

THIRD PARTY CLAIM

Date: 01 Apr 2022

Name & Address Of Claimant: THILAGAMANI D/O T SIVANANDAM
C/O: KAN FOOK SING MOTOR WORKSHOP 61 DEFU LANE 12 SINGAPORE 539147
Name & Address Of Third Party Insured: LONPAC INSURANCE BHD
200 Beach Road #17-04/07 The Concourse Singapore 199555

Dear Sir/Madam,

Accident involving vehicles SFU6257E & SJY8346A
on 18/12/2021 along/ at
BLK 156 TAMPINES ST 12 SERVICE ROAD

I am the owner of vehicle registration no: SFU6257E which was involved in the
above mentioned vehicle registration no: SJY8346A which I understand is insured
with you.

The accident was clearly caused by your insured's negligence and I am therefore claiming compensation from you for all financial losses as itemized below:-

1 Repair Costs	S\$ <u>939.46</u>
2 Miscellaneous Items	S\$ <u>-</u>
3 Surveyor Fee	S\$ <u>-</u>
4 LTA/GIA Search Fee	S\$ <u>2.00</u>
5 Loss of Use / Rental for <u>3</u> days @ S\$ <u>192.60</u> per day	S\$ <u>577.80</u>
6 Excess	S\$ <u>-</u>
TOTAL:	S\$ <u>1519.26</u>

I enclosed the relevant copies of documents in support of my claims. Your prompt settlement of my claim would be much appreciated. If you require any other information, please contact my workshop at **KAN FOOK SING MOTOR WORKSHOP**, 61 Defu Lane 12 Singapore (539147), Tel: 6747 9560 Fax: 6748 1006, Email: ryan@kanfs.net / patricia@kanfs.net. I have authorized the said workshop to deal with my repairs & accept payment in relation to the claim for repairs/loss of use & execute documents on my behalf for the purpose of my convenience.

**** Please be informed that this Letter of Demand is SOLELY for the claimant's claim for damage to motor vehicle/ motor cycle no.: SFU6257E and it does not include the claimant's claim for personal injuries and medical expenses.**

**** Please note that the claimant will only execute Discharge Voucher in respect of his/ her claim for the damage to his/ her motor vehicle/ motor cycle no: SFU6257E.**

Thank you.

Your faithfully



X

AUTHORISATION FORM

TO:-

KAN FOOK SING MOTOR WORKSHOP
61 DEFU LANE 12
SINGAPORE 539147

FROM:-

NAME: THILAGAMANI D/O T SIVANANDAM
NRIC NO: S6812383F

Dear Sir/Madam

Accident on 18/12/2021 involving vehicles SFU6257E & SJY8346A
along/at BLK 156 TAMPINES ST 12 SERVICE ROAD

I/We THILAGAMANI D/O T SIVANANDAM the owner of
vehicle registration no: SFU6257E hereby do authorize you. Kan Fook Sing Motor
Workshop to commence repairs to my above mentioned vehicle.

I/ We confirm that Kan Fook Sing Motor Workshop is hereby authorized to handle the repairs of my/ our
vehicle and/ or to negotiate and settle any claims relating to the above 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.

Kan Fook Sing Motor Workshop is here by authorized to execute and /or sign my documents/ discharge
vouchers/ discharge agreements regarding my/ our claim to facilitate my convenience. **ALL PAYMENT
WILL BE MADE TO KAN FOOK SING MOTOR WORKSHOP.**

Thank you.

Yours faithfully





LONPAC INSURANCE BHD

CLAIM NO : 21/21/22/VP05/025274

DATE : 13 JUNE 2022

DISCHARGE VOUCHER

I/We, THILAGAMANI D/O T SIVANANDAM confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of SJY8346A the sum of Singapore Dollar One Thousand Two Hundred Sixty Two and Cents Forty Six Only (\$1,262.46) 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 SFU6257E and SJY8346A on 18/12/2021 along/at BLK 156 TAMPINES ST 12 SERVICE ROAD.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TAN CHEE SIONG AND/OR DICKSON TAN JIN HUA**) 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 "**KAN FOOK SING MOTOR WORKSHOP**".

