



ESTEEM

ESTEEM PERFORMANCE PTE LTD
UEN 200005485N

HEADQUARTERS / SHOWROOM / WORKSHOP
385 Sin Ming Drive
Singapore 575718
(T) 6753 2112 (F) 6451 0394

WORKSHOP
178 Sin Ming Drive
Sin Ming Auto Care #01-14, #01-15, #01-16
Singapore 575721
(T) 6484 1221 (F) 6484 7829

Your Ref : YP 5176 M

Our Ref : CIV2101003 / SLP 4438 T

Date : 28.09.2021

LONPAC INSURANCE BERHAD
100 BEACH RD
#19-00 SHAW TOWER
Singapore 189702

RE : ACCIDENT INVOLVING SLP 4438 T & YP 5176 M
ACCIDENT DATE 19.08.2021
ACCIDENT ALONG MOULMEIN RD

We are the workshop for the owner of motor vehicle no : SLP 4438 T which was involved in the captioned accident. The vehicle was surveyed by an independent appraiser and the claims below are based on its recommendation sum being for the repair cost and the period of repair (Strictly on a Without Prejudice Basis)

As the accident was caused by the negligent act of your insured YP 5176 M we are submitting these claims for your consideration.

1	Cost of repair	S \$	2,782.00
2	Loss of rental <u>4</u> days @ <u>\$66.95</u> / day	S \$	267.80
<div style="border: 1px solid black; padding: 5px;"><p>DOA : 19.08.2021 PRI Request : 19.08.2021 @ 11:44 Survey Date : 31.08.2021 @ 10:30 to arrange PRI Recommend : 4 days Weekend : Total : 4 days</p></div>			
3	LTA Fee	S \$	7.45
		S \$	3,057.25

We enclosed herewith the following documents to support the claims:-

- a) Authorization letter
- b) Final repair bill(s)
- c) LTA search
- d) GIA report(s) / result
- e) Insurance certificate, etc.....

Kindly look into the matter and let us hear from you on the settlement of our client's claim as soon as possible. Thank you.

Yours faithfully

Carmen Lim

Claims Executive

Email : carmen@esteemperf.com.sg

LETTER OF AUTHORITY

To Whom It May Concern:



ACCIDENT INVOLVING SLP4438T & YP5176M ALONG MOULMEIN RD
ON 19.08.2021 @ 10:30

I, Grab Rentals Pte Ltd Nric No. 201617200G
of 18, Sin Ming Lane, Midview City #01-08, Singapore 573960
Owner of motor vehicle no. SLP 4438 T do hereby appoint M/S
ESTEEM PERFORMANCE PTE LTD as my authorized representation and
_____ as my solicitors to write, to negotiate and settle my claim against
the other party/parties involved in the above mentioned accident. M/S ESTEEM
PERFORMANCE PTE LTD shall have absolute discretion to settle the matter at the best
terms.

I also confirm and instruct that any agreed settlement sum in respect of my claim be paid to
M/S ESTEEM PERFORMANCE PTE LTD and such payment will constitute a full and final
discharge of my claims.

I further authorize M/S ESTEEM PERFORMANCE PTE LTD to execute the discharge
voucher on my behalf.

Signature of Owner



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VC00/024864
DATE : 24 Nov 2021

DISCHARGE VOUCHER

I/We, GRAB RENTALS PTE LTD confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of YP5176M the sum of Singapore Dollar Three Thousand Fifty Seven and Cents Twenty Five Only (\$3,057.25) 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 SLP4438T and YP5176M on 19 AUG 2021 along MOULMEIN ROAD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ HONG LIAN GIM KEE / XIAO ZENGYAO**) 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 **ESTEEM PERFORMANCE 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

"The contents of this document apply to vehicle damages only
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

.....
Grab Rentals Pte Ltd @ 25.11.2021
.....
Name of vehicle owner /Date



ESTEEM PERFORMANCE PTE LTD

Blk 5033 Ang Mo Kio Industrial Park 2, #01-259/01-251, Singapore 569536.

