

## Shu Pei (LKKAuto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Tuesday, 27 November 2018 11:09 AM  
**To:** Shu Pei (LKKAuto)  
**Cc:** MT\_Claim\_SG; Asher Sng (LKKAuto); Admin A  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134  
**Attachments:** SLD1091S 181118 (2).PDF

Dear Shu Pei

Attached is our Insured 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:** Shu Pei (LKKAuto) [mailto:shupeil@lkkauto.com]  
**Sent:** Monday, 26 November, 2018 5:39 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Asher Sng (LKKAuto); Admin A  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

### WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SKB 2025A at M/s Stuttgart Auto Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

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

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Admin-D (LKKAuto)  
**Sent:** Friday, 23 November 2018 1:04 PM  
**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Dear Li Li,

Thank you for your email.

Dear Asher,

**FYNA. Our Ref: CC4/LPC18021157/eb3**

Best Regards,

**Catherine Chong** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | 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:long@lonpac.com>]  
**Sent:** Friday, 23 November, 2018 12:55 PM  
**To:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [kklau@lkkauto.com](mailto:kklau@lkkauto.com)  
**Cc:** [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com); [janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Without Prejudice

Dear Eva

Please liaise with LKK Auto Consultants Pte Ltd for quantum & liability.

Dear Catherine/Nivitha

Please submit your prelim advice asap.

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

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**From:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) [<mailto:eva.kok@eurokars.com.sg>]  
**Sent:** Friday, 23 November, 2018 11:56 AM  
**To:** [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); ONG LI LI; MT\_Claim\_SG; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [kklau@lkkauto.com](mailto:kklau@lkkauto.com)  
**Cc:** [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com); [janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Hi Claims Department,

Kindly refer to the attached for your perusal.

Kindly assist revert liability for direct settlement for the case above.

Thank you

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Eva Kok

**Sent:** 22 November 2018 3:25 PM

**To:** 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>

**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Janice Syn <[janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)>

**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Hi Nivitha,

Ok, appointment confirmed tomorrow 10am.

Owner waiting.

Thank you so much

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** 22 November 2018 3:21 PM  
**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; KKLau <[kklau@lkkauto.com](mailto:kklau@lkkauto.com)>  
**Cc:** Olivia Lau (LKKAuto) <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>; Eva Kok <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Dear Li Li,

Please be informed that we have re-arrange all our appointments and slot in survey tomorrow at 10am @ 27A Tanjong Penjuru.

Dear Eva,

Appointment confirmed survey on 23/11/2018 @10am.

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:long@lonpac.com>]  
**Sent:** Thursday, 22 November 2018 2:48 PM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com); [kklau@lkkauto.com](mailto:kklau@lkkauto.com)  
**Cc:** [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Dear Catherine/Nivitha

As spoken, LKK Auto Consultants PL is our exclusive TP surveyor.

Please check again if you can arrange surveyor to attend to this assignment.

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:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) [<mailto:eva.kok@eurokars.com.sg>]  
**Sent:** Thursday, 22 November, 2018 1:23 PM  
**To:** ONG LI LI; MT\_Claim\_SG; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)  
**Cc:** [janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg); [jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg); [rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg); [olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Hi,

Already contacted LKK, they cannot manage to survey on the mentioned timing.

Thanks

Regards,



**Eva Kok**

Insurance Claims Officer

27A Tanjong Penjuru

Singapore 609042

T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690

E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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

**Sent:** 22 November 2018 1:13 PM

**To:** Eva Kok <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Cc:** Janice Syn <[janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)>; Jobi Thomas <[jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)>; Rick Teo <[rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)>; Olivia Lau (LKKAuto) (<[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)> <[olivialau@lkkauto.com](mailto:olivialau@lkkauto.com)>)

**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Dear Catherine/Nivitha

Are you able to arrange survey at the timing below?

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:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) [<mailto:eva.kok@eurokars.com.sg>]

**Sent:** Thursday, 22 November, 2018 1:06 PM

**To:** ONG LI LI; MT\_Claim\_SG; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)

**Cc:** [janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg); [jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg); [rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)

**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

**Importance:** High

Hi LiLi,

Please re-assign surveyor for the above case as LKK appointment was so full and not match my client timing.

Please re-assign and arrange tomorrow survey at 10am @ 27A Tanjong Penjuru.

Please let us have your reply.

Regards,



**Eva Kok**

Insurance Claims Officer  
27A Tanjong Penjuru  
Singapore 609042  
T: (65) 6331 0680 D: (65) 6331 0683 F: (65) 6331 0690  
E: [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) W: [www.eurokarsgroup.com](http://www.eurokarsgroup.com)

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** 22 November 2018 12:05 PM  
**To:** Eva Kok <[eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Admin-D (LKKAuto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** Janice Syn <[janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg)>; Jobi Thomas <[jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg)>; Rick Teo <[rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)>  
**Subject:** RE: TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018 Our Ref: 18/18/18/VP05/021134

Without Prejudice

Dear Eva

Please liaise with LKK Auto Consultants Pte Ltd for survey and liability.

Dear Catherine/Nivitha

Please arrange.

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:** [eva.kok@eurokars.com.sg](mailto:eva.kok@eurokars.com.sg) [<mailto:eva.kok@eurokars.com.sg>]  
**Sent:** Thursday, 22 November, 2018 11:50 AM  
**To:** MT\_Claim\_SG; ericwoo  
**Cc:** [janice.syn@porsche.com.sg](mailto:janice.syn@porsche.com.sg); [jobithomas@eurokars.com.sg](mailto:jobithomas@eurokars.com.sg); [rickteo@eurokars.com.sg](mailto:rickteo@eurokars.com.sg)  
**Subject:** TP CLAIMS- SKB2025A & SLD1091S DOA 18/11/2018

**YOUR REF: SLD1091S / OUR REF: SKB2025A THIRD PARTY CLAIM (REQUESTING FOR SURVEY AND A DIRECT SETTLEMENT)**

Dear Sir/Mdm,

Kindly arrange the survey of our client's vehicle.

Kindly revert Officer In Charge for the case above.

Attached is the ESTIMATE, SAS REPORT, SKETCH PLAN for your perusal

Thank you

Regards,



**Eva Kok**

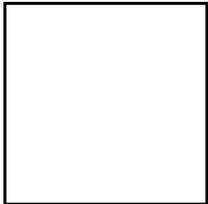
Insurance Claims Officer

27A Tanjong Penjuru

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