

## Vic (LKKAUTO)

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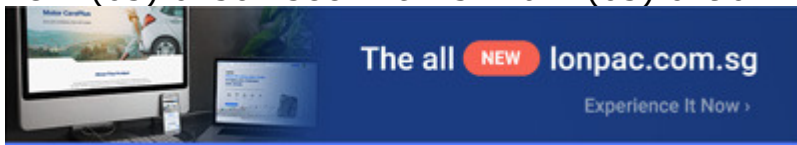
**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Wednesday, 23 October, 2019 9:01 AM  
**To:** Vic (LKKAUTO)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: <SEEK MANDATE> RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General] LKK REF CC4/LPC19014215/Ghb3

## Lonpac External - General

Dear Vic

Please proceed.

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:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Monday, 7 October 2019 2:38 PM  
**To:** ONG LI LI  
**Cc:** Admin A; MT\_Claim\_SG; Vic (LKKAUTO)  
**Subject:** <SEEK MANDATE> RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General] LKK REF CC4/LPC19014215/Ghb3

**Your Ref:** 18/19/19/VP05/022212

**Our Ref:** CC4/LPC19014215/Ghb3

Dear Li Li,

ACCIDENT INVOLVING VEHICLES SGL 808R (OI) AND SLQ 7591H (TP) ON 13/08/2019

We refer to the subject matter and to the assignment dated 14<sup>th</sup> August 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 the TP vehicle.

As such, under MCF and BOLA scenario 27, for rear-ended collision, we have to settle the claim from the front vehicle.

We propose to offer to TP repairer "**VOLKSWAGEN CENTRE SINGAPORE**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 10,473.40	\$ 5,489.84
Loss of Rental (\$120 x 3 days)	\$ 360.00	\$ 360.00
GIA Search Fee	\$ 2.00	\$ 2.00
<b>TOTAL</b>	<b>\$ 10,835.40</b>	<b>\$ 5,851.84</b>

Breakdown of days is as follows:

Our surveyor's recommended days to repair	5 days
<b>TOTAL CLAIMED DAYS</b>	<b>3 days</b>

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](mailto:vicalpeh@lkkauto.com) | fax: 6741-4108

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



*Save the Earth. Print only when necessary.*

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

**Sent:** Tuesday, 27 August, 2019 9:32 AM

**To:** Shu Pei (LKKAuto)

**Cc:** Admin A; MT\_Claim\_SG; Vic (LKKAuto)

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R

DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

**Lonpac External - General**

Dear Shu Pei/Vic

Attached is our Insured GIA report.

Please reply to workshop.

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:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]  
**Sent:** Friday, 16 August, 2019 3:56 PM  
**To:** ONG LI LI  
**Cc:** Admin A; MT\_Claim\_SG; Vic (LKKAuto)  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

**WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SLQ 7591H at M/s Volkswagen Centre Singapore on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

Kindly advice whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

Thank you.

Best Regards,

Shu Peil Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Wednesday, 14 August 2019 2:22 PM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

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**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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:** Wednesday, 14 August 2019 9:40 AM

**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Tang Shu Shi (VGS - SG/Singapore) <[shushi.tang@vw.com.sg](mailto:shushi.tang@vw.com.sg)>

**Subject:** RE: REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R  
DOA : 13/08/2019 Our Ref: 18/19/19/VP05/022212 [External General]

## **Lonpac External - General**

Without Prejudice

Dear Steven

Our Insured has not reported the accident.

Do you want us to arrange survey first? If so, please liaise with LKK Auto Consultants Pte Ltd.

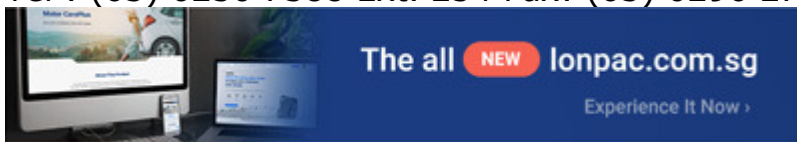
Regards,

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:** Chee Steven (VGS - SG/Singapore) [<mailto:steven.chee@vw.com.sg>]

**Sent:** Tuesday, 13 August, 2019 5:46 PM

**To:** MT\_Claim\_SG

**Cc:** Tang Shu Shi (VGS - SG/Singapore)

**Subject:** REQUEST DIRECT SETTLEMENT ACCIDENT INVOLVING SLQ7591H & SGL808R DOA : 13/08/2019

Dear Claims,

Please revert on liability & arrange survey for this claims.

Thanks You,

Best Regards,

Steven Chee,  
Insurance Service Advisor  
Aftersales

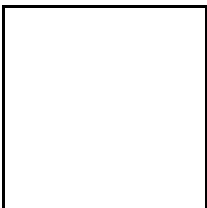
Volkswagen Centre Singapore (Macpherson)  
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Singapore 368314

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Mobile: +65 8511-2203  
Main Line : +65 6305-7299  
Main Fax: +65 6285-8620  
[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)  
<https://www.volkswagen.com.sg/>



**From:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Sent:** Tuesday, 13 August 2019 5:42 PM  
**To:** Chee Steven (VGS - SG/Singapore) <[steven.chee@vw.com.sg](mailto:steven.chee@vw.com.sg)>  
**Subject:** Scan Image

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