Tel : 6484 1221 Fax : 6484 7829

385 Sin Ming Drive (Inside Vicom) Singapore 575718.

Tel : 6753 2112 Fax : 6451 0394

Co. Reg No. : 200005485N GST Reg No. : 20-0005485-N

M/S : LONPAC INSURANCE BERHAD
100 BEACH RD
#19-00 SHAW TOWER
Singapore 189702

ATTN: Motor Claim Department

Your Ref No: YP5176M
Claim Type: Third Party
Accident Date: 19/08/2021
TP Veh Reg No: YP5176M

Claim No: CER2100647
Final No: CIV2101003
Date: 21 Sep 2021
Policy No:
Veh Reg No: SLP4438T
Make/Model: HONDA VEZEL HYBRID
1.5X A
Chassis No: RU31245254
Engine No: LEB5945272
Reg. Date: 05/06/2017

Tax Invoice to Vehicle No :SLP4438T

Description	Quantity	List Price	Amount
		<u>S\$</u>	<u>S\$</u>
Others			
1 LUMP SUM	1 PCS	2,600.00	
		2,600.00	2,600.00
Total			S\$ 2,600.00
Add GST @ 7%			182.00
Total Amount Payable			<u>S\$ 2,782.00</u>

TOTAL: SINGAPORE DOLLAR TWO THOUSAND SEVEN HUNDRED EIGHTY TWO ONLY

The above vehicle was surveyed by KENNETH on 31/08/2021

For Esteem Performance Pte Ltd



E. & O. E.

AUTHORISED SIGNATURE



Renter Details

Name	Lim Beng Lin
NRIC	S1637088F
Driver's License	S1637088F
Address	Blk 315C Anchorvale Road #08-176
Date of Birth	14 Jan 1964
Telephone Number	NA
Mobile Number	6590022853

Vehicle Description

Vehicle Number	SLP4438T
Make & Model	Honda Vezel

Rental Period

Rental Agreement	44943
Agreement Start Date	30 Nov 2020
Minimum Rental Period End Date	29 Nov 2021
Minimum Rental Period (days)	364

Rental Charges

Package Name	hondavezelhybrid_mileage_augoffer_12m_66.95_030820_grb
Promotional Rental Rates	S\$66.95 / daily from 30 Nov 2020* to 29 Nov 2021
Open Contract Rental Rates	Please see note below**
Total Deposit Collected	S\$500.00 (as at 30 Nov 2020)
Package notes	GRB Acq & Recon fr 03aug

*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.

**Promotional Rental Rates applicable till end of Minimum Rental Period, Lessor reserves the right to increase Rental Rates thereafter to a Rate which it deems appropriate, and may do so on more than one occasion. Before any Rental Rate increment is implemented, Lessor will provide the Renter with 14 business days' notice through the relevant communication channels, including (but not limited to) SMS and/or messages through the Grab Driver App.

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

**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;
- (j) for the Lessor to comply with its obligations under law; and
- (k) to investigate and process any insurance claims relating to the vehicle rented by me.

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:

Land Transport Authority

Land Transport Authority
10 Sin Ming Drive
Singapore 575701

GST Registration No. : M4-0006529-2

Print Date/Time : 19 Aug 2021 / 11:38:25

Receipt Date/Time : 19 Aug 2021 / 11:38:24

Tax Invoice/Receipt

Receipt No. : ITNET-00000-210819-001339

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 - YP5176M As at 19 Aug 2021/10:30:00 Insurance Co: LONPAC INSURANCE BHD				
1	Insurance Enquiry - YP5176M Enquiry Fee 20210819113734853408	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				
	512972XXXXXX5823	eNETS Credit Card		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.

RE: [SEEK MANDATE] - REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]

ONG LI LI <llong@lonpac.com>

Wed 24/11/2021 2:58 PM

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

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

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".

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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: Monday, 22 November 2021 3:08 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 PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]

Your ref: **21/21/21/VC00/024864**

Our ref : CC4/LPC21008720/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP5176M(LONPAC) AND SLP4438T(TP) ON 19/08/2021

We refer to the above matter.

We have highlighted to your good office on 24/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver collided onto third party from behind while third party was making a U-turn. Liability is not in our driver favour.

