (Lub, etc)	0.00	Paid	0.00
Sundry	1,950.00	Total Due	2,086.50
Total (w/o GST)	1,950.00		

DPS Auto Services

209 Pandan Gardens, Singapore 609339 Tel: (65) 6568 4558 Fax: (65) 6567 5258

INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

slk710j

Date of Accident

27/07/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **03/01/2021 - 02/01/2022**Requested By **LU TING (CYCLE & CARRIAGE A...**Requested Date **29/07/2021 16:35****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**

Asher Sng (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 14 September 2021 2:20 PM
To: Asher Sng (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [MANDATE REQUEST] RE: New Assignment (PRS) - Accident involving SLK710J & SKW315R on 27/7/2021 - Oref: 21/21/21/VP05/024803 *** LKK REF: 21/21/21/VP05/024803

Follow Up Flag: Follow up
Flag Status: Flagged

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Dear Asher

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
DID: 6279 9256 | 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: Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Sent: Wednesday, 8 September 2021 9:26 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][MANDATE REQUEST] RE: New Assignment (PRS) - Accident involving SLK710J & SKW315R on 27/7/2021 - Oref: 21/21/21/VP05/024803 *** LKK REF: 21/21/21/VP05/024803

Dear Sirs,

We refer to the above matter.

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

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 **DIPLOMAT PARTS PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 5,787.63	\$ 2,086.50
2. Loss of Rental (7days x \$130)	\$ 910.00	\$ 700.00 (7days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,699.63	\$ 2,788.50

**4 days recommendation for repair + 1day PRI + 2 days weekend (Sat & Sun)

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

Sent: Monday, 9 August 2021 12:46 PM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment (PRS) - Accident involving SLK710J & SKW315R on 27/7/2021 - Oref: 21/21/21/VP05/024803 ***
LKK REF: 21/21/21/VP05/024803

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

- preliminary advice
- Estimate cost of repair

Please take note that the case handler in-charge is Asher.

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

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: Friday, August 6, 2021 12:49 PM
To: 'KENNY LIM CHING GHEE' <kennylim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: New Assignment (PRS) - Accident involving SLK710J & SKW315R on 27/7/2021 - Oref: 21/21/21/VP05/024803

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Friday, 6 August, 2021 12:45 PM
To: 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: New Assignment (PRS) - Accident involving SLK710J & SKW315R on 27/7/2021 - Oref: 21/21/21/VP05/024803

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Dear team

Please refer to the email below and to arrange for a PRS on third party vehicle no. SKW315R at Cycle & Carriage soon. Kindly confirm liability with workshop (head to rear).

Attached herewith the relevant documents for your perusal.

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



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

From: KENNY LIM CHING GHEE

Sent: Friday, 6 August 2021 12:41 pm

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: OUR VEH SKW315R, YOUR VEH SLK710J ON 27/07/2021 - LPI Ref: 21/21/21/VP05/024803

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Without Prejudice

Dear Coco

We shall appoint LKK Auto Consultants for this survey.

They will contact you and advise you on liability shortly

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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Friday, 6 August 2021 12:25 pm

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]OUR VEH SKW315R, YOUR VEH SLK710J ON 27/07/2021

Dear officer in charge,

Please advise us the liability for this case, we attached the related documents for your record.

Please arrange survey for our customer car, car is in workshop.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Friday, 6 August 2021 12:34 pm
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

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