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.

 19/7/2022

.....
Signature of vehicle owner/Date

THILAGAMANI D/O T SIVANANDAM

.....
Name of vehicle owner /Date



簡福星摩多工廠 KAN FOOK SING MOTOR WORKSHOP

Headquarter: 61 Defu Lane 12, Singapore 539147
Tel: (65) 6747 9560, 6743 5344, 6858 4361 • Fax: (65) 6748 1006, 6281 8428
E-mail: ryan@kanfs.net / patricia@kanfs.net
Branch: 1 Kaki Bukit Avenue 6 #01-13, Singapore 417883
Tel: (65) 6481 5150 • Fax: (65) 6481 8683

TAX INVOICE

No. 50666

Business Reg. No. 221468-00E
GST Reg. No. M9-0005333-E

LONPAC INSURANCE BHD
300 BEACH ROAD #17-04/07 THE CONCOURSE SINGAPORE
199555

INVOICE NO : 50666

DATE : 31-03-2022

VEHICLE NO. : SFU6257E
ACCIDENT DATE : 18-12-2021 14:35
THIRD PARTY REF. : SJY8346A

ATTN: MOTOR CLAIMS DEPT.

INVOICE COST OF REPAIRS TO VEHICLE SFU6257E RENAULT MEGANE

QTY	PARTS DESCRIPTION	AMOUNT (SG\$)
1	FRONT BUMPER LOWER GRILLE	220.00
10	FRONT BUMPER CLIP @\$4.50	45.00
		<hr/> 265.00
	ADD 20 %	53.00
	TOTAL (A)	<hr/> 318.00

SPECIAL NETT ITEMS

1	FRONT NUMBER PLATE	30.00
	TOTAL (C)	<hr/> 30.00

LABOUR CHARGES

1	TO CHECK WIRING SYSTEM	30.00
1	TO REMOVE ALL NECESSARY AFFECTED PARTS PANEL BEAT AND FITTING NEW-PARTS	250.00
1	SPRAYPAINTING CHARGES	250.00
	TOTAL (D)	<hr/> 530.00
	TOTAL REPAIR COST :	<hr/> 878.00
	G S T % :	<hr/> 61.46
	INVOICE AMOUNT :	<hr/> 939.46



IN PANEL-BEATING & BODY-WORK, OUR WORKSHOP IS WELL-EQUIPPED WITH THE LATEST TECHNOLOGY --- CELETTE BENCH PULLER SYSTEM WHICH ENABLE US TO MEASURE CORRECTLY & REPAIR MANY DIFFERENT KINDS OF DAMAGES, SERIOUS DAMAGES TO THE FLOOR-BOARD CHASSIS & WHEEL-HOUSING CAN BE RESTORED BACK TO THE ACCORDING MEASUREMENT. WE ARE ABLE TO REPAIR & RESTORE ANY BADLY DAMAGED VEHICLE BACK TO ITS ORIGINAL SPECIFICATIONS TO ENSURE SAFETY WHILE DRIVING.

在鈹金修理業，本廠有最精良，先進的機械，來準確測量及修理，在規格尺寸圖內，本公司有能力回復原來相符的程度。



KAN CAR RENTAL

61 Defu Lane 12, Singapore 539147

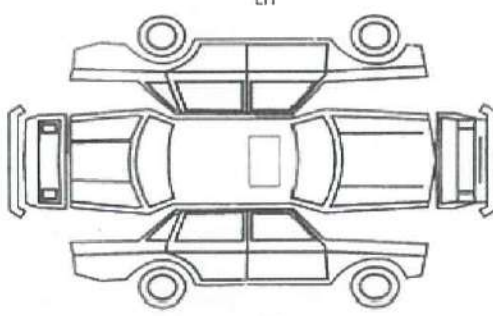
Tel: (65) 6747 9560 • Fax: (65) 6748 1006

