

Cc: Lauro Araos Songcuan JR <lauro.songcuan@cyclecarriage.com.sg>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; SUR <sur@lkkauto.com>

Subject: LOD-TP - Lonpac Ref: 22/22/22/vc05/025784, C&C Ref: SML1560B, claim TP Lonpac YM6871Z, DOA: 10.05.2022

Dear Sir/Madam,

Attached our repair invoice, rental bill & agreement, GIA search fee, and Authorisation to Act, for your perusal.

Do let us know if you need the original copies to be mail to you.

Our client's claim is as stated below:

COR	\$ 18,981.80
LOR	\$ 3,723.60 (\$128.40/day x 29 days)
GIA	\$ 2.00

Total	\$ 22,707.40

Kindly offer for settlement.

Appreciate.

Best Regards,

Loi Ai Ting



Exceptional Journeys

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4556 • F: +65 6565 1240 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.



Exceptional Journeys

To

Cycle & Carriage Kia Pte Ltd
209 Pandan Gardens,
Singapore 609339
Attention: [Motor Claims Department]

Date: 10/05/2022

LETTER OF AUTHORIZATION TO ACT

Dear Sirs,

1. I/We, the undersigned, am the registered owner of vehicle no. SML1560B (*vehicle no.*) (the "**Vehicle**").
2. As a result of a motor incident occurring on 10/05/2022 (*date and time of accident*) on/along VICTORIA ST (*location*) between the Vehicle and YM6871Z (*3rd party vehicle(s) number, if any*) (the "**Accident**"), the Vehicle was damaged and has been sent in for repairs to be conducted at Cycle & Carriage's workshop.
3. I/We hereby authorize Cycle & Carriage to act for and on my/our behalf in respect of the following:
 - (a) to submit, make, settle and/or resolve any claims (the "**Claims**") which I/we may have against third party insurers and/or any other parties ("**Third Parties**") arising out of the Accident, in any manner as it deems fit;
 - (b) to receive payment from any Third Parties as settlement for the Claims (including accepting cheques made out in favour of Cycle & Carriage); and
 - (c) to generally do or cause to be done all acts or things (including signing any forms or documents or giving instructions to any Third Parties) which it deems necessary or expedient for the foregoing purposes.
4. In addition to the above, I/We hereby further authorize Cycle & Carriage, for and on our behalf, to execute and sign any discharge vouchers, indemnity forms and/or any other forms or documents in relation to or arising from the Claims.

For the avoidance of doubt, all payments towards settlement of the Claims should be made in favour of Cycle & Carriage.



Exceptional Journeys

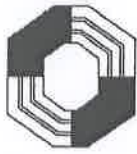
5. I/We further acknowledge and recognize that any settlement which Cycle & Carriage may make for and on my/our behalf in respect of any Claims may be on a without prejudice basis and without any admission of liability in so far as any other Third Parties are concerned.

Thank you.

Yours faithfully,

Name: TAN CHIN HON

NRIC / Passport No. / Company Registration No.: 876Z



LONPAC INSURANCE BHD

CLAIM NO : 22/22/22/VC05/025784
DATE : 05 January 2023

DISCHARGE VOUCHER

I/We, TAN CHIN HON (CHEN JINHONG) confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SML1560B the sum of Singapore Dollar Twenty Thousand Fifty Three And Cents Eighty Only (**\$20,053.80**) 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 SML1560B and YM6871Z on 10/05/2022 along/at VICTORIA STREET/MIDDLE ROAD JUNCTION.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ P.I.L. CONSORTIUM PTE LTD AND/OR ZHU WEIDONG**) 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 "**CYCLE & CARRIAGE KIA 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.

