

**Vivian Lau (LKKAUTO)**

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**From:** Vivian Lau (LKKAUTO)  
**Sent:** Tuesday, 26 December, 2017 2:28 PM  
**To:** 'ONG LI LI'  
**Cc:** 'MT\_Claim\_SG'; Mei Kwan (LKKAUTO)  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838  
**Attachments:** After Paint Photos.pdf; LKK Resurvey photos.pdf; LKK Survey Photos.pdf; LKKAdjustment1.pdf; LKKInspection.pdf; SJK8033B - LOD.pdf; SJK8033B - LOD.pdf

Dear Lili,

We refer to the above matter.

Based on the circumstances of both parties and available information in hand, We are in the opinion that OI are more liable to the accident. OI exiting from minor road but OI already halfway on the main road, TP should be able to see OI coming out from the minor road. We propose to offer TP start with 50% liability.

We seek your approval to offer to repairer **CT Auto PTE LTD** is as follows:-

	Amount Claimed	Amount Revised
1. Cost of Repair	S\$ 19,099.86	S\$ 7,811.00
2. Loss Of RENTAL (\$100.00 x 13Days)	S\$ 1,560.00	S\$ 1,300.00( Surveyor recommend 9Days)
50 % Liability	S\$ 10,329.93	S\$ 4,555.50
3. LTA Search	S\$ 5.35	S\$ 5.35
	S\$ 10,335.28	S\$ 4,560.85

**Amount of claim at liability 50% S\$ 4,560.85**

**For your approval please.**

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

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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

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**From:** Vivian Lau (LKKAUTO)  
**Sent:** Tuesday, 5 December, 2017 10:14 AM  
**To:** 'ONG LI LI' <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Lili,

We refer to the above matter.

Based on the circumstances of both parties and available information in hand, We are in the opinion that OI are more liable to the accident. OI exiting from minor road but OI already halfway on the main road, TP should be able to see OI coming out from the minor road. We propose to offer TP start with 50% liability.

Kindly advice on your view/opinion/instruction for this claim.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@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, 21 September, 2017 2:34 PM  
**To:** Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Vivian

As spoken, the workshop called our office.

Attached is the video captured by rear camera. Please review and give us your assessment.

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

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**From:** ONG LI LI  
**Sent:** Friday, 15 September, 2017 4:25 PM  
**To:** 'Vivian Lau (LKKAUTO)'  
**Cc:** MT\_Claim\_SG; Mei Kwan (LKKAUTO)  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Vivian

Yes, you may do so.

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

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**From:** Vivian Lau (LKKAUTO) [<mailto:vivianlau@lkkauto.com>]  
**Sent:** Thursday, 14 September, 2017 3:12 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Mei Kwan (LKKAUTO)  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Lili,

We refer to the email below.

Please advise whether can we release OI's video footage to TP repairer.

Thank you

Best Regards,

**Vivian Lau** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-8625 | email: [Vivianlau@lkkauto.com](mailto:Vivianlau@lkkauto.com) fax: 6741-4108

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]  
**Sent:** Monday, 8 May, 2017 12:15 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Vivian Lau (LKKAUTO) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Hi Mei Kwan/Vivian

Insured Eric (hp96775914) called to inform that he has already travelled out of the stop-line when hit by TP vehicle. He was travelling slowly across the traffic junction as there was a motorcycle turning left at the opposite road. He has video evidence (see attached) to prove that TP was travelling at fast speed and even against the flow of traffic that resulted in collision.

You may want to reject TP claim.

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

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**From:** GERALD POH WEE BIN  
**Sent:** Friday, 5 May, 2017 10:54 AM  
**To:** Mei Kwan (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Hi Mei Kwan,

We attached a copy of insured's GIA report for your attention.

Best Regards  
Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Friday, 5 May, 2017 10:41 AM  
**To:** ERIC WOO JUN KIAT  
**Cc:** MT\_Claim\_SG; GERALD POH WEE BIN; ONG LI LI; Vivian Lau (LKKAUTO); Zayyer (LKKAUTO); Admin A  
**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

**WITHOUT PREJUDICE**

Your Ref : 16/17/17/VP05/019838  
LKK Ref : CC4/LPC17008419/Kwa3

Dear Sir /Madam,

We refer to the above matter.

This is a third party direct settlement case.

