

Cecilia Chong (LKK Auto)

From: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>
Sent: Tuesday, 30 November 2021 3:33 pm
To: Cecilia Chong (LKK Auto)
Cc: Steve Chen (LKK Auto); Andre Chow En De; Loi Ai Ting; Coco Lu Ting
Subject: FW: LPI Ref: 21/21/21/VP05/025090 (SDD125E) Our Ref: SMH324U DOA: 26/10/2021
Attachments: SMH324U - Letter of Demand.pdf; 1ae54422-2cda-41c5-9898-8f033538b4ef.jfif; 3ee7dd57-8144-4b2a-9e97-954ed9da309a.jfif

Dear Cecilia,

Pls. ignore my first email, our client has submitted medical receipt for us to include in the claim.

Our customer, **Low Chee Wee Andrew** insured with **NTUC** claims as follows.

Cost of repair	\$ 8,672.35
Loss of rental	\$ 2,439.60 (\$128.40 x 19 days)
Medical expenses	\$ 165.00
GIA search fee	\$ 2.00

Total	\$ 11,278.95

Our apologies for the inconvenience caused.

Thank you so much

Best regards,

Larry Songcuan
Customer Service



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4658 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: Lauro Araos Songcuan JR
Sent: Thursday, 25 November 2021 3:52 pm
To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: Steve Chen (LKK Auto) <SteveChen@lkkauto.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Loi Ai Ting <aiting.loi@cyclecarriage.com.sg>; Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: LPI Ref: 21/21/21/VP05/025090 (SDD125E) Our Ref: SMH324U DOA: 26/10/2021



Exceptional Journeys

To:
Cycle & Carriage Automotive Pte Limited /
209 Pandan Gardens,
Singapore 609339

Attention: [Motor Claims Department]

Date: [26/10/2021]

LETTER OF AUTHORIZATION TO ACT

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SMH324U (*vehicle no.*) (the "**Vehicle**").
2. As a result of a motor incident occurring on 26/10/2021 (*date and time of accident*) on/along 45 TANJONG RHU RD (*location*) between the Vehicle and SDD125E (*3rd party vehicle(s) number, if any*) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
 - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
 - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
 - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to **execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents** in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



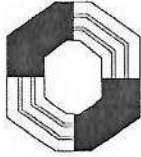
Exceptional Journeys

5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

Name: LOW CHEE WEE ANDREW (LIU ZHIWEI)
NRIC / Passport No. / Company Registration No.: 141J



LONPAC INSURANCE BHD

CLAIM NO : 21/21/21/VP05/025090
DATE : 25 MAY 2022


DISCHARGE VOUCHER

I/We, LOW CHEE WEE ANDREW confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SDD 125E the sum of Singapore Dollar Nine Thousand Six Hundred Thirty Seven and Cents Thirty Five Only (\$9,637.35) 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 SDD 125E and SMH 324U on 26 October 2021 along 45 TANJONG RHU RD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ KHOE HONG OAN/ KHOE HONG OAN**) 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 **CYCLE & CARRIAGE AUTOMOTIVE 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.

x  15/6/22
.....
Signature of vehicle owner/Date

x Low Chee Wee Andrew 15/6/22
.....
Name of vehicle owner /Date



CYCLE & CARRIAGE

CYCLE & CARRIAGE AUTOMOTIVE PTE LIMITED
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65691056

