

### Letter of Demand

Your Ref : SGS 2574P

Our Ref

: OPR/02082021/TP-10829 - SLF996&A

Date

28/10/2021

#### LONPAC INSURANCE BHD.

BLK 100 BEACH ROAD -#19-00 SHAW TOWER Singapore - 189702

Attn

**Motor Claim Department** 

Subject

ACCIDENT INVOLVING VEHICLE NUM: SLF-9968-A, SGS2574P ON 02/08/2021

AT TOWARD UPPER BUKIT TIMAH ROAD JUNCTION

Dear Sir / Madam,

We would like to append our losses as follows:-

AMOUNT (\$)

1. Repair Cost

2,461.00

2. Loss Of Rental (4 days)

997.24

3. Miscellaneous - GIA Search Invoice

2.00

TOTAL

3,460.24

Enclosed:

Copies of Repair Cost Invoice, Hiring Agreement, GIA Search Invoice & GIA Report for

your perusal and kind attention.

Kindly look into the matter and revert to us as soon as possible.

Thank you,

Yours faithfully,

Lim Ai Lee 🤟

CLAIM DEPARTMENT

DID: 66547920

FAX:

EMAIL: ailee.lim@ethozgroup.com

Date

19/08/2021

To ()

#### ETHOZ PROTECT PTE LTD

30, Bukit Batok Crescent, Singapore 658075

50, Gul Crescent, Singapore 629543

22. Tampines Street 92, Singapore 528876

From

Ng Hin Pak

(Name of Owner & Policyholder/Authorising Party\*\*)

CLAIM VEHICLE NO.; SLF9968A

ACCIDENT DATE:

02/08/2021 18:21

LOCATION:

Dairy Farm Rd > Upper Bukit Timah Rd Jinction

OTHER VEHICLE (S): SGS2574P

(IF ANY)

1. I hereby authorise ETHOZ PROTECT PTE LTD

("ETHOZ") to: -

a. proceed with the repairs (the "Repair") to the above accident (the "Accident") damaged vehicle (the "Vehicle"); and

υ,

act as sole and principal agent to claim (the "Claim") on my behalf for the damage to the Vehicle (the "Damage") from my insurer in question (the "Insurer") until the Claim is wholly completed, settled and/or resolved. [Claim against own insurer(s)].



act as sole and principal agent to claim (the "Claim") on my behalf for the damage to the Vehicle and/or \*\* bodily injury sustained as a result of the Accident (collectively known hereinafter as the "Damage") from the Third Party and/or Third Party Insurer in question (collectively known as the "Third Party") until the Claim is wholly completed, settled and/or resolved. [Claim against Third Party].

2. I confirm that ETHOZ's authorisation shall include without limitation paying for all relevant reports/documents, corresponding and negotiating with the Insurer/Third Party\*\* and any other relevant parties, correspondence of any nature with solicitors, appointing solicitors to act in connection with the Claim and, any or all such other tasks concerning the settlement, resolution and/or completion of the Claim;

Where authorising party is not vehicle owner and poliryholders

I am duly authorised by the owner and policyholder of the Vehicle to enter into this Agreement with ETHOZ on his behalf. Unless the context otherwise requires, any references to "me", "my", "I" and the like in this Afreement shall be taken to mean the vehicle owner and policyholder.

Page 1 of 3
\*Tick where applicable.
\*\* Delete as appropriate.

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#### EXCEPT : -

- such matters or tasks that the Insurer/Third Party\*\* and/or the law requires me to personally attend to; and
- b. the due submission of the Claim to the Insurer (where applicable)
- I understand if I submit a claim of whatever nature to my own insurer(s) FOURTEEN (14) days after the Accident (or such other time stipulated by my own insurer(s) and/or the law), such claim will not or may not be accepted by my own insurer.
- 4. I further confirm and accept that :
  - a. To the extent permitted by law: -
    - I will indemnify and keep ETHOZ indemnified in connection with or arising from the Claim; and
    - ii. That notwithstanding this Agreement or otherwise, under no circumstances will I (jointly or severally) in any manner hold ETHOZ liable for losses/damages of whatever nature arising from or in connection with the Claim.
- 5. ETHOZ does not guarantee and never represented that the Insurer/Third Party\*\* will fully indemnify me for the Damage and/or the Repair's costs **AND**, that I shall be and continue to be liable to ETHOZ for the whole of the Repair's costs.
- 6. I agree and accept "ETHOZ's Deposit refund policy". If the final successful percentage of indemnity/contribution/liability from or of the Insurer/Third Party\*\* in respect of the Repair's costs to me is: -

a. 50% and below

100%

NO REFUND

b.

