



Wah Hong Motors & Credit Pte Ltd

38 Toh Guan Road East #01-57 Enterprise Hub Singapore 608581

Office Phone: 6773 7377 Email : motor@wahhong.sg

Co Reg No : 199806235M GST Reg No : 199806235M

Our Ref: WH1036
Date: 22/02/2022

ATTENTION: MOTOR CLAIMS DEPT

Lonpac Insurance BHD
300, Beach Road, The Concourse, #17-04/07, Singapore 199555

WITHOUT PREJUDICE

CLAIMANT : CAR OWNER

ACCIDENT INVOLVING SLF9964K AND GBB4549Z

ALONG BLK 492 JURONG WEST ST 41 (OPEN SPACE CAR PARK) ON 05/02/2022 @ 1440HRS.

We are instructed by MR KHOO HWA PENG to claim damages against your insured in connection with a road accident on involving our client's motor registration number SLF9964K motor vehicle registration number GBB4549Z driven by you or your authorised driver at the material time.

We are instructed that your negligent caused the accident. As a result of the accident, our client's vehicle was damaged and our client was put to loss and expense, particulars of which are as follows;

1) Cost of Repair after surveyor final estimate (W/GST)	\$	802.50
2) Cost of Rental (Includes loss of PRS and loss of Sun & PHs)	\$	600.00
3) TP Insurer Enquiry Fee	\$	2.00
Total Amount (SGD\$)		\$ 1,404.50

A copy of each of the following supporting documents is enclosed:

- 1) LETTER OF DEMAND
- 2) REPAIRER'S INVOICE
- 3) TP ENQUIRY FEE INVOICE
- 4) RENTAL INVOICE
- 5) LETTER OF AUTHORISATION
- 6) WORKSHOP'S DISCHARGE VOUCHER
- 7) RENTAL AGREEMENT

Please note that if you are insured and wish to claim under your insurance policy, you should immediately pass this letter to your insurer.

Please note that you or your insurer should send to us an acknowledgement of receipt of this letter within 14 days of your receipt of this letter, failing which our client will have no alternative but to commence claims against you without further notice to you or your insurer.

Please note that if you have a counterclaim against our client arising out of accident, you are also required to send to us a letter giving full particulars of the counterclaim together with all relevant supporting documents within 8 weeks of your receipt of this letter.

For any further enquiry, kindly contact us via email to motor@wahhong.sg or call Melvin at 8778 3338 directly.

Payment Details : WAH HONG MOTORS & CREDIT PTE LTD

Account With : OVERSEA-CHINESE BANKING CORPORATION LIMITED (OCBC)

Account No : 6877 6098 3001 / PAYNOW : UEN 199806235M



Melvin


LETTER OF AUTHORITY & INDEMNITY

To : Wah Hong Motors & Credit Pte Ltd


ACCIDENT INVOLVING VEHICLE NO. SLF 9964K AND GBB 4549Z
AT/ALONG BJK 492, JURONG WEST ST. 41, OPEN SPACE CAR PARK
ON 05/02/2022 @ 1440 HRS.

1. I/We, Khoo Hwa Peng, the owner of vehicle no. SLF 9964K hereby instruct and authorize you to commence repairs to the above said vehicle.
2. I/We hereby authorize that any payment due to me/us from the aforesaid claim to be paid to **M/s Wah Hong Motors & Credit Pte Ltd.**
3. If the matter is unable to resolve due to liability issues, the matter may/may not proceed to Dispute Resolution Mechanism (DRM) as such I/We will be liable for the DRM Fees and other disbursements incurred.
4. If for whatever reason, my/our insurer and/or the third party insurance claim is **not successful or fraud accident or repudiate or reject my/our claim**, I/We agree to undertake to pay full amount of your repair bills, administration charge and any other disbursements reasonably incurred by me/us under the policy of insurance shall be borne by me/us.
5. In the event, if I/We instruct you to withdraw my/our claim, I/We agree to pay the repair cost, administration charge and other disbursements that you have incurred.
6. I/We understand that Total Loss Claim (3rd Party), I/We agree to pay Administration Fee, Storage Fee & other disbursements (LTA Search Fee, GIA Fee, Loss of Use, etc...) incurred before the collection of my/our vehicle.
7. I/We understand that I/We must cooperate to sign the Final Discharge Voucher. If I/We refuse to co-operate, I/We will have to pay for the repair cost, administration charge and other disbursements incurred. My repairer will also reserve their rights to proceed legal action against me and all the legal costs and disbursement incurred will be borne by me.
8. **I/We hereby confirmed I/We have read and understand the contents of the document and the same. I/We herein give my/our consent and acknowledgement.**

Dated this 9th day of February 20 22.


