



[SEEK MANDATE] - OREF: 24/24/25/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24 \*\*\* LKK REF: CD/LPC24120398/Kpa3(N)

From Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
Date Thu 8/5/2025 8:34 AM  
To CHARMAINE KONG <charmainekong@lonpac.com>  
Cc 'MT\_Claim\_SG' <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

3 attachments (5 MB)

TP GIA REPORT.pdf; LKK SURVEY REPORT & PHOTOS\_SMS9912E.pdf; SMS9912E LOD.pdf;

Your ref: **24/24/25/VC05/030368**  
Our ref : CD/LPC24120398/Kpa3q2(N)

Dear Sirs/Mdm,

**ACCIDENT INVOLVING YP9840C(LONPAC) AND SMS9912E(TP) ON 23/12/2024**

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 **"THIAM HENG HUAT PTE LTD"** at **\$7,467.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with GST)	\$ 12,879.33	\$ 6,540.00 (\$6,000.00 + 9%GST)
2. Loss of Rental (9days x \$140.00)	\$ 1,260.00	\$ 900.00 (9days X \$100.00)
3. LTA/GIA Report Search Fee	\$ 27.25	\$ 27.25
<b>Total</b>	<b>\$ 14,166.58</b>	<b><u>\$ 7,467.25</u></b>

Surveyor recommended 6days for repair + 1PRS + 1SUNDAY + 1PH(01/01/2025) = 9days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 07/02/2025 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)

**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Sent:** Thursday, 2 January 2025 12:00 pm**To:** CHARMAINE KONG <charmainekong@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/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24 \*\*\* LKK REF: CD/LPC24120398/Kpa3(N)

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

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)

**From:** CHARMAINE KONG <charmainekong@lonpac.com>**Sent:** Thursday, 2 January 2025 10:45 AM**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: 24/24/25/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24**Lonpac External - General****Lonpac External - General**

Dear Hueh Yin,

OI report 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:** Hueh Yin (LKK Auto) <[huehyin@lkkauto.com](mailto:huehyin@lkkauto.com)>  
**Sent:** Thursday, 26 December 2024 3:25 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OREF: 24/24/25/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24

## 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](mailto: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](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, December 26, 2024 2:55 PM

**To:** Hueh Yin (LKK Auto) <[huehyin@lkkauto.com](mailto:huehyin@lkkauto.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)>; Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>

**Subject:** FW: OREF: 24/24/25/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24

**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

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**From:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>

**Sent:** Thursday, 26 December 2024 2:49 pm

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

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

**Subject:** Re: OREF: 24/24/25/VC05/030368 ( Charmaine's case) FW: REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24

Dear Gerald,

Please arrange for LKK Auto Consultants Pte Ltd to conduct the survey.

Warmest regards,  
Steven  
Thiam Heng Huat Pte Ltd  
82636295

On Thursday, 26 December 2024 at 01:46:58 pm SGT, GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

**Lonpac External - General**

**Lonpac External - General**

WITHOUT PREJUDICE

Dear Steven,

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:** Thiam Heng Huat <[thh176@yahoo.com](mailto:thh176@yahoo.com)>

**Sent:** Thursday, 26 December 2024 1:33 pm

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

**Subject:** REQUEST FOR PRS - SMS9912E YOUR INSURED: YP9840C DOA: 23.12.24

Dear Motor Claims Team,

We refer to the attachments.

Kindly assist to register our client's TP claim and let us have your list of nominated surveyors within the next 2 working days from date of this email.

Please respond soonest possible.

Warmest regards,

Steven

Thiam Heng Huat Pte Ltd

82636295