

Hsiao Tong (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 23 February 2022 2:08 PM
To: Tien Yong Shun
Cc: Jaslin Kok (LKK Auto); MT_Claim_SG; Admin A; LBI Claims; Wilson Yeoh Wei Sheng
Subject: RE: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474
LKK REF : CC4/LPC21011359/Grs3 - URGENT

Lonpac External - General

Without Prejudice

Dear Yong Shun

Our offer remains at 50% and we are reserving our rights to seek an indemnity of costs & disbursement should the matter is escalated. We hope you ask your client to seriously consider our offer.

Dear Jaslin

Please send us your bill and close file at your end.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 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: Tien Yong Shun <yongshun@lexbuild.com>
Sent: Wednesday, 23 February 2022 1:42 PM
To: ONG LI LI <llong@lonpac.com>
Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>; Wilson Yeoh Wei Sheng <wilson.yeoh@go-aheadsingapore.com>
Subject: RE: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT
Importance: High

Hi Ms Ong,

Your email will be forward & advise accordingly. The vehicle belong to LTA and operator have to explain to them.

Our client only accept at 100% as vehicle is stationary with video footage.

Thank you

Best Regards,

Tien Yong Shun (田永顺)

Assistant Operation Manager

Mobile : +65 9029 6574

Email : yongshun@lexbuild.com



LexBuild Motors Pte Ltd

11 Tuas Bay Close, #04-01/02 West Star
Singapore 636996

Tel : +65 6456 3533

Fax : +65 6456 3353

Website : www.LexBuild.com

a new train of thoughts

 Save a tree. please don't print this email unless you really need to.

From: ONG LI LI [<mailto:llong@lonpac.com>]

Sent: Wednesday, February 23, 2022 12:45 PM

To: Tien Yong Shun <yongshun@lexbuild.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>; Wilson Yeoh Wei Sheng <wilson.yeoh@go-aheadssingapore.com>

Subject: RE: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Yong Shun

We are maintaining our offer (50%) as our Insured was travelling straight in his own lane while your client had encroached lane.

We would suggest you escalate the matter to GIA for Adjudication as stated in the ARC agreement:-

Quote

- 2.4 In the course of their direct settlement of their clients' TPPD claims with the insurers, should there be any dispute on the issue of liability, the Authorized Workshop / Approved Reporting Centre* shall have such cases escalated to the GIA for Adjudication.

Unquote

Regards,

Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 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: Tien Yong Shun <yongshun@lexbuild.com>

Sent: Saturday, 19 February 2022 11:41 AM

To: ONG LI LI <long@lonpac.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>; Wilson Yeoh Wei Sheng <wilson.yeoh@go-aheadsingapore.com>

Subject: RE: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Importance: High

Good Morning Ms Ong,

We yet to receive any update from you. We have informed our client about the matter. They will engage their own solicitor to handle above case.

We will discharge our service from here.

Thank you

Best Regards,

Tien Yong Shun (田永顺)

Assistant Operation Manager

Mobile : +65 9029 6574

Email : yongshun@lexbuild.com



LexBuild Motors Pte Ltd

11 Tuas Bay Close, #04-01/02 West Star
Singapore 636996

Tel : +65 6456 3533

Fax : +65 6456 3353

Website : www.LexBuild.com

a new train of thoughts



Save a tree. please don't print this email unless you really need to.

From: Tien Yong Shun

Sent: Thursday, February 17, 2022 2:02 PM

To: ONG LI LI <long@lonpac.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: RE: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Importance: High

Good Afternoon Ms Ong,

We are still waiting your reply on above matter.

Please reply us by tomorrow 18/2/2022 to close the case

Thank you

Best Regards,

Tien Yong Shun (田永顺)

Assistant Operation Manager

Mobile : +65 9029 6574

Email : yongshun@lexbuild.com



LexBuild Motors Pte Ltd

11 Tuas Bay Close, #04-01/02 West Star

Singapore 636996

Tel : +65 6456 3533

Fax : +65 6456 3353

Website : www.LexBuild.com

a new train of thoughts

 Save a tree. please don't print this email unless you really need to.

From: Tien Yong Shun

Sent: Friday, February 11, 2022 3:50 PM

To: ONG LI LI <long@lonpac.com>

Cc: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: Re: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Good afternoon Ms Ong,

- 1) According BOLA practice, No.6 contrary Evidence iii).
- 2) Video footage override BOLA where evidence support the version
- 3) bus are station there waiting for traffic light and there is Plenty of space at your insurer lane.
- 4) please wont accept any discount or liability on our claims which submit to your insurance.

Thank you

Tien Yong Shun

Lexbuild international Pte Ltd

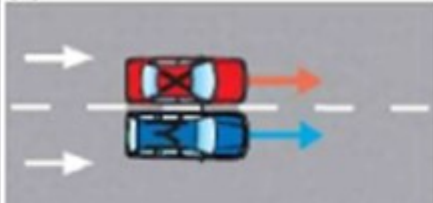
On 11 Feb 2022, at 3:24 PM, ONG LI LI <l1ong@lonpac.com> wrote:

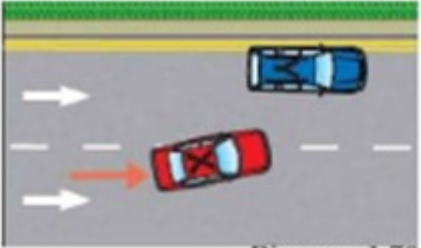
Lonpac External - General

Without Prejudice

Dear Yong Shun

Your driver cannot be absolved from all blame, he has obligation to travel within his lane. As you can see from the guidelines below, even a parked vehicle can be found liable up to 70%. Please let us have your counter-proposal to resolve the matter amicably.

<p>(c)</p>  <p><i>Diagram 1.67</i></p>	<p>Reason(s): Both drivers have an equal obligation to travel within their own lanes and not on lane marking. They should keep a lookout for vehicles entering their path of travel and take evasive action to avoid a collision.</p>	50	50
<p>Vehicle X – Travelling on lane marking</p> <p>Vehicle Y – Travelling on lane marking in the same direction, next to Vehicle X resulting in a side swipe</p>			

CAR PARKS (including parking space not designated for parking)			
23.	 <p>Diagram 1.70</p> <p>Vehicle X – Moving straight ahead</p> <p>Vehicle Y – Parked/stopped by the roadside where parking/stopping is not permitted (as denoted by 2 continuous yellow lines or a single yellow zig-zag line or a continuous centre white line (no parking) or double yellow zig-zag lines (no parking and stopping))</p>	Reason(s): Driver Y must not park/stop where parking/stopping is prohibited. ⁶⁹ Driver Y should also turn on his hazard lights to warn other motorists of the presence of his stationary vehicle. Driver X travelling on the road should keep a lookout for obstructions such as stationary vehicles and take evasive action to avoid a collision. ⁷⁰	
	Where Driver Y has turned on his hazard lights	80	20
	Where Driver Y has not turned on his hazard lights	70	30

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 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: Tien Yong Shun <yongshun@lexbuild.com>

Sent: Friday, 11 February 2022 3:14 PM

To: ONG LI LI <long@lonpac.com>

Cc: Jaslin Kok (LKK Auto) <jasklinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin

A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: Re: Our Ref: 21/21/21/VC00/025102 RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Good afternoon Ms ong,

Our bus is keep between the lane and station for quite sometime. If lonpac insurance insisted at 50% liability. lexbuild will discharge our service to Go-Ahead Singapore and they shall seek their own solicitor department.

We hereby maintain our stand and please let us know if you wish to review your offer by 15 Feb 202

Appreciate tour time and we look forward to your reply.

Tien Yong Shun

Lexbuild international Pte Ltd

On 11 Feb 2022, at 3:04 PM, ONG LI LI <llong@lonpac.com>
wrote:

Lonpac External - General

Without Prejudice
Save as to Costs

Dear Yong Shun

Your bus has encroached into our Insured's lane, by right under the market agreement, your bus driver would be 100% down on liability. Our Insured was travelling straight in his lane at all times.

Therefore, please re-consider our more than reasonable offer at 50%.



We refer to the above matter.

Your client's video footage clearly showed that his mirror has our principal instructions to settle at equal liability.

We propose settlement as follows: -

1. Cost of Repair (w/GST)	\$ 2,024.66
2. Loss of Use (1 days x \$250.00)	\$ 250.00
@ 50%	\$ 1,137.33
3. GIA Search Fee	\$ 2.00
Total	<u>\$ 1,139.33</u>

Please confirm acceptance.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555

Tel : (65) 6250 7388 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: Tien Yong Shun <yongshun@lexbuild.com>

Sent: Tuesday, 8 February 2022 10:43 AM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Importance: High

Good Morning LKK & Lonpac insurance,

Kindly advise Discharge voucher for above mention case.

We have already offer an minimum LOU amount \$250/day according to Benchmark

Thank you

Best Regards,

Tien Yong Shun (田永顺)

Assistant Operation Manager

Mobile : +65 9029 6574

Email : yongshun@lexbuild.com



 Save a tree. please don't print this email unless you really need to.