Policy Holder's Signature
(Company stamp if applicable)
Name: Khoo Hwa Peng
NRIC No.: SXXXX381D
Contact: 94563382

Driver's Signature
(If driver is not policyholder)
Name:
NRIC No.:
Contact:


Witness Signature
Name: Jenny Aly
NRIC No.: SXXXX1217B
Contact: 87783555



LONPAC INSURANCE BHD

CLAIM NO : 21/22/22/VC00/025432
DATE : 28 SEPT 2022

DISCHARGE VOUCHER

I/We, KHOO HWA PENG confirmed acceptance from M/s **LONPAC INSURANCE BHD** and/or owner of GBB4549Z the sum of Singapore Dollar One Thousand One Hundred Fifty Four and Cents Fifty Only (**\$1,154.50**) 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 SLF9964K and GBB4549Z on 05/02/2022 along/at NEAR 492 JURONG WEST ST 41 OPEN SPACE CARPARK.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ HASSAN BARBER PTE LTD AND/OR HAMDAN BIN JAFFAR**) 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 "**WAH HONG MOTORS & CREDIT 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.

17/10/2022

.....
Signature of vehicle owner/Date

KHOO HWA PENG
.....

Name of vehicle owner /Date

NSH1036

Wah Hong Motors & Credit Pte Ltd

38 Toh Guan Road East #01-57 Enterprise Hub

Singapore (608581)

Phone : 6773 7377

Email : motor@wahhong.sg

CO / GST Reg No : 199806235M

TAX INVOICE

BILLING DETAILS

BILL TO :	Lonpac Insurance BHD	INVOICE NO.:	WH1036
NAME :	KHOO HWA PENG	REFERENCE NO.:	
VEHICLE NUMBER :	SLF9964K	DATE :	09/02/2022
MAKE & MODEL :	HONDA VEZEL	REMARKS :	

S/N	DESCRIPTION	QUANTITY	UNIT PRICE	AMOUNT (\$)
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1	To supply and replace parts, labour charges for repair, panel beating, welding and respary painting.			\$750.00
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Payment Mode : CASH / NETS / PAYNOW / CHEQUE	Subtotal (SGD\$)	\$750.00
	Tax 7% GST (SGD\$)	\$52.50
	Total (SGD\$)	\$802.50

Please Note : Goods sold are not returnable.

Payment Instructions :

Please Indicate The Invoice Number For Payment & Send Us A Copy of the Screenshot Payment To 6778 3338.

Bank Transfer to be made to Wah Hong Motors & Credit Pte Ltd

Account with : OVERSEA-CHINESE BANKING CORPORATION LIMITED (OCBC)

Account No : 6877 6098 3001

PAYNOW : UEN 199806235M

Thank you for your business.

This is a computer generated document. no signature is required.



AKK Rental Pte Ltd (BOC201708966M)

Email : sg.akkrental@gmail.com

Attention To :
Accident Vehicle : SLF9964K HONDA VEZEL

INVOICE

AKK0773C

Terms

COD

Date

9th February 2022

S/NO	DESCRIPTION	No. Of Days	UNIT PRICE	AMOUNT
1	Rental payment for VEHICLE SLJ298M TOYOTA WISH 1.8 Rental Period 09/02/2022-12/02/2022 Driver Ref : KHOO HWA PENG	4	\$ 150.00	\$ 600.00
			TOTAL	\$ 600.00



SCAN TO PAY

Payment Instructions :

Please Indicate The Invoice Number For Payment & Send Us A Copy of the Screenshot To 9488 8238

Bank Transfer to be made to AKK RENTAL PTE LTD

Account with : OVERSEA-CHINESE BANKING CORPORATION LIMITED (OCBC)

Account No : 712-119 080-001

PAYNOW : UEN 201708966MAMA

Thank you for your business.

This is a computer generated document, no signature is required.

