

Lonpac Insurance Bhd  
300 Beach Road  
#17-04/07  
The Concourse

3/5/2023

Attn: HSIAO TONG  
Motor Claims Dept

## LETTER OF DEMAND

Our Ref : SLG2349C (1275) Your Ref : CC4/LPC22011421/pa3

Dear Sir,

VEHICLE # : SLG2349C  
ACCIDENT INVOLVING : SLG2349C & GBF984E ALONG PIE TOWARDS TUAS AFTER ADAM  
ROAD ON 13/11/22

COST OF REPAIR	\$5,600.00	(As agreed)
LOSS OF USE	\$960.00	{6 work days + 2 weekends} x \$120
LTA & GIA SEARCH	\$35.00	

COST OF REPAIR ADD GST 8% \$448.00

TOTAL \$7,043.00

Seven Thousand Forty-Three Singapore Dollars Only

**Please arrange for DV to be signed by us (workshop) because we are authorised by client to sign on behalf. Please see attached Letter of authorisation ( see note 5) .**

For your prompt payment.  
Thank you.

Yours faithfully,  
Ryder Auto Pte Ltd



Chan San Choon  
Director  
DipEng, AAE MIMI, MSAE(Aust)



## LETTER OF AUTHORISATION

**To: Ryder Auto Pte Ltd**

Re: ACCIDENT ON 13/11/2022 INVOLVING SLG2349C GBF984E

ALONG / AT

PIE TOWARDS TUAS AFTER ADAM ROAD

I/We JULIE WEE HWEE LIAN (NRIC No. S1395148I)

of APT BLK 503 JELAPANG ROAD #08-362 S(670503)

1. The owner of motor vehicle no. SLG2349C hereby authorise **Ryder Auto Pte Ltd** to commence repairs of the said vehicle forthwith. I/We agree to assign the whole proceeds of my/our third party claim to **Ryder Auto Pte Ltd** including any claim for Loss of Use if a vehicle had been provided by **Ryder Auto Pte Ltd** during the period of repairs to my/our vehicle if applicable. My/our solicitors (to be appointed by **Ryder Auto Pte Ltd** on my/our behalf) shall accept this as my/our irrevocable authority to pay the amount compensated direct to **Ryder Auto Pte Ltd** after deduction of their cost on a solicitor & client basis. **I/We undertake to co-operate fully with Ryder Auto Pte Ltd and/or my/our solicitors and also with a true Motor Accident Report/Police Report until the claim to a successful conclusion including court proceedings, failing which, I/We undertake to bear repair costs, rental, legal costs and any other incidentals incurred.**

2. If the 3<sup>rd</sup> party claim is unsuccessful or partly successful as the case may be, I/we hereby instruct and authorise **Ryder Auto Pte Ltd** to claim direct from my/our insurance company on my/our vehicle immediately without any delay.

3. If for any reason my/our insurer's are not willing to settle the repair costs either in part or in whole then I/ we undertake to pay **Ryder Auto Pte Ltd** the repair cost.

4. In alternative to serial number 2 and 3 above if the 3<sup>rd</sup> party claim fails or is only partly successful then I/we undertake to pay **Ryder Auto Pte Ltd** the difference in amount of the repair cost.

5. I/We authorise **Ryder Auto Pte Ltd** to sign all discharge voucher/indemnity forms and all necessary papers on my/our behalf in connection with the above claim. **We confirm full discharge of all property damage claims upon signing of the discharge voucher by our repairer, Ryder Auto Pte Ltd.**

6. I/We also authorise **Ryder Auto Pte Ltd** to appoint such a firm of solicitors on my/our behalf as **Ryder Auto Pte Ltd** deem fit for the purpose of third party/own insurance claims.

7. I/We undertake to inform **Ryder Auto Pte Ltd** and/or the solicitors appointed by **Ryder Auto Pte Ltd** on my/our behalf in the event the third party's insurance company communicate with me/us directly by telephone or in writing and I/We further undertake not to accept any monies or other or settlement from the third party's insurers without first communicating with you.

