

Our Ref: PTE/SNC3860H/220328/TP-AL  
Date: 27.04.2022

Lonpac Insurance Berhad  
300 BEACH ROAD #17-04/07  
Singapore 199555  
Attn : Motor Claims Department

Without Prejudice

Dear Sir/Madam

**ACCIDENT ON 28.03.2022 INVOLVING SNC3860H & GBA5793H ALONG AYE**

We are the authorised repair workshop for the owner of vehicle No, SNC3860H, which was involved in the captioned accident with your insured vehicle No, GBA5793H.

The vehicle owner has requested and authorised us to assist in presenting his/her claims against the party responsible for all applicable matters arising from the damage of the vehicle.

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

1. Cost of Repairs / <del>Excess</del>		S\$ 2,942.50
2. Car Rental	days x S\$ 0.00	S\$ 0.00
3. Loss of Use	5 days x S\$ 60.00	S\$ 300.00
4. Survey Report Fee		S\$ 0.00
5. LTA Search Fee		S\$ 0.00
6. GIA / Police Report Fee		S\$ 2.00
7. Medical Expenses		S\$ 0.00
8. Others [1]		S\$ 0.00
9. Others [2]		S\$ 0.00

[E&OE]

Total Claims

S\$ 3,244.50

A copy each of the following supporting documents is enclosed:

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

Kindly look into the matter and let us hear from you on the settlement of our clients' claims 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 sincerely,

Alice Lau

CDGE Claims Department

DID:62148307

FAX: -

Email:alicelau@cdge.com.sg

This is a computer-generated letter. No signature is required.



ComfortDelGro Engineering

CentreDelGro Engineering Pte Ltd

Corporate Office

205 Braddell Road Singapore 579701

Mainline +65 7382 6240

Facsimile +65 7380 9755

Car Care Centres

Braddell

205 Braddell Road

Singapore 579701

Tel 6383 8110

Loyang

59 Loyang Drive

Singapore 508869

Tel 6214 8300

Pandan

45 Pandan Road

Singapore 600280

Tel 6330 8738

Sunoko

24 Senoko Loop

Singapore 758156

Tel 6757 8760

Sin Ming

383 Sin Ming Drive

Singapore 575717

Tel 6553 0400

Sungei Kadut

7 Sungei Kadut Way

Singapore 728791

Tel 6369 7369

Ubi

320 Ubi Road 3

Singapore 408619

Tel 6838 5721

www.SPARKcarcare.com

A member of

COMFORTDELGRO

# COMFORTDELGRO ENGINEERING PTE LTD

A member of COMFORTDELGRO

## POWER OF ATTORNEY

ACCIDENT INVOLVING (Owner's Vehicle No.) SNC38804 and (Third Party's Vehicle No.)  
GBA17934 on 28/3/22 along AYE, SINGAPORE

Policy Nos: D1MFL0003414-02

BY THIS POWER OF ATTORNEY, \*I/We, ComfortDelGro Renta Car Pte Ltd \*NRIC/Passport  
No. 198105775H (Address)\* \_\_\_\_\_

\_\_\_\_\_ a company

incorporate in Singapore and having its registered office at (Address)\* \_\_\_\_\_

\_\_\_\_\_ owner of Vehicle Registered No. SNC38804

\_\_\_\_\_ hereby irrevocably appoint ComfortDelGro Engineering Pte Ltd (CDGE), a  
company incorporated in Singapore and having its registered office at 205 BRADDELL ROAD SINGAPORE 579701

its agents or any person authorized by CDGE to be \*my/our Attorney and in \*my/our name(s) and on \*my/our behalf  
to do all or any of the following:

1. To submit, resolve and make any claim(s) (including the commencement of legal proceedings) which \*I/we may have against the other \*party/parties to the Accident and under the insurance \*policy/policies taken up by such \*party/parties or alternatively under Insurance Policy No. \_\_\_\_\_ taken up by \*me/us in respect of the cost of repairs, loss of use and at all other costs and expenses, etc. suffered by \*me/us arising from the Accident (loss and damage).
2. For the purpose of such claim(s) as aforesaid, to appoint solicitors on \*my/our behalf as \*my/our Attorney **shall in his absolute discretion, deem fit.**
3. To collect payment(s) due in respect of any such claim(s) for the loss and damage, such payment to be made by way of cheque in favor of ComfortDelGro Engineering Pte Ltd, CDGE and to give a valid receipt and discharge therefor.
4. For any of the purposes aforesaid, **to execute, sign, seal and deliver all documents whatsoever in relation thereto.**
5. Generally **do all such acts as it shall deem necessary for the purpose of settling such claim(s) and**
6. **To agree to any settlement at the absolute discretion of CDGE.**