We seek your approval to offer repairer **"ESTEEM PERFORMANCE PTE LTD"** at **\$3,057.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,906.83	\$ 2,782.00 (\$2,600.00 + 7%GST)
2. Loss of Rental (4days x \$66.95)	\$ 267.80	\$ 267.80 (5days x \$100.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 6,182.08	<u>\$ 3,057.25</u>

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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

Sent: Saturday, 4 September 2021 11:35 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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

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: ONG LI LI [<mailto:long@lonpac.com>]

Sent: Tuesday, August 24, 2021 10:12 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]

Lonpac External - General

Dear Mei Kwan

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

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: Tuesday, 24 August 2021 9:17 AM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: TBA [External General] *** LKK REF: CC4/LPC21008720/ba3

Dear Li Li,

We refer to the above matter.

Enclosed here with the following for your perusal.

- TP GIA report
- TP video - https://drive.google.com/file/d/1mXMqDtF5g5RIj_sxvVrizVGrF4sJlFwL/view?usp=drive_web

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

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: ONG LI LI <long@lonpac.com>
Sent: Thursday, 19 August, 2021 12:44 PM
To: serence <serence@esteemperf.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;
assignments@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>

Cc: Carmen Lim <carmen@esteemperf.com.sg>; jenny chong <jaynee@esteemperf.com.sg>
Subject: RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: TBA [External General]

Lonpac External - General

Without Prejudice

Dear Serence

We are not agreeable with your list of surveyors and we shall appoint LKK Auto Consultants Pte Ltd to conduct the survey.

Dear Summer

FYA –our Insured has not reported the accident.

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: serence [<mailto:serence@esteemperf.com.sg>]
Sent: Thursday, 19 August 2021 11:44 AM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Carmen Lim <carmen@esteemperf.com.sg>; jenny chong <jaynee@esteemperf.com.sg>
Subject: REQUEST FOR PRI SURVEY SLP4438T

Dear Sirs / Madam,

ACCIDENT INVOLVING SLP4438T & YP5176M on 19.08.2021

We hereby give notice on behalf of the owner of motor vehicle registration no.

SLP4438T that this vehicle was involved in an accident on **19.08.2021** with motor vehicle registration no.**YP5176M** the driver of which was insured with **LONPAC INSURANCE BHD** and caused the accident by negligent driving/ control/ management. A copy of our client's Singapore Accident Statement filed is enclosed.

We propose the following surveyors:

1. **FormTeam Consultancy Pte Ltd – Mr Chow Bo Xiong**
2. **Vicom Ltd – Mr Tommie Lim**
3. **JP Knights Pte Ltd – Mr Anthony Lim**
4. **Infiniti Appraisal Service - Mr Cedric Ng**
5. **Quantum Risk Management – Mr Andrew Aw**

Please be informed that the said vehicle can be inspected at :

Name of workshop : Esteem Performance Pte Ltd

Address : 385 Sin Ming Drive Singapore 575718

Tel : 6753 2112

Fax : 6451 0394

In the event, you are not agreeable to the above, you may appoint your independent surveyor to assess our client's car without delay. May we propose in line with the amicable and fair spirit of settlement for both surveyors to meet, appraise the vehicle in the repairer's presence and agree on a fair amount.

Take Further Notice that in the event you fail to respond within **2 working days** (excluding Saturdays, Sundays and Public Holidays) of your receipt of this notice as to whether you wish to carry out or waive a pre-repair survey, the workshop will proceed to repair the vehicle and/ or have it surveyed as they deem fit, without further notice and without prejudice to the right to claim loss of use in accordance with the Pre-action Protocol for Non-Injury Motor Accident Cases

We will email you the GIA report once receipt from Flash reporting.

Thank you.

Freundliche Grüße / Best Regards

Serence Chee

Claims Assistant | Operation Division

(E) serence@esteemperf.com.sg

**ESTEEM PERFORMANCE PTE LTD
HEADQUARTERS (SHOWROOM /
WORKSHOP)**

385 Sin Ming Drive, Singapore 575718
(T) +65 6753 2112 | (F) +65 6451 0394

BRANCH (WORKSHOP)

176 Sin Ming Drive, Sin Ming Autocare
#01-14/15/16, Singapore 575721
(T) +65 6484 1221 | (F) +65 6484 7829

www.esteemperformance.com