8. In the event that third party insurer issued the **Agreed Settlement Cheque** to me/us, I/We undertake to either give the said cheque to **Ryder Auto Pte Ltd**, or bank into my/our account and re-issue the cheque amount to **Ryder Auto Pte Ltd**.

DATED THIS \_\_\_\_\_ DAY OF 13/11/2022 20\_\_\_\_

  
\_\_\_\_\_  
Signature of owner

(Company's stamp – if any)

  
\_\_\_\_\_  
Signature of Witness

Name of Witness



# LONPAC INSURANCE BHD

CLAIM NO : 22/22/22/VC05/026573  
DATE : 01/08/2023

## DISCHARGE VOUCHER

I/We, **JULIE WEE HWEE LIAN** confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or the owner **GBF 984E** the sum of Singapore Dollars **SIX THOUSAND SEVEN HUNDRED AND ELEVEN ONLY. (\$6,711.00)** 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, **SLG 2349C** on **13/11/2022** along/at **PIE TOWARDS TUAS AFTER ADAM ROAD.**

I /We hereby agree to indemnify and keep indemnify (**QI DIAN ENGINEERING PTE LTD /LONPAC INSURANCE BHD**) 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 **M/s RYDER AUTO PTE LTD.**

I/We hereby acknowledge 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

**JULIE WEE HWEE LIAN 3/8/23**

Name of vehicle owner/Date

my execution of this Discharge Voucher is only  
for my claim for property damage and not prejudicial  
to any other claims arising from the same accident.

Lonpac Insurance Bhd  
300 Beach Road  
#17-04/07  
The Concourse

3/5/2023

Attn: HSIAO TONG  
Motor Claims Dept

## TAX INVOICE

Our Ref : SLG2349C (1275) Your Ref : CC4/LPC22011421/pa3

Dear Sir,

VEHICLE # : SLG2349C  
ACCIDENT INVOLVING : SLG2349C & GBF984E ALONG PIE TOWARDS TUAS AFTER ADAM  
ROAD ON 13/11/22

COST OF REPAIR \$5,600.00 (As agreed)

COST OF REPAIR ADD GST 8% \$448.00

TOTAL \$6,048.00

Six Thousand Forty-Eight Singapore Dollars Only

**Please arrange for DV to be signed by us (workshop) because we are authorised by client to sign on behalf. Please see attached Letter of authorisation ( see note 5) .**

For your prompt payment.  
Thank you.

Yours faithfully,  
Ryder Auto Pte Ltd



Chan San Choon  
Director  
DipEng, AAE MIMI, MSAE(Aust)





RECORD MANAGEMENT CENTRE

**GENERAL INSURANCE ASSOCIATION OF SINGAPORE  
RECORDS MANAGEMENT CENTRE**

9 Temasek Boulevard, Suntec City Tower Two #42-01B  
Singapore 038989

E-mail: [gears-support@shift-technology.com](mailto:gears-support@shift-technology.com)

GST Registration: M400017735

## TAX INVOICE

Date of Request: 21/11/2022

**Your Ref No: SLG2349C**

Dear Sir/Madam,

Date of Accident: 13/11/2022 00:00 (SGT)

Vehicle No: SLG2349C

Place of Accident: Singapore

With reference to your application for the accident report, we have attached the following accident report as requested:

DOCUMENTS	ACCIDENT LOCATION	PER DOC (S\$)	QTY	AMOUNT (S\$)
<b>GBF984E</b>	Singapore	(31.00 )	1	(28.97 )
GST Amount				(2.03 )
Total Amount Due (GST Inclusive)				(31.00 )

The images provided to you are taken from the original reports forwarded to the centre by the members of the General Insurance Association of Singapore and we take no responsibility for their accuracy or contents and shall be under no liability whatsoever for any loss or damage arising out of or in connection with the reports or their images.

Thank you.

This is a computer generated document and requires no signature.

INSURER ENQUIRY

# Find insurer

Vehicle reg. no.

