

## Khanchna (LKK Auto)

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**From:** Khanchna (LKK Auto)  
**Sent:** Monday, 1 July 2019 4:48 PM  
**To:** CS A Team  
**Subject:** FW: Our Ref: 18/18/18/VP05/021138 NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018 LKK REF CC4/LPC18021232/Aha3 [External General]

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**From:** ONG LI LI  
**Sent:** Monday, 1 July 2019 4:48:03 PM (UTC+08:00) Kuala Lumpur, Singapore  
**To:** Khanchna (LKK Auto); Jia Le (LKK Auto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: Our Ref: 18/18/18/VP05/021138 NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018 LKK REF CC4/LPC18021232/Aha3 [External General]

### Lonpac External - General

Dear Khanchna

Please send all emails to [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com) instead of our individual email address.

You may proceed with your recommendation.

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.*

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**From:** Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]  
**Sent:** Friday, 28 June, 2019 1:38 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018 LKK REF CC4/LPC18021232/Aha3

Lonpac Ref: **18/18/18/VP05/021138**

LKK Ref: CC4/LPC18021232/Aha3

Dear Sirs/Madam,

We refer to the mandate request dated 27/05/2019.

Appreciate your instruction/approval please.

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: **6841 2360** | email: [Khanchna@lkkauto.com](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108

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

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

**Sent:** Monday, 27 May, 2019 8:50 AM

**To:** GERALD POH WEE BIN

**Cc:** Vic (LKKAuto); Admin A

**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018 LKK REF CC4/LPC18021232/Aha3

Lonpac Ref: **18/18/18/VP05/021138**

LKK Ref: CC4/LPC18021232/Aha3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 31/01/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

3 vehicles chain collision, insured was the last vehicle. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**KANG CAR REPAIRERS PTE LTD**" is as follows: -

	<b>Claimed Amount</b>	<b>Revised Amount</b>
1. Cost of Repair (w/GST)	\$ 22,666.59	\$ 12,626.00
2. Loss of Rental (9days x \$180.00)	\$ 1,620.00	\$ 900.00 (9days x \$100.00)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 24,288.59</b>	<b>\$ 13,528.00</b>

\*\*09days 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](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:** Vic (LKKAuto)

**Sent:** Thursday, 31 January, 2019 4:07 PM

**To:** GERALD POH WEE BIN

**Cc:** Admin A; Vic (LKKAuto); MT\_Claim\_SG

**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018 LKK REF CC4/LPC18021232/Aha3

**LPC ref: 18/18/18/VP05/021138**

**LKK REF: CC4/LPC18018016/Nua3**

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SLF 5376J

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Inspection and Reinspection Photos

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Wednesday, 28 November, 2018 8:59 AM

**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

Dear Mei Kwan,

Attached copy of insured's GIA report for your attention.

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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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Tuesday, 27 November, 2018 7:45 PM

**To:** ONG LI LI

**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAUTO); CS A Team

**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

**'WITHOUT PREJUDICE'**

**SAVE AS TO COSTS**

**LPC ref: 18/18/18/VP05/021138**

**LKK REF: CC4/LPC18021232/Aha3**

Dear Sir / Madam,

We refer to the above matter.

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

Kindly take note that the case handler in-charge 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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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 3:24 PM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

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](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:llong@lonpac.com>]  
**Sent:** Friday, 23 November 2018 8:53 AM  
**To:** [kangcar@singnet.com.sg](mailto:kangcar@singnet.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:** Kang Car (yahoo) <[kangcar176@yahoo.com.sg](mailto:kangcar176@yahoo.com.sg)>  
**Subject:** RE: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

Dear Catherine/Nivitha

Please assign Adrian Ling to conduct the 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

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**From:** [kangcar@singnet.com.sg](mailto:kangcar@singnet.com.sg) [<mailto:kangcar@singnet.com.sg>]  
**Sent:** Thursday, 22 November, 2018 5:55 PM  
**To:** ONG LI LI; MT\_Claim\_SG  
**Cc:** Kang Car (yahoo)  
**Subject:** Re: Our Ref: 18/18/18/VP05/021138 RE: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

WITHOUT PREJUDICE

Dear LiLi,

Please appoint Adrian Ling to conduct the pre -repair inspection on our client's vehicle.

Attached herewith the estimate cost of repair and GIA report for your reference.

Thank you & Regards,

Sharon  
Kang Car Repairers Pte Ltd  
Tel: 6747 7636  
Fax: 6748 5071

On Thu Nov 22 2018 16:53:56 GMT+0800 (Malay Peninsula Standard Time) ONG LI LI  
<[llong@lonpac.com](mailto:llong@lonpac.com)> wrote:

----- Original Message -----

Without Prejudice  
Save as to Costs

Dear Sir/Mdm

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

No.	Name	Please tick <input checked="" type="checkbox"/>
1	Kalvin Ang	
2	Xing Guo Qiang	
3	Mohamad Taufikh	
4	Bryan Ang	
5	Adrian Ling	
6	Mohammed Rasul	
7	Marcus Chua	
8	Kenneth Kong	
9	Muhammad Nazril Bin Abdullah	
10	Sathya Sai Kathirrasen	

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

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:**

[kangcar@singnet.com.sg](mailto:kangcar@singnet.com.sg) [<mailto:kangcar@singnet.com.sg>]

**Sent:** Thursday, 22 November, 2018 4:52 PM

**To:** MT\_Claim\_SG

**Cc:** Kang Car (yahoo)

**Subject:** Fwd: NOTICE TON INSPECT OUR CLIENT'S VEHICLE SLF5376J; ACCDT INVLG SLF5376J / SFV91A & OTHER ON 20.11.2018

WITHOUT PREJUDICE

Dear Sirs,

Our client's motor vehicle no: SLF5376J, which was damaged as a result of the above accident, is now lying at our premises/workshop, awaiting for repairs to be carried out.

As you are the insurers of motor vehicle SFV91A, we hereby give you NOTICE TO INSPECT OUR CLIENT'S DAMAGED MOTOR VEHICLE at our premises/workshop. If your representative/surveyor does not inspect our client's damaged motor vehicle within the next two(2) days, we shall proceed to repair our client's damaged motor vehicle without any further notice and our client will thereafter look to you/your insured for the repair costs. This is without prejudice to our client's claim for damages, loss of use and incidental loss.

Our estimate cost of repairs and our client's accident report will forward to your shortly.

Kindly forward us a list of your panel surveyors for our consideration.

Thank you & Regards,  
Sharon  
Kang Car Repairers Pte Ltd  
Tel: 6747 7636  
Fax: 6748 5071



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