

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 9 November 2020 4:52 PM
To: Jia Le (LKK Auto)
Cc: MT_Claim_SG; Bryan Ang (LKKAUTO)
Subject: RE: Car Insurance - SJP5974D Our Ref: 19/19/19/VP05/022602 [External General]

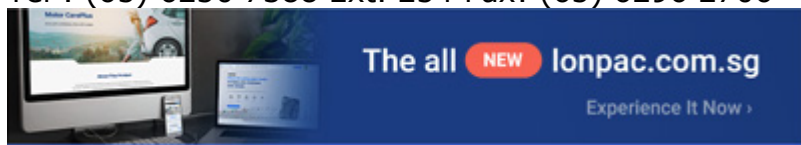
Lonpac External - General

Dear Jia Le

Thank you for your phone call and confirm that you have addressed the concern of our Insured.

You may proceed with your recommendation.

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: Monday, 9 November 2020 9:46 AM
To: ONG LI LI <llong@lonpac.com>
Subject: RE: Car Insurance - SJP5974D Our Ref: 19/19/19/VP05/022602 [External General]

Lonpac Ref: **19/19/19/VP05/022602**
LKK Ref: CC6/LPC19020657/Ada3q2

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 21/11/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

We have explained to insured that our surveyor is in the opinion that based on the damages sustained to the claimant's vehicle and the adjusted amount is already fair and reasonable and also the liability is not in her favour based on third party's video footage.

Summary to offer to third party repairer, "**MG SOLUTION PTE LTD**" is as follows: -

	Claimed Amount	Revised Amount
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1. Cost of Repair (w/GST)	\$ 6,240.56	\$ 3,424.00
2. Loss of Use (4days x \$240.00)	\$ 960.00	\$ 400.00 (4days x \$100.00)
3. LTA/ GIA Search Fee	\$ 29.00	\$ 29.00
Total	\$ 7,229.56	<u>\$ 3,853.00</u>

**04days recommendation for repair

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

The above is for your approval.

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

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: Monday, 30 March 2020 12:48 PM

To: Xin Pei Goh; MT_Claim_SG; Jia Le (LKK Auto); Mei Kwan (LKKAuto)

Cc: Asher Sng (LKKAuto)

Subject: RE: Car Insurance - SJP5974D Our Ref: 19/19/19/VP05/022602 [External General]

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,

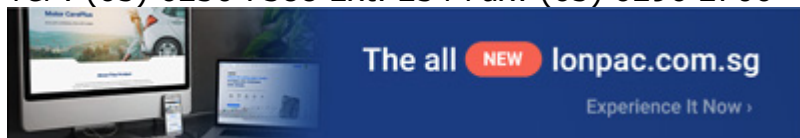
Ong Li Li

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



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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