

## Vic (LKKAUTO)

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**From:** Vic (LKKAUTO)  
**Sent:** Monday, 15 July, 2019 1:41 PM  
**To:** sylvia wen; ONG LI LI  
**Cc:** Shu Pei (LKKAUTO); MT\_Claim\_SG; Admin A; Vic (LKKAUTO)  
**Subject:** RE: ACCIDENT INVOLVING SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 LKK REF CC4/LPC19012246/ha3 [External General]  
**Attachments:** 20190715\_131439.mp4

Without Prejudice

Dear Sylvia,

We refer to the below email.

Kindly be informed that we have not conducted physical inspection to the claimant's vehicle yet in view of the liability dispute. As such, we were not able to advise the adjusted Cost of Repair yet.

Please find attached a longer version of the accident footage from the repairer. As per attached video footage, we observe that the claimant's vehicle had stop for a while to give way when the incident happened.

In order for us to further review the matter, kindly advise if any scene photos were taken at the time from your end and also any photos taken to the claimant's vehicle so as to show the extent of damages it has sustained.

Thank you.

Best Regards,

**Vic Alpeh** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2096 | email: [vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



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**From:** sylvia wen [mailto:[sylviawenmh@gmail.com](mailto:sylviawenmh@gmail.com)]  
**Sent:** Monday, 15 July, 2019 1:08 PM  
**To:** ONG LI LI  
**Cc:** Vic (LKKAUTO); Shu Pei (LKKAUTO); MT\_Claim\_SG  
**Subject:** Re: ACCIDENT INVOLVING SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 LKK REF CC4/LPC19012246/ha3 [External General]

Hi Li Li,

Can ask for longer video footage when she moved her car.

Thanks and regards

Sylvia Wen

On 15 Jul 2019, at 12:55 PM, ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)> wrote:

**Lonpac External - General**

Dear Slyvia

Thank you for your telephone call.

Attached is the video footage submitted by the Third party for your information.

We have appointed LKK Auto Consultants Pte Ltd to handle the third party claims.

We shall ask them to update you on their assessment/findings.

Dear Vic

According to our Insured, apart from liability, the claim amount is also extremely high for a minor scratch/accident.

Please review and reply to our Insured.

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

<[image004.jpg](#)>

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<[~WRD000.jpg](#)>

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<SMF 7322P 070719.mp4>