

## Vic (LKKAUTO)

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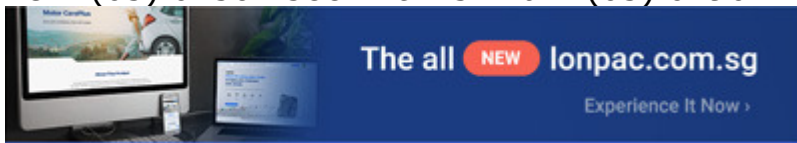
**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Wednesday, 12 February, 2020 10:20 AM  
**To:** Vic (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: <SEEK MANDATE> OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our Ref: 19/19/19/VC05/022640 - LKK REF CC4/LPC19020480/T1hb3 [External General]

## 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:** Tuesday, 4 February 2020 12:01 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>  
**Subject:** <SEEK MANDATE> RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our Ref: 19/19/19/VC05/022640 [External General] - LKK REF CC4/LPC19020480/T1hb3

**Your Ref: 19/19/19/VC05/022640**

**Our Ref: CC4/LPC19020480/T1hb3**

Dear Li Li,

ACCIDENT INVOLVING VEHICLES GBE 5192X (OI) AND SMK 8011D (TP) ON 12/11/2019

We refer to the subject matter and to the assignment dated 19<sup>th</sup> November 2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It was reported that Insured vehicle collided to a parked TP vehicle.

As such, in view of the MCF and BOLA scenario 23, liability is not to our Insured's favour and we have to settle the claim from the TP vehicle.

We propose to offer to TP repairer "**CYS AUTOMOBILE SERVICES PTE LTD**" as below:

| TP CLAIMED                      |                    | REVISED - TO OFFER         |
|---------------------------------|--------------------|----------------------------|
| Cost of Repair (w/gst)          | \$ 4,481.76        | \$ 4,048.20                |
| Loss of Rental (\$120 x 5 days) | \$ 600.00          | \$ 500.00 (\$100 x 5 days) |
| GIA Search Fee                  | \$ 2.00            | \$ 2.00                    |
| <b>TOTAL</b>                    | <b>\$ 5,083.76</b> | <b>\$ 4,550.20</b>         |

**Breakdown of days is as follows:**

|   |               |
|---|---------------|
| Our surveyor's recommended days to repair | 4 days        |
| Weekends / Downtime                       | 1 day         |
| <b>TOTAL</b>                              | <b>5 days</b> |

The above is for your approval and/or further instructions please.

Thank you.



*« Wishing you a Happy and Prosperous Lunar New Year »*

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:** Thursday, 5 December, 2019 5:07 PM

**To:** Shu Pei (LKKAuto)

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

**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our Ref: 19/19/19/VC05/022640 [External General]

## Lonpac External - General

Dear Shu Pei

Please see attached for our Insured's GIA report.

Regards,

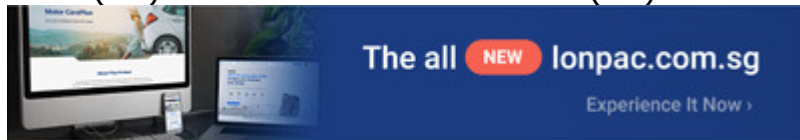
Ong Li Li

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



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**From:** Shu Pei (LKKAuto) [<mailto:shupeil@lkkauto.com>]

**Sent:** Monday, 2 December 2019 5:50 PM

**To:** ONG LI LI

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

**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our Ref: 19/19/19/VC05/022640 [External General]

### **WITHOUT PREJUDICE**

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMK 8011D at M/s CYS Automobile 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 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:** Tuesday, 19 November 2019 11:17 AM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our  
Ref: 19/19/19/VC05/022640 [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:** Tuesday, 19 November 2019 10:30 AM  
**To:** CYS Auto, Woodlands <[cysauto@singnet.com.sg](mailto:cysauto@singnet.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)>  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY Our  
Ref: 19/19/19/VC05/022640 [External General]

**Lonpac External - General**

Without Prejudice

Dear Esther

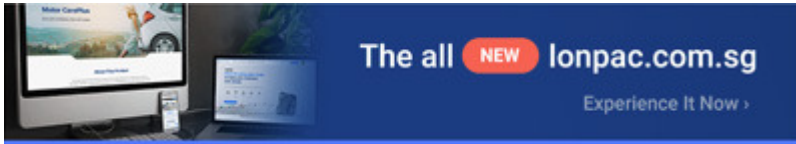
Our Insured has reported the accident.

