

Mei Kwan (LKKAuto)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Tuesday, 10 December 2024 6:24 PM
To: Mei Kwan (LKKAuto)
Cc: Daphne Lee (LKK Auto); Admin A
Subject: RE: 24/24/24/VC05/030248 - 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024 *** LKK REF: CD/LPC24110569/Kma3
Attachments: TPV VF.MP4
Categories: HMK

Lonpac External - General

Lonpac External - General

Dear Mei Kwan,

TP video attached.

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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From: CHARMAINE KONG
Sent: Tuesday, 10 December 2024 6:22 pm
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: 24/24/24/VC05/030248 -1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024 *** LKK REF: CD/LPC24110569/Kma3

Dear Mei Kwan,

OI GIA attached. I believe YQ5513T (proximate cause of accident) had private settled with my insured and SDV8811K.

Please check with workshop if they are withdrawing claim.

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.

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 10 December 2024 5:56 pm
To: CHARMAINE KONG <charmainecong@lonpac.com>
Cc: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: 24/24/24/VC05/030248 -1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024 *** LKK REF: CD/LPC24110569/Kma3

Lonpac External - General

Hi Charmaine,

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.

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

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)

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

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Monday, 2 December 2024 10:47 AM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: 24/24/24/VC05/030248 -1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024 *** LKK REF: CD/LPC24110569/Kma3

Lonpac External - General

Lonpac External - General

Dear Mei Kwan,

Insured no report yet.

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>

Sent: Monday, 2 December 2024 9:47 am

To: CHARMAINE KONG <charmainekong@lonpac.com>

Cc: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024 *** LKK REF: CD/LPC24110569/Kma3

Dear Sir / Madam,

We refer to the above matter.

Please see attached TP GIA report and video footage.

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

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Sunday, 1 December 2024 10:27 PM

To: CHARMAINE KONG <charmainekong@lonpac.com>

Cc: Daphne Lee (LKK Auto) <daphnelee@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024

*** LKK REF: CD/LPC24110569/Kma3

Dear Sir/ Madam,

We refer to the above matter.

Enclosed for your perusal is:

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

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

Please take note that the case handler in-charge is Daphne.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hueh Yin (LKK Auto)

Sent: Wednesday, November 27, 2024 11:03 AM

To: CHARMAINE KONG; MT_Claim_SG; Admin A; assignments

Subject: RE: 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024

Dear Charmaine,

Thank you for the assignment.

Please be informed that the 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)

From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Wednesday, November 27, 2024 10:44 AM

To: zila <zila@ahlimmotor.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: muihong@ahlimmotor.com.sg

Subject: RE: 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024

Lonpac External - General

Lonpac External - General

Without Prejudice

Dear Zila,

Our insured has not filed the report. Please forward us your client's GIA report.

Meanwhile, we will appoint 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

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From: zila <zila@ahlimmotor.com.sg>

Sent: Wednesday, 27 November 2024 10:08 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: CHARMAINE KONG <charmainekong@lonpac.com>; muihong@ahlimmotor.com.sg

Subject: 1st Reminder Arrange for Survey - Our Client SDV8811K & Lonpac Insured GBL8086M - DOA: 20/11/2024

Hi Claims Dept,

Kindly arrange for the vehicle to be survey.

Note: Car not in - to be arrange.

Kindly advise OIC & liability for this case.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

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

On 26/11/2024 1:29 pm, zila wrote:

Hi Claims Dept,

Kindly arrange for the vehicle to be survey.

Note: Car not in - to be arrange.

Kindly advise OIC & liability for this case.

Thanks.

--

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170