

Vic (LKKAUTO)

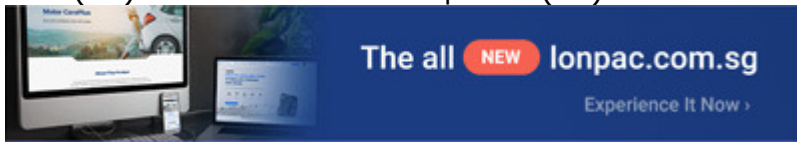
From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 30 October, 2019 12:26 PM
To: Vic (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Kindly proceed as proposed.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]
Sent: Monday, 21 October, 2019 10:39 AM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Dear Gerald,

We refer to your below email.

We were informed by the TP repairer that they had misplaced the original copy of the Medical Receipts.

For your 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: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]

Sent: Tuesday, 8 October, 2019 3:01 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG

Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

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Dear Vic,

Please request for the original copy of the medical bills.

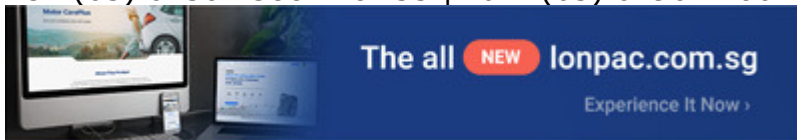
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Vic (LKKAuto) [mailto:vicalpeh@lkkauto.com]

Sent: Tuesday, 8 October, 2019 2:50 PM

To: GERALD POH WEE BIN

Cc: MT_Claim_SG; Admin A

Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Dear Gerald,

We refer to your below mandate.

Please be informed that TP after we send the offer, had amended the LOD and confirmed that their client would also like to claim for the medical bills. TP owner confirm will not claim for further bodily injuries (see attached email from TP).

As such, we would like to revise our mandate as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 9,364.29	\$ 4,321.17
Loss of Use (\$50 x 4 days)	\$ 200.00	\$ 200.00
GIA Search Fee	\$ 2.00	\$ 2.00
Medical Bills	\$ 361.90	\$ 361.90
TOTAL	\$ 9,928.19	\$ 4,885.07

Breakdown of days is as follows:

Our surveyor's recommended days to repair	4 days
TOTAL	4 days

For your approval please.

Thank you.

"Please note that our above offer and any settlement arising from the above offer are made on a without prejudice basis, and should not be construed as an admission of liability on our part or on the part of our Insured Driver. Terms of such settlement should also not be disclosed in any other related matter(s) in respect of the accident. Our offer made in respect of this present matter is made solely to resolve this matter only. No reference shall be made to this offer or any settlement arising from this offer in any other related matters.

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: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Thursday, 29 August, 2019 12:08 PM

To: Vic (LKKAuto)

Cc: MT_Claim_SG

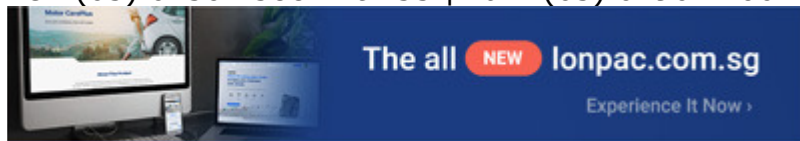
Subject: RE: <SEEK MANDATE> Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Lonpac External - Confidential

Dear Vic,

Kindly proceed as proposed.

Best Regards
Gerald Poh
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Vic (LKKAUTO) [<mailto:vicalpeh@lkkauto.com>]
Sent: Friday, 23 August, 2019 3:12 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A; Vic (LKKAUTO)
Subject: <SEEK MANDATE> RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/Uha3 [External Confidential]

Your Ref: 19/19/19/VP05/021633
Our Ref: CC4/LPC19006095/Uha3

Dear Gerald,

ACCIDENT INVOLVING VEHICLES SGE 2009D (OI) AND SMC 4352M (TP) ON 04/04/2019

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 had rear-ended TP vehicle.

As such, under MCF and BOLA scenario 27, 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)	\$ 9,364.29	\$ 4,321.17
Loss of Use (\$50 x 4 days)	\$ 200.00	\$ 200.00
GIA Search Fee	\$ 2.00	\$ 2.00
TOTAL	\$ 9,566.29	\$ 4,523.17

Breakdown of days is as follows:

Our surveyor's recommended days to repair	4 days
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)



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From: Mei Kwan (LKKAuto)

Sent: Thursday, 16 May, 2019 1:48 PM

To: GERALD POH WEE BIN

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

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/ja3 [External Confidential]

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

LPC REF: 19/19/19/VP05/021633

LKK REF: CC4/LPC19006095/Uja3

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SMC 4352M

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 8 April, 2019 10:00 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 *** LKK REF: CC4/LPC19006095/ja3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan,

Attached copy of insured's GIA report for your attention.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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

Sent: Friday, 5 April, 2019 6:07 PM

To: GERALD POH WEE BIN

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

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential] *** LKK REF: CC4/LPC19006095/ja3

Your ref: 19/19/19/VP05/021633

LKK ref : CC4/LPC19006095/ja3

'WITHOUT PREJUDICE'

SAVE AS TO COSTS

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA 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: Friday, 5 April, 2019 3:42 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]

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: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

Sent: Friday, 5 April 2019 3:21 PM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>

Subject: FW: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019 [External Confidential]

Lonpac External - Confidential

Our Ref : 19/19/19/VP05/021653

Dear Nivitha,

Kindly proceed with the survey and revert to them on liability.

At the same time, kindly highlight to them our insured vehicle is not GBD3911Z.

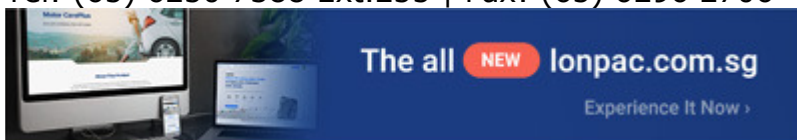
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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

Sent: Friday, 5 April, 2019 3:09 PM

To: MT_Claim_SG

Cc: ONG LI LI

Subject: Direct Settlement (SM) - Accident Involving SMC4352M & SGE2009D DOA 04.04.2019

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 **GBD3911Z** 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 @ \$100 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Sam Joi @ 9847 6209 / 6631 1687** is located at **17 Ubi Road 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!

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

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