You may liaise with LKK Auto Consultants Pte Ltd for survey.

Dear Nivitha

FTA

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:** CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]  
**Sent:** Tuesday, 19 November 2019 9:48 AM  
**To:** MT\_Claim\_SG  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY [External General]

Dear Lili,

Any update on this case?

My client is chasing me already.

Pls help me.

Thanks.  
Esther  
Cys  
62192098

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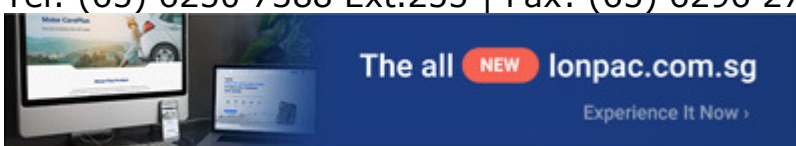
**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Friday, 15 November, 2019 2:16 PM  
**To:** CYS Auto, Woodlands <[cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY [External General]

## **Lonpac External - General**

Dear Esther,

My colleague, Ms Ong Li Li is handling the case.

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:** CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]  
**Sent:** Friday, 15 November, 2019 1:07 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY [External General]

Hi Gerald,

My client said that your insured has reported.

Can I have the liability now?

Thanks.

Esther  
Cys  
62192098

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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Thursday, 14 November, 2019 2:24 PM  
**To:** CYS Auto, Woodlands <[cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY [External General]

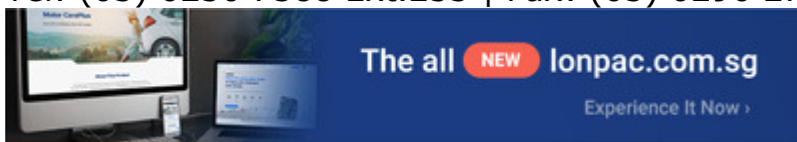
## Lonpac External - General

WITHOUT PREJUDICE

Dear Esther,

Our insured has not done so and we have written to him already.

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:** CYS Auto, Woodlands [<mailto:cysauto@singnet.com.sg>]  
**Sent:** Thursday, 14 November, 2019 2:09 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY [External General]

Hi Gerald,

Do advise if your insured did report already?

Thanks.

Esther  
CYS  
62192098

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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Wednesday, 13 November, 2019 3:25 PM  
**To:** CYSAUTO <[cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY  
[External General]

**Lonpac External - General**  
WITHOUT PREJUDICE

Dear Wee Sin,

Our insured has yet to lodge the report and we are unable to comment on liability.

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:** CYSAUTO [<mailto:cysauto@singnet.com.sg>]  
**Sent:** Wednesday, 13 November, 2019 3:20 PM  
**To:** MT\_Claim\_SG  
**Subject:** OUR REF: SMK8011D YOUR INSURED: GBE5192X - KINDLY CHECK LIABILITY

Our Ref: SMK8011D  
Your Insured: GBE5192X

**WITHOUT PREJUDICE**

Dear Sirs,

**ACCIDENT INVOLVING SMK8011D AND GBE5192X AT BLK. 162 WOODLANDS ST. 13 OPEN AIR CARPARK ON 12 NOVEMBER 2019**

Attached herewith GIA report for your attention.

Kindly check liability for this claim.

Your early reply is awaited. Thanks

Warm regards,  
Ms Tee Wee Sin



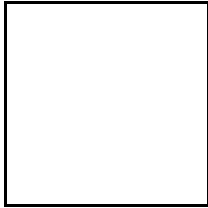
**CYS AUTOMOBILE SERVICES PTE LTD**

38 Woodlands Industrial Park E1 #07-17 S(757700)

Tel: 62192098 Fax: 62192096

Email: [cysauto@singnet.com.sg](mailto:cysauto@singnet.com.sg)

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[www.avg.com](http://www.avg.com)