\*I/We hereby declare that all acts, instruments and documents done by virtue of this Power of Attorney on \*my/our behalf by the Attorney, its agents or any person authorized by CDGE in that behalf shall be as good valid and effectual to all intents and purposes whatsoever as if the same had been done or executed by \*me/us in \*my/our own proper person(s) and \*I/We hereby ratify and confirm, all acts, instruments and documents done or executed by virtue of the authority and powers hereby conferred.

\*I/We hereby further declare that **the powers and authority hereby conferred shall remain irrevocable.**

\*I/We further confirm that the acceptance by CDGE of the settlement amount in respect of such constitute the full discharge of my/our claim(s) in respect of such loss and damage.

\*IN WITNESS WHEREOF. \*I/We have hereunto to set \*my/our hand and seal this day 01 of the month of  
APRIL, Year Two Thousand - (2022)

Signed, Sealed & Delivered By

Customers Name: **COMFORTDELGRO RENT-A-CAR PTE. LTD.**  
NRIC No.: **198105775H**  
Co's rubber Stamp



delete as appropriate.

File



## LONPAC INSURANCE BHD

CLAIM NO : 21/22/22/VC00/025604  
DATE : 27 MAY 2022

### DISCHARGE VOUCHER

I/We, **COMFORTDELGRO RENT-A-CAR PTE LTD** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of **GBA 5793H** the sum of Singapore Dollar **THREE THOUSAND TWO HUNDRED FORTY FOUR AND CENTS FIFTY ONLY (\$3,244.50)** in full and final satisfaction, liquidation and discharge of all injury/property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all injury/property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving **SNC 3860H** and **GBA 5793H** on **28/03/2022** along **AYE**.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ TECHNOCRETE PTE LTD**) 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 **COMFORTDELGRO ENGINEERING 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.



*"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"*

Signature of vehicle owner/Date

9 JUN 2022

.....  
Name of vehicle owner /Date

ACCOUNT No.	INVOICE No.	AMOUNT	BANK/CHQ No.
8010042	91668119	2,942.50	

## INSURER ENQUIRY

Find  
insurer

Vehicle reg. no.

GBA5793H

Date of Accident

28/03/2022 15:00

Reset

## % RESULT &amp; RECEIPT

## TP Insurer Enquiry

Insurance ..... **Lonpac Insurance Bhd**Period of Insurance ..... **04/09/2021 - 03/09/2022**Requested By ..... **Kristy Tay (ComfortDelGro)**Requested Date ..... **29/03/2022 16:31****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**

## Asher Sng (LKKAUTO)

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**From:** KENNY LIM CHING GHEE <kennylin@lonpac.com>  
**Sent:** Tuesday, 24 May 2022 11:13  
**To:** Asher Sng (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [MANDATE REQUEST] RE: SNC3860H VS GBA5793H DOA 28/03/2022 LKK REF: CC4/LPC22003091/Kea3 - LPI ref: 21/22/22/VC00/025604

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## Lonpac External - Confidential

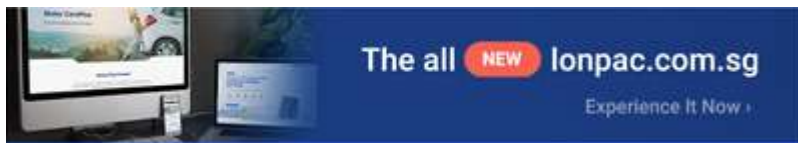
Dear Asher

Please proceed to settle at S\$3,244.50.

Thank you.

Best Regards

Kenny Lim  
Asst. Claims Manager | Lonpac Insurance Bhd  
300 Beach Road, #17-04/06 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.

