

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Thursday, 6 March 2025 3:04 PM  
**To:** ERIC WOO JUN KIAT  
**Cc:** MT\_Claim\_SG; Admin A; Yan (LKK Auto)  
**Subject:** [SEEK MANDATE] - Our Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H  
**Attachments:** TP GIA REPORT.pdf; LKK SURVEY REPORT & PHOTOS\_SML5488B.pdf; SML5488B LOD Lonpac.pdf

Your ref: **24/24/24/VC05/030145**

Our ref : CD/LPC24110251/Kua3q2(N)(Yan's Case)

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING YQ8276H(LONPAC) AND SML5488B(TP) ON 03/11/2024**

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he changed lane and collided with third party vehicle.

We seek your approval to offer repairer "**COMFORTDELGRO ENGINEERING PTE LTD**" at **\$2,506.25(all-in).**

The summary is as follows: -

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	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 4,816.44	\$ 2,071.00 (\$1,900.00 + 9%GST)
2. Loss of Rental (6days x \$68.00)	\$ 408.00	\$ 408.00 (6DAYS X \$68.00)
3. LTA/GIA Report Search Fee	\$ 27.25	\$ 27.25
<b>Total</b>	<b>\$ 5,251.69</b>	<b><u>\$ 2,506.25</u></b>

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

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/03/2025 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:** ERIC WOO JUN KIAT <ERICWOO@lonpac.com>

**Sent:** Thursday, 6 March 2025 2:28 PM

**To:** Admin A <admin-a@lkkauto.com>; Meng Yan (LKK Auto) <mengyan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** Our Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

## Lonpac External - General

## Lonpac External - General

Dear LKK,

Please let us have your recommendation soonest.

Thank you.

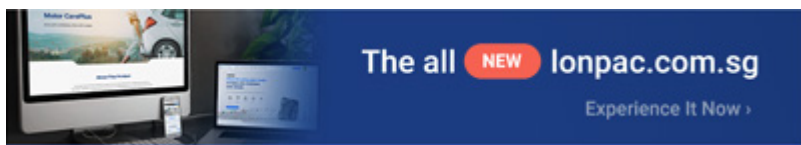
Best Regards

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:** ERIC WOO JUN KIAT

**Sent:** Friday, 7 February 2025 3:33 pm

**To:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'Meng Yan (LKK Auto)' <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

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

**Subject:** FW: [LOD] Lonpac Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

Dear LKK,

Please let us have your recommendation.

Thank you.

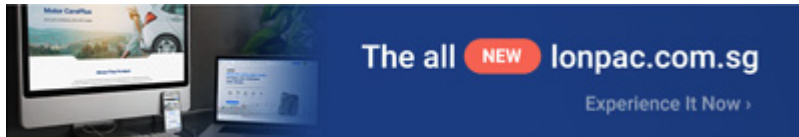
Best Regards

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:** Alice Lau Lay Koon <[alicelau@cdge.com.sg](mailto:alicelau@cdge.com.sg)>

**Sent:** Thursday, 6 February 2025 3:21 pm

**To:** ERIC WOO JUN KIAT <[ERICWOO@lonpac.com](mailto:ERICWOO@lonpac.com)>; Spark Car Care <[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

**Subject:** Re: [LOD] Lonpac Ref: 24/24/24/VC05/030145 -Accident on 03/11/2024 involving SML5488B & YQ8276H

WITHOUT PREJUDICE

Our Ref: PTE/ SML5488B/ 241103/ TP-AL

Dear Sir/ Madam,

Our email for the above matter refers.

Please find attached our LOD dated 06/02/2025 and relevant document for your attention.

Liability is cleared at our end as per your following email of 25/11/2024.

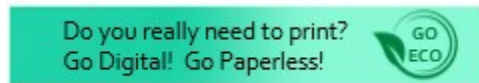
We look forward receiving your early settlement.

Best Regards,

Alice Lau

Claims Department / ComfortDelGro Engineering Pte Ltd

DID: 6214 8307



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**From:** Kelvin Su Khai Wen <[kelvinsukwen@cdge.com.sg](mailto:kelvinsukwen@cdge.com.sg)>

**Sent:** Monday, 25 November 2024 10:21 am

**To:** ERIC WOO JUN KIAT <[ERICWOO@lonpac.com](mailto:ERICWOO@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

<[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

**Subject:** Re: OUR REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Eric,

Thank you for your prompt response, will proceed to commence repair.

