



Lonpac Insurance BHD
300 Beach Road
#17-04/07, The Concourse
Singapore 199555
Attn: Motor Claims
Yr Ref: CC4/LPC21008944/es3 (SLP8242P)

Norah Khai From
6768 9911 Telephone +65
6841 1183 Telefax +65
Nora.khai@premiumauto.com.sg Email
Body & Paint Dept Our Dept
PA/TP/0692/2021/NH Our Ref

4-Jan-2022 Date
1 Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SLA 4684 C - HARRIER PREMIUM 2.0 CVT

With reference to the above-mentioned vehicle, no. **SLA 4684 C**, claimant, **Mr. Phang Chee Meng**, please find the related document per attached.

1. A copy of the Original invoice no. 85017081 – S\$ 4,974.97.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. Loss of Use – S\$ 400.00 (S\$ 100.00 x 4 working days)
5. A copy of the GIA search – S\$ 2.00

Premium Automobiles Pte Ltd,
Showroom
9 Leng Kee Road
Singapore 159090
Telephone (65) 6566 1111
Telefax (65) 6471 3733

Service & Parts Centres
55 Ubi Rd 1
Singapore 408699
Telephone (65) 6336 2323
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

This is a computer-generated document. No signature is required.

Norah Khai
Claims Dept

Encl
Lonpac Insurance – SLA 4684 C

Authorization Letter

PA/TP/0692/2021/KS

9TH September 2021

Mr. Phang Chee Meng
Blk 53 Havelock Rd
Singapore 161053

Lonpac Insurance BHD
300 Beach Road
#17-04/07, The Concourse
Singapore 199555
Attn: Motor Claims Dept
Yr Ref: SLP 8242 P

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SLA 4684 C & SLP 8242 P
AT THE U-TURN OF NAN YANG GIRL'S HIGH SCHOOL TOWARDS
DUNEARN ROAD ON 24/08/2021.**

I am the owner of SLA 4684 C.

I confirmed that I will be claiming for Loss of *Use* and hereby authorized your esteemed company to settle the Loss of *Use* and repair bill directly with Premium Automobiles Pte Ltd.

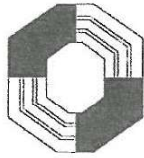
Your kind attention will be greatly appreciated.

Yours faithfully,



Mr. Phang Chee Meng

Copy to Norah Khai, Premium Automobiles Pte Ltd



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VP05/024878
DATE : 19 APR 2022

DISCHARGE VOUCHER

I/We, **PHANG CHEE MENG** confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of **SLP 8242P** the sum of Singapore Dollar **FIVE THOUSAND THREE HUNDRED SEVENTY SIX AND CENTS NINETY SEVEN ONLY (\$5,376.97)** in full and final satisfaction, liquidation and discharge of all injury/property losses competent to me/us upon the said M/s **LONPAC INSURANCE BHD** in respect of all injury/property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving **SLA 4684C** and **SLP 8242P** on **24/08/2021** along **THE U-TURN OF NAN YANG GIRLS' HIGH SCHOOL TOWARDS DUNEARN ROAD.**

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ CHITTY RAMANATHAN PARVATHI**) 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 **PREMIUM AUTOMOBILES 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.

04.05.2022

.....
Signature of vehicle owner/Date

PHANG CHEE MENG 04.05.2022

.....
Name of vehicle owner /Date

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6836 2223
Main Telefax 6471 3733
Co. & GST Reg. No.: 199902271W

Alexandra Service Centre
281 Alexandra Road
Singapore 159938
Main Telephone 6388 2223
Main Telefax 6475 1023

Ubi Service Centre
55 Ubi Road 1
Singapore 408699
Main Telephone 6388 2323
Main Telefax 6841 1183

Customer Service
Service Appointment 6366 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 15:02

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

Invoice No: 85017081
Date : 30/12/2021
Order : SLA4684C
Term : 30

Account: L0003 (T 0)
LONPAC INSURANCE BHD
MOTOR CLAIM DEPT
300 BEACH ROAD,
#17-04/07
THE CONCOURSE
SINGAPORE 199555

Regn No: SLA4684C (V 50741)

Regn Date: 01/03/2016

Mileage: 89992

WIP No.: 42437

Model: HARRIER PREMIUM 2.0 CVT

Chassis: ZSU600071242

Engine: 3ZRB720438

Dept: U

You have been assisted by :- UB-Lim Kee Siang (43)

