

Borneo Motors (Singapore) Pte Ltd Inchcape Bodycare Centre Level 4, Inchcape Centre 2 Pandan Crescent Singapore 128462 Tel: +65 6631 1855/1500 Fax: +65 6872 7260 www.borneomotors.com.sg

Our Ref: BMS2022/04/PD0372 DS(ST) Your Ref: 20/21/21/VP05/024903

28 Apr 2022

BY HAND (INS COPY)

M/S. LONPAC INSURANCE BERHAD C/O LKK AUTO CONSULTANTS PTE LTD

Attn : Officer In-Charge Dept : Motor Claims

RE: ACCIDENT INVOLVING SLM8471K AND SMM4818J ON 28 Aug 2021

Dear Officer,

We refer to the above captioned.

The accident was caused by the negligence of your insured and as a result, our client has incurred the following losses:

A.	Repair Cost	- \$5,523.66	В.	LTA Search	- \$2.00	
C.	Excess	×	D.	Loss of Use	2	
E.	Loss of Rental	- \$503.60(\$62.95x8days)	F.	Others	=	
G.	Medical Claims -			Total Claim	- \$6,029.26	
		-Undertake By Claimant		Total Claim	- 30,025.20	

We would appreciate if you could revert to us with an offer to settlement within **8 working weeks** as required under NIMA Protocol.

Enclosed are the following documents for your kind perusal:

(√) Original Tax Invoice

(X) Discharge Voucher

(✓) Car Rental Invoice/Agreement

(X) Original Photograph X _____

(✓) GIAS/Police Report/s

(X) Original/Photocopy Survey

(√) Certificate of Insurance

(√) LTA Search Fees

(✓) Letter of Authority

(X) Medical Receipt

Yours faithfully,

TPR Team

Claims Service Department

F:68727260 E: claimstatusenquiry@borneomotors.com.sg

^{*}Cheque is to be made payable to <u>BORNEO MOTORS (SINGAPORE) PTE LTD</u> & mail it to, Inchcape Bodycare Centre Level 4, Inchcape Centre, 2 Pandan Crescent, Singapore 128462, Attn: TPR Department*

LETTER OF AUTHORITY

ACCIDENT INVOLVING SLM 8471K and SMM 48187 on 28/8/21 along Own vehicle's number Other vehicle's number Date of accident							
KT E							
Accident location							
BY THE LETTER OF AUTHORITY, I/we, GRAB RENTALS PTE LTD							
Name of Policy Holder & (IC/Passport/Company Registration) number							
of 6 BATTERY ROAD #38-04 SINGAPORE 049909							
Address of Policy Holder							
owner of Vehicle Registration No. SLM 8471 hereby appoint BORNEO MOTORS (SINGAPORE) PTE LTD (hereinafter refers to BMS), a company incorporated in Singapore and having its registered office at NO 2 PANDAN CRESCENT SINGAPORE 128462 to do all or any of the following:							
 To submit, resolve and make any claims (including the commencement of legal proceedings) which *I/we may have against the other *party/parties to the Accident and under the insurance *policy/policies taken up by such *party/parties or alternatively under Insurance Policy number taken up by *me/us and pay the compulsory excess in respect of the cost of repairs suffered by *me/us arising from the Accident (loss and damage). 							
 To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of Cheque in favors of <u>BORNEO MOTORS (SINGAPORE) PTE</u> <u>LTD</u> and give a valid receipt and discharge, therefore. 							
For any of the purpose aforesaid, to execute, sign and deliver all documents whatsoever in relation thereto.							
4. Generally, do all such acts as it shall deem necessary for the purpose of settling such claim.							
*I/We hereby declare that all acts, instruments and documents done by virtue of this letter of authority on *my/our behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by *me/us in *my/our own proper person(s) and *I/we hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.							
*I/We hereby further declare that the letter of authority hereby conferred shall remain irrevocable.							
*I/We further confirm that the acceptance by BMS of the settlement amount in respect of such constitute the full discharge of *my/our claim(s) in respect of such loss and damage.							
IN WITNESS WHEREOF, *I/we have hereunto to set *my/our hand and sign this on30 of the month08Year 2021							
Signed & Delivered By: (To be sign by the policy nolder only) **Please stamp the company chop for vehicle registered under a company's name							

*delete as appropriate



LONPAC INSURANCE BHD

CLAIM NO : 20/21/21/VP05/024903

DATE

: 27 MAY 2022

DISCHARGE VOUCHER

I/We, GRAB RENTALS PTE LTD confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of SMM 4818J the sum of Singapore Dollar FIVE THOUSAND NINE HUNDRED SIXTY SIX AND CENTS THIRTY ONE ONLY (\$5,966.31) 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 SLM 8471K and SMM 4818J on 28/08/2021 along KJE.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ RAMASAMY SUBRAMANIAM) 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 BORNEO MOTORS (S) 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

GRAB RENTALS PTE LTD 2/6/2022

Name of vehicle owner /Date

This settlement does not preclude/prejudice the Claimant/Driver/Passenger for personal injury at a later date should such a claim arises.



Borneo Motors

TOYOTA

Co. Reg No. : 196700086Z GST Reg No. : MR-8500000-9 No. 2 PANDAN CRESCENT

SINGAPORE 128462, Tel no.: 6631 1188

TAX INVOICE

Account Details			Account No	Document No. 6 B		Customer Details M/S Grab Rentals Pte Ltd 6 Battery Road #38-04 Singapore 049909						
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia		3805884										
				28/09/20	A Committee of the Comm		Work: 65703925					
Ye	ar	Model	Variant	Reg. Date	Reg. No.	Kilom	eters \	Nip No.	Order N	o. / Remark	ks	
20	17	ZVW50R A	HXEBW Q3	13/04/2017	SLM8471K	2580	002	64351 66	TP/SLM	8471K/280	0821	
	C	Chassis No.	Engine No.	Terms	SA / Counter		Ve	ehicle In	Co	ollected On	1	
JT	DK	B3FU803554660	2ZRS031607	60	Shashitharar	1	30/08/2	021 15.35	28/09/	2021 22	2.25	
L	Cd		Job/Parts Des	cription			Qty	Unit Price	Disc %	Am	nount	
1 2 3 4 5 6 7 8 9 10 11 12 13 14	B B S B B 1 2 3 4 5 6 7	BP-LAB2 CHECK VBP-LAB2 DRILL HCBP-SUBLET RESET BP-LAB2 REPL ACSTRAIGHTEN AND RBP-RES2 RESSPR U52575-47040 REU52159-47913 COU52169-47020 COU52453-47010 GUS52161-0K040 PIEU52565-47900 FILU81581-47011 LEI	DATE SURVE DAYS:4 AUTHORISED ON: VIRING AND CON DLE AND INSTALL ECU C AFF PARTS AN	ATE:28/08/21 EY:30/08/21@ DUCT LEAK TE: REVERSE SEN D PANEL F AREA A PER R R,	ST	BP29 BP29 0742 BP29 BP53	1.00 1.00 1.00 1.00 13.00 1.00 1.00	118.90 447.20 15.50 582.20 4.10 124.90 506.70 48.40		1 1 14 11 1 4 5	50.00 180.00 180.00 140.00 147.20 15.50 582.20 582.20 682.20	
		behalf of Motors (Singapore) Pte	Customer Please acknowledg	's Signature re receipt of vehicle	Parts Labour Sublet Lubrication/Fluid Others	ummary	/	Total Less				



TOYOTA

Co. Reg No. : 196700086Z GST Reg No. : MR-8500000-9 No. 2 PANDAN CRESCENT

SINGAPORE 128462, Tel no.: 6631 1188

TAX INVOICE

Account Details Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia		100000000000000000000000000000000000000	Document No. 6 B. #38 Sing		Customer Details M/S Grab Rentals Pte Ltd 6 Battery Road #38-04 Singapore 049909 Work: 65703925					
		Document 3805884								
50	42.70	0.6740 AV 85	VIII.	20-1 22-50		200-0		1885 N - 5515		86.1
Year	Model	Variant	Reg. Date	Reg. No.	Kilomete	ers W	ip No.	Order N	o. / Re	marks
2017	ZVW50R	AHXEBW Q3	13/04/2017	SLM8471K	25800	2 64	4351 66	TP/SLM	8471K	/280821
C	Chassis No.	Engine No.	Terms	SA / Counter		Veh	icle In	C	ollected	d On
JTDKI	B3FU803554660	2ZRS031607	60	Shashitharan		30/08/202	15.35	28/09	/2021	22.25
L Cd		Job/Parts Desc	cription			Qty (Jnit Price	Disc %		Amount
15 9	⊤75441-47130	PLATE, LUGGAGE CO	OMPT			1.00	55.20			55.20
	behalf of Motors (Singapore)	Pte Ltd Customer'	s Signature	Charge Su	mmary		Total	20/		5,162.3
		i icase dominimistag	e record to follow	Parts Labour		1,952.30 3,030.00		J%		361.3
				Sublet Lubrication/Fluid	180.00 Less		Less			0.0
				Others	0.00		Amount Due 5			5,523.66

Schedule Rental agreement # 68160

GrabRentals

Renter Details

Akhmad Jati Kasetyo Bin Purwanto

Name NRIC

S8837761C

Driver's License

S8837761C

Address

Blk 166B Teck Whye Crescent #10-367

Date of Birth **Telephone Number** 25 Sep 1988 6591150257

Mobile Number

6591150257

Vehicle Description

Vehicle Number

SLM8471K

Make & Model

Toyota Prius

Rental Period

Rental Agreement

68160

Agreement Start Date

10 Aug 2021

Minimum Rental Period End

21 Dec 2021

Minimum Rental Period

182

(days)

Rental Charges

Package Name

toyotapriushybrid mileage sepgr4 6m \$62.95 210920 nofrills

Promotional Rental Rates

S\$62.95 / daily from 10 Aug 2021* to 21 Dec 2021

Open Contract Rental Rates Please see note below**

Total Deposit Collected

S\$500.00 (as at 10 Aug 2021)

Package notes

Nofrills Acq & Recon fr 21Sep

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

^{*}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.