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**From:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Sent:** Wednesday, 18 May 2022 12:05 pm  
**To:** KENNY LIM CHING GHEE <kennylin@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [MANDATE REQUEST] RE: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM \*\* LKK REF: CC4/LPC22003091/Kea3 - LPI ref: 21/22/22/VC00/025604

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 04/02/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured rear ended third party vehicle.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **COMFORTDELGRO ENGINEERING PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 4,996.52	\$ 2,942.50
2. Loss of Use (5days x \$60)	\$ 300.00	\$ 300.00 (5days x \$60)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 5,298.52</b>	<b><u>\$ 3,244.50</u></b>

\*\*4 days recommendation for repair.

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

Kindly note that this inspection report dated 18.05.22 is only for mandate purpose.

**The above is for your approval please.**

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | did: 6841-6051 | Mobile: 8839 9816

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.***

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Wednesday, 6 April 2022 10:26

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM \*\* LKK REF: CC4/LPC22003091/Kea3 - LPI ref: 21/22/22/VC00/025604

## Lonpac External - Confidential

Dear Mei Kwan

Please see attachment for a copy of our insured's GIA report.

FYI, I am the OIC for this case.

Thank you.

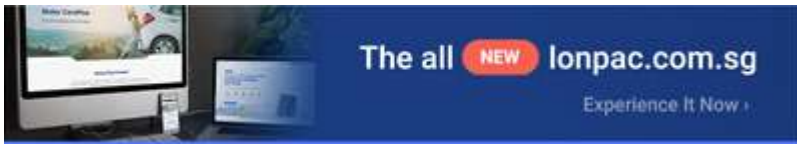
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

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

DID: 6279 9261 | 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:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Wednesday, 6 April 2022 10:15 am

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM \*\* LKK REF: CC4/LPC22003091/Kea3

Dear Sir / Madam,  
We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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.*

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**From:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Monday, 4 April, 2022 3:53 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM \*\* LKK REF: CC4/LPC22003091/Kea3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Asher.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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.*

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**From:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>

**Sent:** Thursday, 31 March 2022 8:15 AM

**To:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Cc:** Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>;

Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Kristy Tay Siew Hwa <[kristytay@sparkcarcare.com](mailto:kristytay@sparkcarcare.com)>; Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>

**Subject:** Fw: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM

Hi Sir/Mdm,

Had Lonpac assign this case to your company?

Thank you,

Regards,

**Ngo Toh Wee**

**Workshop Supervisor (Accident Repair)**

**T:** 6383 7656 | **M:** 87983946

**W:** [www.SPARKcarcare.com.sg](http://www.SPARKcarcare.com.sg)

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Wednesday, 30 March 2022 8:58 am

**To:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM

**CAUTION** : This email originated from an **external** party outside ComfortDelGro. Do not click on links or open attachment unless you know the sender.

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## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Ngo,

Our insured has not lodged the report and we are unable to comment on liability.

In the meantime, we shall appoint LKK Auto Consultants Pte Ltd for the survey.

For assessment of liability, please liaise with them.

Best Regards

Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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

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**From:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>

**Sent:** Wednesday, 30 March 2022 8:49 am

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Brenda Ng Lay Hong <[BrendaNg@sparkcarcare.com](mailto:BrendaNg@sparkcarcare.com)>; Rohani Binte Mustafa <[RohaniM@sparkcarcare.com](mailto:RohaniM@sparkcarcare.com)>; Patrick Tia Jee Kiang <[PatrickTia@sparkcarcare.com](mailto:PatrickTia@sparkcarcare.com)>; Kristy Tay Siew Hwa <[kristytay@sparkcarcare.com](mailto:kristytay@sparkcarcare.com)>; Teo Kee Jin <[Teokeejin@cdge.com.sg](mailto:Teokeejin@cdge.com.sg)>

**Subject:** SNC3860H VS GBA5793H DOA 28/03/2022 TP CLIAM

Hi Sir/Mdm,

Please check liability and arrange survey. vehicle is in 205 Braddell Road S(597901)

Thank you,

Regards,  
**Ngo Toh Wee**

Workshop Supervisor (Accident Repair)

**T:** 6383 7656 | **M:** 87983946

W: [www.SPARKcarcare.com.sg](http://www.SPARKcarcare.com.sg)

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**From:** [canon@comfortdelgro.com](mailto:canon@comfortdelgro.com) <[canon@comfortdelgro.com](mailto:canon@comfortdelgro.com)>

**Sent:** Wednesday, 30 March 2022 8:27 am

**To:** Ngo Toh Wee <[Ngotw@sparkcarcare.com](mailto:Ngotw@sparkcarcare.com)>

**Subject:** .

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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