

## Asher Sng (LKKAuto)

---

**From:** Asher Sng (LKKAuto)  
**Sent:** Thursday, 22 August 2019 4:15 PM  
**To:** lee\_kc7475@yahoo.com.sg  
**Cc:** ONG LI LI; MT\_Claim\_SG  
**Subject:** RE: My car SGY9819G accident with Mercs car ET9933J report Our Ref: 17/18/18/VP05/020700

Hi Mr Lee,

We refer to our tele-conversation.

Our surveyor have recommended cost repair for third party vehicle at \$6,000.00.

With no further query, we shall proceed to negotiate for an amicable settlement with the Third Party.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

phone: 6841-6051 | email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108

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

---

**From:** ONG LI LI  
**Sent:** Monday, 2 July, 2018 9:12 AM  
**To:** 'lee\_kc7475@yahoo.com.sg'; Hsiao Tong (LKKAuto) ([chewht@lkkauto.com](mailto:chewht@lkkauto.com))  
**Cc:** King Keong Lee; Ruby Yeo; MT\_Claim\_SG  
**Subject:** RE: My car SGY9819G accident with Mercs car ET9933J report Our Ref: 17/18/18/VP05/020700

Dear Mr Lee

Thank you for your email.

Currently, we do not have the full report yet.

Meanwhile, you may check with the workshop for the details of damage and repairs to your car.

As for the TP claim from the owner of ET9933J, we will ask Hsiao Tong of LKK Auto Consultants Pte Ltd to update you before any settlement.

Dear Hsiao Tong

As spoken, please assist to address Insured's concerns before any settlement.

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:** K C Lee [[mailto:lee\\_kc7475@yahoo.com.sg](mailto:lee_kc7475@yahoo.com.sg)]  
**Sent:** Saturday, 30 June, 2018 11:31 AM  
**To:** ONG LI LI; MT\_Claim\_SG  
**Cc:** King Keong Lee; Ruby Yeo  
**Subject:** RE: My car SGY9819G accident with Mercs car ET9933J report Our Ref: 17/18/18/VP05/020700

Dear ms Ong Li Li,

I would like to know:

1. What damage and repairs done for my SGY9819G car?
2. What damage and repairs done for the Mercs ET9933J car?

Best regards  
Mr Lee king chye  
Owner of car SGY9819G

[Sent from Yahoo Mail on Android](#)

On Tue, 26 Jun 2018 at 14:46, ONG LI LI  
<[long@lonpac.com](mailto:long@lonpac.com)> wrote:

Dear Mr Lee

Noted, we will amend it accordingly.

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:** K C Lee [[mailto:lee\\_kc7475@yahoo.com.sg](mailto:lee_kc7475@yahoo.com.sg)]  
**Sent:** Tuesday, 26 June, 2018 2:40 PM  
**To:** ONG LI LI; MT\_Claim\_SG  
**Cc:** King Keong Lee; Ruby Yeo  
**Subject:** RE: My car SGY9819G accident with Mercs car ET9933J report

Dear Ms Ong LI Li,

Thank you for your kind attention on my matter.

My address postal code is typo in your reply acknowledgement letter. It should be 128809 instead.

Fyi and best regards

Mr Lee King Chye

Mobile 96468965

SGY9819G car owner

[Sent from Yahoo Mail on Android](#)

On Tue, 26 Jun 2018 at 13:46, ONG LI LI

<[llong@lonpac.com](mailto:llong@lonpac.com)> wrote:

Dear Mr Lee

Thank you for your email and photographs.

We have appointed LKK Auto Consultants Pte Ltd to survey both your vehicle and third party vehicle.

We will highlight your concerns to the surveyor to take note when assessing the Third party claim. We have requested the workshop and surveyor to expedite on your Own Damage Claim.

Attached are our standard acknowledgement letters for your information.

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:** K C Lee [[mailto:lee\\_kc7475@yahoo.com.sg](mailto:lee_kc7475@yahoo.com.sg)]

**Sent:** Tuesday, 26 June, 2018 12:41 PM

**To:** ONG LI LI; MT\_Claim\_SG

**Cc:** King Keong Lee; Ruby Yeo

**Subject:** Re: My car SGY9819G accident with Mercs car ET9933J report and pictures part 3

Attention to:

Longpac insurance Behard Claims Department

300 Beach Road #17-04/07 The Concourse

Singapore 199555

Tel (65) 62507388 Ext 254 Fax (65)62962706

Dear Ms Li Li Ong / Longpac insurance Bhd Senior Claims Executive,

RE: My car SGY9819G accident with Mercs car ET9933J report and pictures

---

Attached are the pictures of the accident taken on the accident as follows:

pic 1- Sketch plan and incident report

pic 2- biker skid and fell down himself. Mercs and my Toyota car e-brake to stopped. All parties no injuries. Merc car passenger alighted to take pictures of my car and scene while Merc car driver and myself helped biker up- no injuries of all parties. **Important Note to insurer surveyor: Merc's car rear slight dented and slight cracked, no damage on seat's rest at all at the accident scene. Mercs driver and passenger alighted to take pics of my car and drove off, after that Merc's driver whatsapp me pictures he took from somewhere off the accident of the seat head rest purposely flipped up possibility to exaggerate claims on my insurance. There is possible an inflated claims by this Merc's driver, whom had an insurance company named Accord insurance agency and Accord auto services workshop of his own according to what Mercs driver said and gave me his name card.**

pic3-Exploded view of Mercs front view-possible scratches on his own last time or he hit the bike as he cant stop in time.

pic4- Mercs driver and myself helped the biker to shoulder as all parties not injured. Biker, Mercs car and my car drove off to avoid further accident. No TP accident report as there are no injuries of all parties.

pic5- Mercs ET 9933J slight dent and slight cracked at bumper

pic 6 -Mercs ET 9933J slight dent and slight cracked at bumper as shown in arrows

pic7-Mercs ET 9933J slight dent and slight cracked at bumper full back view- no dents and cracks on Merc's sides as my car only kissed Merc's rear

pic 8 - Mercs ET 9933J slight cracked at bumper

pic 9- my car SGY9819G front bonnet and bumper dented as tyres unable to grip

My car is Toyota wish, Jap car, front bonnet damaged because I hit slightly Mercs car ET9933J rear upon both cars emergency brake when biker skid and fell on his own. Mercs car got slightly dent and slightly cracked as it is Mercs hard metal as shown in the above pictures. No much damage to Mercs car rear. No damage on sides.

Mercs car front may have scratches before or have hit the bike as Mercs car may not emergency brake in time to hit the bike.

I hope Lonpac insurer will send assessor surveyor to assess my car damage as soon as possible and repair my car as i need to use for daily trips.

I also wish Lonpac insurer will get the assessor surveyor to see Mercs car and not to approve the inflated claims of this Accord auto services workshop exaggerated claims on my insurance as i have shown pics and evidence from the accident if there is any.

Thank you Lonpac insurance and Ms Li Li Ong for your attention.

Best regards

Mr Lee King chye

SGY9819G car owner

Mobile 96468965

On Tuesday, 26 June 2018, 12:40, K C Lee <[lee\\_kc7475@yahoo.com.sg](mailto:lee_kc7475@yahoo.com.sg)> wrote:

Attention to:

Longpac insurance Behard Claims Department  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel (65) 62507388 Ext 254 Fax (65)62962706

Dear Ms Li Li Ong / Longpac insurance Bhd Senior Claims Executive,

RE: My car SGY9819G accident with Mercs car ET9933J report and pictures

---

Attached are the pictures of the accident taken on the accident as follows:

pic 1- Sketch plan and incident report

pic 2- biker skid and fell down himself. Mercs and my Toyota car e-brake to stopped. All parties no injuries. Merc car passenger alighted to take pictures of my car and scene while Merc car driver and myself helped biker up- no injuries of all parties. **Important Note to insurer surveyor: Merc's car rear slight dented and slight cracked, no damage on seat's rest at all at the accident scene. Mercs driver and passenger alighted to take pics of my car and drove off, after that Merc's driver whatsapp me pictures he took from somewhere off the accident of the seat head rest purposely flipped up possibility to exaggerate claims on my insurance. There is possible an inflated claims by this Merc's driver, whom had an insurance company named Accord insurance agency and Accord auto services workshop of his own according to what Mercs driver said and gave me his name card.**

pic3-Exploded view of Mercs front view-possible scratches on his own last time or he hit the bike as he cant stop in time.

pic4- Mercs driver and myself helped the biker to shoulder as all parties not injured. Biker, Mercs car and my car drove off to avoid further accident. No TP accident report as there are no injuries of all parties.

pic5- Mercs ET 9933J slight dent and slight cracked at bumper

pic 6 -Mercs ET 9933J slight dent and slight cracked at bumper as shown in arrows

pic7-Mercs ET 9933J slight dent and slight cracked at bumper full back view- no dents and cracks on Merc's sides as my car only kissed Merc's rear

pic 8 - Mercs ET 9933J slight cracked at bumper

pic 9- my car SGY9819G front bonnet and bumper dented as tyres unable to grip

My car is Toyota wish, Jap car, front bonnet damaged because I hit slightly Mercs car ET9933J rear upon both cars emergency brake when biker skid and fell on his own. Mercs car got slightly dent and slightly cracked as it is Mercs hard metal as shown in the above pictures. No much damage to Mercs car rear. No damage on sides.

Mercs car front may have scratches before or have hit the bike as Mercs car may not emergency brake in time to hit the bike.

I hope Lonpac insurer will send assessor surveyor to assess my car damage as soon as possible and repair my car as i need to use for daily trips.

I also wish Lonpac insurer will get the assessor surveyor to see Mercs car and not to approve the inflated claims of this Accord auto services workshop exaggerated claims on my insurance as i have shown pics and evidence from the accident if there is any.

Thank you Lonpac insurance and Ms Li Li Ong for your attention.

Best regards  
Mr Lee King chye  
SGY9819G car owner  
Mobile 96468965