Best Regards,

*Kelvin Su*

Customer Care Specialist(Accident Repair)

**T:** 63837890



205 Braddell Rd, Singapore 579701

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**From:** ERIC WOO JUN KIAT <[ERICWOO@lonpac.com](mailto:ERICWOO@lonpac.com)>

**Sent:** Monday, 25 November 2024 10:19 am

**To:** Kelvin Su Khai Wen <[kelvinsukwen@cde.com.sg](mailto:kelvinsukwen@cde.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Spark Car Care <[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

**Subject:** OUR REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

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Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Kelvin,

We are agreeable to Direct Settlement, quantum to be agreed.

Dear LKK,

Please provide liability to third-party workshop in timely manner for future cases.

Thank you.

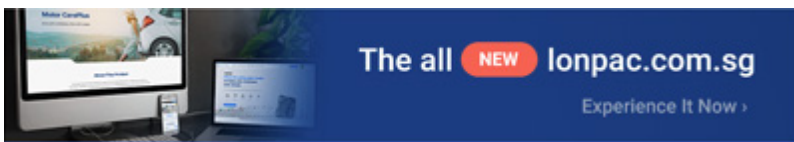
Best Regards

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:** Kelvin Su Khai Wen <[kelvinsukwen@cdge.com.sg](mailto:kelvinsukwen@cdge.com.sg)>

**Sent:** Friday, 22 November 2024 4:38 pm

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; admin-a@lkkauto.com; Spark Car Care <[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

**Subject:** Re: REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

#REMINDER

Dear Sir/Mdm,

Please be inform that we are still pending liability clearance from your end.

Kindly advise what holding back on the liability.

Best Regards,

*Kelvin Su*

Customer Care Specialist(Accident Repair)

**T:** 63837890



205 Braddell Rd, Singapore 579701

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**From:** Kelvin Su Khai Wen <[kelvinsukwen@cdege.com.sg](mailto:kelvinsukwen@cdege.com.sg)>

**Sent:** Friday, 15 November 2024 3:42 pm

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

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com) <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Spark Car Care <[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

Subject: Re: REF: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Sir/Mdm,

Kindly refer to attached for repair estimate and video footage.

Pls advise liability soonest.

Best Regards,

*Kelvin Su*

Customer Care Specialist(Accident Repair)

T: 63837890



205 Braddell Rd, Singapore 579701

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

Sent: Wednesday, 13 November 2024 10:23 am

To: Kelvin Su Khai Wen <[kelvinsukwen@cde.com.sg](mailto:kelvinsukwen@cde.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: 24/24/24/VC05/030145 -TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

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**Lonpac External - General**

**Lonpac External - General**

WITHOUT PREJUDICE

REF: 24/24/24/VC05/030145

OIC: Eric

Dear Kelvin,

We will be appointing LKK for the survey.

**Aside to Hueh Yin (LKK), FYNA please.**

Thank you.

Best Regards,

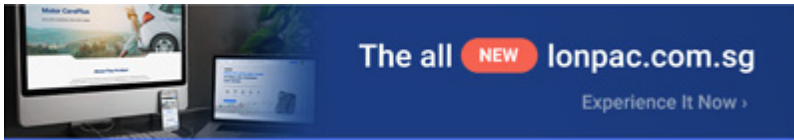
Charmaine Kong



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:** Kelvin Su Khai Wen <[kelvinsukwen@cde.com.sg](mailto:kelvinsukwen@cde.com.sg)>

**Sent:** Wednesday, 13 November 2024 9:55 am

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

**Cc:** Spark Car Care <[SparkARC@comfortdelgro.com](mailto:SparkARC@comfortdelgro.com)>

**Subject:** TP CLAIM / SML5488B / DOA 03.11.2024 / YR INSURED YQ8276H

Dear Sir/Mdm,

Kindly refer to attached.

Pls assist to conduct survey at 205 Braddell Rd.

Best Regards,

*Kelvin Su*

Customer Care Specialist(Accident Repair)

**T:** 63837890



205 Braddell Rd, Singapore 579701

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ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]

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