

ACCIDENT ASSIST

ROC: 53375754A

Address: Blk 24 Sin Ming Lane #01-94 Midview City Singapore 573970

Tel: 63341182

Fax: 63341482

Email: management@assist.com.sg

Letter of Demand

Date: **18th October 2021**

Ref No: **SJN8866Z**

To: **LONPAC INSURANCE BHD**

300 Beach Road

Singapore 199555

Thru: **LKK Auto Consultants Pte Ltd**

Attention: Motor Claims Dept

Dear Officer-in-charge

Case: Accident claim for vehicle SJN8866Z and GBC4326U on 27.08.2021

With reference to above case.

Please find attached copies:

Invoice Reference -AASGIV21-060020	\$6,250.00
Loss of Rental - 7 days	\$120 x 4 = \$898.80
Towing fee	-
LTA Search Fee	\$7.45
Total Cost	\$7,156.25

Yours Faithfully,



Ashwath

Email: management@assist.com.sg



ROC: 53375754A

Address: Blk 24 Sin Ming Lane #01-94 Mid View City Singapore 573970

Tel: 6334 1182

Fax: 6334 1482

Email: enquiry@accidentassist.sg

AUTHORISATION & INDEMNITY LETTER

I/We PAGAN KAUZ D/O PRITAM SINGH NRIC No. / UEN No. S2650467H
(the third party claimant), having address at 33 THE INGLENWOOD S(575062)
and the owner of SIN8866Z
(Vehicle) hereby to authorize ACCIDENT ASSIST SG to repair the damage to my vehicle in a
reasonable time that was pursuant to the accident which occurred (date) 27/08/21 along
Near 29 Dunlop St, S(209357) involving vehicle/s GBC4326U.

I/We understand, acknowledge and agree that:

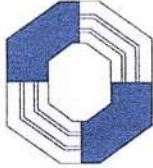
- I/We, the owner of vehicle no. SIN8866Z hereby instruct & authorize ACCIDENT ASSIST SG to commence repairs to the said vehicle.
- I/We confirm that you are hereby authorized to handle the repair the vehicle and/or to negotiate and settle my claims, relating to the above mentioned accident, which I/We may have, against other third party/parties, or insurers, and/or to instruct lawyers on my/our behalf, to facilitate the third party claim for me/us.
- You have my/our full authority to instruct my/our solicitors to negotiate a settlement with the third party and/or his insurers on such terms as you deem fit.
- You are hereby authorised to execute and/or sign any documents/discharge voucher / agreements regarding my/our claims/case for my convenience. You are also hereby authorised to receive on my/our behalf monies/claims, correspondences in connection with this said claims.
- I/We confirm that an event of an unsuccessful claims, against the negligent party, and/or my own insurer for the damages caused to my vehicle, I agree to pay all repair costs and any incidental expenses incurred by you, or to lodge an own damage claim (only for Comprehensive cover) to cover the expenses incurred.
- I/We also hereby instruct and authorised you deduct from the claim monies received from the third party all outstanding balances that are still owing to you, namely the balance of repair cost, rental of substitute vehicles and any other incidentals related to the accident claims.

Pagan 30/08/2021

Owner Signature / Company Stamp / Date

A3 30/08/2021

Witness Signature / Name / Date



LONPAC INSURANCE BHD

CLAIM NO : 20/21/21/VC05/024917

DATE : 11 NOV 2021

DISCHARGE VOUCHER

I/We, **PAJAN KAUR D/O PRITAM SINGH** confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of **GBC 4326U** the sum of Singapore Dollar **SEVEN THOUSAND ONE HUNDRED FIFTY SIX AND CENTS TWENTY FIVE ONLY (\$7,156.25)** 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 **SJN 8866Z** and **GBC 4326U** on **27/08/2021** along **DUNLOP ST.**

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ HAIRO FRESHWAYS PTE LTD**) 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 **ACCIDENT ASSIST SG.**

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.