W241036

AKK RENTAL PTE LTD

(ROC:20170876604)

Email: sg.akkrental@gmail.com

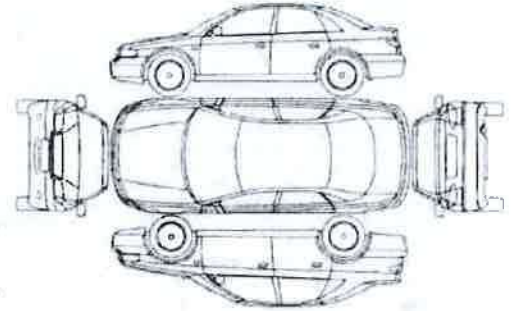
Car Rental Rate :

\$ _____ daily / Weekly/ Monthly

Rental Vehicle information

Car Plate Number: SLJ 298M

Make and Model: TOYOTA WISH 1.8



VEHICLE RENTAL AGREEMENT

Company / Owner Name: KHOO HWA PENG

Hirer's Name: _____

Address: BK 215 BT. BATIK ST. 21 #07-329
SG50015

Hirer's NRIC: 81743381D Handphone No: 9456 3382

Date of Birth: 11/11/1966 Issue Date: _____

Driving Pass Date: 18/12/1984

Symbols to be used:

X CHIP
O DENT
- SCRATCHES

SUBJECT TO TERMS AND CONDITIONS PRINTED ON REVERSE SIDE

Should the Hirer(s) fail to comply with any conditions of this contract, all losses and damages suffered by the owner arising out of such failure shall be borne by and paid for by the hirer(s). Subject to the terms & conditions contained on the front and reverse hereof of which the hirer(s) acknowledges that they are aware, the hirer agrees to rent the above vehicle and elects to pay all amounts payable under this agreement by the method of payment of which details are given on this document.

The Hirer(s) accept responsibility for all traffic violations. A \$50 administration fee will apply for unpaid fines or to delayed process of infringement.

HIRER(S) RESPONSIBILITY

Maintaining water and oil levels is the hirer(s) responsibility. Should any malfunction of the vehicle occur, any sign of overheating, you must stop the vehicle immediately or you will be held liable and loss of bond may occur. Vehicle are provided in a clean and tidy manner and should be returned in a similar state otherwise a cleaning fee will apply.

LATE RETURNS

Late returns will be charged for at the rate of \$10 per hour

PETROL RETURNS

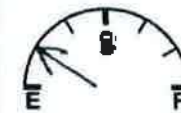
All vehicles are supplied with petrol and should be returned with petrol level likewise.

There will be **NO REFUND** for excess petrol.

The Hirer shall pay for the cost of petrol during the period of hiring PROVIDED ALWAYS that the Hirer having taken delivery of the said vehicle with petrol shall return it likewise, failing which the Owner shall be entitled to refill the tank and the cost thereof shall be recoverable from the Hirer. (Charges \$30 - \$300).

A charge of \$200 is applicable if the DECAL is damaged or removed from the said vehicle mentioned above during the rental period.

Fuel tank Reading



Date & Time Out:

09/02/2022 4.00pm

Signature of Hirer

You should not sign this unless you are sure you understand its effect

Date & Time In:

12/02/2022 4.00pm

Signature of Hirer

You should not sign this unless you are sure you understand its effect

HIRE/Period Expiry _____ Days/ Weeks/Months

Deposit Received : \$ _____

Total Received : \$ _____



SIGNED OF BEHALF OF AKK Rental Pte Ltd

Signature of Hirer

By signing this agreement the hirer confirms had read the Terms and Conditions for leasing and of giving his/her unconditional approval to the Terms and Conditions for leasing stated on this and the back of this page.

*Our Reference: SLF 9964K Horela Veeal

INSURER ENQUIRY

Find

insurer

Vehicle reg. no.

GBB4549Z

Date of Accident

05/02/2022 📅

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**

Period of Insurance **17/10/2021 - 16/10/2022**

Requested By **Ng Siew Lay (WAH HONG MOT...**

Requested Date **07/02/2022 12:54**

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: Monday, 17 October 2022 10:47 AM
To: 'ENG HUEY NI'
Cc: MT_Claim_SG; CS A Team; Admin A
Subject: RE: [SEEK MANDATE]- LOD & INV : OUR REF WH1036 SLF9964K & GBB4549Z DOA 05/02/2022 // Lonpac ref: 21/22/22/VC00/025432

Dear Sirs,

For an update, we have settled the matter at \$1,154.50(all-in) with third party.

1. Cost of Repair (w/GST)	\$ 802.50
2. Loss of Rental (3.5days x \$100.00)	\$ 350.00
3. LTA/GIA Search Fee	\$ 2.00
Total	\$ 1,154.50

We will proceed to close file and submit all the relevant documents to your good office 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: ENG HUEY NI <hneng@lonpac.com>
Sent: Friday, 9 September 2022 5:04 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE]- LOD & INV : OUR REF WH1036 SLF9964K & GBB4549Z DOA 05/02/2022 // Lonpac ref: 21/22/22/VC00/025432

Lonpac External - General

Hi Hsiao Tong,

Please proceed to negotiate the claim from \$1154.50 up to \$1204.50.

