

Jia Le (LKK Auto)

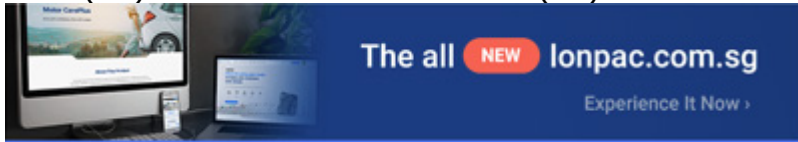
From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 26 August 2020 5:37 PM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Lonpac External - General

Dear Jia Le

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



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [mailto:JiaLe@lkkauto.com]
Sent: Wednesday, 26 August 2020 4:17 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Dear Li Li,

Third Party did not have the front video.

From video indicated that the traffic has changed to amber, third party bus was travelling with speed cannot possibly stop before the stop line and also considering safety of the commuters on board the bus, he may proceed.

Kindly let us have your approval/instruction.

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,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

From: Jia Le (LKK Auto)
Sent: Monday, 3 February 2020 5:20 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022512 [External General]

Dear Li Li,

As spoken, the claim number should be 22512 .

Based on the accident report, insured was making a right turn and third party bus was travelling straight. Liability is not in insured's favour.

Kindly let us have your mandate approval/instruction.

Thank you.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

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

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Thursday, 30 January 2020 12:57 PM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284 [External General]

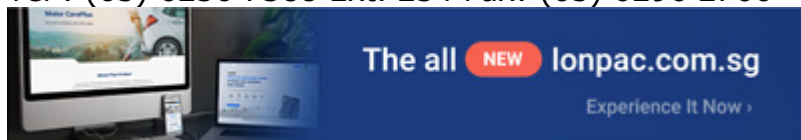
Lonpac External - General

Hi Jia Le

Are you able to see Insured vehicle in the video?

According to Insured, there was no impact to his vehicle. Have you verified with 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



Lonpac External - General data is for internal / external use.

From: Jia Le (LKK Auto) [<mailto:JiaLe@lkkauto.com>]
Sent: Friday, 24 January 2020 9:03 AM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Lonpac Ref: **18/19/19/VP05/022284**

LKK Ref: CC4/LPC19018539/Edb3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 21/10/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured was making a right turn and resulted the accident. Liability is not in our driver's favour.

Summary to offer to third party repairer, "**SMRT AUTOMOTIVE SERVICES PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,981.30	\$ 5,450.00
2. Loss of Use (8days x \$275)	\$ 2,200.00	\$ 1,925.00 (7days x \$275)
3. LTA/ GIA Search Fee	\$ 7.00	\$ 7.00
Total	\$ 12,188.30	\$ 7,382.00

**05days recommendation for repair + 1sunday + 1PRS = 7days.

Relevant supporting claim documents are attached herewith for your perusal and reference.

The above is for your approval.

"Wishing you a Happy and Prosperous Lunar New Year"



Best Regards,

Chan Jia Le | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749 5792 | email: Jiale@lkkauto.com | fax: 6741-4108

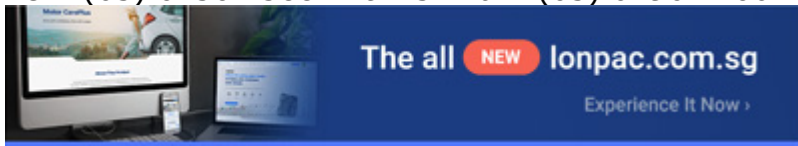
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Thursday, 24 October 2019 4:05 PM
To: Shu Pei (LKKAuto)
Cc: MT_Claim_SG; Admin A; Jia Le (LKK Auto)
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Dear Shu Pei

Please see attached for our Insured's GIA report.

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



From: Shu Pei (LKKAUTO) [<mailto:shupeil@lkkauto.com>]
Sent: Monday, 21 October 2019 5:32 PM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A; Jia Le (LKK Auto)
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

WITHOUT PREJUDICE

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMB 77P at M/s SMRT Automotive Services Pte Ltd on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP's GIA report
- Estimated cost of repair
- Preliminary advice

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Jia Le and she can be contacted at DID: 6749 5792.

Thank you.

Best Regards,

Shu Pei | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366-0055 | email: shupeil@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Friday, 18 October 2019 4:17 PM
To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Dear Sir/Mdm,

Thank you for the assignment.

Best Regards

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: assignments@lkkauto.com | fax: 6256-4315

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

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

Sent: Friday, 18 October 2019 3:04 PM

To: Jeong Choon Hwee (Auto Svcs/ARC/ARC/Buses) <JeongCH@smrt.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: AutoSvs-ARC (Bus) <AutoSvs-ARCBus@smrt.com.sg>

Subject: RE: Survey for SMB77P Our ref: 18/19/19/VP05/022284

Without Prejudice

Dear Edy

According to our Insured, he was not involved in the accident. It was a motorcycle who had hit onto your SMRT bus. Please provide us with the video footage. If you still want us to arrange survey, please liaise with LKK Auto Consultants Pte Ltd.

Dear Nivitha

Please follow up.

Regards,

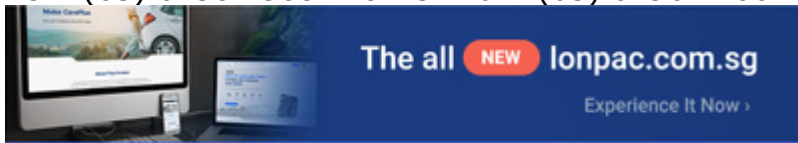
Ong Li Li

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



From: Jeong Choon Hwee (Auto Svcs/ARC/ARC/Buses) [<mailto:JeongCH@smrt.com.sg>]

Sent: Friday, 18 October 2019 2:58 PM

To: MT_Claim_SG

Cc: AutoSvs-ARC (Bus)

Subject: Survey for SMB77P

Hi

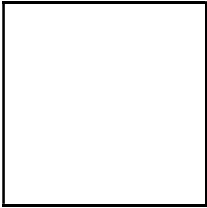
Kindly arrange to survey the vehicle **SMB77P** within 48 hours according to GIA guide line, involving your insured **SJL5388S**

Insurance Company : **LONPAC**

Vehicle is in woodlands Bus Depot

Regards,
Edy Jeong
9154 1195

SMRT Automotive Services Pte Ltd
(Accident Repair Centre) (BUS)



This email has been checked for viruses by AVG antivirus software.
www.avg.com