

ABWIN SERVICE PTE LTD

17 KAKI BUKIT ROAD 4
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809
Tel: 67139400 Fax: 67139415
Email: servicecentre@abwinm9.com Website: www.abwinm9.com
Company Reg. No: 201318685G GST Reg. No: 201318685G



04-FEB-2022

LONPAC INSURANCE BHD.

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

Dear Sirs,

ACCIDENT ON 06-Jan-2022 INVOLVING SJE7925R & GBK2864D AT PASIR PANJANG ROAD

We are authorised repair workshop for the owner of vehicle, SJE7925R, which was involved in the captioned accident with your insured's vehicle. The vehicle owner has requested and authorised us to assist him/her in presenting his claim against the party responsible for the damage to the vehicle.

As the accident was caused by the negligent act of your insured, GBK2864D, we are submitting these claims for your consideration on behalf of the owner/driver/claimant.

1. Cost of Repair	\$4,440.50
2. Car Rental	-
3. Loss of Use (7 x \$100.00)	\$700.00
4. Survey Fees	-
5. LTA Fees	-
6. TP/GIA Fees	\$2.00
7. Medical Fees	-
8. Others	-
(E&OE) \$5,142.50	

We enclosed the following documents to support the claims:-

<input checked="" type="checkbox"/> Repair/Excess Bill	<input checked="" type="checkbox"/> GIA/Police Report(s)	<input type="checkbox"/> Power of Attorney	<input type="checkbox"/> Medical Bill
<input type="checkbox"/> Surveyor Report	<input checked="" type="checkbox"/> GIA/TP Search	<input type="checkbox"/> Car Rental Bill	<input type="checkbox"/> Witness Statement
<input type="checkbox"/> Coloured Photographs	<input type="checkbox"/> Insurance Certificate	<input checked="" type="checkbox"/> Others : <u>LOA</u>	

Kindly look into the matter and let us hear from you on the settlement of our client's claim as soon as possible.

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/driver/claimant.

Yours faithfully,

ABWIN SERVICE PTE LTD



HAZEL

Claim Department

Email :

ABWIN SERVICE PTE LTD

17 KAKI BUKIT ROAD 4
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809
Tel: 67139400 Fax: 67139415
Email: servicecentre@abwinm9.com Website: www.abwinm9.com
Company Reg. No: 201318685G GST Reg. No: 201318685G



Date : 08-Jan-2022

From : AFIDAH BINTE ALI (Name of **Policyholder**)

My Vehicle No. : SJE7925R

Other Vehicles : GBK2864D

Accident Date : 06-Jan-2022

Location : PASIR PANJANG ROAD

LETTER OF AUTHORISATION

To : LONPAC INSURANCE BHD. (Third Party and/or Third Party Insurer)

I have authorised ABWIN SERVICE PTE LTD to proceed with the repairs to my accident damaged vehicle and to proceed with 3rd Party Insurance Claims against Third Party and / or its Insurer on my behalf for property damages, costs, and expenses, including loss of use, loss of rental, medical fees and legal costs.

To have absolute discretion to agree to any settlement of compensation amount in respect of my/our claim against third party (except personal injuries and medical claims).

As ABWIN SERVICE PTE LTD will be handling the entire 3rd Party Claims, which includes signing / submission of all relevant documents and negotiation of my claims on my behalf, kindly forward and make payable all proceeds to my claims to **ABWIN SERVICE PTE LTD.**

I confirm that the payment of any negotiated settlement with and accepted by ABWIN SERVICE PTE LTD will serve as an effectual discharge of my claims against the Third Party and / or its Insurer for the damage caused.

Policyholder's Signature / Company's Stamp (if applicable)

Name : AFIDAH BINTE ALI

NRIC No. / ROC No. :

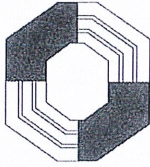
Designation :



Witness's Signature

Name : HAZEL

NRIC No. :



LONPAC INSURANCE BHD

CLAIM NO : 21/22/22/VC05/025343
DATE : 08 April 2022

DISCHARGE VOUCHER

I/We, AFIDAH BINTE ALI confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of GBK2864D the sum of Singapore Dollar Four Thousand Eight Hundred Only (\$4,800.00) 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 SJE7925R and GBK2864D on 06/01/2022 along/at PASIR PANJANG ROAD.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ A-POWER ENGINEERING PTE LTD AND/OR MUNIYASAMY SARAVANAKUMAR) 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 "ABWIN SERVICE 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.