Pajan 17.05.22
.....
Signature of vehicle owner/Date

Pajan 17.05.22
.....
Name of vehicle owner /Date

Email: management@assist.com.sg

DATE: 18 OCTOBER 2021

Engine no.: 27296530737970

Thank you for your business!

CARS FOR RENT (2016) PTE LTD

Mailing Address:

10 Kaki Bukit Ave 4 #09-60 Premier@Kaki Bukit, Singapore 415874

Tel Nos.: +65 6970 9119 / 6789 5155

Co. Reg'n No.: 201609732N

GST Reg'n No.: 201609732N

Tax Invoice #: E2109199

Date: 27-09-21

Bill To:

Ship To:

1

Pajan Kaur D/O Pritam Singh

Pajan Kaur D/O Pritam Singh

Description	Amount	Job No.	
Vehicle Rental for Period 07.09.2021 to 14.09.2021 (Billing for days 7 X \$120.00/per day) (Vehicle No.: SJN8866Z)	\$898.80	SJT815S	SR

Sale; Accident Assist SG

Kindly Remit your Payment to:

Company Name: Cars For Rent (2016) Pte Ltd

Company UEN No. (PayNow): 201609732N

Bank Name: Maybank

Bank Acct No.: 042-11093-541



Your Order #: E18638

		Terms: Net 30th after		GST:	\$58.80
COMMENT	CODE	RATE	GST	SALE AMOUNT	Total Inv Amt:
	SR	7%	\$58.80	\$840.00	\$898.80



CARS FOR RENT (2016) PTE LTD

10 Kaki Bukit Ave 4 #09-60 Premier @ Kaki Bukit Singapore 415874

Tel: 6970 9119 Fax: 6970 9961

Website: www.carsforrent2016.com

No: E 18638

ROC/GST No: 201609732N

VEHICLE RENTAL AGREEMENT

HIRER'S PARTICULAR		Vehicle No: <u>SJN 8866Z</u> Replace Veh No: <u>SJT815S</u>	
Name: (as in I/C) <u>PAJAN KAUR D/O PRITAM SINGH</u>		Mileage out:	
NRIC/PASSPORT No: <u>S265046TH</u>		Make & Model: <u>TOYOTA COROLLA</u> Auto / Manual	
Date of Birth: _____		OUT : Date <u>07/09/21</u> Time: <u>14/09/21</u>	
Address (Res): <u>33 THE INGLEWOOD S(575062)</u>		HIRE PERIOD	
Driving Licence No: _____ D/L Type: <u>Local / International</u>		OWN DAMAGE CLAIM Excess S\$ _____	
Issue Date: _____		THIRD PARTY CLAIM Excess S\$ _____	
Tel: (O) _____ HP _____		CHARGES	
Company Name: _____		Daily <u>120</u> @ \$ _____ per day <u>840</u>	
Company UEN: _____		Weekly @ \$ _____ per week	
Company Address: _____		Monthly @ \$ _____ per month	
		Others @ \$ _____	
ADDITIONAL DRIVER'S PARTICULARS		Delivery Service	
Name: (as in I/C) _____		GST	
NRIC/PASSPORT No: _____		SUB-TOTAL \$	
Date of Birth: _____		PETROL LEVEL	
Address (Res): _____		Out E 1/4 1/2 3/4 F	
Driving Licence No: _____ D/L Type: <u>Local / International</u>		In E 1/4 1/2 3/4 F	
Issue Date: _____		EXTENSION	
Tel: (O) _____ HP _____		Misc.	
		GST	
		TOTAL CHARGES <u>898</u>	
		Rented out by:	
		Hirer's Signature <u>Pajan</u>	
		Addition Driver's Signature _____	

I have read and agree to the terms and condition on both sides of this agreement. If I have presented a charge/ credit card for payment, I agree that all amount payable under this agreement and for parking and traffic infringements may be billed to that account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given CARS FOR RENT (2016) PTE LTD in connection with this agreement is true.

* IMPORTANT

- ONLY PERSON ABOVE 22 YEARS OF AGE WITH MORE THAN 2 YEARS DRIVING EXPERIENCE, AUTHORISED, LICENSED AND SIGNING THIS AGREEMENT MAY DRIVE THE VEHICLE.
- ALL PARKING AND TRAFFIC VIOLATIONS ARE THE RESPONSIBILITY OF THE HIRER. AN ADMINISTRATIVE CHARGE WILL BE LEVIED ON ANY TRAFFIC VIOLATIONS REDIRECTED.
- THE HIRER SHALL BE LIABLE FOR EXCESS CHARGES FOR ANY LATE RETURN AT THE RATE SHOWN ABOVE.
- IN CASE OF ACCIDENT, THE HIRER SHALL REPORT TO RENTAL OFFICE IMMEDIATELY. IF THERE IS BODILY INJURIES. A POLICE REPORT MUST BE MADE WITHIN 24 HOURS.
- VEHICLE IS STRICTLY FOR SINGAPORE USE ONLY. AND MAY NOT BE DRIVEN OUT OF SINGAPORE WITHOUT PRIOR CONSENT OF THE COMPANY CARS FOR RENT (2016) PTE LTD

RETURN OF VEHICLE - THE HIRER / DRIVER IS REQUIRED TO SIGN IN THE COLUMN "SIGNATURE OF HIRER / DRIVE" FAILING WHICH THE DAY AND TIME INSERTED BELOW SHALL DEEMED TO BE THE DAY AND TIME THE VEHICLE IS RETURNED TO CARDS FOR RENT (2016) PTE LTD AND THE SAME SHALL BE ACCEPTED AS CONCLUSIVE EVIDENCE OF THE SAME AND SHALL NOT BE CHALLENGED OR QUESTIONED ON ANY ACCOUNT WHATSOEVER.

DATE IN	TIME IN	MILEAGE	CHECKED BY	REMARKS	HIRER'S SIGNATURE
<u>14-09</u>	<u>1700</u>				<u>Pajan</u>

Thank You!

You have completed this transaction.

Land Transport Authority
Land Transport Authority
10 Sir Ming Drive
Singapore 619191
GST Registration No. S64-000-008-7

Tax Invoice/Receipt

Invoice No. TMACT-00000-21030-001162
Previous Receipt No.

Print Date/Time: 30 Aug 2021 12:40:29
Invoice Date/Time: 30 Aug 2021 12:40:29

Bill To: **Wong Cheong Hong**
Business Transaction Reference
No.
Invoice To: **Wong Cheong Hong**
Account No. **00000000000000000000**
Invoice No. **00000000000000000000**
Invoice Date **30/08/2021**
Invoice Time **12:40:29**
Invoice Status **00000000000000000000**
Invoice No. **00000000000000000000**
Invoice Date **30/08/2021**
Invoice Time **12:40:29**
Invoice Status **00000000000000000000**

Sub Total	7.00	0.00	7.00
Total Before Payment	7.00	0.00	7.00
Payment Difference	7.00	0.00	7.00
Total Amount Payable	7.00	0.00	7.00
Pay To:	00000000000000000000	00000000000000000000	00000000000000000000
Total	7.00	0.00	7.00
Card Charge	7.00	0.00	7.00
Terminal Amount	7.00	0.00	7.00
Terminal Authentication Key	7.00	0.00	7.00

THANK YOU AND HAVE A NICE DAY!

Please ensure that all amounts for the authority are paid and promptly settled by the payment service provider / payment institution. Otherwise, the transaction and receipt will be considered void and the payment will be rejected.

Save as PDF

Print Receipt

OK

Asher Sng (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 10 November 2021 2:33 PM
To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG
Subject: FW: [MANDATE REQUEST] RE: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/es3
Attachments: TP GIA REPORT.pdf; TP LOD.pdf; LKK Survey Report.pdf; Motor TPPD Approval Uninsured Loss Form.doc; GBC4326.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Lonpac External - General

Dear Asher,

Please proceed as proposed.