FULL REFUND

- 1 shall inform and forward to ETHOZ all correspondence and letters received by me from the Insurer/Third Party\*\*, any other insurer, solicitors, governmental authorities and/or, any other relevant party.
- 1 shall fully co-operate with and act expeditiously on any requests by ETHOZ, particularly the signing/endorsement/execution of any "Discharge Voucher", failing which I shall be liable to ETHOZ for the full repair costs and the expenses incurred (directly or indirectly) by ETHOZ in connection with the Claim.

#### I shall not; -

9.

a. respond to correspondence and letters; and

be negotiate agree or accept any offer from the Insurer/Third Party\*\* or any other relevant party; without consultation of and expressed approval from ETHOZ

Page 2 of 3
\*Tick where applicable.
\*\* Delete as appropriate.

John John

- 10. In consideration hereof (including without limitation ETHOZ's agreeing to repair the Vehicle and defer demanding payment of the Repair's cost), I wholly assign to ETHOZ all proceeds of the Claim for:
  - a. the Repair's costs; and
  - b. damage, compensation, interest, costs (including party-to-party legal costs on a full indemnity basis) and expenses in connection with the Accident, Repair and/or Claim;

which ETHOZ shall be further entitled to apportion in its absolute <u>with</u>any excess being paid by ETHOZ to me as it deems fit in its absolute discretion.

If further confirm that payment to ETHOZ or to any person (which shall include a body corporate) authorised by you to receive payment in lieu shall constitute a good and effective discharge of the payment obligations by any party of the aforesaid proceeds of my Claim And that I shall not be authorised in law to receive payment.

Owner & Policyholder's Signature/Company Stamp (if applicable); or \*\*

Authorising Party's Signature/Company Stamp (if applicable)

Name: Ng Hin Pak NRIC No.: \$1401434I

Designation:

Address: 50 Toh Tuck Road #09-08 S(596741)

Witness' Signature Rakeswaran Anand

Name; NRIC No.:

Designation: MOTOR CLAIMS SALES EXECUTIVE

Address: C/O 30 BT BATOK CRESCENT SINGAPORE 658075



CLAIM NO : 21/21/21/VP05/024818

: 22 Dec 2021 DATE

#### DISCHARGE VOUCHER

I/We, NG HIN PAK confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of SGS2574P the sum of Singapore Dollar Three Thousand Nineteen and Cents Forty Only (\$3,019.40) 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 SLF9968A and SGS2574P on 02/08/2021 along DAIRY FARM ROAD TOWARDS UPPER BUKIT TIMAH ROAD JUNCTION.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ ALFRED KOH HOCK CHUAN ) 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 "ETHOZ PROTECT 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

27/12/2021 NG HIN PAK

Name of vehicle owner /Date



#### **TAX INVOICE**

NG HIN PAK BLK 50 TOH TUCK ROAD #09-08

SINGAPORE - 596741

Tax Invoice : WS 2110/OPR0992

Invoice Date : 28-Oct-2021

Ref. No. : 21080930

GST No. : M2-0057587-3

VEHICLE NO.: SLF-9968-A

Page 1
MAKE & MODEL: NISSAN QASHQAI 2.0 CVT ABS D/AIRBAG 2WD 5DR S/R

**ACCIDENT DATE: 02/08/2021** 

Description Qty Unit Price(S\$) Amount (S\$)

BEING REPAIR COST FOR THE ABOVE VEHICLE

2,300.00

7 % GST

161.00

Total (S\$) 2,461.00

E & O.E

CHEQUE SHOULD BE CROSSED AND MADE PAYABLE TO ETHOZ PROTECT PTE LTD

No receipt will be issued.

PLEASE DETACH AND ENCLOSED WITH PAYMENT

LIM ALLEE

66547920

Main : 63198000 Fax :

CONTACT :

DID

Customer's Copy

Please do not staple. Please write your Invoice No. on the back of your cheque.

Computer generated document no signature required.

Customer Name Reference, No. : NG HIN PAK : 21080930

Tax Invoice Invoice Date : WS 2110/OPR0992

Invoice Amount Payment Due Date

: 28-Oct-2021 : S\$ 2,461.00

Cheque No.

: 28-Oct-2021

ETHOZ PROTECT PTE LTD 30 BUKIT BATOK CRESCENT SINGAPORE 658075



#### ETHOZ Auto Leasing Ltd.

**GST NUM** UEN

: 201613943G 201613943G

#### HIRING AGREEMENT

Vehicle No. : SLS-8857-A Make & Model : NISSAN X-TRAIL 2.0 (A) ALL MODE 4X4

н	IFAF

NG HIN PAK

**NRIC** DOB

\*\*\*\*4341

Address

02/02/1960

BLK 50 TOH TUCK ROAD

#09-08

SINGAPORE - 596741

Home Office ΗP

Fax

1127957728 SG

Nationality

**ERP Num** 

96641283

Email

RENTAL RATE

Daily: S\$233.00 / Day

No of days: 4

DEPOSIT

Amount : S\$1,500.00

RENTAL PAYMENT

Start: 04/10/2021 Return: 08/10/2021

Payment Mode

CHARGES

Rental Payable

GST @7%

**Amount Due** 

S\$932.00

S\$65.24

S\$997.24

CDW: NIL

PAI: NIL

**EXCESS** 

\$INGAPORE: \$\$3,000.00

**FUEL** 

Full tank premium grade fuel upon

return.

Otherwise, ETHOZ rates apply.

Delivery

Collection

Mode

: SELF COLLECT @ HQ 04/10/2021

: SELF RETURN @ HQ 08/10/2021

Signature Remarks: ACC VEH: SLF-9968-A/STRICTLY SINGAPORE USE.

An additional Excess of \$\$1,000 on top of the stipulated excess for driver under 21 years or above 60 years of age.

If in the reasonable opinion of the Owner, the driving behavior of Hirer and/or authorized driver of the vehicle is deemed undesirable, the Owner may thereupon by notice in writing to the Hirer forthwith terminate this Agreement. The termination of the Hire shall not affect the rights of the Owner or liabilities of the Hirer subsisting at the date of termination.

**DRIVER DETAILS** 

Name

: NG HIN PAK

**NRIC** 

: \*\*\*\*4341

DOB

: 02/02/1960

Address

: BLK 50 TOH TUCK ROAD

**Nationality** 

: SG

#09-08

596741 (S)

Contact No : 96641283(HP)

HIRER'S DECLARATION

I/We agree to the terms and conditions above and as set out overleaf. If I/We opt to pay by credit/charge card, my/our signature here is deemed to have been made on the applicable credit card charge slip.

Upon notification that your vehicle is ready for collection, you are to return SLS-8857-A NISSAN X-TRAIL ALL MODE 4X4 within the day. Failing which, daily rental rate of \$233 will apply from the day of notificantile

Authorised Signatory & Company Stamp

Name, Designation

Date:

For ETHOZ Auto Leasing Ltd. RAKESWARAN ANAND Prepared By: Felina Chin TEL: 66547984

FAX: 66547545

30 Bukit Batok Crescent, Singapore 658075 | Tel: 6319 8000 | Fax: 6319 8080 | www.ethozgroup.com

#### INSURER ENQUIRY

# Find insurer

Vehicle reg. no.

SGS2574P

#### **Date of Accident**

02/08/2021

Reset

#### % RESULT & RECEIPT

# **TP Insurer Enquiry** Insurance Lonpac Insurance Bhd Requested By \_\_\_\_\_\_Rakesh Anand (ETHOZ PROTE... Requested Date \_\_\_\_\_\_19/08/2021 14:42

#### 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

#### **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 22 December 2021 11:09 AM

To: ONG LI LI

Cc: MT\_Claim\_SG; Admin A

Subject: RE: [SEEK MANDATE] - VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP)(LONPAC)

\*\*\* LKK REF; CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that we have settled the matter at \$3,019.40(all-in) with third party repairer.

1. Cost of Repair (w/GST)	\$ 2,461.00
2. Loss of Rental (4days x \$130.00)(w/GST)	\$ 556.40
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 3,019.40

We will proceed to close file and submit all the documents to your good office once it is ready.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | Fax: 6741 4108 HQ: Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Thursday, 2 December 2021 2:40 PM

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

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: [SEEK MANDATE] - VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP)(LONPAC) \*\*\* LKK REF;

CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

# Lonpac External - General

Dear Hsiao Tong

Please proceed to negotiate 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 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: Hsiao Tong (LKKAuto) < <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a>>

Sent: Wednesday, 1 December 2021 2:49 PM

To: ONG LI LI < <a href="mailto:llong@lonpac.com">llong@lonpac.com</a>>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: [SEEK MANDATE] - VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP)(LONPAC) \*\*\* LKK REF;

CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

Your ref: **21/21/VP05/024818** Our ref: CC4/LPC21009253/Epa3q2

Dear Sirs/Mdm,

#### ACCIDENT INVOLVING SGS2574P(LONPAC) AND SLF9968A(TP) ON 02/08/2021

We refer to the above matter.

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

This is a 3 vehicles chain collision whereby our insured was the 2nd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "ETHOZ PROTECT PTE LTD" at \$3,233.40(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,316.85	\$ 2,461.00 (\$2,300.00 + 7%GST)
2. Loss of Rental (4days x \$233.00)(w/GST)	\$ 997.24	\$ 770.40(4days x \$180.00)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,316.09	<u>\$ 3,233.40</u>

Surveyor recommended 4days 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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> | fax: 6741 4108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI < <a href="mailto:llong@lonpac.com">llong@lonpac.com</a>>

Sent: Thursday, 9 September 2021 3:59 PM

To: Mei Kwan (LKKAuto) < Meikwan@lkkauto.com >; GERALD POH WEE BIN < geraldpoh@lonpac.com >

**Cc:** MT\_Claim\_SG <<u>mt\_claim@lonpac.com</u>>; Jasper Chua (LKK Auto) <<u>jasperchua@lkkauto.com</u>>; Admin A <<u>admina@lkkauto.com</u>>

Subject: RE: ARRANGE SURVEY VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP)(LONPAC) \*\*\* LKK REF;

CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

# Lonpac External - General

Hi Mei Kwan

Please see above and attachment for our claim ref and 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 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: Thursday, 9 September 2021 3:41 PM

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

Cc: MT\_Claim\_SG <<u>mt\_claim@lonpac.com</u>>; Jasper Chua (LKK Auto) <<u>jasperchua@lkkauto.com</u>>; Admin A <<u>admin-a@lkkauto.com</u>>

Subject: [WARNING: ATTACHMENT UNSCANNED] [WARNING: ATTACHMENT UNSCANNED] RE: ARRANGE SURVEY VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP) (LONPAC) \*\*\* LKK REF; CC4/LPC21009253/Eba3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

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

Kindly let us have a copy of insured's accident report for our necessary action.

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: Admin-D (LKKAuto)

Sent: Thursday, September 2, 2021 9:00 AM

To: 'GERALD POH WEE BIN' <<u>geraldpoh@lonpac.com</u>>; assignments <<u>assignments@lkkauto.com</u>>; Admin A <<u>admin-</u>

a@lkkauto.com>

Cc: 'MT\_Claim\_SG' <mt claim@lonpac.com>

Subject: RE: ARRANGE SURVEY VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP) (LONPAC)

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: Thursday, 2 September, 2021 7:22 AM

To: assignments@lkkauto.com

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

Subject: FW: ARRANGE SURVEY VEHICLE NO: SLF-9968-A NISSAN QASHQAI (TP) (LONPAC)

# Lonpac External - General

Our Ref: TBA

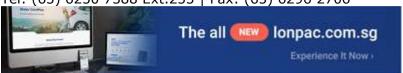
#### Dear Summer,

FYA. Our insured has not lodged the 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.

From: Lee Chen Sin < <a href="mailto:ChenSin.Lee@ethozgroup.com">ChenSin.Lee@ethozgroup.com</a>

Sent: Wednesday, 1 September 2021 6:14 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; ONG LI LI <1long@lonpac.com>

Cc: Rakeswaran Anand <rakes.anand@ethozgroup.com>

Subject: [WARNING: ATTACHMENT UNSCANNED] [WARNING: ATTACHMENT UNSCANNED] ARRANGE SURVEY VEHICLE NO : SLF-

9968-A NISSAN QASHQAI (TP) (LONPAC)

Hi,

Kindly arrange survey on above mention vehicle.

Your insured vehicle number: SGS-2574-P

DOA: 02.08.2021

Thank you.

Warmest Regards, Lee Chen Sin Motor Claims Operations



30 Bukit Batok Crescent Singapore 658075

DID: 6654 7520 | FAX: 6654 7542 | Mobile: 8822 8339

www.ethozgroup.com









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