

## Khanchna (LKK Auto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Monday, 6 July 2020 10:45 AM  
**To:** Khanchna (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** FW: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]  
**Attachments:** DV AND ATA.pdf

Dear Khanchna,

We are prepared to accept the DV.

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:** Monday, 6 July 2020 9:17 am  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter and attachments herein.

Kindly be informed that the third party workshop signed the DV on behalf of the third party as third party had signed letter of authorisation to authorise his workshop to sign the DV.

Please let us know if the said DV is acceptable and your instructions (if any).

Thank you.

Best Regards,

**Khanchna** | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6841 2360 | email: [Khanchna@lkkauto.com](mailto:Khanchna@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 <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Tuesday, 23 June 2020 5:31 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Our Ref: 19/20/20/VC06/022899

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:** Monday, 22 June 2020 10:27 am  
**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)>  
**Subject:** RE: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Dear Mr. Gerald,

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

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](mailto:Khanchna@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Khanchna (LKK Auto)  
**Sent:** Tuesday, May 12, 2020 12:22 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)>  
**Subject:** RE: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Dear Gerald,

We refer to the above matter.

Our offer for Loss of rental was rejected.

Third party wants loss of rental for \$170 per day.

Summary to offer to third party repairer “CYCLE & CARRIAGE INDUSTRIES PTE LTD” as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 18,772.47	\$ 8,945.00
2. Loss of Rental (5 days x \$170)(w/GST)	\$ 909.50	\$ 909.50 (5 days x \$ 170) (w/GST)
<b>Total</b>	\$ 19,681.97	<b>\$ 9,854.50</b>

\*\*4 days recommendation for repair + 1 PRS = 5 days

**The above is for your approval.**

Thank you.

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Friday, March 20, 2020 12:33 PM  
**To:** Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Mandate Request - Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [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



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

*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]  
**Sent:** Tuesday, 10 March 2020 11:56 am  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** Mandate Request - RE: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

LPC ref: 19/20/20/VC06/022899  
LKK REF: CC4/LPC20000789/R1ka3

Dear Sir/Madam,

We refer to the above matter.

We have highlighted to your good office on 10/01/2020 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Insured driver reversed to park and collided into TP vehicle. We opine that BOLA 23 is applicable and liability is down against Insured.

Summary to offer to third party repairer "**CYCLE & CARRIAGE INDUSTRIES PTE LTD**" as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 18,772.47	\$ 8,945.00
2. Loss of Rental (5 days x \$181.90-inclusive of GST)	\$ 909.50	\$ 642.00 (5 days x \$ 120) (w/GST)
<b>Total</b>	\$ 19,681.97	<b><u>\$ 9,587.00</u></b>

**\*\*4 days recommendation for repair + 1 PRS = 5 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](mailto:Khanchna@lkkauto.com)|Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Mei Kwan (LKKAuto)  
Sent: Sunday, 9 February 2020 3:28 PM  
To: GERALD POH WEE BIN  
Cc: MT\_Claim\_SG ; