

Jasper Chua (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 19 March 2021 1:28 PM
To: Jasper Chua (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Lonpac External - General

Dear Jasper

As spoken, please maintain previous offer.

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

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

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From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Friday, 19 March 2021 1:20 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Dear Li Li,

Summary to offer to repairer :

	TP CLAIMED	REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,573.33	\$ 1,979.50
Loss of Rental (\$100 x 4 days)	\$ 400.00	\$ 248.00 (\$62.00 x 4 days)
Loss of Income (\$100 x 4 days)	\$ 400.00	\$ 200.00(\$50.00 x 4 days)
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 4,375.33	\$ 2,429.50

For your approval and/or further instruction please.

Thank you.

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Friday, 19 March 2021 12:31 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Lonpac External - General

Dear Jasper

Since the rental rate is \$62 per day, you may want to reduce your offer.

We are not prepared to increase our mandate.

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: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Friday, 19 March 2021 11:53 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Dear Li Li,

Rental agreement attached for your reference.

Kindly have your mandate approval of **\$2,581.50**

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 19 June 2020 2:54 PM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

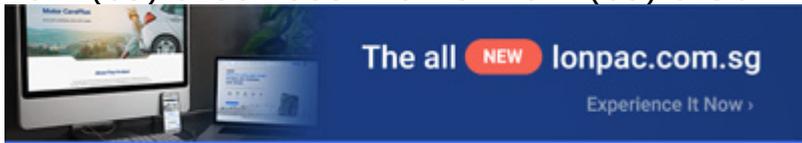
Lonpac External - General

Dear Jasper

I am currently working from home and do not have access to the physical file.

Can you assess the claim and see if they are reasonable? To me, \$100 per day is already more than enough. Is this rental vehicle? If so, please request for rental agreement. Otherwise, can you ask Vic to help you?

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: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]
Sent: Friday, 19 June 2020 12:30 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Dear Li Li,

The reason that TP driver claiming for loss of income due to he is a grab driver. Attached is his annual income statement.

We double check with TP , their client doesn't get any vehicle during the repair days.

Kindly have your approval or further instructions.

Thanks

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 17 June 2020 11:52 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Lonpac External - General

Dear Jasper

Why are they claiming for loss of income? Are they able to get alternative vehicle during the repair days?

Regards,

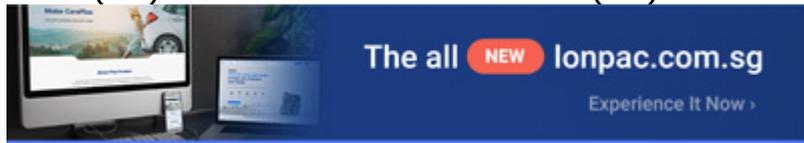
Ong Li Li

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: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Wednesday, 17 June 2020 11:29 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kba3q2 [External General]

Dear Li Li,

Attached is the supporting document third party claim for Loss of Income.

	TP CLAIMED	REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,573.33	\$ 1,979.50
Loss of Use (\$100 x 4 days)	\$ 400.00	\$ 400.00
Loss of Income (\$100 x 4 days)	\$ 400.00	\$ 200.00 (4 days x \$50.00)
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 4,375.33	\$ 2,581.50

Breakdown of days is as follows:

Our surveyor's recommended days to repair	3 days
Weekends / Downtime	1 day
TOTAL	4 days

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

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 4 March, 2020 4:25 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG; Admin A

Subject: RE: <SEEK MANDATE> URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J LKK REF CC4/LPC19005754/Kha3 [External General]

Lonpac External - General

Dear Vic

Please proceed.

Regards,

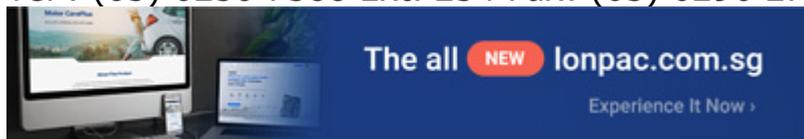
Ong Li Li

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, 4 March 2020 12:06 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>

Subject: <SEEK MANDATE> RE: URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General] LKK REF CC4/LPC19005754/Kha3

Your Ref: 18/19/19/VC05/021600

Our Ref: CC4/LPC19005754/Kha3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES GBC 7592Y (OI) AND SLW 5362J (TP) ON 27/03/2019

We refer to the subject matter and to the assignment dated 1st April 2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It was reported that Insured vehicle had rear-ended the TP vehicle. A copy of TP video footage was forwarded previously and Insured Broker confirm Insured agreed to settle the matter (please see attached email).

