

**Veron Chen (LKKAuto)**

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**From:** Veron Chen (LKKAuto)  
**Sent:** Wednesday, 4 September 2024 8:38 AM  
**To:** CHARMAINE KONG; SUR; Elton Seet (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: REF: 23/24/24/VC06/029746- MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984  
**Attachments:** XD 2119Z photos\_compressed.pdf; XD 2119Z COE REBATE.pdf; XD 2119Z preli revised.pdf

Dear Charmaine,

Enclosed preliminary revised of vehicle XD 2119Z  
Date of survey: 3/9/2024

**Vehicle recommended Total Loss**

**Pending investigation report and SCDF fire report.**

**Please provides policy excess (if any).**

Best Regards,

**Veron Chen** | Case Handler

Own Damage & Third Party Property Damage

**LKK Auto Consultants Pte Ltd**

phone: 6256-3561 | email: sur@lkkauto.com fax:6256-4315

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

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**From:** Hueh Yin (LKK Auto) <huehyin@lkkauto.com>  
**Sent:** Monday, September 2, 2024 5:47 PM  
**To:** CHARMAINE KONG <charmainekong@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: REF: 23/24/24/VC06/029746- MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984

Dear Charmaine,

Thank you for the assignment.

Please be informed that **Ms. Veron** is the handler of this case who can be contacted at 6256 3561/  
[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)

Best Regards,

Hueh Yin | 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:** CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Sent:** Monday, September 2, 2024 3:52 PM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Junbin <[junbin@timesinsurance.com.sg](mailto:junbin@timesinsurance.com.sg)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Dalfred <[dalfred@timesinsurance.com.sg](mailto:dalfred@timesinsurance.com.sg)>; Annie <[claim@timesinsurance.com.sg](mailto:claim@timesinsurance.com.sg)>

**Subject:** RE: REF: 23/24/24/VC06/029746- MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984

**Lonpac External - Confidential**

**Lonpac External - Confidential**

Dear Huey Yin (LKK),

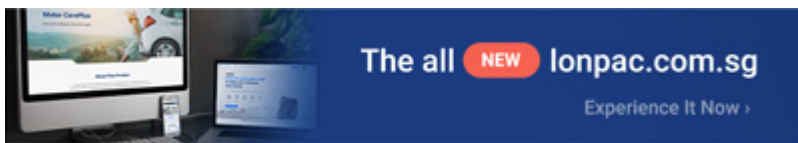
Please arrange survey- details below.

Please apply for the SCDF report and proceed to conduct an investigation into the cause of fire and let us have your report soonest possible.

Aside to Junbin, kindly inform your client/insured accordingly.

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.

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

**From:** Junbin <[junbin@timesinsurance.com.sg](mailto:junbin@timesinsurance.com.sg)>

**Sent:** Monday, 2 September 2024 3:37 pm

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

**Cc:** Dalfred <[dalfred@timesinsurance.com.sg](mailto:dalfred@timesinsurance.com.sg)>; Annie <[claim@timesinsurance.com.sg](mailto:claim@timesinsurance.com.sg)>

**Subject:** RE: MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984

## Lonpac External - General

Dear Charmaine,

Your motor surveyor can contact the Insured's Harrison(Ah Heng) @ **9451 7554** for the location.

Best Regards,

Junbin

Assistant Manager (Claims Department)

**Times Insurance Brokers Pte Ltd**

Tel : 6252 8888 (ext. 330) Mobile no: 8380 3902

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**From:** CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Sent:** 30 August, 2024 5:48 PM

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

**Cc:** Dalfred <[dalfred@timesinsurance.com.sg](mailto:dalfred@timesinsurance.com.sg)>; Annie <[claim@timesinsurance.com.sg](mailto:claim@timesinsurance.com.sg)>

**Subject:** RE: MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984

## Lonpac External - General

## Lonpac External - General

Dear Junbin,

Our policy does not cover loss of use. May we know where XD2119Z is located so we can arrange for our surveyor to conduct a survey on the vehicle next week?

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:** Junbin <[junbin@timesinsurance.com.sg](mailto:junbin@timesinsurance.com.sg)>

**Sent:** Friday, August 30, 2024 4:34 PM

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

**Cc:** Dalfred <[dalfred@timesinsurance.com.sg](mailto:dalfred@timesinsurance.com.sg)>; Annie <[claim@timesinsurance.com.sg](mailto:claim@timesinsurance.com.sg)>

**Subject:** FW: MOTOR I HOCK CHUAN HONG WASTE MANAGEMENT PTE LTD I XE2674G & XD2119Z I 21/08/2024 I Z23VC06115009 & Z23VC06114984

**Importance:** High

Dear Motor Claims team,

We refer to the above subject matter and attach both accident reports for your perusal.

With regards to XB2119Z, the Insured have advised that they want to claim for loss of use to the vehicle as well.

Please review and advise accordingly.

Thank you.

Best Regards,

Junbin

Assistant Manager (Claims Department)

**Times Insurance Brokers Pte Ltd**

Tel : 6252 8888 (ext. 330) Mobile no: 8380 3902

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**From:** Karine Poh <[Karinepoh@hchwaste.com.sg](mailto:Karinepoh@hchwaste.com.sg)>

**Sent:** 23 August, 2024 1:36 PM

**To:** Junbin <[junbin@timesinsurance.com.sg](mailto:junbin@timesinsurance.com.sg)>

**Cc:** Annie <[claim@timesinsurance.com.sg](mailto:claim@timesinsurance.com.sg)>

**Subject:** XE2674G & XD2119Z - Fire Accident - HCHWM

Dear Jun Bin,

As spoke, please find attached police reports for your reference.

For XB2119z, submit for loss of the vehicle.

Thank you.

Best regards,

Karine Poh

**Mobile:** [+65 8125 8822](tel:+6581258822)

**Tel:** [+65 6582 4369](tel:+6565824369)

**Website:** [hchwaste.com.sg](http://hchwaste.com.sg)



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