

Mei Kwan (LKKAUTO)

From: Xin Pei Goh <goh.xinpei@hotmail.com>
Sent: Monday, 30 March, 2020 8:54 PM
To: ONG LI LI
Cc: MT_Claim_SG; Jia Le (LKK Auto); Mei Kwan (LKKAUTO); Asher Sng (LKKAUTO)
Subject: Re: Car Insurance - SJP5974D Our Ref: 19/19/19/VP05/022602 [External General]

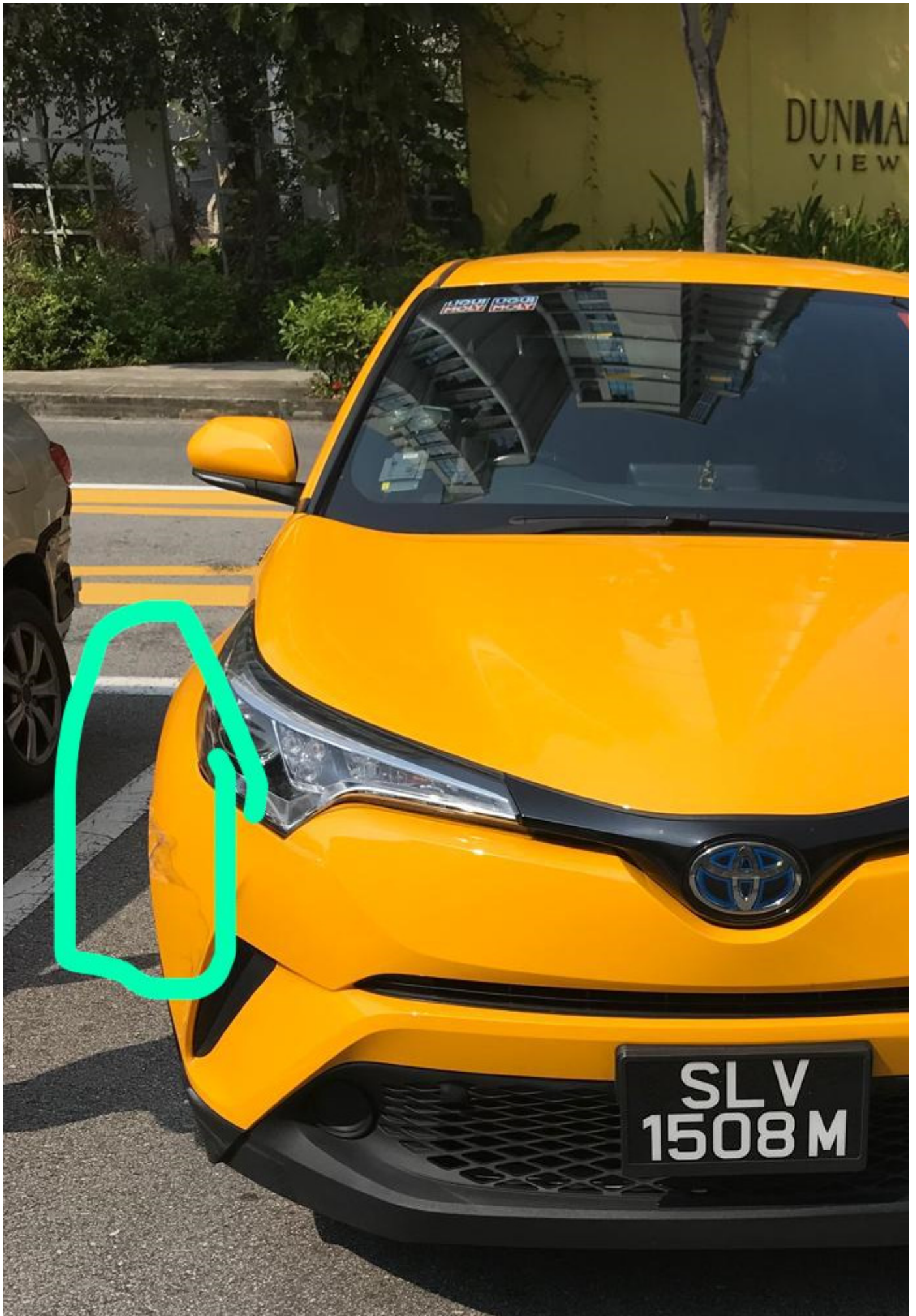
Categories: HMK

Dear Li Li and Jia Le,

I am shocked at the amount of claim. Please see the photos attached (refer to the damage to my car in beige in second photo) . On the particular day, my uncle while he was reversing out into Haig road, he was hit by the oncoming car nearing Mountbatten road. The fault lies largely with the driver as he failed to keep a proper lookout. The driver has an in car camera. You should have seen it if it was submitted as claim evidence.

The driver claimed it was my uncle's fault and wanted \$800 but my uncle refused and wanted to make a report. After exchange of numbers, the driver called many times and asked for \$200 to settle the matter. My uncle refused as he has already gone to a workshop, Chop Lian Seng and wanted to claim through insurance. However, the workshop involved apparently did not do anything on the claims. In addition, the workshop charged a high amount for me to pay for the repairs to my car. The workshop said there was no need to claim as there was excess to be paid anyway. I found it fishy. I suspect there is some collusion and possibly, fraud going on. This is more alarming that for such a small knock, the amount is at \$5000. Not to mention at my expense of NCD.

Appreciate you to look into this quickly before I escalate the matter to GIA and make a police report.





Regards,
Xin Pei
Sent from my iPhone

On 30 Mar 2020, at 12:48 PM, ONG LI LI <llong@lonpac.com> wrote:

Lonpac External - General

Dear Xin Pei

Thank you for your email.

Please see attached for the copy of the letter which we sent on 2 December 2019.

We have appointed surveyor firm, LKK Auto Consultants Pte Ltd to handle the third party claim and we shall request them to provide an update.

Dear Jia Le

Please provide an update on this claim. According to Insured, the damages on the TP vehicle were very minor.

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
[<image001.jpg>](#)

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

From: Xin Pei Goh [mailto:goh.xinpei@hotmail.com]
Sent: Monday, 30 March 2020 12:31 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Car Insurance - SJP5974D

Dear Sir/ Madam,

I spoke to Ms Ong Lili this morning regarding a claim made by third party in November 2019.

As I'm afraid that I may not have received all the correspondences regarding this claim due to lost of mails etc, I would appreciate that you could email all the correspondences that Lonpac Insurance would have sent to my address previously regarding this claim.

Thank you.

Regards,
Ms Goh Xin Pei

Sent from my iPhone
<22602 TPD.pdf>