

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: BMS2021/12/LK0515/DS(CY) Your Ref: CC4/LPC201010361/es3

03/12/2021

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 SLV8363S AND XE3720A ON 06/10/2021

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 - \$19,650.66	B. LTA Search - \$2.00
C. Excess -	D. Loss of Use - \$800.00(\$100x8days)
E. Loss of Rental -	F. Others -
G. Medical ClaimsUndertake By Claimant	Total Claim - \$20,452.66

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

Enclosed are the following documents for your kind perusal:

(✓) Original Tax Invoice
 (✓) Car Rental Invoice/Agreement
 (✓) GIAS/Police Report/s
 (X) Discharge Voucher
 (X) Original Photograph X _____
 (X) Original/Photocopy Survey

(✓) Certificate of Insurance(✓) LTA Search Fees(✓) Letter of Authority(X) Medical Receipt

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

Yours faithfully,

TPR Team

Claims Service Department

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

(As this is a computer generated letter, no signature is required.)

LETTER OF AUTHORITY

ACCIDENT INVOLVING GLV 83633 and XE 8750A on 6 10 5051 Own vehicle's number Other vehicle's number Date of accident							
along Exit from PIE onto Bedok North Ave 3							
BY THE LETTER OF AUTHORITY, I/we, Tan Lau Hau Name of Policy Holder & JC/Passport/Company Registration) number							
of SI Jalan Demak, 8488969 Address of Policy Holder							
owner of Vehicle Registration No. <u>GLV 8363</u> hereby appoint BORNEO MOTORS (SINGAPORE) PTE LTD (hereinafter refers to BMS), a company incorporated in Singapore and having its registered office at 33 Leng Kee Road, Singapore 159102, to do all or any of the following:							
1. To submit, resolve and make any claims 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 favour 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 of the month Year 20							

Signed & Delivered By:

(To be sign by the policy holder only)
**Please stamp the company chop for
vehicle registered under a company's name

Witness By:

*delete as appropriate



LONPAC INSURANCE BHD

CLAIM NO

: 21/21/21/VC05/025017

DATE

: 05 JAN 2022

DISCHARGE VOUCHER

I/We, TAN LAY HAI confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of XE 3720A the sum of Singapore Dollar TWENTY THOUSAND FOUR HUNDRED FIFTY TWO AND CENTS SIXTY SIX ONLY (\$20,452.66) 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 SLV 8363S and XE 3720A on 06/10/2021 along EXIT FROM PIE ONTO BEDOK NORTH AVE 3.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ ETK RESOURCES 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 **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.

