

## Hsiao Tong (LKKAUTO)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Tuesday, 3 December 2024 12:34 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE] REF: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024 \*\*\* LKK REF: CD/LPC24060232/Apa3

**Lonpac External - Confidential**

**Lonpac External - Confidential**

Dear Hsiao Tong,

Please proposed 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:** Tuesday, 3 December 2024 11:02 am  
**To:** CHARMAINE KONG <charmainekong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] REF: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024 \*\*\* LKK REF: CD/LPC24060232/Apa3

**Lonpac External - Confidential**

Your ref: **23/24/24/VP05/029401**  
Our ref : CD/LPC24060232/Apa3

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SJQ2963A(LONPAC) AND SLL1084X(TP) ON 17/06/2024**

We refer to the above matter.

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

We seek your approval to offer repairer "JL PERFECT AUTOWORK PTE LTD" at \$9,630.50(all-in).

The summary is as follows: -

|                                   | Amount Claimed      | Amount Revised                    |
|-----------------------------------|---------------------|-----------------------------------|
| 1. Cost of Repair (with 9% GST)   | \$ 24,539.72        | \$ 9,210.50 (\$8,450.00 + 9% GST) |
| 2. Loss of Use (7days x \$180.00) | \$ 1,260.00         | \$ 420.00 (7days x \$60.00)       |
| <b>Total</b>                      | <b>\$ 25,799.72</b> | <b><u>\$ 9,630.50</u></b>         |

Surveyor recommended 6days for repair + 1SUNDAY = 7DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 01/11/2024 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

**Cheers to a *Wonderful Christmas* and a *Happy New Year 2025* !**

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

**Sent:** Monday, 1 July 2024 2:12 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: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024

\*\*\* LKK REF: CD/LPC24060232/Apa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

- GIA report

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](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:** Tuesday, June 25, 2024 12:41 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: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024

Dear Charmaine,

Thank you for the assignment.

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

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:** Tuesday, June 25, 2024 11:13 AM

**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** FW: REF: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024

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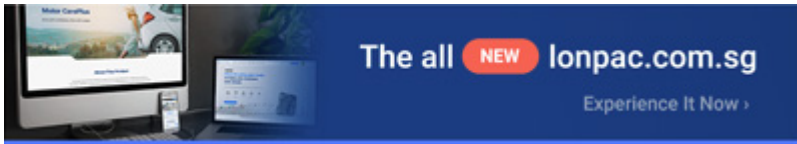
**Lonpac External - Confidential**

Dear 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:** JL Perfect Autowork <[jlperfectautowork@gmail.com](mailto:jlperfectautowork@gmail.com)>

**Sent:** Tuesday, June 25, 2024 10:50 AM

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

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

**Subject:** Re: REF: 23/24/24/VP05/029401 - SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024

Dear Charmaine,

Please arrange LKK to conduct the survey for vehicle SLL1084X.

Thank You.

Regards,

*Irene*

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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

On Tue, Jun 25, 2024 at 10:43 AM CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)> wrote:

## Lonpac External - General

## Lonpac External - General

WITHOUT PREJUDICE

REF: 23/24/24/VP05/029401 (Gerald's case)

Dear Sirs,

We intend to conduct a pre-repair survey of your client's vehicle and enclose our list of Motor surveyors your attention:-

FormTeam

Associate Appraisal

LKK

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

Thank you.

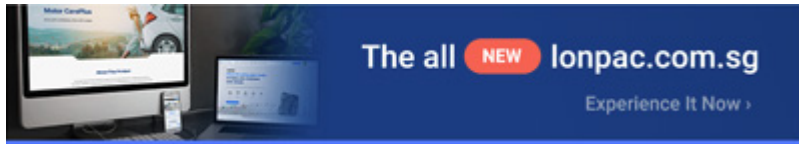
Best Regards,

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: JL Perfect Autowork <[jlperfectautowork@gmail.com](mailto:jlperfectautowork@gmail.com)>

Sent: Tuesday, June 25, 2024 9:03 AM

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

Subject: SLL1084X (Pre-Inspection) / Your Vehicle : SJQ2963A | DOA : 17/06/2024

Dear Sir / Madam,

We are instructed by **Tay Kiong Lee** to notify you of a road traffic accident on **17/06/2024** at about **13:00 hours** at/along **Loyang Avenue 7** involving our client's/customer's vehicle registration number **SLL1084X** and vehicle registration number **SJQ2963A** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

*Irene*

Mobile: 8297 9787

JL Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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