

Vic (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 27 December, 2017 10:06 AM
To: Vic (LKKAUTO)
Cc: MT_Claim_SG; Admin A; Asher Sng (LKKAUTO)
Subject: RE: Gia report for SLT4784Y Our Ref: 17/17/17/VP05/020240

Dear Vic

Please email to Insured of your findings before any settlement.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Thursday, 21 December, 2017 11:39 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO); Asher Sng (LKKAUTO)
Subject: RE: Gia report for SLT4784Y Our Ref: 17/17/17/VP05/020240

Dear Li Li,

Please find enclosed copy of TP CCTV footage for your reference.

Based on the TP footage, it seems OI vehicle had turned out too early at the junction.

"Wishes you a Merry Christmas & Happy New Year 2018"

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



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From: ONG LI LI [mailto:llong@lonpac.com]
Sent: Thursday, 7 December, 2017 12:44 PM
To: Li Sarah
Cc: Vic (LKKAUTO); MT_Claim_SG
Subject: RE: Gia report for SLT4784Y Our Ref: 17/17/17/VP05/020240

Dear Li Li

Thanks for the info.

Dear Vic

Please take note.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

From: Li Sarah [<mailto:lisarah8076@gmail.com>]
Sent: Thursday, 7 December, 2017 11:49 AM
To: ONG LI LI
Cc: vicalpeh@lkkauto.com; MT_Claim_SG
Subject: Re: Gia report for SLT4784Y Our Ref: 17/17/17/VP05/020240

Thank you Ong Li Li,

I don't know whether this info is useful. The first car on my right lane went to straight though it is only allowed to turn right. This taxi, the second car in the right lane, seemed to do the same thing to go straight so that he tried to overtake me and hit me.

Thank you,

Li Li

On Thu, Dec 7, 2017 at 9:38 AM, ONG LI LI <llong@lonpac.com> wrote:

Dear Li Li

Thank you for your email.

I am forwarding your email to our appointed adjuster from LKK Auto Consultants Pte Ltd who is handling this claim. I have already informed them to request for the video footage earlier.

Dear Vic (LKK)

Please handle and update our Insured of your findings. Thanks.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

[300 Beach Road #17](#)-04/07 The Concourse Singapore 199555

Tel : [\(65\) 6250 7388 Ext. 254](#) Fax: [\(65\) 6296 2706](#)

From: Li Sarah [mailto:lisarah8076@gmail.com]

Sent: Wednesday, 6 December, 2017 11:53 PM

To: ONG LI LI

Subject: Re: Gia report for SLT4784Y Our Ref: 17/17/17/VP05/020240

Dear Ong Li Li,

This was what happened:

When I drove to work (NTU Novena campus) on 27th Nov 2017, while we were waiting for the green light, from Newton Rd to Moulmein Rd, I was the first car in the 2nd lane from right which allows me to go straight. The taxi was the 2nd car in the lane on my right; the lane allows him only turn right! When the light turned green, while I was driving straight, suddenly I felt something bounced my car, then immediately my right front mirror flipped over (changed direction!). I immediately stopped the car out of shocking. The taxi was moving forward and turning right then stopped. The driver came out and shouted at me to hit his car! I was totally shocked by his accusation and told him that he hit me not I hit him because he was behind me! He was the 2nd car in the lane, I was the first! He's supposed to turn right but he drove straight! The marks on the car showed clearly that the hit was from behind towards front!

I was worried about my car so that the first thing I did was to push the mirror back to the right direction and tried to put the cover back. I failed to put the cover on. I asked him to help then found him taking photos so that I started taking photos too. He asked me to settle the things off the road but after I put the cover back I couldn't find him so that I drove to work. I even didn't manage to get his contact. I was told that his tire hit my car so that the marks are black. His car's front hit my side. We couldn't see any damages of his car in the photos.

Before he's driving off, I spotted a person sitting at back seat of the taxi. Unfortunately, I didn't get his contact either. Can we check the taxi driver's video and get the contact of the passenger? Could we ask the passenger to be the witness? Could we ask for the traffic camera too?

Thank you very much,

Sorry that I couldn't submit more useful pictures and get the contact of the passenger. I was totally shocked and was very upset with the damages of my newly bought car!

Do feel free to contact me,

Li Li

On Tue, Dec 5, 2017 at 3:51 PM, ONG LI LI <llong@lonpac.com> wrote:

Dear Li Li

Thank you for your email and attachment.

Please see attached for our standard letter. We have appointed LKK Auto Consultants Pte Ltd to handle the third party claim against you. They will assess the quantum and liability. We have also requested your workshop, MOVA to update us the outcome of your claim against the other party.

As for your request for the full version of your car insurance, I am forwarding it to your insurance agent/underwriting department to assist you further.

Dear B.A.S Enterprise/Elaine/Haze

fya

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

[300 Beach Road #17](#)-04/07 The Concourse Singapore 199555

Tel : [\(65\) 6250 7388 Ext. 254](#) Fax: [\(65\) 6296 2706](#)

From: Li Sarah [mailto:lisarah8076@gmail.com]

Sent: Tuesday, 5 December, 2017 3:12 PM

To: MT_Claim_SG

Subject: Fwd: Gia report for SLT4784Y

Dear Ong Li Li,

It was nice to talk to you yesterday. I also received the letter from you yesterday to inform me that the taxi driver is claiming me for the 3rd party claim.

I'm claiming the 3rd party through Mova Automotive. the lady who is dealing my case is Suann:suann@nova.com.sg.

As requested I forward you the report from the IDAC and my driving license.

Meanwhile, could you send me the full version of my car insurance with your company? I haven't received it.

----- Forwarded message -----

From: **rsbm** <rsbm@lkkauto.com>

Date: Tue, Nov 28, 2017 at 10:36 AM
Subject: Gia report for SLT4784Y
To: lisarah8076@gmail.com

Hi here are the report thanks.

Thanks & Best Regards,

ROSLI WAHAB

NACS Bukit Merah

Tel: [6898 0055](tel:68980055)

Fax: [6271 8802](tel:62718802)

Email: rsbm@lkkauto.com