

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 21 May, 2019 6:10 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO); Adrian Ling (LKKAUTO)
Subject: RE: Renewal notice - SJN9380B Our Ref: 181919VP05021582 [External Confidential]
Attachments: TP VIDEO FOOTAGE.mp4

Dear Li Li,

We refer to the below email.

Please be informed that we met Insured Mr Goh at our office today at around 1:30PM.

During our meeting, we had shown Mr Goh the TP video footage (as attached) in which he had no further objection on how the accident happened.

Furthermore, we had explained to him that the damages sustained to the TP vehicle were likely consistent to the nature of accident and that the parts being replaced as per our surveyor recommendation are also consistent to the nature of the impact.

At first, Mr Goh is hesitant that whatever damages sustained to TP vehicle may not be from this accident as he thought that TP might be involved in another accident but he got no proof to provide.

Upon further discussion, Mr Goh had highlighted to us that he got NCD protector. He will leave it to us or to the insurance to handle the matter but what his concern is that his premium should not be much affected. We had informed him with regards to the policy and premium in which it is beyond our authority but to highlight to our principal for their further review.

The Insured is willing to settle the claim, but he also hopes that his premium will be lowered down as quoted to him by the agent.

We are currently pending for TP LOD for our further action.

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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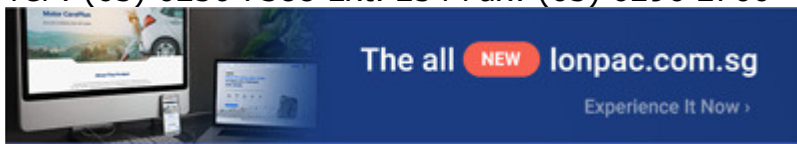
From: ONG LI LI [mailto:llong@lonpac.com]
Sent: Wednesday, 15 May, 2019 4:18 PM
To: Vic (LKKAuto)
Cc: MT_Claim_SG
Subject: FW: Renewal notice - SJN9380B Our Ref: 181919VP05021582 [External Confidential]

Lonpac External - Confidential

Dear Vic

As spoken, please see Insured's email below and reply by 5pm today.

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 - Confidential data is for use by authorised external parties only.

From: Mong Yong Goh [mailto:mygoh2809@gmail.com]
Sent: Wednesday, 15 May, 2019 3:57 PM
To: Pure Insurance Agencies Pte Ltd
Cc: ELAINE WONG NYUK FUNG; Cindy Sim; ONG LI LI
Subject: Re: Renewal notice - SJN9380B [External Confidential]

Dear Alan,

The accident I have there is no damaged and at that time and agreed with the driver that he will not claim but 2 days later he called me and asked me to compensate him SGD 200. He forward me the photographs which is totally different from my photograph at that time of the accident. I told your colleague Ms. Ong Li Li and she said that she will get your surveyor to look into this. Appreciate you check with her.....Thanks.

Regards,

Goh Mong Yong

9777 3574

On Wed, May 15, 2019 at 11:26 AM Pure Insurance Agencies Pte Ltd <admin@pureinsurance.com.sg> wrote:

Dear Mr Goh,

- 1) \$500 excess was added to the renewal insurance due to accident on 20 March 2019. Third Party Property Damage (Claim amount: \$5,000).
- 2) NCD Protector was removed due to the accident.

NCD 50% is intact due to the NCD protector.

Hope this clarify.

Thank you.

Best Regards,

Alan



Pure Insurance Agencies Pte Ltd

p: 6289 3343 m: 8222 7711

f: 6285 2351

a: 210 Turf Club Road, Lot A42

The Grandstand, Singapore 287995

e: admin@pureinsurance.com.sg

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We provide advice on general insurance products for personal and businesses.

Business

Marine | Property | Engineering | Liability | Motor | Employee Benefits | Bond | Business Package

Personal

Medical | Accident | Travel | Home | Domestic Help

Vehicle

Scrap | Export | Car Loan | New Car | Used Car | Commercial Vehicles

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I/We have obtained clear and unambiguous consent from the proposer, to the collection, use, holding, processing, disclosure and transfer of the proposer's/policyholder's personal data to Pure Insurance Agencies Pte Ltd or may be disclosed or transferred by Our Company to its associated individuals, companies or any independent third parties within or outside Singapore for one or more purposes stated in the Data Protection Policy.

On 2019-05-15 10:35, Mong Yong Goh wrote:

Hi Elaine,
Thank you for your quotation..... I noticed that my excess is \$500 whereas my existing excess is zero. Also there is no coverage on NCD. Kindly look into it and come back to me asap as I will be going oversea. Thanks in advance....

Regards,

Goh Mong Yong

9777 3574

On Tue, May 14, 2019 at 3:15 PM ELAINE WONG NYUK FUNG <elainewong@lonpac.com> wrote:

Lonpac External - Confidential

Dear Mr Goh,

Please refer attached renewal notice for your reference.

Dear Zeeky/Cindy,

Please assist to follow up.

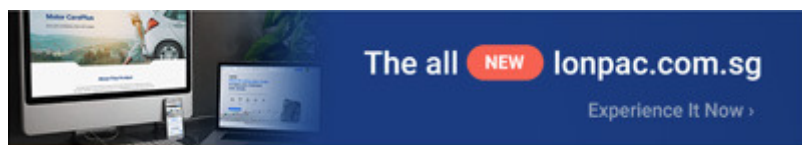
Thanks.

Warmest Regards,

Elaine Wong

Lonpac Insurance Bhd, Singapore

Personal Lines, Underwriting



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