Co. Reg. No.: 52908213J • GST Reg. No.: 52-908213-J

SFUB257E

TP Layer

VEHICLE RENTAL AGREEMENT

VEHICLE'S PARTICULARS Veh. Reg. No.: <u>41HB1B</u> Engine C.C.: Make/Model: <u>Toyota Camry</u> Comprehensive/ Third Party Only Coverage		Date Out: <u>2/3/2022</u> Date In: <u>4/3/2022</u> Time Out: <u>0935 am</u> Time In: <u>17:30 hr</u> Mileage Out: Mileage In: Fuel Level: E - 1/4 - <u>1/2</u> - 3/4 - F	
HIRER'S PARTICULARS Name: <u>Thilagamani D/o</u> Tel no. (R/O): Address: <u>Sivanandam</u> Mobile No.: <u>96645203</u> <u>31 upper serangoon view</u> <u>#04-20</u> s(<u>534043</u>) Nationality: Gender: <u>F</u> NRIC/ FIN No.: <u>S6812383F</u> Driving Lic. No.: <u>S6812383F</u> Date of Birth: <u>21 Apr 1964</u> Driving Exp: <u>38 years</u>		3 DAYS @ \$ <u>180.00</u> per Day <u>\$540.00</u> WEEKS @ \$ per Week MONTHS @ \$ per Month ADD. @ \$ per Hour SUB TOTAL <u>\$540.00</u> 7% GST <u>\$37.80</u> TOTAL CHARGE <u>\$577.80</u> PAYMENT METHOD	
DRIVER'S PARTICULARS Name: Tel no. (R/O): Address: Mobile No.: Nationality: s() Gender: NRIC/ FIN No.: Driving Lic. No.: Date of Birth: Driving Exp:		LH  RR FRT RH Remarks: ** FOR SINGAPORE USE ONLY ** TP / OD Excess \$3,500.00 ** All damages borne by hirer Third Party Coverage vehicle	
ADDITIONAL DRIVER'S PARTICULARS Name: Tel no. (R/O): Address: Mobile No.: Nationality: s() Gender: NRIC/ FIN No.: Driving Lic. No.: Date of Birth: Driving Exp:		IMPORTANT 1. The Hirer and the Authorized Driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be Borne by the Hirer/ the Authorized Driver. 2. All vehicles are supplied with petrol and should returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the Hirer should he fail to return the vehicle at the appropriate petrol level. 3. No refund for early return of vehicle. The Hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and /or PAI where applicable. Any returns after our operation hours will be charges as a full day rental. 4. Use of the vehicle for illegal purpose (For instance: In connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited. 5. Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of Kan Car Rental. The Hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage. 6. The Hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of of in connection with it's use or operation. 7. The Hirer and/or Driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-wavier excess and cost expense	
ACKNOWLEDGEMENT I have read and agree to the terms and conditions of this agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to the account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given to Kan Car Rental in connection with this agreement is true.		(including legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle of the use or the operation of the vehicle. Full excess amount have to be paid immediately in the event of an accident occurred. Any damage to the vehicle will be repaired at Kan Car Rental authorized workshop. 8. Smoke or permit smoking and transport of pets in the vehicles are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the Hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair between \$200 - \$400. 9. The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the cost of such responses at \$50.00 per trip. 10. In case of accident, the Hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the Hirer will have to borne all liability from all parties claim. Full excess amount have to paid immediately in the event of accident. 11. The Hirer/ Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and so not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the Hire/Driver. 12. All customer's data will be kept strictly confidential and is solely used for the purpose of completing the sales transaction and other relating matters. 13. I understand and agree to the personal data & collection statement.	

