

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 3 July 2018 8:43 AM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: <Seek Mandate> LONPAC Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Hsiao Tong,

Kindly proceed as proposed

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

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Saturday, 30 June, 2018 9:40 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Poh Kin (LKKAuto)
Subject: <Seek Mandate> LONPAC Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Lonpac Ref: **17/18/18/VP05/020589**
LKK Ref: CC4/LPC18008638/T1pa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 11/05/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver reversed into a parking lot and collided onto third party parked vehicle. Liability is not in our insured's favour.

Summary to offer to third party repairer, **VOLKSWAGEN CENTRE SINGAPORE** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 10,627.38	\$ 7,117.76
2. Loss of Use (4days x \$80.00)	\$ 320.00	\$ 240.00 (4days x \$60.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,949.38	\$ 7,359.76

**04 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | email: chewht@lkkauto.com | fax: 6741-4108

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

From: Mei Kwan (LKKAuto)

Sent: Thursday, 31 May 2018 8:43 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <long@lonpac.com>; 'ERIC WOO JUN KIAT'

<ericwoo@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Joy Irene (LKKAuto)

<JoyIrene@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

WITHOUT PREJUDICE

Your ref: 17/18/18/VP05/020589

LKK ref: CC4/LPC18008638/T1pa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKW 2122S

We have not authorized repairs.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
-

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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

Sent: Friday, 11 May, 2018 10:36 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Mei Kwan,

Attached 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

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 11 May, 2018 10:23 AM
To: ERIC WOO JUN KIAT
Cc: MT_Claim_SG; ONG LI LI; GERALD POH WEE BIN; Hsiao Tong (LKKAuto); Asher Sng (LKKAuto); Joy Irene (LKKAuto); Admin A
Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

WITHOUT PREJUDICE

Your ref: 17/18/18/VP05/020589
LKK ref: CC4/LPC18008638/pa3

Dear Sir /Madam,

We refer to the above matter.

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 Hsiao Tong and she can be contacted at DID: 6742 3197.

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 | fax: 67414108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAuto)
Sent: Thursday, 10 May, 2018 12:11 PM
To: 'ERIC WOO JUN KIAT' <ericwoo@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Eric,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,

Catherine Chong | 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, #02-25 | S(408933)

From: ERIC WOO JUN KIAT [<mailto:ericwoo@lonpac.com>]
Sent: Thursday, 10 May, 2018 11:31 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; shushi.tang@vw.com.sg

Subject: FW: Our Ref: 17/18/18/VP05/020589 Request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Catherine / Nivitha,

Kindly refer to our attachment and email below.

Please proceed to conduct a survey of the vehicle SKW 2122S 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

From: Tang, Shu Shi (VWG Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Thursday, 10 May, 2018 10:16 AM

To: MT_Claim_SG; CHEW BENG KEE

Subject: request direct settlement for SKW2122S & SJG3546S on 07/05/2018

Dear Claims,

Please revert on liability & survey arrangement for this claim.

Best Regards,

Tang Shu Shi

Insurance Service Advisor

Aftersales

Volkswagen Centre Singapore (Macpherson)

1 Kampong Ampat

Singapore 368314

DID: +65 6922-3502

Mobile: +65 9386-7833

Main Line : +65 6305-7299

Main Fax: +65 6285-8620

shushi.tang@vw.com.sg

<http://www.vw.com.sg>

New Arteon.

This is high performance art.



From: shushi.tang@vw.com.sg [mailto:shushi.tang@vw.com.sg]

Sent: Thursday, 10 May, 2018 10:07 AM

To: Tang, Shu Shi (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP