

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 10 December 2021 11:24 AM
To: ONG LI LI
Cc: MT_Claim_SG; CS A Team; Admin A
Subject: RE: Our Ref: 18/19/19/VP05/021302 Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019 [External General] *** LKK REF: CC4/LPC19000432/Kpa3
Attachments: Email to TP dd 101219.pdf

Dear Lili,

We refer to the above matter.

Please be informed that our Insured alleged that no collision. We have requested concrete evidence(if any) from third party since 10/12/2019(see attached). However there was no response/feedback from third party up-to-date.

In view of non-development from the third-party, we will proceed to close file and submit our WP report to your good-office.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Thursday, 30 September 2021 12:45 PM
To: ONG LI LI <llong@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Our Ref: 18/19/19/VP05/021302 Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019 [External General] *** LKK REF: CC4/LPC19000432/Kpa3

Dear Li Li,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi HT,

Kindly assist.

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)

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

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

Sent: Thursday, September 30, 2021 12:21 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: Our Ref: 18/19/19/VP05/021302 Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019 [External General]

Lonpac External - General

Dear Mei Kwan

Any update on this case?

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

"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, 19 February 2019 12:03 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>

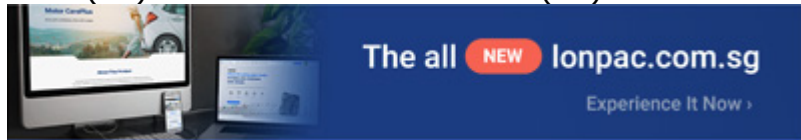
Subject: RE: Our Ref: 18/19/19/VP05/021302 Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019 [External General]

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



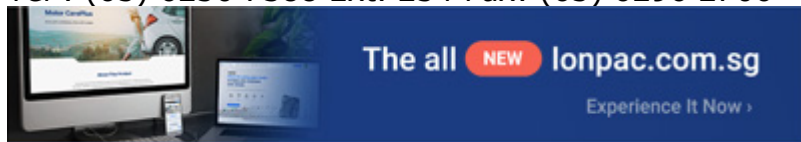
Lonpac External - General data is for internal / external use.

From: ONG LI LI
Sent: Wednesday, 16 January, 2019 10:09 AM
To: 'Mei Kwan (LKKAuto)'
Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A
Subject: RE: Our Ref: 18/19/19/VP05/021302 RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Hi 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: Tuesday, 15 January, 2019 7:12 PM
To: ONG LI LI
Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A
Subject: RE: Our Ref: 18/19/19/VP05/021302 RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

'WITHOUT PREJUDICE'
SAVE AS TO COSTS

LPC ref: 18/19/19/VP05/021302
LKK REF: CC4/LPC19000432/Kha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SME 2876X

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: Tuesday, 8 January, 2019 11:11 AM

To: 'ONG LI LI' <llong@lonpac.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: Our Ref: 18/19/19/VP05/021302 RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Dear Li Li,

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

Sent: Tuesday, 8 January, 2019 10:49 AM

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

Cc: stephanie.lin@mbmwheelpower.com.sg; 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: Our Ref: 18/19/19/VP05/021302 RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Without Prejudice

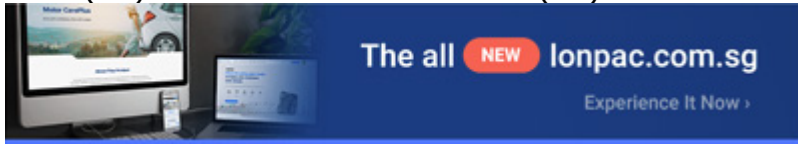
Dear Yin Siew

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

Dear Catherine/Nivitha

fya

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: yinsiew.kon@mbmwheelpower.com.sg [<mailto:yinsiew.kon@mbmwheelpower.com.sg>]
Sent: Tuesday, 8 January, 2019 10:47 AM
To: ONG LI LI
Cc: stephanie.lin@mbmwheelpower.com.sg; 'Danny Ong '; MT_Claim_SG
Subject: RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Dear Lili, yes. I want to arrange survey.

Thank you.

Best regards,
Kon Yin Siew | Claims Officer



T 6262 8888 | F 6250 9015 | M 8588 3198

Email: yinsiew.kon@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd
160 Sin Ming Drive • #06-02
Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

From: ONG LI LI <long@lonpac.com>
Sent: Tuesday, 8 January 2019 9:48 AM
To: yinsiew.kon@mbmwheelpower.com.sg; MT_Claim_SG <mt_claim@lonpac.com>
Cc: stephanie.lin@mbmwheelpower.com.sg; 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>
Subject: RE: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Without Prejudice

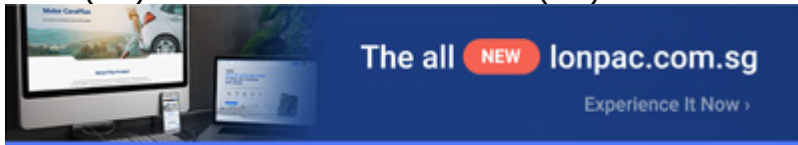
Dear Yin Siew

Our Insured has not reported the accident to us.

Do you still want us to arrange 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: yinsiew.kon@mbmwheelpower.com.sg [<mailto:yinsiew.kon@mbmwheelpower.com.sg>]
Sent: Tuesday, 8 January, 2019 9:44 AM
To: MT_Claim_SG
Cc: stephanie.lin@mbmwheelpower.com.sg; 'Danny Ong '
Subject: Liability Status - Accident involving SME2876X & SLH9249G (LONPAC) on 06/01/2019

Dear Sir / Madam,

Appreciate if you can advise us on the liability status FIRST for the below loss.

Kindly refer to the attached GIA Report. Estimate will be ready during survey.
Please let us have the list of surveyors to choose from.

Our Client's Vehicle Number:	SME2876X
Lonpac's Vehicle Number:	SLH9249G
Date/Time of Loss:	06/01/2019 1100hrs

Kindly arrange your surveyor to survey the vehicle at **160 Sin Ming Drive #06-03 Sin Ming Autocity Singapore 575722**

Please contact Stephanie @ 86865188 for the survey arrangement

Thank you

Best regards,

Kon Yin Siew | Claims Officer



T 6262 8888 | **F** 6250 9015 | **M** 8588 3198

Email: yinsiew.kon@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg