

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 9 October 2018 12:47 PM  
**To:** 'ONG LI LI'  
**Cc:** MT\_Claim\_SG; Vic (LKKAuto); Admin A  
**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442 \*LKK REF: CC4/LPC18012279/Kpa3q2

Dear Sirs/Madam,

We refer to the above matter.

Case has been settled at a global sum of **\$2,480.00(all-in)** with Third Party repairer.

We are pending for signed DV from third party and will proceed to close file once DV received.

Thank you.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | email: [chewht@lkkauto.com](mailto:chewht@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 <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Monday, 1 October 2018 2:36 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442 \*LKK REF: CC4/LPC18012279/Kpa3q2

Dear Hsiao Tong

Please proceed.

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:** Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]  
**Sent:** Monday, 1 October, 2018 9:07 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Vic (LKKAuto); Admin A  
**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442 \*LKK REF: CC4/LPC18012279/Kpa3q2

Lonpac Ref: **17/18/18/VC10/020442**

LKK Ref: CC4/LPC18012279/Kpa3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 18 July 2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured driver reversed and hit third party vehicle. Liability is not in our insured's favour.

Summary to offer to third party repairer, "Loh Heng" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair	\$ 4,593.00	\$ 2,300.00
2. Loss of Use (3days x \$80.00)	\$ 240.00	\$ 180.00 (3days x \$60.00)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00 (subject to proof)
<b>Total</b>	<b>\$ 4,840.00</b>	<b>\$ 2,487.00</b>

\*\*03days 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](mailto:chewht@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 <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Friday, 20 July 2018 11:50 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442

Dear Mei Kwan

Attached is our Insured's GIA report.

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:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Friday, 20 July, 2018 8:52 AM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG; GERALD POH WEE BIN; ericwoo; Hsiao Tong (LKKAuto); Vic (LKKAuto); Admin A

**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442

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.

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:** Mei Kwan (LKKAuto)

**Sent:** Wednesday, 18 July, 2018 11:10 AM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; 'ERIC WOO JUN KIAT' <[ericwoo@lonpac.com](mailto:ericwoo@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Vic (LKKAuto) <[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442

**WITHOUT PREJUDICE**

**LPC ref: 17/18/18/VC10/020442**

**LKK REF: CC4/LPC18012279/Kpa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKK 4826U

We have not authorized repairs.

Enclosed for your perusal is:

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

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

Please 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

**From:** Admin-D (LKKAuto)  
**Sent:** Thursday, 5 July, 2018 12:57 PM  
**To:** 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'MT\_Claim\_SG' <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442

Dear Sir/Mdm,

Thank you for the assignment.

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

BEST REGARDS,

G.Nivitha | 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:** ONG LI LI [<mailto:llong@lonpac.com>]  
**Sent:** Thursday, 5 July 2018 12:53 PM  
**To:** Danny Loh <loh heng0308@yahoo.com.sg>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'SUR' ([sur@lkkauto.com](mailto:sur@lkkauto.com))  
<[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: 3rd party claim XD1545H Our Ref; 17/18/18/VC10/020442

Without Prejudice

Dear Danny

As spoken, please liaise with LKK Auto Consultants Pte Ltd for this TP claim.

Dear Catherine/Nivitha

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

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**From:** Danny Loh [<mailto:loh heng0308@yahoo.com.sg>]  
**Sent:** Thursday, 5 July, 2018 12:35 PM  
**To:** MT\_Claim\_SG  
**Subject:** 3rd party claim XD1545H

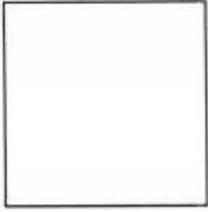
Hi,

we are submitting a 3rd party claim for your perusal with attachment.

