

## Vic (LKKAUTO)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Thursday, 9 April, 2020 10:45 AM  
**To:** Vic (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: <PAYMENT UPDATE> <SEEK MANDATE> Your Ref: 19/19/19/VC05/022711  
Notice Of Accident & PRS Ref Vehicle No SJQ7602J LKK REF  
CC4/LPC19021166/R1ha3 [External Confidential]

### Lonpac External - Confidential

Dear Vic,

We are now processing payment and shall forward it to you when ready.

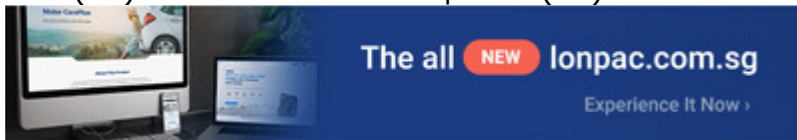
Best Regards

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:** Vic (LKKAUTO) [mailto:vicalpeh@lkkauto.com]  
**Sent:** Thursday, 9 April 2020 10:28 am  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Vic (LKKAUTO) <vicalpeh@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Subject:** <PAYMENT UPDATE> RE: <SEEK MANDATE> Your Ref: 19/19/19/VC05/022711 Notice Of Accident & PRS Ref Vehicle No SJQ7602J LKK REF CC4/LPC19021166/R1ha3 [External Confidential]

Without Prejudice

Dear Gerald,

We refer to the subject matter.

Please be informed that we had settled and closed the matter at a global sum of \$5,849.00(all in).

All relevant documents were forwarded to your good office.

TP repairer is now chasing for payment.

Kindly advise update.

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,

**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)



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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]

**Sent:** Tuesday, 17 March, 2020 4:34 PM

**To:** Vic (LKKAuto)

**Cc:** MT\_Claim\_SG

**Subject:** RE: <SEEK MANDATE> Your Ref: 19/19/19/VC05/022711 Notice Of Accident & PRS Ref Vehicle No SJQ7602J  
LKK REF CC4/LPC19021166/R1ha3 [External Confidential]

## **Lonpac External - Confidential**

Dear Vic,

Kindly proceed as proposed.

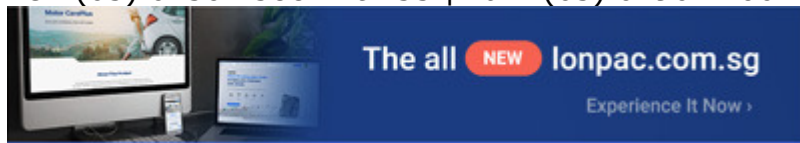
Best Regards

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:** Vic (LKKAuto) [<mailto:vicalpeh@lkkauto.com>]

**Sent:** Wednesday, 11 March 2020 4:49 pm

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.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)>; Vic (LKKAuto)  
<[vicalpeh@lkkauto.com](mailto:vicalpeh@lkkauto.com)>

**Subject:** <SEEK MANDATE> Your Ref: 19/19/19/VC05/022711 RE: Notice Of Accident & PRS Ref Vehicle No SJQ7602J  
[External Confidential] LKK REF CC4/LPC19021166/R1ha3

**Your Ref:** 19/19/19/VC05/022711

**Our Ref:** CC4/LPC19021166/R1ha3

Dear Gerald,

ACCIDENT INVOLVING VEHICLES YP 7154M (OI) AND SJQ 7602J (TP) ON 21/11/2019

We refer to the subject matter and to the assignment dated 28<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 was involved in a 3 vehicle chain collision and was the last car and rear-ended the TP vehicle.

As such, in view of BOLA 28, 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 "**C L AUTO PTE LTD**" as below:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair	\$ 6,620.34	\$ 5,000.00
Loss of Use (\$100 x 14 days)	\$ 1,400.00	\$ 840.00 (\$60 x 14 days)
GIA Search Fee	\$ 2.00	\$ 2.00
Incidentals	\$ 50.00	\$ -
<b>TOTAL</b>	<b>\$ 8,072.34</b>	<b>\$ 5,842.00</b>

**Breakdown of days is as follows:**

Our surveyor's recommended days to repair	12 days
Weekend / Downtime	2 days
<b>TOTAL</b>	<b>12 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)



Auto  
Consultants  
Pte Ltd

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**From:** Mei Kwan (LKKAuto)

**Sent:** Wednesday, 4 December, 2019 3:25 PM

**To:** 'GERALD POH WEE BIN'

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

**Subject:** RE: Notice Of Accident & PRS Ref Vehicle No SJQ7602J [External Confidential]

**'WITHOUT PREJUDICE'**  
**SAVE AS TO COSTS**

**LPC ref: 19/19/19/VC05/022711**  
**LKK REF: CC4/LPC19021166/R1ha3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed revert of vehicle: SJQ 7602J

We have not authorized repairs.