.....
Signature of vehicle owner/Date

AFIDAH BINTE ALI 08/04/22
.....
Name of vehicle owner /Date



"The contents of this document apply to vehicle damages only.
All personal injuries and damages arising therefrom are excluded
from the ambit and application of this document"

ABWIN SERVICE PTE LTD

17 KAKI BUKIT ROAD 4
#01-60 BARTLEY BIZ CENTRE SINGAPORE 417809
Tel: 67139400 Fax: 67139415
Email: servicecentre@abwinm9.com Website: www.abwinm9.com
Company Reg. No: 201318685G GST Reg. No: 201318685G

**INVOICE: HQPI00242****LONPAC INSURANCE BHD.**

300 BEACH ROAD #17-04/07 THE CONCOURSE
SINGAPORE 199555199555
CONTACT : 62507388

DATE : 04-FEB-2022
JOB SHEET NO : HQJS10189
SERVICE ADVISOR : HAZEL
JOB START : 2022-01-14 13:25:39
JOB COMPLETED : 2022-01-21 09:39:45
PAGE : 1 OF 1

VEHICLE NO : **SJE7925R**
MAKE : TOYOTA
MODEL : VIOS E AUTO
MILEAGE : 320184 KM

NO	STOCK CODE	DESCRIPTION	QTY	UNIT PRICE	SUM (SGD)
1	CLAIM	COST OF REPAIR RECOMMENDED BY LKK SURVEYOR MARCUS ON A LUMP SUM BASIS AT \$4,150	1	4,150.00	4,150.00

SGD : FOUR THOUSAND FOUR HUNDRED AND FORTY AND FIFTY CENTS ONLY

SUB-TOTAL : 4,150.00
GST - 7 % : 290.50
TOTAL : 4,440.50

ABWIN SERVICE PTE LTD



PREPARED BY

INSURER ENQUIRY

Find insurer

Vehicle reg. no.

GBK2864D

Date of Accident

06/01/2022



Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**

Period of Insurance **25/03/2021 - 24/03/2022**

Requested By **Gerine Cheng (Abwin Service ...**

Requested Date **08/01/2022 08:39**

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: Hsiao Tong (LKKAuto)
Sent: Friday, 8 April 2022 3:45 PM
To: KENNY LIM CHING GHEE
Cc: Admin A; MT_Claim_SG
Subject: RE: [Seek Mandate] - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Dear Sirs/mdm,

For an update, we have settled the matter at a global sum of \$4,800.00(all-in) with third party.

We will proceed to close file and submit all the relevant documents once it is ready.

Thank you.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 5 April 2022 4:12 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [Seek Mandate] - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Lonpac External - Confidential

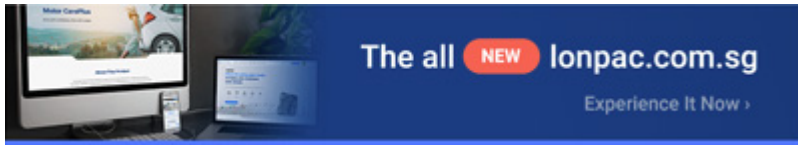
Dear Hsiao Tong

Please proceed as recommended.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555



"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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 29 March 2022 5:34 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: [Seek Mandate] - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI
Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Your ref: **21/22/22/VC05/025343**

Our ref : CC4/LPC22000452/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK2864D(LONPAC) AND SJE7925R(TP) ON 06/01/2022

We refer to the above matter.

Our insured driver changed lane and collided with third party. Liability is not in our driver favour.

We seek your approval to offer repairer **"ABWIN SERVICE PTE LTD"** at **\$4,862.50(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 22,002.90	\$ 4,440.50 (\$4,150.00 + 7%GST)
2. Loss of Use (7days x 100.00)	\$ 700.00	\$ 420.00 (7days x \$60.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 22,704.90	<u>\$ 4,862.50</u>

Surveyor recommended 5days for repair + 1Sunday +1PRS =7days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 29/03/2022 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: Hsiao Tong (LKKAuto)

Sent: Friday, 25 February 2022 8:46 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Dear Sirs/ Mdm,

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

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: Admin-D (LKKAuto)

Sent: Wednesday, January 12, 2022 5:26 PM

To: 'KENNY LIM CHING GHEE' <kennylim@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: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January, 2022 5:16 PM

To: 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022
- LPI Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Dear team

Please arrange for a PRS on third party vehicle no. SJE7925R at Abwin Service Pte Ltd.

Fyi, we have confirm liability and hence, please proceed with direct settlement.

Attached herewith the relevant documents for your perusal.

Thank you.

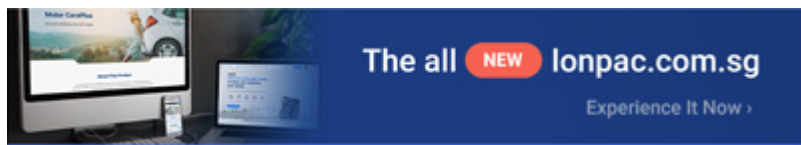
Best Regards

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



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

From: KENNY LIM CHING GHEE

Sent: Wednesday, 12 January 2022 5:10 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI
Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

Dear Hazel

We concede liability for this case and shall arrange for LKK to survey your client's vehicle.

