

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Thursday, March 27, 2025 2:11 PM
To: ENG HUEY NI
Cc: Admin A; MT_Claim_SG
Subject: [SEEK MANDATE] - OREF: 24/24/25/VC05/30353 (Huey Ni's case) FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024 *** LKK REF: CD/LPC24120311/Dpa3
Attachments: TP GIA REPORT.pdf; LKK SURVEY REPORT &PHOTOS_SHC2554U.pdf; SHC2554U LOD.pdf

Your ref: **24/24/25/VC05/30353**
Our ref : CD/LPC24120311/Dpa3q2(N)

Dear Sirs/Mdm,

ACCIDENT INVOLVING YN4584K(LONPAC) AND SHC2554U(TP) ON 19/12/2024

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 "BIFROST AUTO PTE LTD" at **\$14,626.11(all-in).**

The summary is as follows: -

?

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 37,804.86	\$12,306.06 (\$11,289.96 + 9%GST)
2. Loss of Rental (16days x \$134.40)	\$ 2,150.40	\$ 1,612.80 (12days X \$134.40)
3. Loss of Income (16days x \$80.00)	\$ 1,280.00	\$ 600.00 (12days x \$50.00)
4. LTA/GIA Report Search Fee	\$ 27.25	\$ 27.25
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$ 41,342.51	<u>\$14,626.11</u>

Surveyor recommended 8days for repair + 2Sunday + 1PH + 1PRS = 12days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 21/03/2025 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

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

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

Sent: Wednesday, January 22, 2025 4:59 PM

To: ENG HUEY NI <hneng@lonpac.com>; geraldpoh@lonpac.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: OREF: 24/24/25/VC05/30353 (Huey Ni's case) FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024 *** LKK REF: CD/LPC24120311/Dpa3

Dear Sir/ Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is HT.

Wishing You a Prosperous & Joyful Chinese 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)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, 27 December 2024 6:17 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: OREF: 24/24/25/VC05/30353 (Huey Ni's case) FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024 *** LKK REF: CD/LPC24120311/Dpa3

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

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

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: Thursday, 26 December 2024 4:28 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024 *** LKK
REF: CD/LPC24120311/Dpa3

Lonpac External - General

Hi Gerald,

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.

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Monday, 23 December 2024 9:04 AM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024

Dear Sir / Madam,

We refer to the above matter.

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* !

Best Regards,

Hsiao Tong, Chew | Team Lead
Third Party Direct Settlement
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | Email: chewht@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>
Sent: Friday, 20 December 2024 3:28 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: FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, December 20, 2024 3:04 PM

To: Hueh Yin (LKK Auto) <huehyin@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Assessment Dept <assessment_ltc@bifrotauto.com>

Subject: FW: FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024

Lonpac External - General

Lonpac External - General

Dear Hueh Yin,

FYNA. Insured yet to 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

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

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From: Assessment Dept <assessment_ltc@bifrotauto.com>

Sent: Friday, 20 December 2024 2:59 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; claims_lts@bifrotauto.com; Claims Dept <claims_ltr@bifrotauto.com>; Joseph Koh <joseph.koh@bifrotauto.com>; Ms Lim <claims_ltm@bifrotauto.com>; claims_ltv@bifrotauto.com

Subject: Re: FW: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024

Without Prejudice

Dear Gerald

Our client selects

1. LKK Auto Consultants Pte Ltd

Taxi at workshop

Please make the necessary assignment. We will forward the SAS report once avail.

Thank you and Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687

If you have received this message outside of your usual work hours, we do not expect that you will act on it until it is appropriate for you.

On Fri, 20 Dec 2024 at 14:57, GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

Lonpac External - General

WITHOUT PREJUDICE

Dear Yee,

We intend to conduct a pre-repair survey of your client's vehicle and enclose the names of our Motor surveyor firms your attention:-

1. FormTeam Consultancy Pte Ltd
2. LKK Auto Consultants Pte Ltd

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

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: Assessment Dept <assessment_ltc@bifrostauto.com>

Sent: Friday, 20 December 2024 2:47 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: claims_lts@bifrostauto.com; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <joseph.koh@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; claims_ltv@bifrostauto.com

Subject: PRS for our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Mohamad Rozali Bin Ibrahim, to notify you of the aforesaid accident involving our client's vehicle SHC 2554 U and your insured's vehicle YN 4584 K on 19.12.2024.

Please find enclosed our client's LTA Search. We will follow with GIA Report once avail.

This serves as a **NOTICE** that we are claiming against YN 4584 K for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: 59 Loyang Drive Level 4 Room 7 Singapore 508969

Contact Person: Mr Yee / Janice

Contact Email: claims_ltv@bifrostable.com / claims_ltm@bifrostable.com / assessment_ltc@bifrostable.com

VEH IN (Date & Time) : **19.12.2024 @ 2000 hrs**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the

stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

CONFIDENTIALITY NOTICE

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The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Best Regards

Mr Yee

Assessment Dept

BIFROST AUTO PTE LTD

O: 62436687