

Khanchna (LKK Auto)

From: Khanchna (LKK Auto)
Sent: 7 December 2020 5:29 PM
To: 'GERALD POH WEE BIN'
Cc: 'MT_Claim_SG'; Admin A
Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]
Attachments: Email from NTUC to TP workshop.jpg; TP GIA REPORT.pdf

YOUR REF: 18/19/19/VP05/021827

Dear Gerald,

We refer to the above matter.

We had rejected Third party's claim because our Insured workshop (Star Bright Auto) informed us that Insured's counter claim was successful on 100% basis and they had passed a copy to Haze (Lonpac).

However, TP workshop had e-mailed us the e-mail from NTUC (as attached) informing them that Insured's counter claim was settled at 50% basis and they are appealing on the rejection.

We don't have a copy of the DV because Insured workshop does not want to give a copy to us and Insured workshop insisted that they had passed it to Lonpac.

Please advice whether Haze (Lonpac) has received the DV or not. If yes, please send us a copy.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)
Sent: Thursday, June 18, 2020 12:22 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Mr. Gerald,

Catherine(Star Bright Auto Pte Ltd) said that she had passed the DV to Haze (Lonpac Insurance).

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Thursday, June 18, 2020 12:15 PM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Khanchna,

We do not have the DV in our file as it was not passed to us.

At the same time, please proceed to reject TP claim.

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



From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Thursday, 18 June 2020 12:07 pm

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

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

Subject: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter and your e-mail below.

Our Insured driver (Mr. Tan) informed us that his counter claim was successful.

We had requested for a copy of the DV but he did not give us a copy.

We had spoken to the PIC at the workshop assisting OI for counter claim (Catherine- Star Bright Auto Pte Ltd). She said that she had passed a copy of the DV to Lonpac Insurance and the claim was successful on 100% basis.

In view that OI's counter claim is successful, we suggest to reject Third party's claim.

Your approval please.

Thank you.

Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.

Best Regards,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Thursday, June 18, 2020 10:24 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Re-send

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



From: GERALD POH WEE BIN
Sent: Thursday, 18 June 2020 10:21 am
To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Lonpac External - Confidential

Our Ref : 18/19/19/VP05/021827

Dear Khanchna,

Based on our insured's report, our driver does not appear to be fault.

Please update us on the current status.

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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