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 10 November 2021 1:24 pm
To: CHEW BENG KEE <bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: [MANDATE REQUEST] RE: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/es3

Lonpac External - General

Hi Chew,

Attached supporting documents for DS for your approval.

Thank you.

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 revised measures for COVID-19 restrictions effective 27 September 2021, more than 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: Tuesday, 9 November 2021 3:32 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: [MANDATE REQUEST] RE: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/es3

Your Ref: 20/21/21/VC05/024917

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 06/09/2021 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 **ACCIDENT ASSIST SG** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 18,903.00	\$ 6,250.00
2. Loss of Rental (7days x \$120)(w/GST)	\$ 898.80	\$ 898.80 (7days x \$120)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 19,809.25	\$ 7,156.25

****5 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: 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: Asher Sng (LKKAuto)
Sent: Wednesday, 13 October 2021 7:15 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/es3

Hi Gerald,

We refer to the above matter.

Enclosed the TP marked estimate and preliminary advice for your easy reference.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 7 September 2021 7:37 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Subject: RE: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/es3

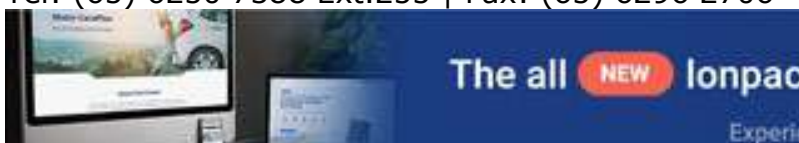
Lonpac External - General

Our Ref : 20/21/21/VC05/024917

Dear Su Li,

Attached copy of insured's report for your attention.

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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Monday, 6 September 2021 5:21 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: GBC4326U/SJN8866Z LKK REF : CC4/LPC21009355/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: Monday, September 6, 2021 12:18 PM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: GBC4326U/SJN8866Z

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: Monday, 6 September, 2021 12:09 PM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: GBC4326U/SJN8866Z

Lonpac External - General

Dear Summer/Nivitha,

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



From: Management Assist <management@assist.com.sg>

Sent: Monday, 6 September 2021 12:06 pm

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

Subject: Re: GBC4326U/SJN8866Z

Hi Gerald,

We will go for no 4. Lim Teow Guan-LKK.

Thank you.

Best Regards,
Ray T
Accident Assist SG
24 Sin Ming Lane
#01-94 Midview City
Singapore 573930
ROC: 53375754
Tel: 63341182
Fax: 63341582

On Sun, 5 Sept 2021 at 16:19, GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

Our ref : 20/21/21/VC05/024917

Dear Ray,

We intend to conduct a pre-repair survey of your client's vehicle and append below our list of Motor surveyors for your attention:-

1	Jackson Quek -Appraisal
2	Joshua Ong - Appraisal
3	Nicholas Tey - Appraisal
4	Lim Teow Guan - LKK
5	Marcus Chua - LKK
6	Kenneth Kong- LKK
7	Xing Quo Qiang- LKK
8	Mohd Taufik - LKK
9	Adrian Ling-LKK
10	Mohd Rasul - LKK

Please let us hear from you within the next 2 working days.

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



From: Management Assist <management@assist.com.sg>
Sent: Saturday, 4 September 2021 12:53 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: GBC4326U/SJN8866Z

Dear Sir/Madam,

'WITHOUT PREJUDICE'

Kindly arrange surveyor to survey our client vehicle at:

Ang Mo Kio Autopoint, #03-10
Singapore 568047

Opening hours: 9am to 6pm

Contact Person: RAY / 96438722

Your Insured: GBC4326U

DOA: 27.08.2021

Place: DUNLOP STREET

Time:17:40

Best Regards,

Ray T

Accident Assist SG

24 Sin Ming Lane

#01-94 Midview City

Singapore 573930

ROC: 53375754

Tel: 63341182

Fax: 63341582

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

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