Hirer's Signature

Additional Driver's Signature

Rented out by (Staff name)



KAN CAR RENTAL

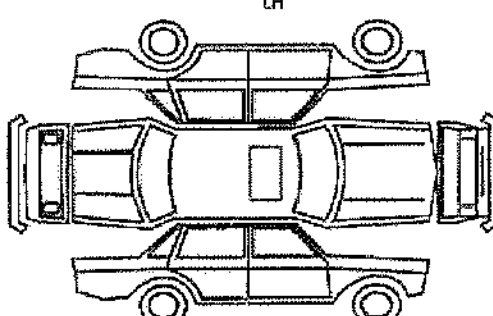
61 Defu Lane 12, Singapore 539147

Tel: (65) 6747 9560 • Fax: (65) 6748 1006

Co. Reg. No.: 52908213J • GST Reg. No.: 52-908213-J

TAX INVOICE NO.: KCR 1000391

STU 6257E

VEHICLE'S PARTICULARS Veh. Reg. No.: SKL481B Make/Model: TOYOTA CAMRY Comprehensive/ Third Party Only Coverage		Date Out: 02.03.2022 Date In: 04.03.2022 Time Out: 0935HRS Time In: 1730HRS Mileage Out: Mileage In: Fuel Level: E - 1/4 - 1/2 - 3/4 - F	
HIRER'S PARTICULARS Name: THILAGAMANI D/O Tel no. (R/O): Address: 31 UPP SERANGOON Mobile No.: 96645203 VIEW #04-20 s(534043) Nationality: Gender: NRIC/ FIN No.: SXXXX383F Driving Lic. No.: Date of Birth: 21.04.1964 Driving Exp:		3 DAYS @ \$ 180.00 per Day \$ 540.00 WEEKS @ \$ per Week MONTHS @ \$ per Month ADD. @ \$ per Hour SUB TOTAL \$ 540.00 GST \$ 37.80 TOTAL CHARGE \$ 577.80 PAYMENT METHOD	
DRIVER'S PARTICULARS Name: Tel no. (R/O): Address: Mobile No.: s() Nationality: Gender: NRIC/ FIN No.: Driving Lic. No.: Date of Birth: Driving Exp:		LH RR  FRT RH	
ADDITIONAL DRIVER'S PARTICULARS Name: Tel no. (R/O): Address: Mobile No.: s() Nationality: Gender: NRIC/ FIN No.: Driving Lic. No.: Date of Birth: Driving Exp:		Remarks: ** FOR SINGAPORE USE ONLY ** TP / OD Excess S\$ 3,500.00 ** All damages borne by hirer Third Party Coverage vehicle	
IMPORTANT 1.The Hirer and the Authorized Driver must be over 23 years of age and under 65 years and be holding valid driving licenses and have a minimum of 2 years regular and qualified driving experience. Failure to observe stipulation may return all damages costs to be Borne by the Hirer/ the Authorized Driver. 2.All vehicles are supplied with petrol and should returned with petrol level likewise. A service charge of \$5 on top of a petrol surcharge is payable by the Hirer should he fail to return the vehicle at the appropriate petrol level. 3.No refund for early return of vehicle. The Hirer shall be liable for additional charges for any late return at the rate shown per hour per day, inclusive of CDW and/or PAI where applicable. Any returns after our operation hours will be charges as a full day rental. 4.Use of the vehicle for Illegal purpose (For instance: in connection with theft, drug peddling or trafficking, smuggling), is strictly prohibited. 5.Vehicle strictly for Singapore use only and may not be driven out of Singapore without prior written consent of Lion's Auto Trading Pte Ltd. The Hirer is liable for a penalty fee of \$200 in addition to the appropriate insurance top up in the case of non-disclosure of Malaysia usage. 6.The Hirer and/or driver shall be responsible for all damages or losses howsoever caused, all traffic violations, fines and penalties imposed on the vehicle for whatsoever reason in respect of of in connection with it's use or operation. 7.The Hirer and/or Driver shall be responsible for all claims, damages, losses, increased insurance premiums, non-wavier excess and cost expense (including legal costs on a full indemnity basis), whatsoever and howsoever brought against, suffered or incurred by you in respect of the vehicle of the use or the operation of the vehicle. Full excess amount have to be paid Immediately in the event of an accident occurred. Any damage to the vehicle will be repaired at Lion's Auto Trading Pte Ltd authorized workshop. 8.Smoke or permit smoking and transport of pets in the vehicles are not allowed. Any offensive smell e.g. cigarette, durian or pet's smell, the Hirer and/or driver shall bear the cost of removing the offensive smell or pet's hair between \$200 - \$400. 9.The Hirer agrees that a punctured tyre, empty petrol tank, loss of vehicle's key or locked keys inside of vehicle, by itself, does not constitute a breakdown and that in the event the owner's 24-Hours Emergency Service is called upon to respond to such occurrence, the Hirer shall bear the coast of such responses at \$50.00 per trip. 10.In case of accident, the Hirer shall report to rental office immediately. An accident report must be made within 24 hours. Failure to comply, the Hirer will have to borne all liability from all parties claim. Full excess amount have to paid immediately in the event of accident. 11.The Hirer/ Driver also have the responsibility to ensure that the radiator water level in the car is sufficient and so not drive when the vehicle is stall and does not have sufficient water. Any damage to the engine will be bear by the Hire/Driver. 12.All customer's data will be kept strictly confidential and is solely used for the purpose of completing the sales transaction and other relating matters. 13.I understand and agree to the personal data & collection statement.			
ACKNOWLEDGEMENT I have read and agree to the terms and conditions of this agreement. If I have presented a charge/credit card for payment, I agree that all amounts payable under this agreement and for parking and traffic infringements may be billed to the account and my signature above will be considered to have been made on the charge/credit card voucher. All information I have given to Lion's Auto Trading Pte Ltd in connection with this agreement is true.			
Hirer's Signature		Additional Driver's Signature	
		Rented out by (Staff name)	