ア4. えい方 Signature of vehicle owner/Date

TAN LAY HAI 10/01/22

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



Co. Reg No. : 196700086Z GST Reg No. : MR-8500000-9 No.2 Pandan Crescent

Singapore 128462, Tel no.: 6631 1388

TAX INVOICE

					IAA	INVOICE						
Account Details Acc			Account No	Account No.		Customer Details						
Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia			·	S1000007 / ICLPI1 Document No. 36010287 Document Date 16/11/2021		52 I #13	Mr Tan Lay Hai 52 New Upper Changi Road #13-1486 Singapore 461052					
						Mol	Mobile: 91802425					
Ye	ear Model Variant Reg. Date		eg. Date	Reg. No.	Kilon	Kilometers Wip No. Order No. / Re				marks		
20	2017 AVV60R BEXGB S5		18	/01/2018	SLV8363S	157	'866 2	20227 61	0227 61DS/SLV8363S/061021			
	Chassis No. Engine No.			Terms	SA / Counter	8	Ve	hicle In	cle In Collected On			
JT	НВV	V1GG402181753	2AR187856	9	60	Carine Yeo C	L	14/10/20	21 8.18	26/10	/2021	14.39
L	Cd		Job/Parts	Descriptio	n			Qty	Unit Price	Disc %		Amount
8 9 10 11 12 13 14 15 16 17 18 19 20 21 22	1 2 3 4 5 6 7 8 9 0 1 2 3 4	BP-SUBLET (NETT) L52145-33070 L53155-33060 L89348-35030 T90467-07217 T90467-07214 L89348-76010 L81105-33D11 L75547-51021 L75545-30170 L53879-30040 L53875-33220 L53811-33230 L53301-33160 L52197-30040 L52119-3T910	STAY, FR BUMPE SEAL, RADIATOR CLIP, ULTRASON CLIP CLIP CLIP, ULTRASON HOUSING SUB-A ROOF DRIP MLD CLIP, WINDSHIEL RETAINER, FR FI LINER, FR FENDE PANEL, FR FENDE HOOD SUB-ASSY BRACKET, BUMP COVER, FR BUM	ER R IIIC SSSY,D PI G CLIP, .D ENDER ER RH ER RH (ER			0742	1.00 1.00 2.00 9.00 12.00 2.00 1.00 10.00 2.00 1.00 1.00	58.00 101.50 4.40 2.60 2.70 12.10 6185.20 11.00 10.70 12.40 281.10 1353.20 2273.20 7.80 968.20		æ	216.50 58.00 101.50 8.80 23.40 24.20 6185.20 110.00 107.00 24.80 281.10 1353.20 2273.20 15.60 968.20
		behalf of Motors (Singapore)	Pte Ltd Custo	mer's Sig	nature	Charge S	ummaı	ry	Total			18,365.10
/	10		Please ackno	wledge recei	ipt of vehicle	Parts		11,566.6		0%		1,285.56
				Labour Sublet Lubrication/Fluid		6,582.0 216.5 0.0	0 Less 0	Less				
					Others		0.0	O Amount [Due		19,650.66	



Borneo Motors



Co. Reg No. : 196700086Z GST Reg No. : MR-8500000-9 No.2 Pandan Crescent

Singapore 128462, Tel no.: 6631 1388

TAX INVOICE

				IAA	INVOICE						
Account Details Lonpac Insurance Berhad 100 Beach Road #19-00 Shaw Tower Singapore 189702 Attn: Ms Lily Koh/Mr Chia			Account	Document No. 52 #13 Sin Document Date		Customer Details					
			Docume			Mr Tan Lay Hai 52 New Upper Changi Road #13-1486 Singapore 461052 Mobile: 91802425					
Ye	Year Model Variant F		Reg. Date	Reg. No.	Reg. No. Kilometers W		Vip No.	ip No. Order No. / Remarks			
20	017 AVV60R BEXGB S5 1		18/01/2018	SLV8363S	157866	157866 20		0227 61DS/SLV8363S/0610			
	(Chassis No.	Engine No.	Terms	SA / Counter	•	Vel	hicle In	In Collected On		
JTI	НВ\	N1GG402181753	2AR1878569	60	Carine Yeo C	L 14	1/10/20	21 8.18	26/10/2	2021 14.39	
L	Cd		Job/Parts Des	cription			Qty	Unit Price	Disc %	Amou	
2			S ACC DATE: 06 DATE IN: 14.10 0.2021 BY STEVE 12.10.2021 BY ASH (7WD + 1SUN) AS OVE ALL NECESS	.2021 (LKK) HER FOR TP*[RECOMMED ARY PARTS		*				3031.	
TO ENABLE REPAIRING AND STRAIGHTEN ON FRONT BUMPER, BONNET, RHS FRONT FENDER, FRONT DOOR AND FIX NEW PARTS 3 B BP-RES3 TO SPRAY PAINT ON FRONT BUMPER, BONNET, RHS FRONT FENDER AND FRONT DOOR 4 B BP-LAB3 TO REMOVE AND REPLACE RHS HEADLAMP. CHECK AND FOCUS HEADLIGHTS (NETT)								2968. 216.			
5 B BP-LAB3 TO REMOVE AND TRANSFER FRONT PARKING SENSOR TO ENABLE REPAIR (NETT) 6 Z BP-SLANT SUPPLY BONNET SEALANT (NETT)								216. 100.			
For & on behalf of Borneo Motors (Singapore) Pte Ltd Customer's Sigr			's Signature	Charge Summary			Total				
Please acknowledge receip				ge receipt of vehicl	Parts Labour Sublet Lubrication/Fluid Others	Labour Sublet Lubrication/Fluid			Less Amount Due		

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

XE3720A

Date of Accident

06/10/2021 🛗

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance Lonpac Insurance Bhd

Period of Insurance 01/04/2021 - 12/06/2022

Requested By Angela Tan (Borneo Motors Pt...