As such, liability is not to our Insured's favour and we have to settle the claim from the TP vehicle.

We propose to offer to TP repairer "CITY AUTO PTE LTD" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,573.33	\$ 1,979.50
Loss of Use (\$100 x 4 days)	\$ 400.00	\$ 400.00
Loss of Income (\$100 x 4 days)	\$ 400.00	\$ --
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 4,375.33	\$ 2,381.50

Breakdown of days is as follows:

Our surveyor's recommended days to repair	3 days
Weekends / Downtime	1 day
TOTAL	4 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

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: Wednesday, 6 November, 2019 2:20 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG; Admin A

Subject: RE: URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General] LKK REF CC4/LPC19005754/Kha3

Lonpac External - General

Dear Vic

You may call the insurance broker.

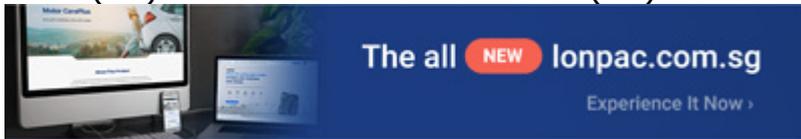
Fiona Ke
Manager - Claims

Times Insurance Brokers Pte Ltd
2 Balestier Road, #03-659 to 663, Balestier Hill Shopping Centre, Singapore 32
Tel : 6252 8888 (ext. 330) Fax : 6253 3230 / 6250 9133
E-mail: fiona@timesinsurance.com.sg Website: www.timesinsurance.com.sg



Times Insurance Brokers Pte Ltd
Recipient of Singapore's SME Prestige Award 2015

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, 6 November 2019 2:13 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 further to your below email.

We called Insured Driver as per details on the Police Report but the number is no longer available.

Please advise further instructions and/or if we can proceed to settle or deny the claim.

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: Thursday, 17 October, 2019 3:46 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG; Admin A

Subject: RE: URGENT: Our Ref: 18/19/19/VC05/021600 Arrange survey on SLW5362J [External General] LKK REF CC4/LPC19005754/Kha3

Lonpac External - General

Dear Vic

Attached is our Insured's police report containing the contact nos.

Regards,

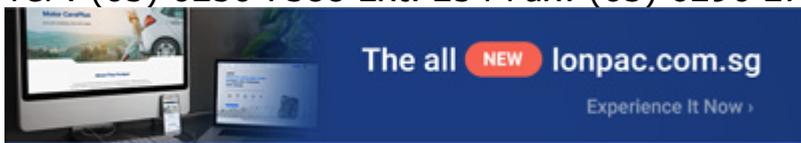
Ong Li Li

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, 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 | 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: 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.

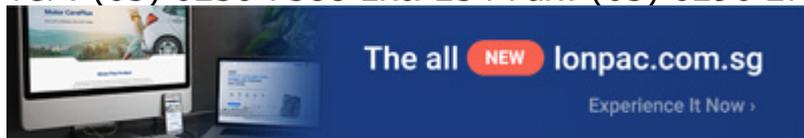
Regards,

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



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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 | 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' <llong@lonpac.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Joy Irene (LKKAuto) <JoyIrene@lkkauto.com>; CS A Team <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 | fax: 67414108

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

From: Admin-D (LKKAuto)

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

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <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 | 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: Monday, 1 April 2019 9:37 AM

To: City Auto <cityauto@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>;

assignments@lkkauto.com; Admin-D (LKKAuto) <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

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

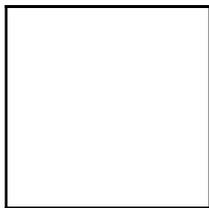
LOCATION : Blk 160, Sin Ming Drive, Sin Ming Auto City #05-01 Singapore 575722

Thank you.

Best Regards,

Vronica Law

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



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