INSURER ENQUIRY

Find
insurer

Vehicle reg. no.

SJY8346A

Date of Accident

18/12/2021 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**

Period of Insurance **06/10/2021 - 05/10/2022**

Requested By **Boo Miow Hwa (KAN FOOK SIN...**

Requested Date **20/12/2021 17:03**

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**

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 3 June 2022 9:49 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274
LKK REF : CC4/LPC21013184/T1rs3

Lonpac External - General

Dear Hsiao Tong

Please proceed.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, 2 June 2022 2:50 pm
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [Seek Mandate] - SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274 LKK REF :
CC4/LPC21013184/T1rs3

Your ref: **21/21/22/VP05/025274**
Our ref : CC4/LPC21013184/Tps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SJY8346A(LONPAC) AND SFU6257E(TP) ON 18/12/2021

We refer to the above matter.

We have highlighted to your good office on 24/01/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver reversed and hit third party. We are of the view that liability is not in our driver favour.

We seek your approval to offer repairer "**KAN FOOK SING MOTOR WORKSHOP**" at **\$1,262.46(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 3,680.80	\$ 939.46 (\$878.00 + 7%GST)

2. Loss of Rental (3days x \$180.00)(w/GST)	\$ 577.80	\$ 321.00 (3days x \$100.00)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,260.60	<u>\$1,262.46</u>

Surveyor recommended 2days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 12/05/2022 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Monday, 24 January 2022 9:54 AM

To: ONG LI LI <llong@lonpac.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

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

Subject: Re: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274 LKK REF : CC4/LPC21013184/T1rs3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SFU 6257E at M/s KAN FOOK SING MOTOR WORKSHOP 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**

- **Photographs of TP vehicle in its damaged condition**

Please note that the case handler in-charge is Jaslin.

