

Lonpac Insurance BHD
300 Beach Road
#17-04/07, The Concourse
Singapore 199555
Attn: Motor Claims
Yr Ref: XE3952Y

Norah Khai From
6768 9911 Telephone +65 -
6841 1183 Telefax +65 -
Nora.khai@premiumauto.com.sg Email
Body & Paint Dept Our Dept
PA/TP/0026/2023/NH Our Ref

26-Apr-2023 Date
1 Total Pages

Dear Sir,

RE: INSURANCE CLAIM FOR SJV 8998 J - Audi A4 SEDAN 1.4 TFSI S-TRONIC

With reference to the above-mentioned vehicle, no. **SJV 8998 J**, claimant, **Ms. Caroline Cassandra Lee Lan Fui**, please find the related document per attached.

1. A copy of the Original invoice no. 85018572 – S\$ 21,870.43.
2. A copy of Discharge Voucher duly signed by client.
3. A copy of the Letter of Authorisation duly signed by client.
4. A copy of the Rental Bill – S\$ 400.00 (S\$ 100.00 x 4 working days)
5. A copy of the GIA search – S\$ 2.00

Premium Automobiles Pte Ltd,
Showroom
9 Leng Kee Road
Singapore 159090
Telephone (65) 6566 1111
Telefax (65) 6471 3733

Service & Parts Centres
55 Ubi Rd 1
Singapore 408699
Telephone (65) 6336 2323
Telefax (65) 684 11183

Based on the above document, we would appreciate you could expedite the payment soonest possible.

If you require any further clarification, please do not hesitate to contact me at 6768 9911.

Regards

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

Norah Khai
Claims Dept

Encl
Lonpac Insurance – SJV 8998 J

Authorization Letter

PA/TP/0026/2023/MH

02 March 2023

Ms. Caroline Cassandra Lee Lan Fui
Blk 487 Tampines St 45
#03-101
Singapore 522487

Lonpac Insurance BHD
300 Beach Road
#17-04/07, The Concourse
Singapore 199555
Attn: Motor Claims Dept
Yr Ref: CC4/LPC23000281/pa3

Dear Sir/Madam,

**ACCIDENT INVOLVING VEHICLES SJV 8998 J & XE 3952 Y
AT CARPARK OF TAMPINES ST 81 ON 05/01/2023.**

I am the owner of SJV8998J.

I confirmed that I will be claiming for Loss of Rental and hereby authorized your esteemed company to settle the Loss of Rental and repair bill directly with Premium Automobiles Pte Ltd.

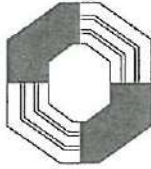
Your kind attention will be greatly appreciated.

Yours faithfully,



Ms. Caroline Cassandra Lee Lan Fui

Copy to Norah Khai, Premium Automobiles Pte Ltd



LONPAC INSURANCE BHD

CLAIM NO : 22/22/23/VC05/026806

DATE : 18 MAY 2023


DISCHARGE VOUCHER

I/We, CAROLINE CASSANDRA LEE LAN FUI confirmed acceptance from M/s LONPAC INSURANCE BHD and/or owner of XE3952Y the sum of Singapore Dollar Twenty Two Thousand Two Hundred Seventy Two and Cents Forty Three Only (\$22,272.43) 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 SJV8998J and XE3952Y on 05/01/2023 along/at CAR PARK OF TAMPINES T81.

I /We hereby agree to indemnify and keep indemnify (LONPAC INSURANCE BHD/ ~~DOSK CONTRACT SERVICES PTE. LTD AND/OR KARUPPAN PACHAMUTHU~~) 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 "PREMIUM AUTOMOBILES 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

Lee Lan Fui Caroline Cassandra .
.....
Name of vehicle owner /Date 25/05/2023

Premium Automobiles Pte Ltd



Audi Centre Singapore
281 Alexandra Road
Singapore 159938
Main Telephone 6366 2223
Main Telefax 6471 3733
Co. & GST Reg. No.: 199902271W

Alexandra Service Centre
281 Alexandra Road
Singapore 159938
Main Telephone 6366 2223
Main Telefax 6475 1023

Ubi Service Centre
55 Ubi Road 1
Singapore 408699
Main Telephone 6368 2323
Main Telefax 6841 1183

Customer Service
Service Appointment 6366 2323
24-hour Breakdown Service 9828 1233
Email customer.care@premiumauto.com.sg

INS TAX INVOICE

Page 1 15:14

Company Reg. No. 199902271W
GST Reg. No. 199902271W

LONPAC INSURANCE BHD MOTOR CLAIM DEPT 300 BEACH ROAD, #17-04/07 THE CONCOURSE SINGAPORE 199555 199555	Invoice No: 85018572 Date : 21/04/2023 Order : SJV8998J Term : 30	Account: L0003 (T 0) LONPAC INSURANCE BHD MOTOR CLAIM DEPT 300 BEACH ROAD, #17-04/07 THE CONCOURSE SINGAPORE 199555
Regn No: SJV8998J (V 31174)	Regn Date: 21/12/2016	Mileage: 115676
Model: A4 SEDAN 1.4 TFSI S tronic	Chassis: WAUZZZF46HA025175	Engine: CVN 017783
You have been assisted by :- UB-Lim Kee Siang (43)		
WIP No.: 58734 Dept: U		