Kind regards,

Loh Heng

Danny



This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)

# LOH HENG

Automotive Repair & Services  
Accident & Insurance Claims

30 July 2018

Lonpac Insurance Pte Ltd

Attn: Motor Claim Department  
Ref: Skk4826u

Dear Sir/madam,

**ACCIDENT INVOLVING Skk4826U AND XD1545H ON 28-02-2018**  
**At 50Tuas Ave 11 Outside Unite 03-37**

We understand that you are the insurer of **XD1545H** vehicle.

We are instructed by the owner of motor vehicle **SKK4826U** to write, negotiate and settle the claim on their behalf for the above mentioned accident. We therefore propose to claim from you as follows:

1.	Lump sum recommended by surveyor	\$	2300.00
2.	Loss of use 3 days x \$80	\$	240.00
3.	LTA search	\$	7.00
			<hr/>
		\$	2547.00

Please advise if above claim is agreeable via direct settlement with us.

Yours faithfully,

**LOH HENG**

BLOCK 176 #03-08 SIN MING AUTOCARE,  
SIN MING DRIVE, SINGAPORE 575721  
PHONE: 64532237 / 64530797  
FAX: 64556384  
EMAIL: lohheng0308@yahoo.com.sg

## LETTER OF AUTHORIZATION

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30 July, 2018

The Claim Manager

**Lonpac Insurance Pte Ltd**

Singapore

**Accident involving SKK4826U and XD1545H on 28 Feb 2018**

I, Fann Chih Lien, hereby authorize my repairers **M/S LOH HENG** of 176 Sin Ming Drive #03-08 Sin Ming Auto Care, Singapore 575721 whom I have appointed as my agent in respect of my claim.

I further authorize to negotiate and release all proceeds of settlement monies to my repairers **M/S LOH HENG** in settlement of my claim

  
Signature / Date

21/11/18



# LONPAC INSURANCE BHD

CLAIM NO : 17/18/18/VC10/020442  
DATE : 09 OCT 2018

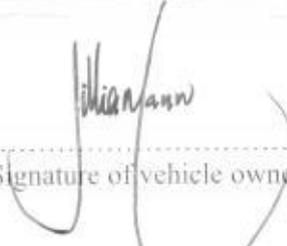
## DISCHARGE VOUCHER

I/We, Fann Chih Lien confirmed acceptance from **M/s LONPAC INSURANCE BHD** and/or owner of SKK4826U the sum of Singapore Dollar Two Thousand Four Hundred Eighty Only (\$2,480.00) in full and final satisfaction, liquidation and discharge of all property losses competent to me/us upon the said **M/s LONPAC INSURANCE BHD** in respect of all property losses sustained by me/us whether now or hereafter to become manifest, arising either directly or indirectly from an accident involving SKK4826U and XD1545H on 28 Feb 2018 along 50 Tuas Ave 11 Outside Unit 03-37.

I /We hereby agree to indemnify and keep indemnify (**LONPAC INSURANCE BHD/ AW TRANSPORT & WAREHOUSING PTE LTD AND/OR MENG LINGPENG**) against all claims and any claims whatsoever made by any person/persons on our behalf in respect of the said accident.

I/We further authorize you to pay the above settlement sum directly to **LOH HENG**.

I/We hereby acknowledged that this payment is made on a without admission of liability basis and without prejudice to all related claims and in respect of our insured's recovery action.

  
Signature of vehicle owner/Date 21/11/18

Fann Chih Lien  
Name of vehicle owner /Date 21/11/18

**Bill No:- 33865**Automotive Repair & Services  
Accident & Insurance Claim.

  
**LOH HENG**

Date, 28 july 2018

(MT)

176 Sin Ming Drive #03-08 Sin Ming Auto Care Singapore 575721  
**TEL: 64532237 • 64530797 FAX: 64556384**

Lonpac Insurance Pte Ltd

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Make VW Jetta Car No SKK4826U / Milage \_\_\_\_\_

DESCRIPTION	AMOUNT	
	\$	c
To repair the above accident as recommended by LKK Auto Consultants surveyor	\$ 2300	00
	=====	

E. &amp; O. E.