To check availability of the case handler, you may contact the undersigned.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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

Sent: Monday, January 24, 2022 9:32 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Hi Summer

Please see attached for our Insured's GIA report with addendum.

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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Tuesday, 28 December 2021 10:28 AM

To: ONG LI LI <llong@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Dear Li Li,

Noted with thanks.

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: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, 28 December, 2021 10:22 AM

To: Summer (LKK Auto) <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Dear Summer

Please see attached for our 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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 27 December 2021 12:02 PM

To: ONG LI LI <long@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

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: ONG LI LI <long@lonpac.com>

Sent: Monday, 27 December, 2021 11:04 AM

To: mttan <mttan@kanfs.net>; Summer (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: Fwd: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Lonpac External - General

Hi Summer

Fya -TP survey.

Regards

Ong Li Li

Get [Outlook for Android](#)

From: mttan <mttan@kanfs.net>

Sent: Friday, December 24, 2021 1:13:23 PM

To: MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Dear Mdm

Estimate attached

Kindly arrange for a 3rd party survey

Thank you

Mr Tan
KFS
67479560

On Fri, 24 Dec 2021 04:59:02 +0000, ONG LI LI wrote

> **Lonpac External - General**

>

> Without Prejudice

>

> Dear Mr Tan

>

> Please let us have your repair estimate.

>

>

>

> 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:** ONG LI LI
> **Sent:** Friday, 24 December 2021 12:24 PM
> **To:** mttan <mttan@kanfs.net>; MT_Claim_SG <mt_claim@lonpac.com>
> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274
>

> Lonpac External - General

>
> Without Prejudice
>
> Dear Mr Tan
>
> Insured would need to go back to the reporting workshop to file the addendum.
>
>
>

> 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
>

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> .
>
>

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

> **From:** mttan <mttan@kanfs.net>
> **Sent:** Friday, 24 December 2021 12:20 PM
> **To:** MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>
> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274
>

> Dear Mdm
>
> Attached here the Addendum make by your client
>
> Kindly review and revert
>
> Thank you
>
> Mr Tan
> KFS
> 67479560
>
> On Fri, 24 Dec 2021 03:24:58 +0000, ONG LI LI wrote

>> Lonpac External - General

>>
>> Without Prejudice
>>
>> Dear Mr Tan
>>
>> Please confirm withdrawal of TP claim since your client does not have the evidence.

>>
>>
>>
>> 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:** mttan <mttan@kanfs.net>
>> **Sent:** Thursday, 23 December 2021 11:37 AM
>> **To:** ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>
>> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

>>
>> Dear Mdm
>>
>> Our client don't has the Video footage
>>
>> Thank you

>>
>> Mr Tan
>> KFS
>> 67479560
>>
>> On Wed, 22 Dec 2021 08:02:31 +0000, ONG LI LI wrote

>>> Lonpac External - General

>>>
>>>
>>> Without Prejudice
>>>
>>> Dear Tan
>>>
>>> Our Insured has reported that this is a head to rear accident.
>>>
>>> Do you have any video footage to prove otherwise?
>>>

>>> If not, please confirm withdrawal of claim as per market agreement.

>>>

>>> 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:** mttan <mttan@kanfs.net>

>>> **Sent:** Wednesday, 22 December 2021 3:56 PM

>>> **To:** MT_Claim_SG <mt_claim@lonpac.com>

>>> **Subject:** SFU6257E - 3rd party survey

>>>

>>> Dear Sir/Mdm

>>>

>>> Kindly arrange for a 3rd party survey for vehicle SFU6257E at 61 Defu lane 12 SE539147

>>>

>>> Documents attached

>>>

>>> Detail as follow

>>>

>>> Our client : SFU6257E

>>>

>>> Your insured : SJY8346A

>>>

>>> Date/time loss : 18/12/21@1435hrs

>>>

>>> Thank you

>>>

>>> Mr Tan

>>> KFS

>>> 67479560

>>>

>>> --

>>

>> --

>

> --

--

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