

INS. CASE OWNER:

CC 4, upc 190 1my6, ha3

LKK:

IDAC:

ASSIGNMENT

Surveyor:

DOI:

Date / Time:

9/7/2019

Registered in Merimen:

Pre-assign / CCU / FTE:



Insured Vehicle No.:

SGM 5019M

Name of Insured:

Weng JIAN YAO

Insured Tel No.:

HP:

Excess Sec II :SS

D.O.A.:

1/1/2019

Is driver the owner?

(YES / NO)

Nature of Accident:

If NO, Driver Name / Age:

Driver Tel No.:

(V/L: YES / NO)

Claim No.:

18/19/19/UP05/02048

Policy No.:

Make / Model:

Place of Accident:

OI GIA REPORT: YES / NO ; TP GIA REPORT: YES / NO

Insured Liability: %

Final? Yes / No

SMF 732P



INSRS:

WSP:

Tel:

Liability:

RMKS:

Weng



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:



INSRS:

WSP:

Tel:

Liability:

RMKS:

Date / Time

STAGE

DATE / PIC

Non-Reporting ltr (1st):

Non-Reporting ltr (2nd):

Non-Reporting ltr (Final):

Notification ltr (if non-pickup):

Call OI:

After call ltr to OI:

Documentation Check List: Handler Typist

Notification ltr (if non-pickup)

After call ltr to OI:

Authorisation To Act:

Release Voucher:

Final Repair Bill:

Car Rental Invoice:

Towing Invoice

LTA / GIA:

Medical Bill:

PIR:

Mandate/Reject Instruction:

LOD

Payment Breakdown Form:

Post-Repair Photos:

Others:

11/07/19

SMF 732P - X
 SGM 5019M - CIVILIAN 180 20 130 / 1403:00A
 25/1/19

- FIVE PASSENGERS. SIDE SWIPED. TP REPORTED
 GOT VIDEO FOOTAGE. EMAIL SENT OUT TO
 TP TO REQUEST FOR EVIDENCE.
 - TP VIDEO IN. V/VIC/SMF 732P
 - FORWARDED TO LPC

03/09/19

- SPOKE TO DRIVER (TP). BOTH PARTIES
 MUTUALLY GETTING. WITHDRAW TP CLAIM.
 - EMAIL TO LPC TO CANCEL CASE.
 - CANCELLED CASE.

05/9/19

NO SURVEY, CANCEL FILE

PRELIMINARY ADVICE Date/Time:

Sent By:

FINALIZATION

Date/Time:

Confirm with:

Confirm by:

Repair Cost:

S\$

(

days)

Reduction:

%

Email

Call

FINAL SETTLEMENT

Date/Time:

Confirm with

Email

Call

Final Liability:

%

(Agreed / Assessed) BOLA S/N No.:

If NO or B 28, Ass. Lia:

Repair Cost:

S\$

Loss of Rental (LOR):

S\$

(

days)

Loss of Use (LOU):

S\$

-

(\$

x

days)

Loss of Income (LOI):

S\$

-

(\$

x

days)

LOR only ☐ LOU only ☐LOR + LOU ☐LOR + LOI ☐

[Tick only one]

GIA/LTA Search

S\$

Medical:

S\$

Disbursement:

S\$

(e.g. Tow/ Independent)

Legal Cost

S\$

Total:

S\$

Global Sum S\$:

FINAL PAYMENT

Date/Time:

Confirm with:

Email

Call

Payee 1:

S\$

Name 1:

Payee 2: (Strike if N.A.)

S\$

Name 2:

Payee 3: (Strike if N.A.)

S\$

Name 3:

CANCELLED CASE
 NO SURVEY
 TP WITHDRAW CLAIM

1) Claim status: Normal/Reject/Private Settle

2) Report Format:

3) Survey fee:

Nivitha (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 9 July 2019 3:42 PM
To: assignments@lkkauto.com; Derek Oh Siong Wee; Admin-D (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 [External General]
Attachments: 0443_001.pdf

9.03am 10/7/19
VMI
Derek

Lonpac External - General

Without Prejudice

Dear Derek

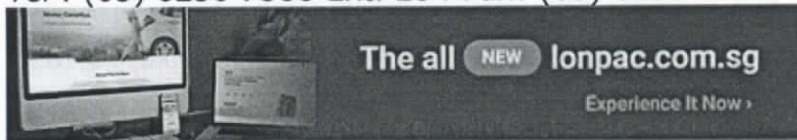
We shall appoint LKK Auto Consultants Pte Ltd to handle your client's claim.

