

Vic (LKKAUTO)

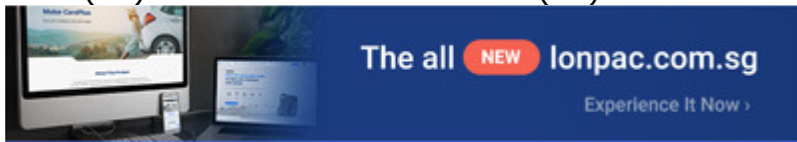
From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 29 August, 2019 8:44 AM
To: Vic (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: <SEEK MANDATE> Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 LKK REF CC4/LPC19006052/Eha3 [External General]

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: Monday, 26 August, 2019 4:12 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General] LKK REF CC4/LPC19006052/Eha3

Your Ref: 18/19/19/VC00/021598

Our Ref: CC4/LPC19006052/Eha3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES YN 1497Z (OI) AND GBG 2332T (TP) ON 27/03/2019

We refer to the subject matter and to the assignment dated 5th April 2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It was reported that Insured vehicle reversed and collided to a parked TP vehicle.

As such, under MCF, 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 "**BORNEO MOTORS (SINGAPORE) PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 10,081.65	\$ 6,828.74
Loss of Use (\$100 x 5 days)	\$ 500.00	\$ 500.00

GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 10,583.65	\$ 7,330.74

Breakdown of days is as follows:

Our surveyor's recommended days to repair	5 days
TOTAL	5 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)



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From: Mei Kwan (LKKAuto)

Sent: Thursday, 4 July, 2019 11:32 AM

To: ONG LI LI

Cc: MT_Claim_SG; Vic (LKKAuto); CS A Team; Admin A

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

LPC REF: 18/19/19/VC00/021598

LKK REF: CC4/LPC19006052/Eha3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: GBG 2332T

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Our case handler in-charge is Vic and he can be contacted at DID: 5741 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: ONG LI LI <llong@lonpac.com>

Sent: Friday, 5 April, 2019 3:18 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached.

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Friday, 5 April, 2019 2:47 PM

To: ONG LI LI

Cc: MT_Claim_SG; Joy Irene (LKKAuto); CS A Team; Admin A

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

LPC ref: 18/19/19/VC00/021598

LKK REF: CC4/LPC19006052/ja3

Dear Sir / Madam,

We refer to the above matter.

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

Sent: Friday, 5 April 2019 9:58 AM

To: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

Lonpac External - General

Without Prejudice

Dear Suraidah

We acknowledge receipt of your email and attachments.

Dear 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



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From: Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]

Sent: Friday, 5 April, 2019 9:42 AM

To: ONG LI LI; MT_Claim_SG; assignments@lkkauto.com; Admin-D (LKKAuto)

Cc: MT_Claim_SG

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

Hi Li Li,

Attached our attachment for your attention.

Thank you.

Warmest Regards,

SURAIDAH

TPR TEAM, CLAIMS DEPT

D: 6631 1887 | **F:** 6872 7260 | **E:** suraidahb.saidi@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre
2 Pandan Crescent
Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg

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

Sent: Friday, 5 April 2019 9:28 AM

To: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Our Ref: 18/19/19/VC00/021598 Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019 [External General]

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Lonpac External - General

Without Prejudice

Dear Suraidah

We do not seem to have received your email and attachment of 29.03.2019. Did you receive any notification of "undelivered mail"?

Anyway, you may liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear 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



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From: Suraidah B Saidi PTCBC [<mailto:SuraidahB.Saidi@inchcape.com.sg>]

Sent: Friday, 5 April, 2019 8:46 AM

To: MT_Claim_SG

Cc: GERALD POH WEE BIN; ONG LI LI

Subject: RE: Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019

Dear OIC,

Appreciate if you could revert towards our email dated 29.03.2019 the soonest.

Thank you.

Warmest Regards,
SURAIDAH

TPR TEAM, CLAIMS DEPT

D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg

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Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg

From: Suraidah B Saidi PTCBC

Sent: Friday, 29 March 2019 2:25 PM

To: 'mt_claim@lonpac.com' <mt_claim@lonpac.com>

Subject: Direct Settlement (TP) - Accident Involving GBG2332T & YN1497Z DOA 27.03.2019

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **YN1497Z** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ **\$200 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Thomas Pang @ 9847 6171 / 6631 1860** located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle.

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you very much in advance!

Warmest Regards,
SURAIDAH

TPR TEAM, CLAIMS DEPT

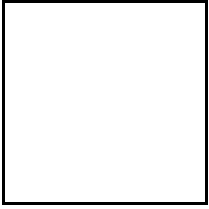
D: 6631 1887 | F: 6872 7260 | E: suraidahb.saidi@inchcape.com.sg

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