

Mei Kwan (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 6 March, 2019 2:44 PM
To: Mei Kwan (LKKAuto)
Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A
Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088 [External General]

Follow Up Flag: Follow up
Flag Status: Completed

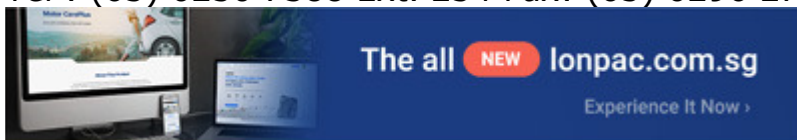
Categories: HMK

Lonpac External - General

Hi Mei Kwan

Please request the case handler/surveyor to review if towing was necessary as there was still rear mirror available and put up the mandate request to us.

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



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

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]
Sent: Wednesday, 6 March, 2019 2:14 PM
To: ONG LI LI
Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A
Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088 [External General]

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Li Li,

Enclosed TP video for your perusal.

Please note that the towing is incurred due to the right door side mirror is broken.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

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

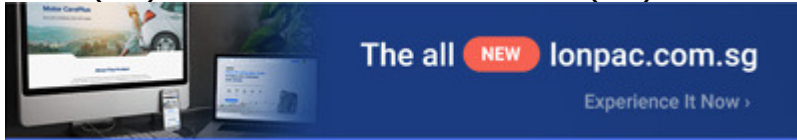
From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 5 March, 2019 12:11 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached for 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



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

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 5 March, 2019 11:03 AM
To: ONG LI LI
Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A
Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

Dear Sir/ Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 1 November, 2018 3:47 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>; CS A Team

<cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088

Hi Mei Kwan

Our Insured has not reported the accident.

Please check with the surveyor why there is a need for TP to incurred towing fees.

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

Sent: Thursday, 1 November, 2018 3:16 PM

To: ONG LI LI

Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A

Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088

WITHOUT PREJUDICE

LPC ref: 18/18/18/VP05/021088

LKK REF: CC4/LPC18019842/K1ha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SHC 7846U

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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

Please take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

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, 1 November, 2018 11:43 AM

To: 'ONG LI LI' <llong@lonpac.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088

Dear Li Li,

Thank you for the email.

Dear Vic,

Kindly assist

FYNA Our Ref : CC4/LPC18019842/K1ha3



BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Thursday, 1 November 2018 11:40 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PR-REPAIR SURVEY OF SHC7846U Our Ref: 18/18/18/VP05/021088

Dear Nivitha/Catherine

Understand that Calvin has surveyed SHC7846U.

Please let us know the adjusted cost of repairs.

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: Admin-D (LKKAuto) [<mailto:admin-d@lkkauto.com>]

Sent: Wednesday, 31 October, 2018 3:45 PM

To: GERALD POH WEE BIN; assignments

Cc: MT_Claim_SG; Admin A

Subject: RE: PR-REPAIR SURVEY OF SHC3474R

Dear Sir/Mdm,

Thank you for the assignment.

BEST REGARDS,

G.Nivitha | Admin

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

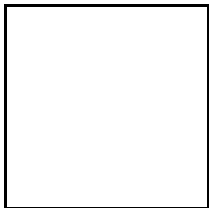
From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Wednesday, 31 October 2018 3:37 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: PR-REPAIR SURVEY OF SHC3474R

Our Ref : 18/18/18/VP05/021085

Dear Catherine,

Please see attached and proceed to survey the vehicle.

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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