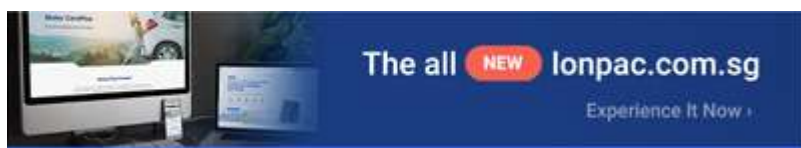
For rental, please try to negotiate at \$350.00 (\$100 x 3.5d) as the rental agreement showed that :

Vehicle was out on 9.2.22 at 4pm, &
Vehicle was in on 12.2.22 at 4pm
⇒ Effectively only 3.5 days at most

Thank you.

Best Regards

Eng Huey Ni
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9244 | 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, 8 September 2022 5:06 pm

To: ENG HUEY NI <hneng@lonpac.com>

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

Subject: [SEEK MANDATE]- LOD & INV : OUR REF WH1036 SLF9964K & GBB4549Z DOA 05/02/2022 // Lonpac ref: 21/22/22/VC00/025432

Your ref: **21/22/22/VC00/025432**

Our ref : CC4/LPC22001177/Ega3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBB4549Z(LONPAC) AND SLF9964K(TP) ON 05/02/2022

We refer to the above matter.

The accident occurred when our insured driver reversed into a parking lot and collided with third party who was on main driveway . We are of the view that liability is not in our driver' favour.

We seek your approval to offer repairer **"WAH HONG MOTORS & CREDIT PTE LTD"** at **\$1,204.50(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 2,006.04	\$ 802.50 (\$750.00 + 7%GST)
2. Loss of Rental (4days x \$150.00)	\$ 600.00	\$ 400.00 (4days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00

Total	\$ 2,608.04	\$ 1,204.50
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Surveyor recommended 3days for repair + 1PRS = 4days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 08/09/2022 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: ENG HUEY NI <hneng@lonpac.com>

Sent: Thursday, 8 September 2022 4:31:22 pm (UTC+08:00) Kuala Lumpur, Singapore

To: WAH HONG MOTORS & CREDIT PTE LTD <MOTOR@WAHHONG.SG>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: URGENT - LOD & INV : OUR REF WH1036 SLF9964K & GBB4549Z DOA 05/02/2022 // Lonpac ref: 21/22/22/VC00/025432

Lonpac External - General

WITHOUT PREJUDICE

Hi Jenny,

Please bear with us for a little while. Thank you.

Hi Cecelia,

LOD and claim documents were forwarded to your end on 22.2.2022. Please do the necessary urgently.

Thank you.

Best Regards

Eng Huey Ni
Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9244 | Fax: (65) 6296 2706



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

From: WAH HONG MOTORS & CREDIT PTE LTD <MOTOR@WAHHONG.SG>
Sent: Thursday, 8 September 2022 4:19 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: LOD & INV : OUR REF WH1036 SLF9964K & GBB4549Z DOA 05/02/2022

Hi

We have not hear from you, please provide update.

On 18-Jul-22 2:30 PM, WAH HONG MOTORS & CREDIT PTE LTD wrote:

Hi

Any update as LOD and Invoices were emailed on 22/02/2022.

On 22-Feb-22 12:34 PM, Wah Hong motors & credit pte ltd wrote:

Hi

Attached is the LOD & Invoices for your kind perusal.

--

Thank you and best regards

Jenny Ng
Admin Manager

Wah Hong Motors & Credit Pte. Ltd.
Roc: 199806235M

Enterprise Hub
38 Toh Guan Road East
#01-38 S(608581)

Tel: (65) 6773 7377
Hp: (65) 8778 3555
Website: www.wahhong.sg
Email: : motor@wahhong.sg



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This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/req agents (acting on our behalf).

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Thank You and Best Regards,

Pei Pei
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

ENTERPRISE HUB
38 TOH GUAN ROAD EAST
#01-57 S(608581)

Tel: (65) 67737377
Website: www.wahhong.sg
Mail : motor@wahhong.sg

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This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf).

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Thank You and Best Regards,

Jenny Ng
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

ENTERPRISE HUB
38 TOH GUAN ROAD EAST
#01-57 S(608581)

[Tel: \(65\) 67737377](tel:6567737377)

Website: www.wahhong.sg

Mail : motor@wahhong.sg

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