

Hsiao Tong (LKKAuto)

From: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>
Sent: Friday, 23 August 2024 5:07 PM
To: TSR AUTOMOTIVE
Cc: MT_Claim_SG; Admin A; Mei Kwan (LKKAuto); Hsiao Tong (LKKAuto)
Subject: OUR REF: 24/24/24/VP05/029679 LOD - SMG1160Z
Attachments: 1160.mp4; VID-20240812-WA0002.mp4

Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Ryan,

We have viewed your client's video footage.

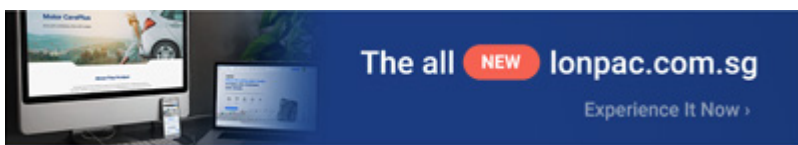
Video footage did not show that our insured's vehicle encroached into your client's lane.

In view that this is a side swipe claim, we are of the view that liability is 50%.

Thank you.

Best Regards

Eric Woo
Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9240 | Fax: (65) 6296 2706



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

From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>
Sent: Friday, August 23, 2024 2:55 PM
To: ERIC WOO JUN KIAT <ERICWOO@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: OUR REF: 24/24/24/VP05/029679 LOD - SMG1160Z

Dear Sirs,

Attached video footage as requested

Your insure is already out of his lane.

Thanks & regards

Ryan

93825367

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

On Fri, 23 Aug 2024 at 14:50, ERIC WOO JUN KIAT <ERICWOO@lonpac.com> wrote:

Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Ryan,

Both parties reported conflicting versions for the above matter.

Please let us have your client's video footage to prove our insured negligent.

Thank you.

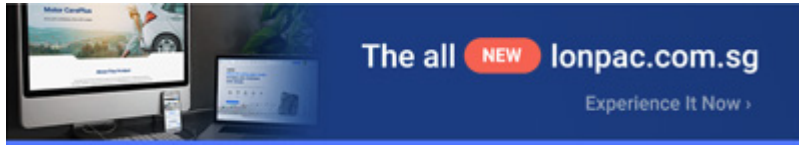
Best Regards

Eric Woo

Executive | Lonpac Insurance Bhd

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

DID: 6279 9240 | Fax: (65) 6296 2706



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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Tuesday, August 20, 2024 1:38 PM

To: CHARMAINE KONG <charmainekong@lonpac.com>

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

Subject: Re: PRE-REPAIR SURVEY FOR SMG1160Z Your insure - SLZ4525Y

Dear Sirs,

Attached LOD - SMG1160Z

Kindly acknowledge receipt of this email

Thanks & regards

Ryan

93825367

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On Tue, 13 Aug 2024 at 12:05, CHARMAINE KONG <charmainekong@lonpac.com> wrote:

Lonpac External - General

Lonpac External - General

Dear Rajes (LKK),

FYNA please.

Thank you.

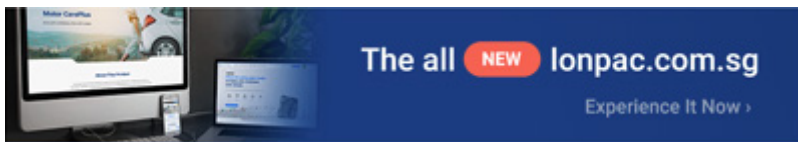
Best Regards,

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



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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Tuesday, August 13, 2024 11:47 AM

To: CHARMAINE KONG <charmainekong@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: PRE-REPAIR SURVEY FOR SMG1160Z Your insure - SLZ4525Y

Dear Sirs,

We wish to appoint LKK Auto Consultants Pte Ltd

Thanks & Regards

Ryan

93825367

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On Tue, 13 Aug 2024 at 11:43, CHARMAINE KONG <charmainekong@lonpac.com> wrote:

Lonpac External - General

Lonpac External - General

WITHOUT PREJUDICE

Dear Ryan,

We intend to conduct a pre-repair survey of your client's vehicle and enclose the names of our Motor surveyor firms for your attention:-

1. Appraisal Associates Pte Ltd
2. FormTeam Adjusters Pte Ltd
3. LKK Auto Consultants Pte Ltd

Please let us hear from you within the next 2 working days.

Thank you.

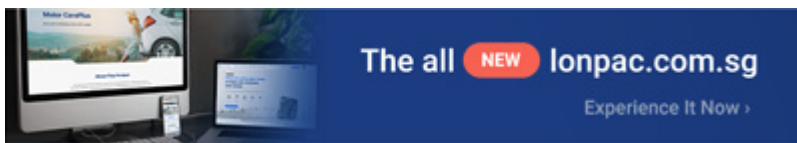
Best Regards,

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



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From: TSR AUTOMOTIVE <tsrteamworks2022@gmail.com>

Sent: Tuesday, August 13, 2024 11:27 AM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: Fwd: PRE-REPAIR SURVEY FOR SMG1160Z

Dear Sirs,

Attached video footage for your reference

Kindly revert soonest.

Thanks & Regards

Ryan

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----- Forwarded message -----

From: **TSR AUTOMOTIVE** <tsrteamworks2022@gmail.com>
Date: Tue, 13 Aug 2024 at 11:18
Subject: Fwd: PRE-REPAIR SURVEY FOR SMG1160Z
To: MT_Claim_SG <mt_claim@lonpac.com>

----- Forwarded message -----

From: **TSR AUTOMOTIVE** <tsrteamworks2022@gmail.com>
Date: Tue, 13 Aug 2024 at 11:13
Subject: Fwd: PRE-REPAIR SURVEY FOR SMG1160Z
To: <mt-claim@lonpac.com>

Dear Sirs

Please let us have the list of the surveyors soonest. Thanks

Regards

Ryan

93825367

----- Forwarded message -----

From: **TSR AUTOMOTIVE** <tsrteamworks2022@gmail.com>

Date: Tue, 13 Aug 2024 at 08:36

Subject: Fwd: PRE-REPAIR SURVEY FOR SMG1160Z

To: <mt-claim@lonpac.com>

Dear Sirs,

GIA report attached.

Kindly note that vehicle is already in our workshop and please let us have the list of the surveyor soonest.

Thanks and regards

Ryan

93825367

----- Forwarded message -----

From: **TSR AUTOMOTIVE** <tsrteamworks2022@gmail.com>

Date: Mon, 12 Aug 2024 at 10:52

Subject: PRE-REPAIR SURVEY FOR SMG1160Z

To: <mt-claim@lonpac.com>

Dear Sirs,

Attached scene photos.

Please help us to arrange for a pre-repair survey

Our vehicle - SMG1160Z

Accident date - 11/08/2024

Your insure - SLZ4525Y

Location - TSR AUTOMOTIVE PTE LTD

160 SIN MING DRIVE

SIN MING AUTOCITY #06-01

SINGAPORE 575722

Please also let us have the list of the surveyors and we will forward you the GIA report once we receive it.

Kindly note that the vehicle is already in our workshop.

Thanks & regards

Ryan

93825367