

## Hsiao Tong (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 13 September 2024 11:28 AM  
**To:** Hsiao Tong (LKKAUTO)  
**Subject:** FW: [SEEK MANDATE] - REF: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMENT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Tuesday, 20 August 2024 8:57 AM  
**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: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMENT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

Lonpac External - General

Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

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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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:** Thursday, August 15, 2024 10:36 AM  
**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] - REF: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMENT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

Lonpac External - General

Your ref: 24/24/24/VC05/029421

Our ref : CD/LPC24060210/Upa3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING XE 4738T/TRC5597H(LONPAC) AND SMZ 288X(TP) ON 24/06/2024**

We refer to the above matter.

We are of the view that liability is not in our driver's favour as insured lorry's rear door had opened, swing and hit onto third party vehicle.

We seek your approval to offer repairer "JOO HAK KEE AUTO PTE LTD" at **\$1,364.93(all-in).**

The summary is as follows: -

|                                   | Amount Claimed     | Amount Revised                       |
|-----------------------------------|--------------------|--------------------------------------|
| 1. Cost of Repair (with 9% GST)   | \$ 4,071.15        | \$ 1,035.50 (\$950.00 + 9% GST)      |
| 2. Loss of Use (3days x \$100.00) | \$ 300.00          | \$ 300.00 (3DAYS X \$100.00)(+9%GST) |
| 3. LTA/GIA SERACH FEE             | \$ 29.43           | \$ 29.43                             |
| <b>Total</b>                      | <b>\$ 4,400.58</b> | <b><u>\$ 1,364.93</u></b>            |

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 14/08/2024 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](mailto:chewht@lkkauto.com)

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

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, July 25, 2024 11:26 AM

**To:** [geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)

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

**Subject:** RE: REF: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

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](mailto:chewht@lkkauto.com)

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:** Wednesday, July 24, 2024 11:08 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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: REF: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X&XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

**Lonpac External - General**

**Lonpac External - General**

Dear Mei Kwan,

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

**Sent:** Wednesday, July 3, 2024 5:17 PM

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

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

**Subject:** RE: REF: 24/24/24/VC05/029421 - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

## Lonpac External - General

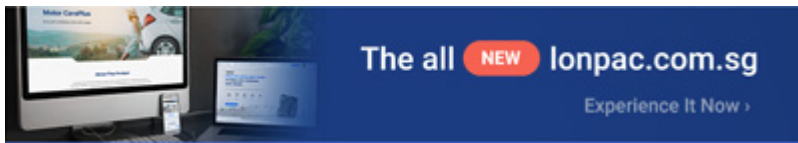
Reference: 24/24/24/VC05/029421 (Gerald's case)

Dear Mei Kwan,

Insured still no report.

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

**Sent:** Wednesday, July 3, 2024 4:06 PM

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

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

**Subject:** RE: REF: TBA - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

## Lonpac External - General

Dear Sir / Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

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

**Sent:** Wednesday, June 26, 2024 11:55 AM

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

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

**Subject:** RE: REF: TBA - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024 \*\*\* LKK REF: CD/LPC24060210/Upa3

Dear Sir / Madam,

Please see attached TP video.

Thank you.

Best Regards,

**Mei Kwan** | Admin

Third Party Direct Settlement

**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:** Rajes (LKK Auto) <[rajes@lkkauto.com](mailto:rajes@lkkauto.com)>

**Sent:** Monday, June 24, 2024 3:09 PM

**To:** CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.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)>

**Subject:** RE: REF: TBA - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024

Dear Charmaine,

Thank you for the assignment.

Best Regards,

**Rajes** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 | S(408933)

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

**Sent:** Monday, June 24, 2024 2:04 PM

**To:** Yvonne Ang <[yvonneang@jkh.com.sg](mailto:yvonneang@jkh.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

Subject: FW: REF: TBA - NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024

## Lonpac External - General

## Lonpac External - General

WITHOUT PREJUDICE

Dear Yvonne,

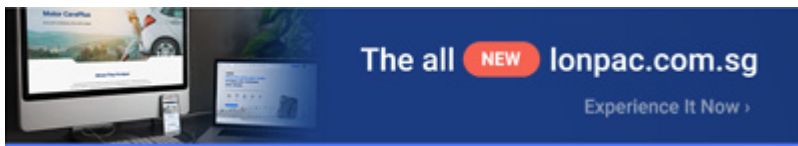
Our insured has not filed the report.

Meanwhile, we will appoint LKK for the survey.

**Aside to LKK Rajes, 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:** Yvonne Ang <[yvonneang@jhk.com.sg](mailto:yvonneang@jhk.com.sg)>

**Sent:** Monday, June 24, 2024 1:45 PM

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

**Subject:** NEW DIRECT SETTLEMNT - ACCIDNET INVOLVING SMZ288X& XE4738T/TRC5597H ON 24/06/2024

Dear Sir/Madam,

Kindly arrange a pre-repair survey for the above and if possible would like to do direct settlement.

Please provide us your list of surveyors for our selection.

We're in the midst of preparing the estimate.

Enclosed a copy of the SAS for your necessary action,

Please advise on liability as soon as possible.

Thank you and hope to hear from you soon.

**Yvonne Ang (Ms)**

**Business Operations Manager**

**Joo Hak Kee Auto Pte Ltd**

**3007 Ubi Rd 1**

**#01-406**

**Singapore 408701**

**HP: 9796 8989 Office: 6743 1913 Fax: 6743 5234**

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