From: Tien Yong Shun

Sent: Friday, February 4, 2022 10:08 PM

To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474

Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 -
URGENT

Importance: High

WITHOUT PREJUDICE

Good Evening Jaslin & Lonpac insurance

We hereby offer Global sum amount \$2,303.41 (All-In) – (\$250/days according to Benchmark)

If you agreed, please issue us your DV to close above mention case.

Appreciate your time and we look forward to your reply.

Thank you

Best Regards,
Tien Yong Shun (田永顺)
Assistant Operation Manager
Mobile : +65 9029 6574
Email : yongshun@lexbuild.com



From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]

Sent: Friday, February 4, 2022 9:51 AM

To: Tien Yong Shun <yongshun@lexbuild.com>; MT_Claim_SG
<mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>

Subject: Re: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474
Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 -
URGENT

WITHOUT PREJUDICE

Dear Sir / Madam,

We acknowledge receipt of your email dated 28/01/2022.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Tien Yong Shun <yongshun@lexbuild.com>
Sent: Thursday, February 3, 2022 7:52 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Subject: RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3 - URGENT

Good Evening Lonpac Insurance,

Our LOD email was send out to LKK on 28/01/2022, we yet to receive any acknowledge from them.

We hereby send to you and kindly acknowledge by 9/2/2022.

We will discharge our service if there is no response from you and our client will engage their own solicitor on the above claims matter.

We are authorized by Go Ahead Singapore Pte Ltd to negotiate and derive an amicable direct settlement with your prestige company.

We hereby quantify our client's intend claims as follow:

1	Final Repair bill (LBE202201-014)	\$2,051.41	(Inclusive 7% GST)
2	LOU (1days @ \$ 400/day)	\$400.00	
3	Search Invoice	\$2.00	(Inclusive 7% GST)
Grand Total		\$2,453.41	(Inclusive 7% GST)

Enclosed please find the documents for your necessary action:

- 1) Tax Invoice LBE202201-014
- 2) Letter of Demand
- 3) Search Invoice
- 4) Authorisation to Act

Please let us have your Discharge Voucher As soon As possible to close the case

Thank you

Best Regards,
Tien Yong Shun (田永顺)
Assistant Operation Manager
Mobile : +65 9029 6574
Email : yongshun@lexbuild.com



 Save a tree. please don't print this email unless you really need to.

From: Tien Yong Shun
Sent: Friday, January 28, 2022 12:11 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; LBI Claims <claims@lexbuild.com>
Subject: RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @
Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF :
CC4/LPC21011359/Grs3
Importance: High

Good Evening,

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- 1) Tax Invoice LBE202201-014
- 2) Letter of Demand
- 3) Search Invoice
- 4) Authorisation to Act

Please let us have your Discharge Voucher As soon As possible to close the case

Thank you

Best Regards,
Tien Yong Shun (田永顺)
Assistant Operation Manager
Mobile : +65 9029 6574
Email : yongshun@lexbuild.com



From: Tien Yong Shun
Sent: Thursday, November 11, 2021 9:36 PM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: Accident on 28/10/2021 involving SBS6437K & YP8668R @
Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF :
CC4/LPC21011359/Grs3

Good evening,

Please find video footage, your driver wasn't written correctly in their sketch plan.

Our vehicle is stationary.

Kindly advise liability of above claims matter

Thank you

Best Regards,
Tien Yong Shun (田永顺)
Assistant Operation Manager
Mobile : +65 9029 6574
Email : yongshun@lexbuild.com



 Save a tree. please don't print this email unless you really need to.

From: Jaslin Kok (LKK Auto) [<mailto:jaslinkok@lkkauto.com>]
Sent: Thursday, November 11, 2021 9:23 AM
To: Tien Yong Shun <yongshun@lexbuild.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Accident on 28/10/2021 involving SBS6437K & YP8668R @ Near 474 Pasir Ris Drive 6, Block 474, Singapore 510474 LKK REF : CC4/LPC21011359/Grs3

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has reported. Please refer to the below OI's sketch plan and statement.

Diagram showing vehicle positions A and B, with handwritten labels A: YP8668R and B: SBS6437K.

Posit A is Dr 6

DESCRIBE CIRCUMSTANCES OF THE ACCIDENT

Ins: Loopac	Veh No: YP8668R	DoA: 28/10/21 3pm
SBS6437K drove very close to the right hence both our		
side mirror hit against each other.		

Please provide us a copy of accident video as stated in your client accident report for our viewing.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)