GBF984E

Date of Accident

13/11/2022

Reset

## % RESULT & RECEIPT

### TP Insurer Enquiry

Insurance ..... Lonpac Insurance Bhd

Period of Insurance ..... 25/03/2022 - 24/03/2023

Requested By ..... ZEPH CHAN (Ryder Auto Pte Ltd)

Requested Date ..... 13/11/2022 13:48

### 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)

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**From:** ENG HUEY NI <hneng@lonpac.com>  
**Sent:** Wednesday, 12 July 2023 9:33 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: [SEEK MANDATE] - OREF: 22/22/22/VC05/026573 ( Huey Ni's case)- FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022 \*\*\* LKK REF: CC4/LPC22011421/Apa3

## Lonpac External - General

## Lonpac External - General

Hi Hsiao Tong,

Please proceed as proposed.

Thanks

Huey Ni

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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:** Friday, July 7, 2023 10:26 AM  
**To:** ENG HUEY NI <hneng@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** [SEEK MANDATE] - OREF: 22/22/22/VC05/026573 ( Huey Ni's case)- FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022 \*\*\* LKK REF: CC4/LPC22011421/Apa3

## Lonpac External - General

Your ref: **22/22/22/VC05/026573**  
Our ref : CC4/LPC22011421/Apa3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING GBF984E(LONPAC) AND SLG2349C(TP) ON 13/11/2022

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver's favour.

We seek your approval to offer repairer "RYDER AUTO PTE LTD" at \$6,881.00(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$ 13,988.04	\$ 6,048.00 (\$5,600.00 + 8% GST)
2. Loss of USE (8days x \$120.00)	\$ 960.00	\$ 800.00 (8days x \$100.00)
3. LTA / GIA SEARCH FEE	\$ 35.00	\$ 33.00
<b>Total</b>	\$ 14,983.04	<b>\$ 6,881.00</b>

Surveyor recommended 6days for repair + 1SUNDAY + 1PRS = 8DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/07/2023 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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

**Sent:** Monday, May 8, 2023 9:48 AM

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

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

**Subject:** OREF: 22/22/22/VC05/026573 ( Huey Ni's case)- FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022 \*\*\* LKK REF: CC4/LPC22011421/Apa3

**Lonpac External - General**

**Lonpac External - General**

Dear Mei Kwan,

Attached copy of insured 's report.



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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Monday, May 8, 2023 9:42 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022 \*\*\* LKK REF: CC4/LPC22011421/Apa3

Dear Sir / Madam,

We refer to the above matter.

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

Our case handler in-charge is Hsiao Tong.

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

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Monday, November 14, 2022 11:27 AM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022

Dear Gerald,

Thank you for the assignment.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

**Sent:** Monday, 14 November 2022 11:03 AM

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

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

**Subject:** FW: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022

## Lonpac External - General

Our Ref : TBA

Dear Meng Yan,

FYNA. Insured yet to report.

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

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**From:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Monday, 14 November 2022 10:45 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)>

**Subject:** Re: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022

Dear Gerald,

Kindly assign Adrian Ling Wai Ping.

Thank you.

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 / 28, Autohub, Singapore 417921

Tel : 67418277 Fax: 67468277 HP : 90908277



On Mon, Nov 14, 2022 at 10:21 AM GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Sirs,

Please see attached list of Motor surveyors for your attention.

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

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**From:** Ryder Auto workshop <[ryderautoworkshop@gmail.com](mailto:ryderautoworkshop@gmail.com)>

**Sent:** Monday, 14 November 2022 9:17 am

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF984E; Our Vehicle SLG2349C Accident involving SLG2349C & GBF984E On 13 Nov 2022

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use in-house surveyors. Kindly arrange your in-house surveyor.

Thank you.

Best regards

Zeph



2 Kaki Bukit Ave 2, #02-19 / 22 / 28, Autohub, Singapore 417921

Tel : 67418277 Fax: 67468277 HP : 90908277



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