

Khanchna (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, November 12, 2020 3:37 PM
To: Khanchna (LKK Auto)
Cc: MT_Claim_SG
Subject: RE: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

Lonpac External - Confidential

Our Ref : 19/19/19/VC00/022723

Dear Khanchna,

Kindly proceed as proposed with the revised mandate.

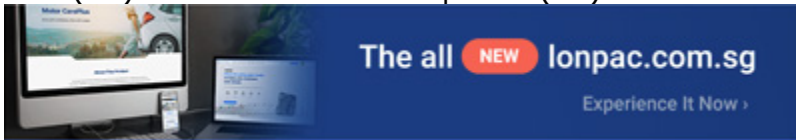
Best Regards

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



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

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From: Khanchna (LKK Auto) [mailto:khanchna@lkkauto.com]
Sent: Thursday, 12 November 2020 2:50 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

Dear Gerald,

We refer to the above matter and your e-mail below.

Insured reversed and hit third party vehicle. We are of the view that liability is down against Insured.

Your approval please.

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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, November 5, 2020 9:11 AM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

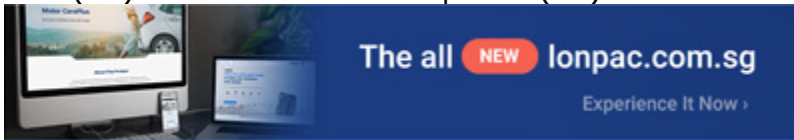
Lonpac External - Confidential

Our Ref: 20/20/20/VP05/023723

Dear Khanchna,

Please let us have your views 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: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Wednesday, 4 November 2020 6:10 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter.

Our offer on loss of use was rejected, Third party wants loss of use for \$130 per day.

Summary to offer to third party repairer "K.KIM HIN AUTO PTE LTD" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,792.35	\$ 2,568.64
2. Loss of Use (6 days x \$150)	\$ 900.00	\$ 780.00 (6 days x \$130)
3. GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,694.35	<u>\$ 3,350.64</u>

**5 days recommendation for repair + 1 Sunday = 6 days

The above is for your approval.

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,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, September 29, 2020 4:00 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

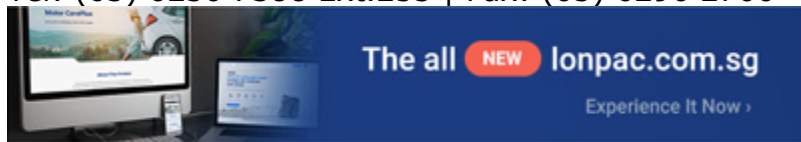
Lonpac External - Confidential

Dear Khanchna,

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: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]

Sent: Tuesday, 29 September 2020 3:33 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: MANDATE REQUEST - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

LPC ref: 19/19/19/VC00/022723

LKK REF: CC4/LPC19021358/Kka3

Dear Sir/Madam,

We refer to the above matter.

We have highlighted to your good office on 03/12/2019 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured reversed and hit third party vehicle. We are of the view that liability is down against Insured.

Summary to offer to third party repairer "**K.KIM HIN AUTO PTE LTD**" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 3,792.35	\$ 2,568.64
2. Loss of Use (6 days x \$150)	\$ 900.00	\$ 600.00 ~ \$720.00 (6 days x \$100 ~ \$120)
3. GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,694.35	<u>\$ 3,170.64 ~ 3,290.64</u>

**5 days recommendation for repair + 1 Sunday = 6 days

The above is for your approval.

Thank you.

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: 28 September 2020 3:33 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'claims@kkimhin.com.sg' <claims@kkimhin.com.sg>
Subject: FW: LOD - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019 [External Confidential]

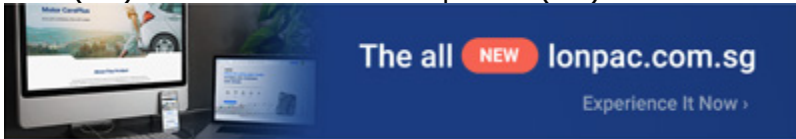
Lonpac External - Confidential

Our Ref: 19/19/19/VC00/022723

Dear Khanchna,

Kindly look into the claim and revert to them.

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: claims@kkimhin.com.sg [<mailto:claims@kkimhin.com.sg>]
Sent: Monday, 28 September 2020 3:10 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Margaret KKH <margaret@kkimhin.com.sg>
Subject: LOD - O/REF: 190721/11 - ACC INVLG SJY1600L & GBA9387X ON 29 NOV 2019

Dear Officer

Enclosed are the supporting documents for your processing :

1. Letter of Demand
2. Cost of Repair Invoice
3. GIA Search Fee
4. Letter of Authorization

We look forward to receiving your offer of settlement.

Thank you.

Best Regards

Carin

K. Kim Hin Auto Pte Ltd

160 Sin Ming Drive #02-20

Sin Ming AutoCity

Singapore 575722

Tel: 6452 7018