Enclosed revert of vehicle: SJK 8033B

Date of survey: 28/04/2017

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

We have not authorized repairs.

Kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Vivian and she can be contacted at DID: 6841 8625.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Friday, 28 April, 2017 11:34 AM

**To:** 'ERIC WOO JUN KIAT' <[ericwoo@lonpac.com](mailto:ericwoo@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@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)>

**Subject:** RE: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Eric,

Thank you for the assignment.

Best Regards,

**Ashley Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | 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:** ERIC WOO JUN KIAT [<mailto:ericwoo@lonpac.com>]

**Sent:** Friday, 28 April, 2017 11:29 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** MT\_Claim\_SG

**Subject:** FW: Request for Pre-Repair Inspection – SJK 8033B Our Ref: 16/17/17/VP05/019838

Dear Catherine,

Kindly refer to our email below.

Please proceed to appoint Kenneth Kong to conduct a survey of the vehicle SJK 8033B on without Prejudice Basis.

We look forward to receiving your report soon.

Thank you.

Best Regards,

Eric Woo

Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6279 9253 | Fax: (65) 6296 3767

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**From:** Emellene Teng [<mailto:admin@ctauto.com.sg>]

**Sent:** Thursday, 27 April, 2017 4:36 PM

**To:** ERIC WOO JUN KIAT

**Cc:** MT\_Claim\_SG; GERALD POH WEE BIN

**Subject:** Re: Request for Pre-Repair Inspection – SJK 8033B

Dear Mr Woo,

Further to tele-com between Cady and your goodself, we would appreciate it if you could re-consider to use other surveyor firm

- 1) STA
- 2) VP Appraisal
- 3) Formteam
- 4) Ajax
- 5) LH Teo

We look forward to your reply.

We have moved to our new location @  
160 Sin Ming Drive, #02-14, Sin Ming Autocity, Singapore 575722  
Tel: 6266-6727  
Fax : 6266-6358

Best Regards,  
Emellene Teng  
CT Auto PTE LTD  
Office: 6266-6727 Fax: 6266-6358

Please like our Facebook page at: <https://www.facebook.com/leongautogroup>

On Thu, Apr 27, 2017 at 2:55 PM, ERIC WOO JUN KIAT <[ericwoo@lonpac.com](mailto:ericwoo@lonpac.com)> wrote:

Dear Emellene,

We refer to your fax of 27 April 2017.

We will proceed to conduct a pre-repair survey of the damage to your client's vehicle jointly with your workshop. We propose to use one of the motor surveyors named in the attached list to conduct the joint pre-repair survey as a single joint expert. (Please see attached).

Please let us know within 2 working days whether you are agreeable to the appointment of any of the motor surveyors provided to you as a single joint expert. You may select one of the listed motor surveyors.

Thank you.

Best Regards,

Eric Woo

Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6279 9253 | Fax: (65) 6296 3767

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**From:** Emellene Teng [<mailto:admin@ctauto.com.sg>]  
**Sent:** Thursday, 27 April, 2017 12:50 PM  
**To:** GERALD POH WEE BIN  
**Cc:** Shawn Chen  
**Subject:** Request for Pre-Repair Inspection – SJK8033B

Our Ref: SJK8033B

To: The owner and/or driver of SJU9469T 3<sup>rd</sup> party

c/o LonPac Insurance

cc: LonPac Insurance

Dear Sir/Madam,

Accident Involving SJK8033B and SJU9469T on 25/4/2016 along Junction of Eunos Road 5 and Eunos Avenue 3

With reference to the above, we hereby give LonPac Insurance 2 days' notice to conduct a pre-repair inspection notice of vehicle SJK8033B at our premise.

Please arrange for your surveyor to inspect the vehicle at:

160 Sin Ming Drive

#02-13 Sin Ming AutoCity

Singapore 575722

Mobile No.: 9737 0733

If we do not receive any reply from you within the stipulated timeline, we shall proceed to repair the vehicle without further reference to you.

Please advise on liability for this case & let us have a list of surveyors to choose from.

We have moved to our new location @

160 Sin Ming Drive, #02-14, Sin Ming Autocity, Singapore 575722

Tel: 6266-6727

Fax : 6266-6358

Best Regards,

Emellene Teng

CT Auto PTE LTD

Office: 6266-6727 Fax: 6266-6358

Please like our Facebook page at: <https://www.facebook.com/leongautogroup>