

Yan (LKK Auto)

From: Yan (LKK Auto)
Sent: Thursday, September 26, 2024 1:48 PM
To: CHARMAINE KONG
Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)
Subject: [SEEK MANDATE] RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3
Attachments: LKK SURVEY REPORT & PHOTOS.pdf; TP LOD_3988.pdf; TP GIA REPORT.pdf

Your ref: **24/24/24/VC05/029550**
Our ref : CD/LPC24070300/Rua3

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE8405C(LONPAC) AND SLP3988D(TP) ON 16/07/2024

We refer to the above matter.

We are of the view that liability is not in our driver’s favour as he reverse and hit onto third party parked vehicle.

We seek your approval to offer repairer **“VOLKSWAGEN GROUP SINGAPORE PTE LTD”** at **\$8,221.73 (all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (WITH 9%GST)	\$ 11,638.90	\$ 7,739.55 (\$7,100.50 + 9%GST)
2. Loss of RENTAL (4days x \$120.00)with 9%GST	\$ 480.00	\$ 480.00 (4DAYS X \$120.00)with 9%GST
3. LTA/ GIA SEARCH FEE	\$ 2.18	\$ 2.18
Total	\$ 12,121.08	<u>\$ 8,221.73</u>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.
Kindly note that this inspection report dated 18/07/2024 is only for mandate purpose.

Kindly let us have your approval / instruction.

Best Regards,

Yan

LKK Auto Consultants Pte Ltd

Email: yan@lkkauto.com | DID: 6841-6051 | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Tuesday, July 23, 2024 1:42 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>
Subject: RE: REF: 24/24/24/VC05/029550- REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

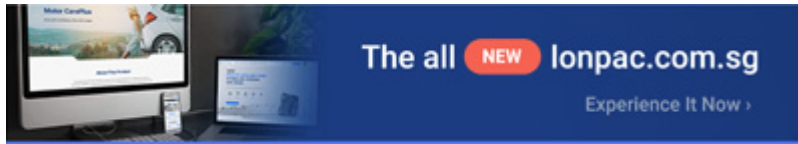
Lonpac External - General

Dear Mei Kwan,

Ref: 24/24/24/VC05/029550

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.

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, July 23, 2024 10:28 AM

To: CHARMINE KONG <charmainekong@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Hi Charmaine,

Please see attached as per your request. Please advise your claim ref.

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: CHARMINE KONG <charmainekong@lonpac.com>

Sent: Monday, July 22, 2024 3:40 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

Lonpac External - General

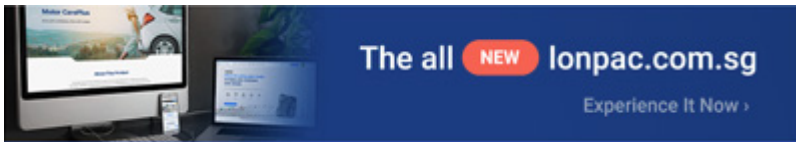
Dear Mei Kwan,

Page 2-6 of the photos are blank. Please re-send to us.

Meanwhile, OI report is 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, July 22, 2024 12:18 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Lonpac External - General

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 Yan.

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

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

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

Sent: Monday, July 22, 2024 11:48 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Dear Sir / Madam,

Please see the attached TP video from TP repairer.

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

Sent: Monday, July 22, 2024 9:51 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Yan (LKK Auto) <yan@lkkauto.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024 *** LKK REF: CD/LPC24070300/Rua3

Dear Sir / Madam,

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.

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

Sent: Thursday, July 18, 2024 1:55 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Dear Gerald,

Thank you for the assignment.

Please be informed that 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, #01-25 | S(408933)

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

Sent: Thursday, July 18, 2024 7:24 AM

To: assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; 'christoper.anthonidas@vw.com.sg' <christoper.anthonidas@vw.com.sg>

Subject: FW: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Lonpac External - General

Lonpac External - General

Dear Rajes,

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.

From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Wednesday, July 17, 2024 5:47 PM

To: MT_Claim_SG <mt_claim@lonpac.com>; mt-claim@lonpac.com

Cc: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>; Ong Michelle (VGS - SG/Singapore) <michelle.ong@vw.com.sg>; Wong Jihang (VGS - SG/Singapore) <jihang.wong@vw.com.sg>

Subject: REQUEST DIRECT SETTLEMENT FOR SLP3988D & XE8405C - DOA:16/7/2024

Dear Claims,

Please revert on liability and survey arrangement for this claim.

Thank you!

Best Regards,

Christopher Dass
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7218

Mobile: +65 85112203

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: christopher.anthonidas@vw.com.sg

<https://www.volkswagen.com.sg/>



 View my
LinkedIn®
Company Profile

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From: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Sent: Wednesday, July 17, 2024 5:37 PM

To: Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>

Subject: Scan Image

Internal