Enclosed for your perusal is:

- TP estimated cost of repair (incomplete / no parts price for front portion)
- TP GIA report

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

Our case handler in-charge is Vic and he can be contacted at DID: 6841 2096.

*To check availability of the case handler, you may contact the undersigned.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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:** Thursday, 28 November, 2019 4:08 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@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: Notice Of Accident & PRS Ref Vehicle No SJQ7602J [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer agreed survey on 29/11/2019.

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:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Thursday, 28 November 2019 3:44 PM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'claim1@clauto.com.sg' <[claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)>  
**Subject:** FW: Notice Of Accident & PRS Ref Vehicle No SJQ7602J [External Confidential]

**Lonpac External - Confidential**

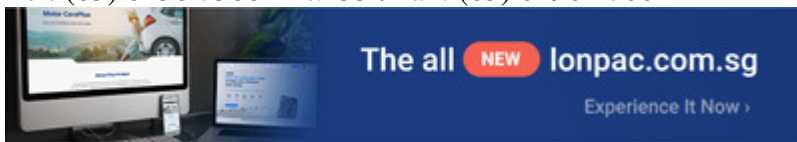
Our Ref : 19/19/19/VC05/022711

Dear Nivitha,

Kindly proceed as arranged.

Our insured has yet to lodge the report and we are making enquiries.

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:** [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg) [<mailto:claim1@clauto.com.sg>]  
**Sent:** Thursday, 28 November 2019 3:30 pm  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG  
**Subject:** Re: Notice Of Accident & PRS Ref Vehicle No SJQ7602J [External General]

Good Evening Mr. Gerald,

Thanks for your prompt reply.

**We choose No: 9 Mr. Mohd Rasul**

Kindly let us know the date and time of the scheduled pre-repair survey.

The car SJQ7602J is in our workshop.

Thank you very much

Best Regards,  
Paul Antony Fernandez  
Insurance Claims Assistant

CL Auto Pte Ltd  
48 Toh Guan Road East  
#02-125 Enterprise Hub,  
Singapore 608586  
[Tel:+65 67956125](tel:+6567956125)  
[Fax:+65 67950920](tel:+6567950920)  
Email: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)

On 2019-11-28 15:09, GERALD POH WEE BIN wrote:

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 19/19/19/VC05/022711

Dear Paul,

Please see attached and revert.

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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-----Original Message-----

From: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg) [mailto:[claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)]  
Sent: Thursday, 28 November 2019 2:32 pm  
To: MT\_Claim\_SG  
Subject: Fwd: Notice Of Accident & PRS Ref Vehicle No SJQ7602J

----- Original Message -----

Subject: Notice Of Accident & PRS Ref Vehicle No SJQ7602J  
Date: 2019-11-28 14:29

From: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)  
To: [mt\\_claim@lonpac.com.sg](mailto:mt_claim@lonpac.com.sg)  
Cc: Claim3 <[claim3@clauto.com.sg](mailto:claim3@clauto.com.sg)>

Good Afternoon Claims Department,

Attached herewith are the documents notifying your office Notice of Accident and Pre-Repair Survey.

Kindly revert back to us within 2 working days upon receipt of this email and the documents attached informing the date, time of pre-repair survey and contact details of assigned surveyor.

Thank you

Best Regards,  
Paul Antony Fernandez  
Insurance Claims Assistant

CL Auto Pte Ltd  
48 Toh Guan Road East  
#02-125 Enterprise Hub,  
Singapore 608586  
[Tel:+65 67956125](tel:+6567956125)  
Fax:+65 67950920  
Email: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)

P.S. Do take note please that due to the large file exceeding the allowable 14MB, multiple emails on same subject matter will be sent to your office. Thank you

--

Best Regards,  
Paul Antony Fernandez  
Insurance Claims Assistant

CL Auto Pte Ltd  
48 Toh Guan Road East  
#02-125 Enterprise Hub,  
Singapore 608586  
[Tel:+65 67956125](tel:+6567956125)  
Fax:+65 67950920  
Email: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)

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Best Regards,  
Paul Antony Fernandez  
Insurance Claims Assistant

CL Auto Pte Ltd  
48 Toh Guan Road East  
#02-125 Enterprise Hub,

Singapore 608586  
[Tel:+65 67956125](tel:+6567956125)  
Fax:+65 67950920  
Email: [claim1@clauto.com.sg](mailto:claim1@clauto.com.sg)



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