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

SMM4818J

Date of Accident

28/08/2021

Reset

% RESULT & RECEIPT

TP Insurer Enquiry Insurance Lonpac Insurance Bhd Period of Insurance 17/10/2020 - 16/10/2021 Requested By Ashlyn Chng (Borneo Motors P... Requested Date 30/08/2021 11:17

Payment details

Request Amount: **\$\$1.87** GST Amount: **\$\$0.13**

Total Amount Due (GST Inclusive): **\$\$2**

General Insurance Association

Records Management Centre GST Registration No: **M400017735**

Asher Sng (LKKAuto)

Sent: Friday, 29 April 2022 12:39 PM

To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG

Subject: RE: [MANDATE REQUEST] RE: Direct Settlement (ST) - Accident Involving SLM8471K

(GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref:

20/21/21/VP05/024903[External Confidential]

Follow Up Flag: Follow up Flag Status: Flagged

Lonpac External - General

Dear Asher,

Please proceed as proposed.

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

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: Friday, 29 April 2022 10:28 am

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

Cc: MT Claim SG <mt claim@lonpac.com>

Subject: [MANDATE REQUEST] RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J

DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 01/09/2021 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 BORNEO MOTORS (S) PTE LTD is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 8,341.93	\$ 5,523.66
2. Loss of Use (8days x \$62.95)	\$ 503.60	\$ 440.65 (7days x \$62.95) *Leasing from GRAB
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,847.53	<u>\$ 5,966.31</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.

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: <u>ashersng@lkkauto.com</u> | 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: Wednesday, 1 September 2021 9:28 PM
To: KENNY LIM CHING GHEE < kennylim@lonpac.com>

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

<jasperchua@lkkauto.com>

Subject: RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Dear Kenny,

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

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: KENNY LIM CHING GHEE [mailto:kennylim@lonpac.com]

Sent: Tuesday, August 31, 2021 3:21 PM

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

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

<jasperchua@lkkauto.com>

Subject: RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH

GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

From the video, TP had stopped to given way to a motorcyclist. And OI hit onto its rear.

Since liability is down on OI, please porceed with direct settlement.

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

Sent: Tuesday, 31 August 2021 3:01 pm

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

Cc: MT Claim SG <mt claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto)

<<u>jasperchua@lkkauto.com</u>>

Subject: RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Dear Kenny,

We refer to the above matter.

Enclosed TP video for your perusal.

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: KENNY LIM CHING GHEE [mailto:kennylim@lonpac.com]

Sent: Tuesday, August 31, 2021 12:36 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-

a@lkkauto.com>

Cc: MT_Claim_SG <mt claim@lonpac.com>

Subject: RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH

GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Lonpac External - Confidential

Dear Summer

Please see attachment for a copy of our Insd's GIA report 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



"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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 30 August 2021 12:29 pm

Cc: MT Claim SG <mt claim@lonpac.com>

Subject: RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH

GROUNDED) [External Confidential]

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 30 August, 2021 12:01 PM

To: assignments@lkkauto.com

Cc: MT Claim SG <mt claim@lonpac.com>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Subject: FW: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH

GROUNDED) [External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivitha/Summer,

FYA. Our insured has not lodged the accident report.

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



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

Lonpac External - Confidential data is for use by authorised external parties only.

From: Ashlyn Chng [mailto:Ashlyn.Chng@inchcape.com.sg]

Sent: Monday, 30 August 2021 11:19 am

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: Suraidah B Saidi PTCBC < Suraidah B. Saidi@inchcape.com.sg>

Subject: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH

GROUNDED)

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SMM4818J** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, <u>Shashi @ 9336 6875 / 6631 1864</u> located at <u>2 Pandan Crescent / Level 4</u> for an appointment to inspect our client's vehicle (<u>currently vehicle IN</u> workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards, Ashlyn Chng

D: 6631 1874 | F: 6872 7260 | E: <u>Ashlyn.chng@inchcape.com.sg</u> Inchcape Centre

Level 4, Bodycare Centre 2 Pandan Crescent Singapore 128462

www.borneomotors.com.sg I www.lexus.com.sg I www.toyotasingapore.com.sg | www.hino.com.sg | www.hino.com.sg |