

Vic (LKKAUTO)

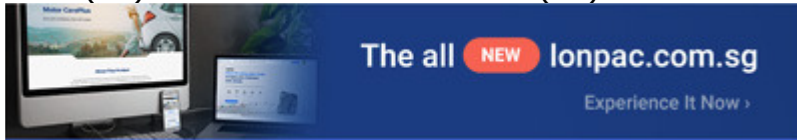
From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 15 May, 2019 12:54 PM
To: Jia Le (LKK Auto)
Cc: Vic (LKKAUTO); Admin A; MT_Claim_SG
Subject: RE: Our Ref: 18/18/18/VC00/021102 REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18 [External General]

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



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

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Friday, 10 May, 2019 8:59 AM
To: ONG LI LI
Cc: Vic (LKKAUTO); Admin A
Subject: FW: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Lonpac Ref: **18/18/18/VC00/021102**

LKK Ref: CC4/LPC18020221/T1ha3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 21/11/2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a head-to-rear collision. Liability is not in our driver'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)	\$ 7,835.93	\$ 4,591.15
2. Loss of Use (3days x \$120.00)	\$ 360.00	\$ 300.00 (3days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,197.93	\$ 4,893.15

**03days recommendation for repair

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

The above is for your approval.

Best Regards,

Carlor Chan | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: jiale@lkkauto.com | fax: 6741-4108

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

From: Vic (LKKAuto)

Sent: Thursday, 6 December, 2018 12:04 PM

To: 'ONG LI LI'

Cc: MT_Claim_SG; Admin A; Vic (LKKAuto)

Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Li Li,

Received with thanks.

Based on OI GIA report, since it is a rear-ended case, we will proceed with DS to TP.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@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>]

Sent: Thursday, 6 December, 2018 12:02 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG; Admin A

Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Vic

Attached is our Insured's GIA report which we just received.

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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Thursday, 6 December, 2018 10:52 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Li Li,

We refer further to our below email.

Please find attached photos and video footage from TP for your reference.

Kindly also advise if Insured GIA report is available.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2096 | email: vicalpeh@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

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From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 5 December, 2018 9:10 AM
To: Mei Kwan (LKKAUTO); Vic (LKKAUTO)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mei Kwan

No, we have not received the report yet.

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: Wednesday, 5 December, 2018 8:49 AM
To: ONG LI LI; Vic (LKKAuto)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/18/18/VC00/021102
LKK REF: CC4/LPC18020221/T1ha3

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: Wednesday, 21 November, 2018 2:33 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>
Subject: Our Ref: 18/18/18/VC00/021102 RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mei Kwan

Our Insured has not reported the accident.

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: Wednesday, 21 November, 2018 12:06 PM
To: GERALD POH WEE BIN; Vic (LKKAuto)
Cc: MT_Claim_SG; Admin A; CS A Team
Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/18/18/VC00/021102

LKK REF: CC4/LPC18020221/T1ha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SKU 416T

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

Kindly advise whether insured has reported. If so, 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, 8 November, 2018 10:50 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Mr Gerald,

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

Sent: Thursday, 8 November, 2018 10:43 AM

To: Kong, Charmaine (VWG Singapore) <charmaine.kong@vw.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

WITHOUT PREJUDICE

Our Ref : 181/18/18/VC00/021102

Dear Charmaine,

Our insured has yet to lodge a report and we are making enquiries.

For survey arrangements, please contact LKK Auto Consultants Pte Ltd.

Aside to LKK – Attn :Catherine,
For your necessary action.

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: Kong, Charmaine (VWG Singapore) [<mailto:charmaine.kong@vw.com.sg>]
Sent: Thursday, 8 November, 2018 10:05 AM
To: MT_Claim_SG
Cc: Wong, MeiY (VWG Singapore); Cheong, Pearlyn (VWG Singapore); Goh, Edmund (VWG Singapore)
Subject: REQUEST FOR DIRECT SETTLEMENT FOR ACCDT INVOLVING SKU416T & GBD8836H ON 7.11.18

Dear Claims,

Please revert on liability & survey arrangements.

Thanks.

Best Regards,

Charmaine Kong
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7176
Main Line: +65 6305 7299
Main Fax: +65 6474 3643
charmaine.kong@vw.com.sg
<http://www.vw.com.sg>



From: charmaine.kong@vw.com.sg [<mailto:charmaine.kong@vw.com.sg>]

Sent: Thursday, 8 November, 2018 9:59 AM

To: Kong, Charmaine (VWG Singapore)

Subject: Scan von MyMFP

Scan from MyMFP