.....*Chen*..... 19 Jan 2023
Signature of vehicle owner/Date

.....TAN CHEN HON..... 19 Jan 2023
Name of vehicle owner /Date

**SIGNED WITHOUT PREJUDICE FOR
ANY PERSONAL INJURY CLAIM**

TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
TAN CHIN HON (CHEN JINHONG) BLK 634 VEERASAMY ROAD #21-144 SINGAPORE 200634 Contact No Mobile: 96566324 17/05/2022	Cust No/Name /TAN CHIN HON (CHEN JINHONG) Reg No/Reg Date SML1560B*KC17/ 08/05/2019 Date In/Mileage 17/05/2022/ 12013 Chassis/Package KNAD6811VK6295761 /# Engine No G3LCKP029036 Make/Model KIA/STONIC 1.0 A BET Colour/Trim BEG SIGNAL RED / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No		
CTP00080	Cash	22/06/2022/ 12:26	TLE	260 / AiTing	50864	81494887		
Description of Goods / Services					Qty	Unit Price	Disc%	Amount
F PNT88000 REPLACE DAMAGED PARTS, REPLACE FRONT BUMPER, RH FRONT FENDER, BONNET, FRONT SUPPORT PANEL, REPAIR RH FRONT WHEELHOUSING, RH FRONT CHASSIS, AND ALL OTHER AFFECTED AREAS, ADJUST AND ALIGN BODY GAPS ALIGNMENT TO THE SAME								3840.00
E PNT88000 REMOVE & INSTALL A/COND CONDENSOR & RADIATOR TO FACILITATE REPAIR								100.00
E PNT98000 RESPRAY ON FRONT BUMPER, BONNET, RH FRONT FENDER, RH FRONT WHEELHOUSING, AND ALL OTHER AFFECTED AREAS TO THE SAME								2200.00
A 90000001 CHECK WIRING & ELECTRICAL SYSTEM								30.00
M SUNDRY APPLY SEALANT ON ACCIDENT PORTIONS								40.00
S SPECIALISTJOB ACCIDENT TOWING FROM MIDDIE RD TO CNC PG WO:1288916								85.00
A 10028901 CONDUCT DIAGNOSTIC CHECK USING HI-SCAN PRO TEST AND CLEAR TROUBLE CODE								280.00
M SUNDRY SUNDRIES								20.00
B WHEEL ALIGNMENT120L To Conduct Computerize Full Wheel Alignment								120.00
E PNT88000 REPAIR LH FRONT FENDER								320.00
E PNT98000 RESPRAY ON LH FRONT FENDER								550.00
S SPECIALISTJOB VACUUM & TOP UP A/COND GAS								80.00
X COVER-FR BUMPER,LWR					1.00	507.00	00.00	507.00
X COVER-FR BUMPER UPR					1.00	680.00	00.00	680.00
X SKTD PLATE-FR BUMPER					1.00	76.00	00.00	76.00
X COVER-RADIATOR GRILLE UPR					1.00	63.00	00.00	63.00

Payment should be made strictly by NETS, credit cards or PayNow (via QR code or UEN) only. Thank you.
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

TAX INVOICE

Co Reg No : 199405410K

GST Reg No : MR-8500111-X

Invoice Name & Address	Owner Name & Vehicle Info
TAN CHIN HON (CHEN JINHONG)	Cust No/Name /TAN CHIN HON (CHEN JINHONG)
BLK 634 VEIRASAMY ROAD	Reg No/Reg Date SML1560B*KC17/ 08/05/2019
#21-144	Date In/Mileage 17/05/2022/ 12013
SINGAPORE 200634	Chassis/Package KNAD6811VK6295761 /#
Contact No Mobile: 96566324	Engine No G3LCKP029036
17/05/2022	Make/Model KIA/STONIC 1.0 A BET
	Colour/Trim BEG SIGNAL RED / WK SATURN BLACK

Account No	Terms	Date/Time Printed	CSE	Operator	WIP No	Invoice/Credit Note No
CTP00080	Cash	22/06/2022/ 12:26	TLE	260 / AiTing	50864	81494887

Description of Goods / Services	Qty	Unit Price	Disc%	Amount
X AIR DUCT-FR BUMPER,RH	1.00	52.00	00.00	52.00
X COVER-FR BUMPER FOG LAMP,RH	1.00	88.00	00.00	88.00
X LAMP ASSY-FRONT FOG,RH	1.00	234.00	00.00	234.00
X BRACKET-FR BUMPER SIDE,RH	1.00	18.00	00.00	18.00
X GUARD ASSY-FRONT WHEEL,RH	1.00	56.00	00.00	56.00
X BEAM COMPLETE-FR BUMPER	1.00	751.00	00.00	751.00
X CARRIER ASSY-FRONT END MODULE	1.00	556.00	00.00	556.00
X PANEL ASSY-HOOD	1.00	1135.00	00.00	1135.00
X HINGE ASSY-HOOD,RH	1.00	43.00	00.00	43.00
X HINGE ASSY-HOOD,LH	1.00	43.00	00.00	43.00
X PANEL-FENDER,RH	1.00	593.00	00.00	593.00
X LATCH ASSY-HOOD	1.00	101.00	00.00	101.00
X GARNISH ASSY-FNDR SIDE,RH	1.00	45.00	00.00	45.00
X LAMP ASSY-HEAD,RH	1.00	2324.00	00.00	2324.00
X LAMP ASSY-HEAD,LH	1.00	2324.00	00.00	2324.00
X RESERVOIR & PUMP ASSY-WASHER	1.00	152.00	00.00	152.00
X GARNISH ASSY-DELTA RH	1.00	33.00	00.00	33.00
X BUMPER-HOOD OVERSLAM	1.00	1.00	00.00	1.00
X PAD-HOOD INSULATING	1.00	136.00	00.00	136.00
X COOLANT (4L)	1.00	26.00	00.00	26.00
X ORNAMENT-KIA NO.115	1.00	38.00	00.00	38.00

/ TEXT

TP CLAIM LONPAC YM6871Z

DOA: 10.05.22

SURVEYOR STEVE LKK 12.05.22

REPAIR 07 DAYS

Guarantee Your Warranty, Maintain with Cycle & Carriage!

Parts	10,075.00	Nett	17,740.00
Labour	7,440.00	7% GST on	1241.80
Standard Menu	0.00		
Specialist Job	165.00	Total Payable	18,981.80
Diagnostics Job	0.00	Paid	0.00
Sundry/Others	60.00	Total Due	18,981.80
Total(w/o GST)	17,740.00		

Payment should be made strictly by NETS, credit cards or PayNow (via QR code or UEN) only. Thank you.
 Any dispute to the invoice must be made within 3 days. This is a computer generated document, no signature is required.

Tax Invoice							
 www.chans.com.sg CHAN'S & SONS ENTERPRISE Company Reg No:51936900M 363 Sembawang Road, Goodlink Park, Singapore - 758379 Email: admin@chans.com.sg				Tax Invoice No: INV0602022022-06		Dated: June 20, 2022	
				Rental Agreement No: RA 012028 2022-05		Terms of Payment: Due upon receipt	
				Customer Reference: SML1560B			
				Notes: SML1560B - CYCLE & CARRIAGE KIA PTE LTD			
Customer Details CYCLE & CARRIAGE KIA PTE. LTD.				Executive Name: C&C COCO			
S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SLG3563T	Model : Kia Forte K3 1.6 (A) - Tan Chin Hon	2022-05-17	2022-06-15	29 Days	120.00	3,480.00
							3,480.00
GST 7% (7%)							243.60
Amount in words : Three Thousand Seven Hundred Twenty Three and Sixty cents Singapore Dollar (SGD)						Total (SGD)	3,723.60
Declaration: Please make your cheques payable to : CHAN'S & SONS ENTERPRISE			For CHAN'S & SONS ENTERPRISE This is a Computer generated document. No signature is required.				
Income Terms Terms							

RENTAL AGREEMENT

RA 012028 2022-05

Hirer's Name Mrs. TAN CHIN HON	Date of Birth 18.12.1980	Passport/ Nric No. [REDACTED]	Nationality Chinese
Address 634 VEERASAMY RD.	Occupation	Driving Licence No.	Date of Expiry
# 21-144	Postal Code 200634	Contact No.	Mobile Phone No. 9656 6324
Joint Hirer's / Guarantor's Name	Date of Birth	Passport/ Nric No.	Nationality
Address	Occupation	Driving Licence No.	Date of Expiry
	Postal Code	Contact No.	Mobile Phone No.

CHECK OUT

Date 17.05.2022	Time 1045	Mileage	
		KM	E 1/4 1/2 3/4 F
Date 15.6.22	Time 3.40 PM	Mileage	Remarks
		KM	

IMPORTANT NOTES:-

- Car is restricted to SINGAPORE use. See clause 1(f) for non-compliance.
- No refund will be given for vehicle that returns early.
- Own Damage Liability - First \$1500 for damage to vehicle plus loss of earnings while damaged vehicle is under repair.
- Third Party Liability - First \$2000 for any Third Party Accident Claim.
- Additional Excess of \$3000 for drivers under 24yrs old or above 70yrs and/or less than 2yrs driving experience.
- Hirer is responsible for all parking fines & traffic summons.
- Extension:- One day's advance notice is required otherwise no extension will be allowed.
- Vehicle should be returned at the same time as collection except on Saturday where return time is before 10am.
- Vehicle returned after office hour will be charged to the next working day.
- Hourly extension is charged at 1/5 of the daily rate.
- As preventive maintenance, please check water & engine oil daily.
- Please check that you have not left any of your personal belongings in the vehicle. Our company and staff will not be responsible for any loss of belongings after the vehicle is returned.
- For the comfort of other users, please refrain from smoking, eating or carrying of pets in the car. A cleaning charge of \$200 will be imposed for smoky, smelly or dirty vehicle.
- Carrying of PASSENGERS in commercial vehicle is strictly prohibited. Only WORKERS covered under hirer's workmen compensation are allowed.

	UNIT		RATE (\$)	TOTAL (\$)
RATE	29	@	120	3480
DISCOUNT				
GST @ 7%				243.60
TOTAL				3723.60
EXTENSION			INV 60002 2022-06	
CoG/Tebar - TP/				
SML 1560B				
DEPOSIT (refundable) S\$				
CHANGED OVER FROM VEH. DATE				

I/We have read and agree to the terms and conditions of the rental agreement above and as set overleaf.
I/We declare that all information given on this form is true and accurate.

[Signature]

Hirer's Signature

[Signature]

Joint Hirer's/ Guarantor's Signature

[Signature]

for CHAN'S & SONS ENTERPRISE

VEHICLE NO. SLG 3563 T	MODEL Kia Forte 1.6 (A)
FROM 1705.2022	RETURN [Blank]

*Estimate Date. For actual return see CHECK IN

OPERATING HOURS: MONDAY TO FRIDAY 8.30AM TO 5.00PM. SATURDAY 8.30AM TO 12.00PM. CLOSED ON SUNDAY & PUBLIC HOLIDAY


INSURER ENQUIRY

**Find
insurer**

Vehicle reg. no.

YM6871Z

Date of Accident

10/05/2022 **Reset**% **RESULT & RECEIPT**

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **10/01/2022 - 09/01/2023**Requested By **LU TING (CYCLE & CARRIAGE A...**Requested Date **10/05/2022 13:39****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**

EzLyna (LKKAUTO)

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Monday, 28 November 2022 11:07 AM
To: EzLyna (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] our veh SML1560B, your veh YM6871Z on 10/05/2022 *** LKK
REF: CC4/LPC22004478/Eea3 /// Our Ref: 22/22/22/VC05/025784

Lonpac External - General

Hi Lyna,

Thank you for your clarification.

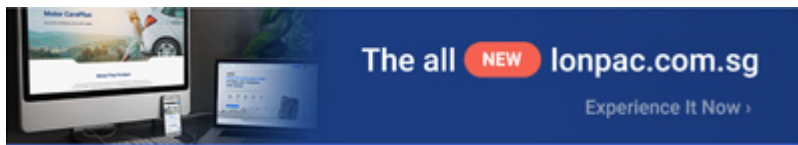
For rental, please try to offer up to \$1,170.00 (\$100 x 11days + GST).

Therefore, total mandate is \$20,160.80

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: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Friday, 25 November 2022 2:35 pm
To: ENG HUEY NI <hneng@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] our veh SML1560B, your veh YM6871Z on 10/05/2022 *** LKK REF:
CC4/LPC22004478/Eea3 /// Our Ref: 22/22/22/VC05/025784

Dear Huey Ni,

We refer to your email below.

We had verified with the Third Party Workshop – Cycle & Carriage as follows:-

- 1) Why the various parts were ordered on different days instead of ordering at one go?
As they have more than 1 mechanic to handle this vehicle. Mechanics request parts on various date.
- 2) The earliest date of ordering was on 25.5.2022 => about 15 days from DOA => delay from C&C?
Cycle & Carriage internal audit require to check availability stock within their warehouse and stockist within Singapore before they have the authorise to order parts from Korea.
- 3) Please get the delivery order form to determine exact arrival date of the various parts.
It might take times to provide documents as different officer in various department. They will try to compromise to accept our offer on loss of rental.

Kindly revert with your mandate. Thank you.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

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

Sent: Friday, 25 November 2022 12:27 PM

To: Ezlyna (LKKAuto) <ezlyna@lkkauto.com>

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

Subject: FW: [SEEK MANDATE] our veh SML1560B, your veh YM6871Z on 10/05/2022 *** LKK REF: CC4/LPC22004478/Eea3 /// Our Ref: 22/22/22/VC05/025784

Lonpac External - General

Hi Lyna,

Thank you for your email.

We have gone through the shipping documents and excel list of breakdown of number. Please clarify with C&C the following:

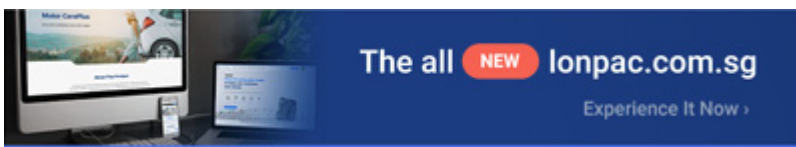
- 1) Why the various parts were ordered on different days instead of ordering at one go?

- 2) The earliest date of ordering was on 25.5.2022 => about 15 days from DOA => delay from C&C?
- 3) Please get the delivery order form to determine exact arrival date of the various parts.

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: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Wednesday, 23 November 2022 1:42 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] our veh SML1560B, your veh YM6871Z on 10/05/2022 *** LKK REF: CC4/LPC22004478/Eea3

Dear Gerald,

We refer to your email below. Email re-send with attachments. Thank you.

Your Ref: TBA

We refer to the above matter.

ACCIDENT INVOLVING YM6871Z AND SML1560B ON 10/05/2022

We have highlighted to your good office on 12/05/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured change lane and making left turn & hit onto TP which is travelling on own lane (BOLA 15 applicable).

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 is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 22,803.00	\$ 18,981.80
2. Loss of Rental (29 days x \$128.40)	\$ 3,723.60	\$ 1,712.00 (16 days x \$100 with GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 26,528.60	\$ 20,695.80

**7 days recommendation for repair.

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

Kindly note that this inspection report dated 07.09.22 is only for mandate purpose.

The above is for your approval please.

Thank You.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Tuesday, 22 November 2022 5:00 PM

To: Ezlyna (LKKAuto) <ezlyna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [SEEK MANDATE] our veh SML1560B, your veh YM6871Z on 10/05/2022 *** LKK REF: CC4/LPC22004478/Eea3

Lonpac External - General

Dear Ezlyna,

Please forward all motor related matters to [mt @lonpac.com](mailto:mt@lonpac.com).

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 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.