

## Jia Le (LKK Auto)

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**From:** Jia Le (LKK Auto)  
**Sent:** Tuesday, 10 November 2020 9:45 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kda3) on 11/07/2018 [External General]

Dear Li Li,

We have proposed offer on 14.05.2020 and there was no response from TP repairer. Since there is no further development more than six months, we will close the matter temporary at our end and will submit WP report to you. If there is any new development, we will inform to you accordingly and continue handle the matter.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

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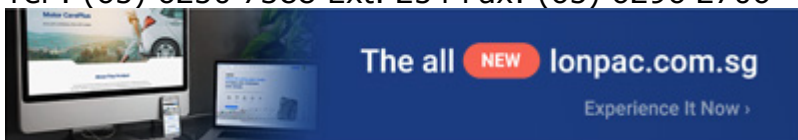
**From:** ONG LI LI [mailto:[llong@lonpac.com](mailto:llong@lonpac.com)]  
**Sent:** Thursday, 14 May 2020 12:46 PM  
**To:** Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kda3) on 11/07/2018 [External General]

## Lonpac External - General

Dear Jia Le

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



*We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.*

*Lonpac External - General data is for internal / external use.*

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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Thursday, 14 May 2020 11:50 AM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kda3) on 11/07/2018 [External General]

Dear Li Li,

Attached herewith the TP GIA report for your perusal.

Thank you.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@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:long@lonpac.com>]

**Sent:** Thursday, 14 May 2020 11:25 AM

**To:** Jia Le (LKK Auto)

**Cc:** MT\_Claim\_SG

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kda3) on 11/07/2018 [External General]

## **Lonpac External - General**

Dear Jia Le

Please attach TP GIA report.

Regards,

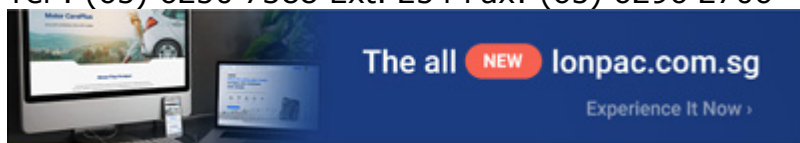
Ong Li Li

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



*We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.*

**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Wednesday, 13 May 2020 2:00 PM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kda3) on 11/07/2018

Lonpac Ref: **18/18/18/VC00/020752**

LKK Ref: CC3/LPC18012772/Kda3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 18/07/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured did not have video footage and agree to let insurance settle at best.

Summary to offer to third party repairer, "TRANS-CAB AUTO SERVICES PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 47,314.09	\$ 2,514.50
2. Loss of Rental (2days x \$101.46)	\$ 202.92	\$ 202.92 (2days x \$101.46)
3. Loss of Income (2days x \$50)	\$ 100.00	\$ 100.00 (2days x \$50)
		\$ 2,817.42
@50%		\$ 1,408.71
4. LTA/ GIA Search Fee	\$ 7.49	\$ 7.49
<b>Total</b>	<b>\$ 47,624.50</b>	<b>\$ 1,416.20</b>

\*\*02days recommendation for repair

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

**The above is for your approval.**

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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

**From:** Jia Le (LKK Auto)

**Sent:** Tuesday, 17 March 2020 2:44 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kua3) on 11/07/2018

Dear Li Li,

We have spoken to insured, informed her insurance will settle at best on this matter.

Thank you.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@lkkauto.com) | fax: 6741-4108

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]

**Sent:** Wednesday, 30 October 2019 11:06 AM

**To:** Jia Le (LKK Auto)

**Cc:** MT\_Claim\_SG

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kua3) on 11/07/2018

Dear Jia Le

You may want to engage Insured before settlement.

Regards,

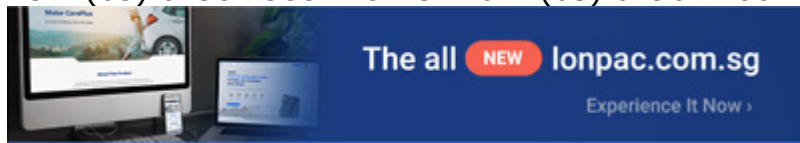
Ong Li Li

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



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**From:** Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]

**Sent:** Friday, 25 October 2019 4:17 PM

**To:** ONG LI LI

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kua3) on 11/07/2018

Dear Li Li,

OI reported that TP's taxi collided onto her vehicle and TP reported that OI collided onto his taxi while making a left turn.

We are of the opinion that this is a case of conflicting versions. There is no conclusive evidence to substantiate either's parties version. As such, we propose 50% liability for TP's claim.

Kindly let us have your approval/instruction.

Best Regards,

**Chan Jia Le** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749 5792 | email: [Jiale@lkkauto.com](mailto:Jiale@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:** Wednesday, 18 July, 2018 12:41 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Vivian Lau (LKKAuto) <[vivianlau@lkkauto.com](mailto:vivianlau@lkkauto.com)>; Thin Thin (LKKAuto) <[thinthin@lkkauto.com](mailto:thinthin@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement - Accident Involving GBF9014X (OI : LPC -18/18/18/VC00/020752) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kua3) on 11/07/2018

Hi Mei Kwan

Please see attached for our Insured's GIA report for your necessary action.

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:** Wednesday, 18 July, 2018 11:17 AM

**To:** MT\_Claim\_SG

**Cc:** GERALD POH WEE BIN; ericwoo; ONG LI LI; Vivian Lau (LKKAuto); Thin Thin (LKKAuto); Admin A

**Subject:** Direct Settlement - Accident Involving GBF9014X (OI : LPC - TBA) and SHC5470H (TP : LKK REF - CC3/LPC18012772/Kua3) on 11/07/2018

## **WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SHC 5470H at M/s Trans-cab Auto Services Pte Ltd (Ang Mo Kio).

Kindly verify validity of our insured's policy, and let us have a copy of insured's accident report for our necessary action.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary Advice
- Photographs of TP vehicle in its damaged condition

Kindly take note that the case handler in-charge is Thin Thin and she can be contacted at DID: 6841 2360.

*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)