

Yan (LKK Auto)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Friday, 29 August 2025 9:05 am
To: Admin A; Yan (LKK Auto); Daphne Lee (LKK Auto); Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z *** LKK REF: CD/LPC24120069/Tua3

Lonpac External - General

Dear Yan/Daphne/Hsiao Tong,

Please note that we have repudiated liability towards insured.

Kindly inform workshop/claimant and let us have your bill.

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: Friday, 6 December 2024 11:47 am
To: CHARMAINE KONG <charmainekong@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z *** LKK REF: CD/LPC24120069/Tua3

Lonpac External - General

Hi Charmaine,

Noted with thanks.

Enclosed for your perusal is:

- TP doc

- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please note that our officer in charge is Yan.

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: Thursday, 5 December 2024 2:49 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z *** LKK REF: CD/LPC24120069/Tua3

Lonpac External - General

Lonpac External - General

Dear Mei Kwan,

Insured driver's license was still valid before the accident- refer to attached. The date of suspension was on the date of accident, likely it was suspended due to this accident.

Qualified Driving Licence

Qualified Driving Licence Number

S9903035F

Status of Qualified Driving Licence

Valid

Class(es) of Qualified Driving Licence

3

Expiry Date

Lifetime unless revoked, suspended or disqualified

Qualified Driving Licence

Qualified Driving Licence Number

S9903035F

Status of Qualified Driving Licence

Invalid

Class(es) of Qualified Driving Licence

Expiry Date

Lifetime unless revoked, suspended or disqualified

Suspension Date

From 2024-11-23

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: Thursday, 5 December 2024 2:39 pm

To: CHARMAINE KONG <charmainekong@lonpac.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z *** LKK REF: CD/LPC24120069/Tua3

Lonpac External - General

Hi Charmaine,

Please see attached.

OID's driving license status is **INVALID**.

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)

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From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Thursday, 5 December 2024 2:35 PM
To: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z

Lonpac External - General

Lonpac External - General

Dear Hueh Yin,

OI GIA 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



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From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>
Sent: Thursday, 5 December 2024 2:08 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z

Lonpac External - General

Dear Gerald,

Thank you for the assignment.

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

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: Thursday, December 5, 2024 1:24 PM

To: Emilia <emilia@primeautoclaims.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Subject: OREF: 24/24/24/VC05/030232 (Charmaine's case) FW: PRI REQUEST TO ACCIDENT ON

23.11.2024 INVOLVING SHD2036T & GBF4409Z

Importance: High

Lonpac External - General

Lonpac External - General

WITHOUT PREJUDICE

Dear Emilia,

As your workshop is on list of panel of ARC for several insurers, we will not be sending our list of surveyors to you.

We shall be appointing LKK Auto Consultants Pte Ltd for the survey.

Aside to LKK – Attn : Hueh Yin

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: Emilia <emilia@primeautoclaims.com.sg>

Sent: Thursday, 5 December 2024 1:09 pm

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: aliceleong@primeautoclaims.com.sg; maylim@primeautoclaims.com.sg

Subject: PRI REQUEST TO ACCIDENT ON 23.11.2024 INVOLVING SHD2036T & GBF4409Z

Importance: High

Dear Sir / Madam,

The above referred.

Our client's GIA report enclosed for your retention. Please arrange PRS.mt

****Please let us have a panel list of the surveyor.**

****If we do not hear from you within the next two (2) working days, we shall deem that you have waived the requirement for the pre-inspection.**

Thank you.

Warm Regards,

Emilia

***Prime Auto Claims Service Pte Ltd
6 Benoi Place, Singapore 629927
T (65): 6862 0209 | F (65) 6515 2948
A member of the Prime Group***

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