They will contact you shortly for the PRS.

Thank you.

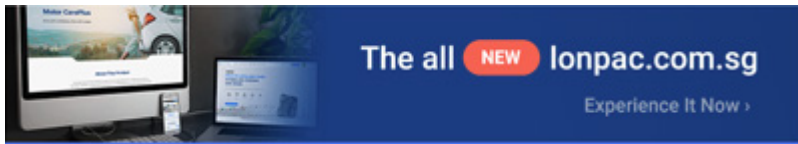
Best Regards

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: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 4:46 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Hi Kenny,

Please kindly find attached for the video footage provided by owner.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Wednesday, 12 January 2022 3:37 pm
To: Hazel Natasya Chng <hazel@abwinm9.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI
Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

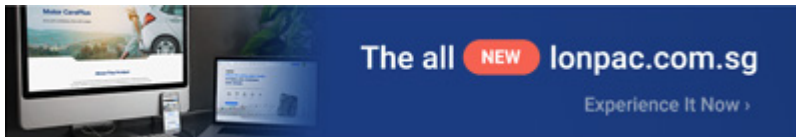
Dear Hazel

Kindly provide a longer version of the footage. This video only shows the point of impact but does not of our insured swerving into your client's lane.

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



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From: Hazel Natasya Chng <hazel@abwinm9.com>
Sent: Wednesday, 12 January 2022 3:23 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI
Ref: 21/22/22/VC05/025343

Hi Kenny,

We refer to your email below.

Please kindly find attached for the accident footage.

Please be informed that your insured was swerving into the lane.

Thank you and regards,
Hazel Chng

Claims Department

DID +65 6713 9408
Mobile +65 91991691
Abwin Service Pte Ltd
17 Kaki Bukit Road 4
#01-60 Bartley Biz Centre
Singapore 417809



From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January 2022 3:18 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Dear Hazel

Our Insured has reported but liability is not clear.

We do not have the accident footage as well. Please see below for our insured driver's description of the accident.

Describe Circumstances of the Accident

在 06-01-2022 本人駕駛 GBK 2864D 經過 Pasir Panjang Road 的時候 停在交通燈之前 忽然感覺有一輛車與我相撞 看到後方有一輛汽車緊連着我的右側車身。右側車身發現多處刮傷特此作一份報告。

On 06/01/2022, I was driving vehicle GBK2864D passing by Pasir Panjang Road, stopped at traffic junction, when suddenly, felt an impact, realised that a vehicle, SJE7925R hit into my vehicle's right side.

I realised that ^{my} vehicle has sustained several scratches, hence filing a rep

Thank you.

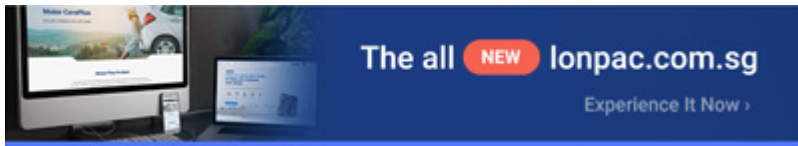
Best Regards

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



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From: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 3:13 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Hi Kenny,

We refer to your email.

Please kindly advise whether your insured has lodged the report.

We would like to proceed with PRS only after liability is cleared.

Kindly let me know if you require accident footage etc.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809



From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January 2022 3:08 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

Dear Hazel

We are unable to confirm liability at this juncture.

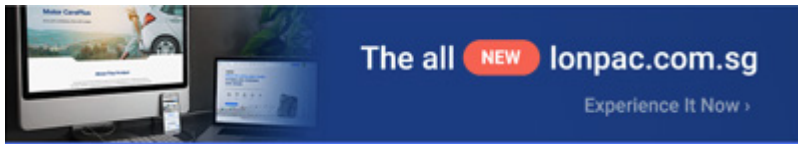
Do you still want to proceed with survey first while we investigate further?

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



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

From: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 12:08 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 AT ABOUT 1450HOURS

Hi,

We refer to the above matter.

We have been appointed by the owner, MS AFIDAH BINTE ALI, the registered owner of vehicle no. SJE7925R.

Kindly advise if your insured and/or insured driver has lodged the above accident.

Please let us have your liability clearance for the above accident to proceed with the mentioned claims.

Kindly arrange your surveyor to attend the Pre-repair inspection **within 2 working days**.

The said vehicle can be inspected at: **17 Kaki Bukit Road 4 #01-58/59/60/61/62 Bartley Biz Centre Singapore 417809.**

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday and/or Public Holiday, the said workshop will commence repairs thereafter without any further notice or reference to you.

Thank you and regards,
Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

