
Re: [SEEK MANDATE] - REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

From Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Date Tue 4/2/2025 9:23 AM

To CHARMAINE KONG <charmainekong@lonpac.com>

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

Dear Charmaine,

For an update, we have settled the matter at \$6,100.00(all-in). Breakdown as follows: -

1. Cost of Repair	\$ 5,700.00
2. Loss of Use (5days x \$80.00)	\$ 400.00
Total	<u>\$ 6,100.00</u>

We are pending signed DV from third party and will proceed to close file once DV received. Thanks.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Friday, 24 January 2025 3:12 pm

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: [SEEK MANDATE] - REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Lonpac External - General

Lonpac External - General

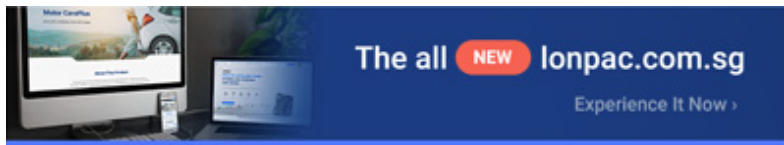
Dear Hsiao Tong,

Please proceed as proposed but to obtain official receipt for LTA search fee before offering for the search fee.

Thank you.

Best Regards,

Charmaine Kong
Claims Officer | Lompac 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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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Wednesday, 15 January 2025 8:55 am
To: CHARMINE KONG <charmainekong@lompac.com>
Cc: MT_Claim_SG <mt_claim@lompac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Your ref: **23/24/24/VP05/029902**
Our ref : CD/LPC24090436/Apa3

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLC9721K(LONPAC) AND SMN4284T(TP) ON 20/09/2024

We refer to the above matter.

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

We seek your approval to offer repairer "**KT MOTORWERK**" at **\$6,327.25(all-in)**.

The summary is as follows: -

□

	Amount Claimed	Amount Revised
1. Cost of Repair	\$26,238.56	\$ 5,700.00
2. Loss of Use (6days x \$120.00)	\$ 720.00	\$ 600.00 (6days x \$100.00)
3. LTA/GIA Seach Fee	\$ 27.25	\$ 27.25
Total	\$ 26,985.81	<u>\$ 6,327.25</u>

Surveyor recommended 4days for repair + 1Sunday + 1PRS = 6days.

Enclosed here with all the relevant documents for your perusal.
Kindly note that this inspection report dated 18/12/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 20 November 2024 3:29 pm

To: CHARMAINE KONG <charmainekong@lonpac.com>

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

Subject: RE: REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

Hsiao Tong, Chew | Team Lead

Third Party Direct Settlement

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | Email: chewht@lkkauto.com

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

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Thursday, 3 October 2024 3:57 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Lonpac External - General

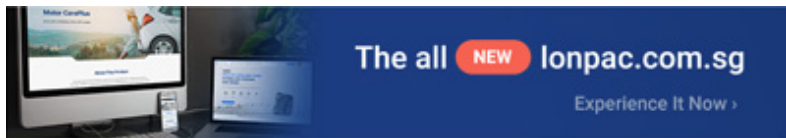
Lonpac External - General

Dear Hsiao Tong,

Please proceed with DS.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 1 October 2024 10:20 am
To: CHARMINE KONG <charmainekong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Lonpac External - General

Dear Charmaine,

Please be informed that third party is checking for liability clearance for this matter.

We have reviewed based on third party video and accident report, we are of the view that it is a head-to-rear collision as the point on impact of third party vehicle is found on the rear bumper.

Please let us have your comment and advise if we may proceed DS. Thank you.

Best Regards,
Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 25 September 2024 4:24 PM
To: CHARMAINE KONG <charmainekong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024 *** LKK REF: CD/LPC24090436/Xpa3

Dear Sir / Madam,

Thank you for your email.

Please note that our officer in charge is Hsiao Tong.

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

Third Party Direct Settlement

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: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Wednesday, 25 September 2024 3:23 PM
To: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: REF: 23/24/24/VP05/029902 -ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

Lonpac External - General

Lonpac External - General

Dear Huey Yin,

Insured has reported. Attached TP videos and insured report 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: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Sent: Monday, 23 September 2024 2:11 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

Lonpac External - General

Dear Gerald,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Hueh Yin | 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)

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

Sent: Monday, September 23, 2024 1:59 PM

To: assignments <assignments@lkkauto.com>

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

Subject: FW: ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

Lonpac External - General

Lonpac External - General

Dear Rajes,

FYNA.

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: John Tee <ktmotorwerk@hotmail.com>
Sent: Monday, 23 September 2024 1:55 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: Re: ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

Dear Gerald,

We would like to appoint LKK.

Please advice regarding the liability of this case once you have an update.

Thank you.

Regards,
John Tee,
HP:98287487
KT MOTORWERK
ADD: Blk 3012 Bedok Industrial Park E, #01-2020 S489978

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 23 September 2024 1:06 pm
To: John Tee <ktmotorwerk@hotmail.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

Lonpac External - General

Lonpac External - General

WITHOUT PREJUDICE

Dear John,

Our insured has not lodged the report and we are making enquiries.

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

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

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

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: John Tee <ktmotorwerk@hotmail.com>

Sent: Monday, 23 September 2024 12:25 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: ACCIDENT INVOLVING SMN4284T AND SLC9721K ALONG MERCHANT ROAD ON 20.09.2024

To the officer in charge,

We are the appointed workshop for SMN4284T. The other party SLC9721K (LONPAC)

Please arrange for inspection at the following address:

KT MOTORWERK
ADD: Blk 3012 Bedok Industrial Park E, #01-2020 S489978

Once the date and time is firm, please inform us and look for John Tee, 98287487 during the inspection.

Please advice us the liability thank you.

Regards,
John Tee,
HP:98287487

KT MOTORWERK

ADD: Blk 3012 Bedok Industrial Park E, #01-2020 S489978

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