		Details	Qty	Unit Price	Amount
S	BODYWORK	M: TO REMOVE AND REINSTALL REAR PARKING AID AND REAR LID KICK SENSOR.CHECK FUNCTION.	360.00	1.00	360.00
S	BODYWORK	M: TO DISMANTLE AND RENEW REAR BUMPER AND REAR LID.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED.	500.00	1.00	500.00
S	BODYWORK	M: TO RESPRAY REAR BUMPER AND REAR LID.	1000.00	1.00	1,000.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	ZJ-TH5215948130	C0 REAR BUMPER	1.00	1500.00	1,500.00
X	ZJ-TH5216948060	RR BUMPER LWR SPOILE	1.00	450.00	450.00
X	ZJ-TH5216116010	ROC BUMPER CLIP	15.00	4.50	67.50
X	ZJ-TH7544248140	BOOT PLATE (HARRIER)	1.00	150.00	150.00
X	ZJ-TH8934148030	A0 REAR SENSOR	1.00	400.00	400.00
X	ZJ-TH5259948020	RR BUMPER STOPPER	2.00	15.00	30.00

Parts 2,597.50
Labour 0.00
Sublet 2,052.00
Menus 0.00
Lubricant 0.00

Sub-Total 4,649.50

7% GST 325.47

Grand Total 4,974.97



Received by

For & on behalf of
Premium Automobiles Pte Ltd

INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

SLP8242P

Date of Accident

24/08/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **20/06/2021 - 19/06/2022**Requested By **WONG KHONG SENG (PREMIU...**Requested Date **24/08/2021 18:30****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: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 14 April 2022 12:28
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG; Admin A
Subject: RE: [MANDATE REQUEST] RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Follow Up Flag: Follow up
Flag Status: Completed

Lonpac External - General

Dear Asher

Please proceed.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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: Thursday, 14 April 2022 11:36 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [MANDATE REQUEST] RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Hi Li Li,

Enclosed the email for your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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 <llong@lonpac.com>

Sent: Thursday, 14 April 2022 10:22

To: Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: [MANDATE REQUEST] RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Lonpac External - General

Dear Asher

I did not receive your earlier email of 15 March 2022. Please resend.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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, 13 April 2022 5:03 PM

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

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

Subject: RE: [MANDATE REQUEST] RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Hi Li Li,

We refer to the email dated 15/03/22.

Third party is chasing for settlement.

Kindly let us have your approval / instruction if any.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Asher Sng (LKKAUTO)
Sent: Tuesday, 15 March 2022 14:59
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [MANDATE REQUEST] RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021
LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 06/09/21 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 **PREMIUM AUTOMOBILES PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 20,286.67	\$ 4,974.97
2. Loss of Use (4days x \$100)	\$ 400.00	\$ 400.00 (4days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 20,688.67	<u>\$ 5,376.97</u>

**4 days recommendation for repair.

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

The above is for your approval please.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: ashersng@lkkauto.com | did: 6841-6051 | Mobile: 8839 9816

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: Monday, 6 September 2021 11:14
To: ONG LI LI <long@lonpac.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Dear Sir / Mdm,

We refer to the above matter.

We have inspected third party vehicle SLA 4684C at M/s PREMIUM AUTOMOBILES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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

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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, August 25, 2021 5:03 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: RE: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 LKK REF : CC4/LPC21008944/es3 Our Ref:21/21/21/VP05/024878 [External General]

Lonpac External - General

Dear Su Li

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.

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From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Wednesday, 25 August 2021 4:31 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Re: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 [External General] LKK REF : CC4/LPC21008944/es3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

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

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, August 25, 2021 10:17 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: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Wednesday, 25 August, 2021 9:36 AM

To: Claims <claims@premiumauto.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com

Subject: FW: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear George,

For liability clearance and Direct Settlement, please liaise with appointed surveyors.

Aside to LKK- Attn : Nivitha/Summer

FYA

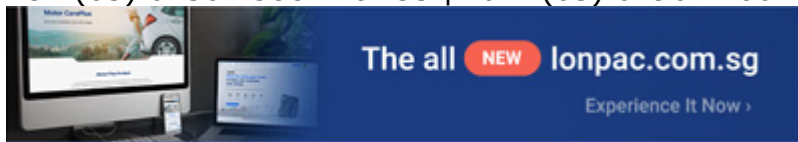
Best Regards

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.

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From: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Wednesday, 25 August 2021 9:00 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: 'Claims' <claims@premiumauto.com.sg>

Subject: ACCIDENT BETWEEN SLA 4684 C AND YOUR INSURED SLP 8242 P DATED 24/08/2021

Dear All,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report for your reference and we will send you the estimate once it is ready.

Please provide surveyor list for PRI

Thank you.

**Best regards,
George Wong
Claims advisor**

PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 **d.** 66900293

e. Claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 **p.** +65 68362223



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