Please liaise with them on quantum & 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: GERALD POH WEE BIN
Sent: Tuesday, 9 July, 2019 3:24 PM
To: Derek Oh Siong Wee
Cc: MT_Claim_SG
Subject: RE: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M [External General]

Lonpac External - General

WITHOUT PREJUDICE

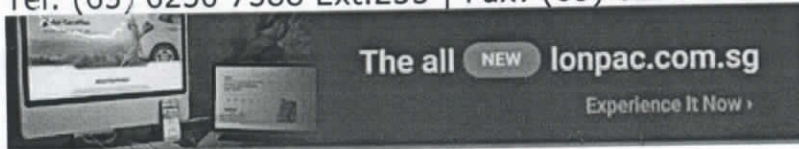
Dear Derek,

I shall get my colleague, Ms Ong to respond to you.

For future requests for survey, please email to mt_claim@lonpac.com

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: Derek Oh Siong Wee [mailto:derek.oh@wearnes.com]
Sent: Tuesday, 9 July, 2019 3:13 PM
To: GERALD POH WEE BIN
Cc: Richmond Ho
Subject: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M
Importance: High

Hi

Please refer to above attachment and check if possible for direct settlement

Best Regards,

Derek Oh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
D (65) 6430 4895 M (65) 9818 7217
www.wearnes.com derek.oh@wearnes.com

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Vic (LKKAuto)

From: Derek Oh Siong Wee <derek.oh@wearnes.com>
Sent: Tuesday, 3 September, 2019 4:42 PM
To: Vic (LKKAuto)
Cc: Richmond Ho; Admin A
Subject: RE: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 [External General] *** LKK REF: CC4/LPC19012246/ha3

Importance: High

Hi

Case withdrawn

Best Regards,

Derek Oh
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte Ltd
249 Alexandra Road Singapore 159935
D (65) 6430 4895 M (65) 9818 7217
www.wearnes.com derek.oh@wearnes.com

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From: Vic (LKKAuto) <vicalpeh@lkkauto.com>
Sent: Tuesday, 3 September 2019 4:19 PM
To: Derek Oh Siong Wee <derek.oh@wearnes.com>
Cc: Richmond Ho <richmond.ho@wearnes.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAuto) <vicalpeh@lkkauto.com>
Subject: RE: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 [External General] *** LKK REF: CC4/LPC19012246/ha3

Without Prejudice

Dear Derek,

We refer further to our below email.

We were informed that our Insured and your client had agreed to settle mutually.

Kindly confirm if your side will withdraw the TP claim against our Insured.

Thank you.

Vic (LKKAUTO)

From: Vic (LKKAUTO)
Sent: Tuesday, 3 September, 2019 4:46 PM
To: 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: RE: DIRECT SETTLEMENT FOR SMF7322P AND SGM5019M Our Ref: 18/19/19/VP05/022048 [External General] *** LKK REF: CC4/LPC19012246/ha3

Dear Li Li,

We refer further to the below email and to our telephone conversation earlier.

Please be informed that TP repairer confirmed that both parties had settled the matter mutually and closed file in their end (see attached email).

In view of no survey has been conducted, TP withdraw claim and we will now cancel this case and no fee to be incurred.

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)



Auto
Consultants
Pte Ltd

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From: Vic (LKKAUTO)
Sent: Monday, 15 July, 2019 2:10 PM
To: 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]

Dear Li Li,

Please find attached email response to OI.

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

Sent: Monday, 15 July, 2019 2:05 PM

To: sylvia wen; Vic (LKKAuto)

Cc: 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]

Lonpac External - General

Dear Vic

Please assist.

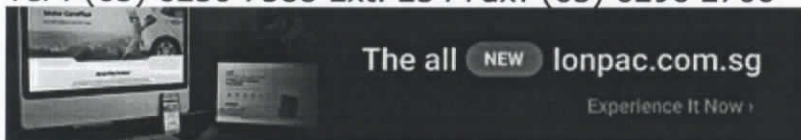
Regards,

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: sylvia wen [<mailto:sylviawenmh@gmail.com>]

Sent: Monday, 15 July, 2019 1:08 PM

To: ONG LI LI

Cc: vicalpeh@lkkauto.com; shupeil@lkkauto.com; 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> 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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