Requested Date 07/10/2021 17:22

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: Wednesday, 5 January 2022 9:19 AM

To: Asher Sng (LKKAuto)
Cc: MT_Claim_SG

Subject: FW: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE

3720 A ON 06.10.2021 LKK REF: CC4/LPC21010361/es3

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: CHEW BENG KEE <bkchew@lonpac.com>
Sent: Wednesday, 5 January 2022 9:16 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK

REF: CC4/LPC21010361/es3

Lonpac External - General

Hi Gerald

OK, pls proceed with TPPD claims settlement offer as proposed. Thank you.

Best Regards
Mr Chew Beng Kee
Head of Claims | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

In view of the revised measures under Transition Phase of COVID-19 restrictions effective 22 November 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: GERALD POH WEE BIN < geraldpoh@lonpac.com >

Sent: Tuesday, 4 January 2022 6:53 pm
To: CHEW BENG KEE < bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK

REF: CC4/LPC21010361/es3

Lonpac External - General

Hi Chew,

Attached supporting documents for DS for your approval.

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) < <u>AsherSng@lkkauto.com</u>>

Sent: Monday, 3 January 2022 3:15 pm

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

Cc: MT Claim SG <mt claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF :

CC4/LPC21010361/es3

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 22/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured changed lane and hit 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)	\$ 39,658.75	\$ 19,650.66
2. Loss of Use (8days x \$100)	\$ 800.00	\$ 800.00 (8days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 40,460.75	<u>\$ 20,452.66</u>

^{**7} 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 | \$(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: Friday, 22 October 2021 10:37 AM

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

Cc: MT Claim SG <mt claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF:

CC4/LPC21010361/es3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SLV 8363S at M/s BORNEO MOTORS (S) 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: GERALD POH WEE BIN < geraldpoh@lonpac.com >

Sent: Friday, October 8, 2021 9:21 AM
To: Su Li (LKK Auto) < suli@lkkauto.com >
Cc: MT Claim SG < mt claim@lonpac.com >

Subject: RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF:

CC4/LPC21010361/es3

Lonpac External - General

Our Ref : TBA

Dear Su Li,

Attached copy of insured's 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



"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: Su Li (LKK Auto) < suli@lkkauto.com > Sent: Friday, 8 October 2021 9:17 am

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

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

Subject: Re: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF:

CC4/LPC21010361/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: Friday, October 8, 2021 9:09 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR

<sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

Dear Sir / Mdm,

Thank you for your assignment.

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

Best Regards,
Summer Lee | Admin
LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: <u>assignments@lkkauto.com</u> | 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: Carine Yeo TCBC < carine.yeo@borneomotors.com.sg>

Sent: Friday, 8 October, 2021 7:36 AM

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

Cc: MT_Claim_SG <<u>mt_claim@lonpac.com</u>>; Summer (LKK Auto) <<u>admin-d@lkkauto.com</u>> Subject: Re: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

Thank You Gerald

Get Outlook for Android

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

Sent: Friday, October 8, 2021 7:34:54 AM

To: Carine Yeo TCBC < carine.yeo@borneomotors.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com> Subject: RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Carine,

We shall be appointing LKK Auto Consultants Pte Ltd for the survey.

For assessment of liability, please liaise with them.

Thank you.

Aside to LKK - Attn : 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



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

From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Thursday, 7 October 2021 7:02 pm

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

Cc: Suraidah B Saidi PTCBC < SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng < Ashlyn.Chng@inchcape.com.sg>

Subject: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

Importance: High

Good afternoon Sir or Madam,

With reference to the above-mentioned.

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

As our client is claiming against your insured XE 3720 A, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors I 2 Pandan Crescent, \$128462

www.borneomotors.com.sg | www.lexus.com.sg