

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Friday, 3 May, 2019 1:38 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; CS A Team; Admin A; Asher Sng (LKKAUTO)  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019 [External General]  
**Attachments:** TP ESTIMATE - MARKED.pdf; Preliminary Advice.pdf  
**Categories:** HMK

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

**LPC ref: 18/19/19VP05/021688**  
**LKK REF: CC4/LPC19007018/R1ea3**

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.

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:** ONG LI LI <long@lonpac.com>  
**Sent:** Monday, 22 April, 2019 5:23 PM  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019 [External General]

## **Lonpac External - General**

Dear Mei Kwan

Please see attached.

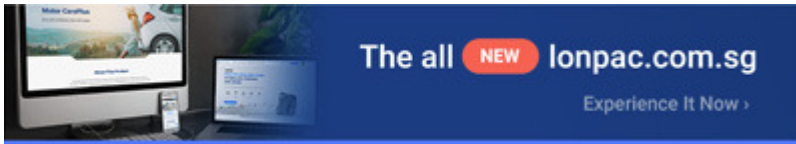
Regards,

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:** Monday, 22 April, 2019 3:20 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; CS A Team; Admin A; Asher Sng (LKKAuto)  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019 [External General]

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

**LPC ref: 18/19/19VP05/021688**  
**LKK REF: CC4/LPC19007018/ea3**

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 Asher and she can be contacted at DID: 6841 6051.

***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:** ONG LI LI [<mailto:llong@lonpac.com>]  
**Sent:** Thursday, 18 April 2019 3:52 PM  
**To:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019 [External General]

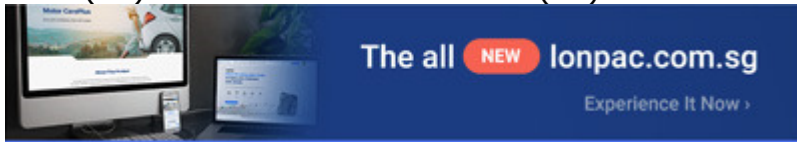
**Lonpac External - General**  
Without Prejudice

Dear Sir/Mdm

Please check & confirm date of accident.

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:** ONG LI LI  
**Sent:** Thursday, 18 April, 2019 3:33 PM  
**To:** 'Suraidah B Saidi PTCBC'; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Admin-D (LKKAuto)'  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M  
DOA 16.04.2019 [External General]

## **Lonpac External - General**

Without Prejudice

Dear Suraidah

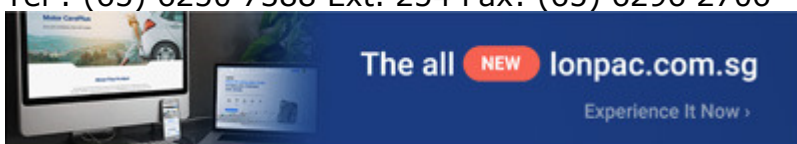
Please liaise with LKK Auto Consultants Pte Ltd for assessment of liability as well.

All correspondences should be forward to them for handling.

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:** Thursday, 18 April, 2019 3:29 PM  
**To:** ONG LI LI  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M  
DOA 16.04.2019 [External General]

Dear Li Li,

Please be inform that our client vehicle has been survey by LKK today.  
Hence, appreciate if you could revert on the liability the soonest.

Thank you.

*Warmest Regards,*

SURAIDAH  
TPR TEAM, CLAIMS DEPT  
D: 6631 1887 | F: 6872 7260 | E: [suraidahb.saidi@inchcape.com.sg](mailto:suraidahb.saidi@inchcape.com.sg)  
Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462  
[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Thursday, 18 April 2019 12:56 PM  
**To:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Our Ref: 18/19/19VP05/021688 Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019 [External General]

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## Lonpac External - General

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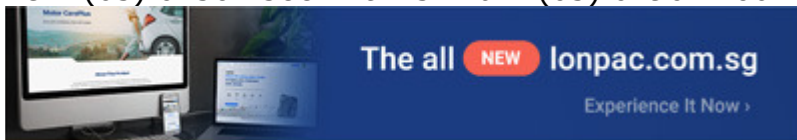
Dear Suraidah

Please liaise with LKK Auto Consultants Pte Ltd for survey.

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:** Thursday, 18 April, 2019 11:23 AM  
**To:** MT\_Claim\_SG  
**Cc:** GERALD POH WEE BIN; ONG LI LI  
**Subject:** Direct Settlement (WT) - Accident Involving SFZ8778D & SLF9224M DOA 16.04.2019

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 **SLF9224M** 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 @ \$150/day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor contact our Motor Claim Accessor, **Wally Tan @ 9847 6178 / 6631 1506** located at **2 Pandan Crescent, Level 4** for an appointment to inspect our client's vehicle (currently vehicle is NOT in the workshop).

**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](mailto:suraidahb.saidi@inchcape.com.sg)**

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)

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