		Details	Qty	Unit Price	Amount
S	SUBLET	M: BNP - TO SUPPLY VEHICLE NUMBER PLATE	60.00	1.00	60.00
S	BODYWORK	M: TO REMOVE,CHECK AND TRANSFER FRONT WIRE HARNES FOR HEADLIGHTS,OUTSIDE TEMPERATURE SENSOR AND HEADLIGHT WASHER ASSY	360.00	1.00	360.00
S	BODYWORK	M: TO REMOVE AND TRANSFER RHS HEADLIGHT'S CONTROL UNIT AND POWER MODULE.	350.00	1.00	350.00
S	BODYWORK	M: TO DISMANTLE AND RENEW FRONT BUMPER AND BONNET.REORGANISE CRASH MANAGEMENT COMPONENTS.REINSTALL ALL PARTS REMOVED.	1400.00	1.00	1,400.00
S	BODYWORK	M: TO RESPRAY FRONT BUMPER AND BONNET.	1500.00	1.00	1,500.00
S	BODYWORK	M: TO CARRY OUT DIAGNOSTIC CHECK	192.00	1.00	192.00
X	A8W0807065C GRU	COVER	1.00	2515.00	2,515.00
X	A8W0853651 3FZ	GRILLE	1.00	1310.00	1,310.00
X	A8W0807771F	BRACKET-A/P GT	1.00	162.50	162.50
X	A8W0823029A	HOOD	1.00	3489.00	3,489.00
X	A8W0823124	PROTECTION	1.00	33.60	33.60
X	A8W0823125	PROTECTION	1.00	32.80	32.80
X	A8W0823126	PROTECTION	1.00	33.60	33.60
X	A8W0941774A	HEADLIGHT	1.00	8787.00	8,787.00
X	A8W0121674A	AIR DUCT-A/P GT	1.00	24.90	24.90

Parts 16,388.40
Labour 0.00
Sublet 3,862.00
Menus 0.00
Lubricant 0.00

Sub-Total 20,250.40

8% GST 1,620.03

Grand Total 21,870.43



Received by

For & on behalf of
Premium Automobiles Pte Ltd

RENTAL AGREEMENT

RA 013734 2023-02

Hirer's Name Caroline Cassandra Lee Lan		Date of Birth 9/11/67	Passport/ Nric No. S1810452/J	Nationality
Address 487C Tampines Street 45 Fui		Occupation	Driving Licence No. As Above	Date of Expiry Life
#03-101	Postal Code 522487	Contact No	Mobile Phone No. 97431060	
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 28.2.23	Time 10.05am	Mileage KM	E 1/4 1/2 3/4 F
Date 4.3.23	Time 10.44am	Mileage KM	Remarks carolinelee_1@hotmail.com

CHECK IN

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	4	@ 100	400
DISCOUNT			
GST @ 8% GST			
TOTAL			400
EXTENSION			M106519
			FC 030020 2023-03
Audi/KS			
SVV8998J			
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.


Hirer's Signature

Joint Hirer's/ Guarantor's Signature


for CHAN'S & SONS ENTERPRISE

VEHICLE NO. SLA8516D	MODEL
FROM	RETURN

*Estimate Date. For actual return see CHECK IN

Tax Invoice

chan's

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:
INV0300752023-03

Dated:
March 4, 2023

Rental Agreement No:
RA 013734 2023-02

Terms of Payment:
Due upon receipt

Customer Reference:
SJV8998J

Notes:
SJV8998J

Customer Details
CAROLINE CASSANDRA LEE LAN FUI
BLK 487C TAMPINES STREET 45 #03-101 Singapore
522487

Executive Name: **AUDI KEE SIANG**

S.No	Product	Description	From Date	To Date	No. of Periods	Price (SGD)	Amount (SGD)
1	SLA8516D		2023-02-28	2023-03-04	4 Days	92.59	370.37
							370.37

GST 8% (8%) 29.63

Amount in words :
Four Hundred Singapore Dollar (SGD)

Total (SGD) 400.00

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

Official Receipt

CHAN'S & SONS ENTERPRISE

363 Sembawang Road,
Goodlink Park, 758379
Mobile no: 97429446 / 96621176
Phone no: 67532536
Email: admin@chans.com.sg
Web: www.chans.com.sg

Receipt Details

Receipt # : RC 030030 2023-03
Date : 04/03/2023

Customer Details

CAROLINE CASSANDRA LEE LAN FUJ
BLK 487C TAMPINES STREET 45 , #03-101
Singapore - 522487
Phone no: 97431060
IC: SXXXX452J

Particulars	Price (SGD)
Invoice # INV 30075 2023-03 Date # 04/03/2023 Car Plate No: SLA8516D	400.00
Paid amount:	400.00
Payment Method : CREDIT CARDS	
Through : UOB Cheque No: M106519 Cheque Date:04/03/2023 Amount (in Words) : Four Hundred Singapore Dollar (SGD) Only	

