

## Vic (LKKAuto)

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**From:** Vic (LKKAuto)  
**Sent:** Wednesday, 16 October, 2019 4:03 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAuto)  
**Subject:** RE: URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General] LKK REF CC4/LPC19005754/Kha3

Dear Li Li,

We refer to your below email.

We called the Insured Driver Mr Gandhi as per the OI GIA report contact number but to no avail.

We search online but we do not find any contact number for the Insured company.

Kindly assist to furnish us the Insured company contact number for our further action.

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)



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

**Sent:** Monday, 3 June, 2019 10:27 AM

**To:** Joy Irene (LKKAuto)

**Cc:** MT\_Claim\_SG; Admin A; CS A Team

**Subject:** RE: URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General]

## **Lonpac External - General**

Dear Joy

Please engage Insured before proceeding further.

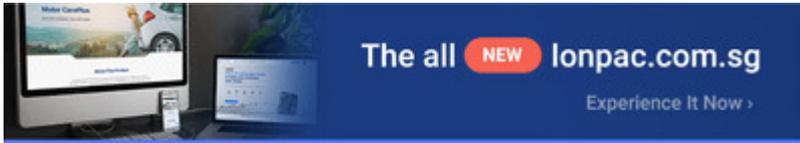
Regards,

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:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]  
**Sent:** Monday, 3 June, 2019 10:10 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A; CS A Team  
**Subject:** URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General]  
**Importance:** High

LPC ref: 18/19/19/VC05/021600

Hi Li Li,

Understand that insured reported he managed to brake and did not hot TP.

However, TP video at 0:00:14-15 , suggest otherwise.

We observed a jerked on TP's vehicle.

Kindly advise if we may clear liability under BOLA 27 head to rear.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, 5 April 2019 12:13 PM  
**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.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)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>  
**Subject:** RE: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General]

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

**LPC ref: 18/19/19/VC05/021600**  
**LKK REF: CC4/LPC19005754/Kja3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

We have not authorized repairs.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Our case handler in-charge is Joy and she can be contacted at DID: 6841 2409.

*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:** Monday, 1 April, 2019 11:51 AM

**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: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

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:** Monday, 1 April 2019 9:37 AM

**To:** City Auto <[cityauto@singnet.com.sg](mailto:cityauto@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) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** RE: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General]

## Lonpac External - General

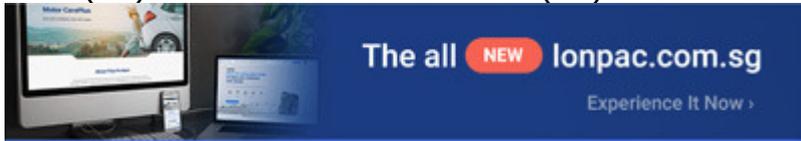
Without Prejudice  
Save as to Costs

Dear Vronica

Our Insured has not reported the accident. We are also not able to see any impact in the video provided by you. Kindly provide us with the Police Investigation result.

Nonetheless, if you still wish to pursue TP claims, please liaise with LKK Auto Consultants Pte Ltd for 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:** City Auto [<mailto:cityauto@singnet.com.sg>]  
**Sent:** Monday, 1 April, 2019 9:13 AM  
**To:** MT\_Claim\_SG  
**Subject:** RE: Arrange survey on SLW5362J

Dear Sir,

Please find attached GIA report and video footage of SLW5362J.

Thank you.

**Best Regards,**

*Vronica Law*  
City Auto Pte Ltd  
Blk 8 Sin Ming Industrial Estate,  
#01-60/62 Sin Ming Road,  
Singapore 575643  
Tel : 6453 1235  
Fax : 6453 7944

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**From:** City Auto [<mailto:cityauto@singnet.com.sg>]  
**Sent:** Friday, 29 March, 2019 5:16 PM  
**To:** 'mt\_claim@lonpac.com'  
**Subject:** Arrange survey on SLW5362J

Dear Motor survey department,

Kindly arrange **LKK Auto Consultants Pte Ltd** survey on following vehicle :

**Survey TP,**

Your vehicle : GBC7592Y

Our vehicle : SLW5362J

D.O.A : 27/03/2019

LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

***Best Regards,***

*Vronica Law*

City Auto Pte Ltd

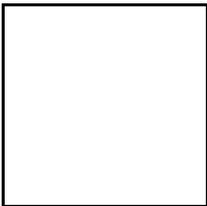
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#01-60/62 Sin Ming Road,

Singapore 575643

Tel : 6453 1235

Fax : 6453 7944



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