**TAX INVOICE**

Co Reg No : 197701469G

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
LOW CHEE WEE ANDREW (LIU ZHIWEI)	Cust No/Name KCV10073/LOW CHEE WEE ANDREW (LIU ZHIWEI)
2 JALAN TAMAN	Reg No/Reg Date SMH324U / 09/01/2019
#12-01	Date In/Mileage 29/10/2021/ 71475
SINGAPORE 329023	Chassis/Package JMAXTGK1WJZ004744 /#
Contact No Mobile: 91444355	Engine No 4B40GB3507
29/10/2021	Make/Model MIT/ECLIPSE CROSS 1.5 T/C SPORTS (T18)
	Colour/Trim P26 ORIENT RED / BK BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00040	Cash	18/11/2021/ 15:42	TLC	884 / Lauro Songcuan	16878	41484324		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
E PNT88000								1280.00
RENEW REAR DOOR RH, REPAIR REAR FENDER RH								
E PNT88000								120.00
REMOVE & INSTALL REAR DOOR TRIMS & GLASS								
E PNT98000								1100.00
SPRAY PAINT FOR REAR DOOR RH, REAR FENDER RH								
B WHEELALIGNMENT								120.00
To Conduct Computerize Full Wheel Alignment								
A 54900099								120.00
CHECK WIRING & CHASSIS ELECTRICAL SYSTEM								
A 10028901								280.00
TO CARRY OUT DIAGNOSTIC CHECK ON ELECTRONIC CONTROL SYSTEM								
A 54900099								640.00
RENEW REAR UNDER CARRIAGE								
M SUNDRY								20.00
SUNDRIES								
S SPECIALISTJOB								30.00
SUPPLY LABOUR FOR INSTALLTION RH REAR RIM								
D/N NO:322267								
X PANEL ASSY,RR DOOR,RH					1.00	942.00	00.00	942.00
X GARNISH,RR DOOR,RH					1.00	160.00	00.00	160.00
X MOULDING,R/DOOR PROTECT,RH					1.00	105.00	00.00	105.00
X GARNISH,QTR PANEL,RH					1.00	181.00	00.00	181.00
X MOULDING,RR WHEEL ARCH,RH					1.00	159.00	00.00	159.00
X WHEEL,DISC					1.00	1102.00	00.00	1102.00
X HUB ASSY,RR WHEEL					1.00	434.00	00.00	434.00
X SHOCK ABSORBER,RR SUSP					1.00	296.00	00.00	296.00
X ARM ASSY,RR SUSP TRAIL,RH					1.00	504.00	00.00	504.00
X LINK,RR SUSP ASSIST					1.00	79.00	00.00	79.00
X ARM ASSY,RR SUSP,UPR					1.00	131.00	00.00	131.00
X INSUL,RR SHOCK ABSORBER					1.00	57.00	00.00	57.00
X VALVE,TIRE					1.00	40.00	00.00	40.00
X GARNISH,SIDE SILL,RH					1.00	91.00	00.00	91.00

Payment should be made strictly by NETS, credit cards or PayNow (via QR code or UEN) only. Thank you.
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.



CYCLE & CARRIAGE

CYCLE & CARRIAGE AUTOMOTIVE PTE LIMITED
PANDAN GARDENS CUSTOMER SERVICE CENTRE

209 Pandan Gardens Singapore 609339 Tel: 65684555 Fax: 65691056

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SINGAPORE 329023	Chassis/Package JMAXTGK1WJZ004744 /#
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	Colour/Trim P26 ORIENT RED / BK BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00040	Cash	18/11/2021/ 15:42	TLC	884 / Lauro Songcuan	16878	41484324

Description of Goods / Services	Qty	Unit Price	Disc%	Amount
X MOULDING,R/DR SASH,UPR RH	1.00	114.00	00.00	114.00
Z TEXT				
TP CLAIM LONPAC - SDD125E				
DOA: 26/10/2021				
SURVEY: STEVE (LKK) 28/10/2021				
05 DAYS				
<i>Guarantee Your Warranty, Maintain with Cycle & Carriage!</i>				

Parts	4,395.00	Nett	8,105.00
Labour	3,660.00	7% GST on	567.35
Standard Menu	0.00		
Specialist Job	30.00	Total Payable	8,672.35
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	20.00	Total Due	8,672.35
Total(w/o GST)	8,105.00		


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 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

Tax Invoice							
chan's www.chans.com.sg CHAN'S & SONS ENTERPRISE Company Reg No:51936900M 363 Sembawang Road, Goodlink Park, Singapore - 758379 Email: admin@chans.com.sg			Tax Invoice No: INV1101362021-11		Dated: November 17, 2021		
			Rental Agreement No: RA 011027 2021-10		Terms of Payment: Due upon receipt		
			Customer Reference: SMH324U				
			Notes: SMH324U (CYCLE & CARRIAGE AUTOMOTIVE PTE. LTD.)				
Customer Details CYCLE & CARRIAGE AUTOMOTIVE PTE. LTD. 209 PANDAN GARDENS Singapore 609339			Executive Name: C&C COCO				
S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SLG3519Y	KIA FORTE K3 1.6 (A) - LOW CHEE WEE, ANDREW	2021-10-29	2021-11-17	19 DAYS	120.00	2,280.00
							2,280.00
						GST 7% (7%)	159.60
Amount in words : Two Thousand Four Hundred Thirty Nine and Sixty cents Singapore Dollar (SGD)					Total (SGD)		2,439.60
Declaration: Please make your cheques payable to : CHAN'S & SONS ENTERPRISE			For CHAN'S & SONS ENTERPRISE This is a Computer generated document. No signature is required.				
Income Terms Terms							

RENTAL AGREEMENT

RA 011027 2021-10

Hirer's Name Low Chee Wee Andrew		Date of Birth 21/1/71	Passport/ Nric No. S7101141J	Nationality
Address 2 Jalan Tamar #12-01		Occupation	Driving Licence No. AS above	Date of Expiry Life
The Aberdeen		Postal Code 329023	Contact No.	Mobile Phone No. 91444355
Joint Hirer's / Guarantor's Name		Date of Birth	Passport/ Nric No.	Nationality
Address		Occupation	Driving Licence No.	Date of Expiry
		Postal Code	Contact No.	Mobile Phone No.

CHECK OUT	Date 29.10.21	Time 4.20pm	Mileage KM	
CHECK IN	Date 17.11.21	Time 3.45pm	Mileage KM	Remarks Lena Pac

IMPORTANT NOTES:-

- ☑ Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- ☑ No refund will be given for vehicle that returns early.
- ☑ Own Damage Liability – First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- ☑ Third Party Liability – First \$2000 for any Third Party Accident Claim.
- ☑ Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- ☑ Hirer is responsible for all parking fines & traffic summons.
- ☑ Extension:- One day's advance notice is required otherwise no extension will be allowed.
- ☑ Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- ☑ Vehicle returned after office hour will be charged to the next working day.
- ☑ Hourly extension is charged at 1/5 of the daily rate.
- ☑ As preventive maintenance, please check water & engine oil daily.
- ☑ Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- ☑ For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- ☑ Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT	RATE (\$)	TOTAL (\$)
RATE	19	@ 120	2280
DISCOUNT			
GST @ 7%			159.60
TOTAL			2439.60
EXTENSION			
Cycle/Coco			
SMH 324 U			
DEPOSIT (refundable) S\$			
CHANGED OVER FROM VEH.		DATE	

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.
I/We declare that all information given on this form is true and accurate.

Hirer's Signature

Joint Hirer's/ Guarantor's Signature

for CHAN'S & SONS ENTERPRISE

VEHICLE NO. SLG35797	MODEL
FROM	RETURN <small>*Estimate Date. For actual return see CHECK IN</small>

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 5.00PM. SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

sdd125e

Date of Accident

26/10/2021 

Reset

% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **25/06/2021 - 24/06/2022**Requested By **LU TING (CYCLE & CARRIAGE A...**Requested Date **27/10/2021 12:16****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**

Cecilia Chong (LKK Auto)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 4 January 2022 1:42 pm
To: Cecilia Chong (LKK Auto); Su Li (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: our veh SMH324U, your veh SDD125E on 26/10/2021 LKK REF : CC4/LPC21011011/Egs3q2

Lonpac External - Confidential

Dear Cecilia

Please proceed to settle as per your recommendations.

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: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Tuesday, 4 January 2022 12:11 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: our veh SMH324U, your veh SDD125E on 26/10/2021 LKK REF : CC4/LPC21011011/Egs3q2

Lonpac Ref: **21/21/21/VP05/025090**

LKK Ref: CC4/LPC21011011/Egs3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 29/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a case of BOLA S9C. Liability is not in our driver's favour.

Summary to offer to third party repairer, "CYCLE & CARRIAGE AUTOMOTIVE PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 12,646.33	\$ 8,672.35
2. Loss of Rentalw/GST (19days x \$128.40)	\$ 2,439.60	\$ 963.00 (9days x \$107.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 15,087.93	\$ 9,637.35

**05days recommendation for repair + 1weekend + 2PRS + 1PH = 9days

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

The above is for your approval.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd