

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Wednesday, 30 October, 2019 8:57 AM
To: ONG LI LI
Cc: Admin A; MT_Claim_SG; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Importance: High

Dear Li Li,

We refer further to your below email and to our previous telephone conversation.

We had checked and was informed that for the VEP, it is roughly around \$35/day and it is free for weekends (Saturday & Sunday).

Based on TP LTA payment receipt, VEP Fee is @ \$455.00 (excluding fine and toll charges) for the duration of 21 Nov 2018 – 8 December 2018 (total of 13 days exclusive of Saturday and Sunday).

We may offer the full VEP Fee but for the LOU rate, since this is a foreign vehicle, we maintain our offer.

We amend below breakdown of proposal to TP repairer.

TP CLAIMED		REVISED - TO OFFER
Cost of Repair w/gst	\$ 12,043.86	\$ 10,700.00
Loss of Use (\$150 x 18 days) – 3499cc	\$ 2,700.00	\$ 960.00 (\$80 x 12 days) – foreign
VEP Fee	\$ 476.40	\$ 455.00
Medical Bills	\$ 180.51	\$ 180.51
TOTAL	\$ 15,400.77	\$ 12,295.51

Breakdown of days is as follows:

Our surveyor's recommended days to repair	9 days
Downtime/Weekends	3 days
TOTAL	12 days

For your approval please.

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: Tuesday, 24 September, 2019 3:17 PM

To: Vic (LKKAuto)

Cc: Admin A; MT_Claim_SG

Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Lonpac External - General

Dear Vic

What is your view?

Regards,

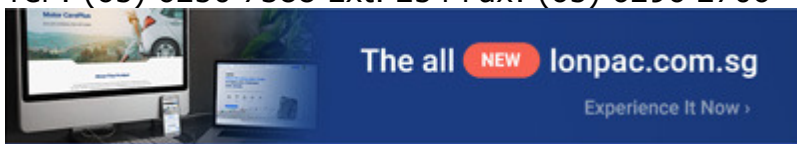
Ong Li Li

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: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]

Sent: Tuesday, 24 September 2019 11:00 AM

To: ONG LI LI

Cc: Admin A; MT_Claim_SG; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Dear Li Li,

We refer to the subject matter and to our telephone conversation previously.

As instructed, we offered to the TP for the VEP @ \$200.00, however, our claim was still rejected and the claimant insisted to claim full on the VEP and also increase the LOU rate to \$120/daily @ 15 days. See attached email.

For your further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Sent: Thursday, 8 August, 2019 3:37 PM

To: Vic (LKKAuto)

Cc: Admin A; MT_Claim_SG

Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Lonpac External - General

Dear Vic

We should not be paying for the fine, toll charges & road charges incurred by TP under VEP.

As for the rest of the items, please proceed to negotiate and settle at best up to your proposed sum.

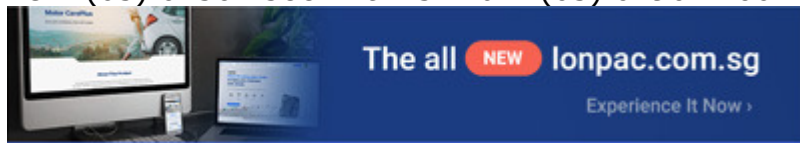
Regards,

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

Sent: Thursday, 8 August, 2019 11:21 AM

To: ONG LI LI

Cc: Admin A; MT_Claim_SG; Vic (LKKAuto)

Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Dear Li Li,

We refer further to your below mandate.

Please be informed that our offer of Global Sum @ **\$11,000.00 (all in)** was rejected by the TP.

We were informed by TP repairer that the owner insisted to claim full amount as per LOD and also for the additional Medical Bills (please see attached email and amended LOD).

As such, we would like to re-seek mandate approval as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair w/gst	\$ 12,043.86	\$ 10,700.00
Loss of Use (\$150 x 18 days) – 3499cc	\$ 2,700.00	\$ 960.00 (\$80 x 12 days) – foreign
VEP Fee	\$ 476.40	\$ 476.40
Medical Bills	\$ 180.51	\$ 180.51
TOTAL	\$ 15,400.77	\$ 12,316.91

Breakdown of days is as follows:

Our surveyor's recommended days to repair	9 days
Downtime/Weekends	3 days
TOTAL	12 days

For your approval and/or further instructions please.

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)



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

Sent: Wednesday, 10 July, 2019 2:53 PM

To: Vic (LKKAuto)

Cc: Admin A; MT_Claim_SG

Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Lonpac External - General

Dear Vic

Please proceed to negotiate and settle at lowest possible sum (m'sia vehicle).

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: Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]
Sent: Wednesday, 10 July, 2019 1:13 PM
To: ONG LI LI
Cc: Admin A; MT_Claim_SG; Vic (LKKAuto)
Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Der Li Li,

Please find attached TP Insurance Certificate as requested.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Monday, 1 July, 2019 5:54 PM
To: Vic (LKKAuto)
Cc: Admin A; MT_Claim_SG
Subject: RE: <SEEK MANDATE> Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 LKK REF CC4/LPC18021224/Kha3 [External General]

Lonpac External - General

Dear Vic

Please request for TP's certificate of insurance.

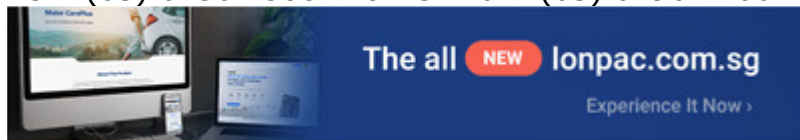
Regards,

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: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]

Sent: Monday, 1 July, 2019 4:03 PM

To: ONG LI LI

Cc: Admin A; Vic (LKKAUTO); MT_Claim_SG

Subject: <SEEK MANDATE> RE: Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 [External General] LKK REF CC4/LPC18021224/Kha3

Your Ref: 18/18/18/VP05/021142

Our Ref: CC4/LPC18021224/Kha3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES SMC 5900K(OI) AND JNK 3232 (TP) ON 21/11/2019

We refer to the subject matter and to the assignment dated 23rd November 2018 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It was reported that our Insured vehicle was making a turn at the junction towards main road when collided to the TP vehicle.

As such, liability is not to our Insured's favour.

We propose to offer to TP repairer "**S & H MOTOR PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair w/gst	\$ 12,043.86	\$ 10,700.00
Loss of Use (\$150 x 18 days) – 3499cc	\$ 2,700.00	\$ 720.00 (\$60 x 12 days) – foreign
VEP Fee	\$ 476.40	\$ 476.40
TOTAL	\$ 15,220.26	\$ 11,896.40

Breakdown of days is as follows:

Our surveyor's recommended days to repair	9 days
Downtime/Weekends	3 days
TOTAL	12 days

The above is for your approval and/or further instructions please.

Thank you.

Best Regards,

Vic Alpeh | Case Handler

LKK Auto Consultants Pte Ltd

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

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From: Joy Irene (LKKAuto)

Sent: Monday, 1 July, 2019 3:05 PM

To: 'ONG LI LI'; Vic (LKKAuto)

Cc: Admin A

Subject: RE: Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 [External General]

Dear Li Li,

We attach herewith our PA and marked estimate for your records.

We will be requesting for mandate shortly.

Thank you.

Best Regards,

Joy Irene | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6841-2409 | email: joyirene@lkkauto.com | Fax: 6741-4108

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From: Admin-D (LKKAuto)

Sent: Friday, 5 April 2019 11:15 AM

To: 'ONG LI LI' <long@lonpac.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: FW: Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 [External General]

Dear Li Li,

Noted with thanks.

Dear Joy,

For your ref : CC4/LPC18021224/Kja3

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: Friday, 5 April 2019 11:12 AM

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Our Ref: 18/18/18/VP05/021142 arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018 [External General]

Lonpac External - General

Dear Nivitha

Please forward the attached TP LOD to the case handler.

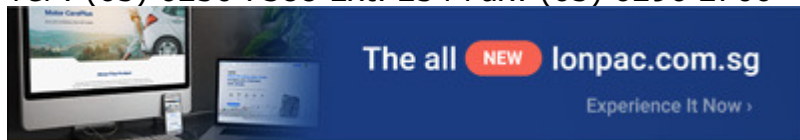
Regards,

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

Sent: Friday, 23 November, 2018 11:17 AM

To: ONG LI LI; assignments

Cc: Admin A

Subject: RE: Our Ref: 18/18/18/VP05/021142 FW: arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018

Dear Li Li,

Thank you for the assignment.

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

Sent: Friday, 23 November, 2018 10:51 AM

To: assignments@lkkauto.com; admin-d@lkkauto.com

Cc: Doris (doris@sh-motor.com) <doris@sh-motor.com>

Subject: Our Ref: 18/18/18/VP05/021142 FW: arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018

Dear Catherine/Nivitha

Please arrange TP survey.

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: GERALD POH WEE BIN

Sent: Friday, 23 November, 2018 10:21 AM

To: ONG LI LI

Subject: FW: arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018

Hi Li Li,

FYA

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: Doris [<mailto:doris@sh-motor.com>]

Sent: Friday, 23 November, 2018 9:54 AM

To: GERALD POH WEE BIN

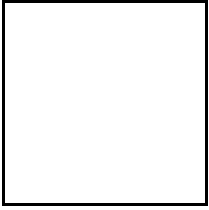
Subject: arrange survey for third parts vehicle no : JNK 3232 /SMC 5900 A DOA : 21.11.2018

Dear Gerald

Forward vehicle no : JNK 3232 estimated for arrange survey

Thank

Doris



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