* Computer Generated Receipt no Sign Required

First Data

CHAN'S AND SONS ENTERPRISE
363 SEREMANG ROAD
SINGAPORE 750379

DATE: 09/03/23 TIME: 10:50:26
BTH NUM: 001336 INV NUM: 006519
MID: 000702053084422 TID: 72205400

SALE

Card Num: ~~XXXX XXXX XXXX~~ 9093 Manual
KREF NUM: 105026010551 Card TYPE: MC
APPR CODE: A06420 TRC NUM: 010551
EXP DATE: AA/AA

TOTAL: SGD 400.00

NO SIGNATURE REQUIRED

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
--- CUSTOMER COPY ---
REGIONAL FORMS 1.5.5.AG


INSURER ENQUIRY

Find insurer

Vehicle reg. no.

XE3952Y

Date of Accident

05/01/2022 

Reset

% RESULT & RECEIPT

TP Insurer Enquiry

Insurance **Lonpac Insurance Bhd**Period of Insurance **30/04/2021 - 29/04/2022**Requested By **WONG KHONG SENG (PREMIU...**Requested Date **05/01/2023 11:39**

Payment details

Request Amount: **S\$1.85**GST Amount: **S\$0.15**Total Amount Due (GST Inclusive): **S\$2**

General Insurance Association

Records Management Centre

GST Registration No: **M400017735**

Hsiao Tong (LKKAUTO)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Monday, 15 May 2023 10:06 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] - ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023 *** LKK REF: CC4/LPC23000281/pa3

Lonpac External - General

Lonpac External - General

Dear Hsiao Tong,

Please proceed as recommended.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | 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: Friday, May 12, 2023 12:01 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023 ***
LKK REF: CC4/LPC23000281/pa3

Your ref: **22/22/23/VC05/026806**
Our ref : CC4/LPC23000281/Apa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE3952Y(LONPAC) AND SJV8998J(TP) ON 05/01/2023

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he hit onto third party parked vehicle while he was reversing into a lot.

We seek your approval to offer repairer "PREMIUM AUTOMOBILES PTE LTD" at **\$22,272.43(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$ 35,303.04	\$ 21,870.43 (\$20,250.40 + 8%GST)
2. Loss of RENTAL (4days x \$100.00)	\$ 400.00	\$ 400.00 (4DAYS X \$100.00)
3. LTA/ GIA SEARCH FEE	\$ 2.00	\$ 2.00
Total	\$ 35,705.04	<u>\$ 22,272.43</u>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 24/03/2023 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 |

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

S(408933)

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

Sent: Wednesday, 11 January 2023 1:43 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023 *** LKK REF: CC4/LPC23000281/pa3

Lonpac External - General

Our Ref: 22/22/23/VC05/026806

Dear Mei Kwan,

Attached copy of insured report.

We shall advise OIC in due course.

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>
Sent: Wednesday, 11 January 2023 1:36 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023 *** LKK REF: CC4/LPC23000281/pa3

Dear Sir / Madam,

We refer to the above matter.

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

Please take note that the 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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Wednesday, 11 January 2023 10:24 AM
To: Meng Yan (LKK Auto) <mengyan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: claims@premiumauto.com.sg
Subject: RE: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023

Dear Yan,

Attached above is the Estimate for your kind reference.

Kindly assist follow up direct settlement.

Thank you.

Best Regards,

En Qi Lim

Claims Administrator

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 d. +65 6768 9911 f. +65 6841 1183

e. claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 p. +65 6836 2223



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From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>
Sent: Monday, 9 January 2023 10:51 AM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Claims <claims@premiumauto.com.sg>; Admin A <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023

Dear Gerald,

Thank you for the assignment.

Dear George,

Noted with thanks.

We will arrange survey on the date and time mentioned.

Best Regards,

Yan | 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)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 9 January 2023 7:26 AM
To: assignments <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Claims <claims@premiumauto.com.sg>
Subject: FW: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023

Lonpac External - General

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

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

From: Claims <claims@premiumauto.com.sg>
Sent: Saturday, 7 January 2023 8:54 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: ACCIDENT INVOLVING SJV 8998 J AND YOUR INSURED XE 3952 Y DATED 05/01/2023

Dear all,

Kindly assist in the liability clearance for above mentioned case. We are in the opinion that our client is not the proximate cause of the accident.

Therefore, we propose for direct settlement at 100% liability clearance in our clients favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report for your reference and we will send you the estimate once it is ready.

Please arrange for car survey next Wednesday 11/1 @ 2pm at Ubi, owner waiting.

Thank you.

Best regards,
George Wong
Claims advisor

❖ PREMIUM AUTOMOBILES

(Reg No 199902271W)

281 Alexandra Road Singapore 159938

p. +65 6366 2323 d. 66900293

e. Claims@premiumauto.com.sg w. www.audi.com.sg

Audi Showroom 281 Alexandra Road Singapore 159938 p. +65 68362223



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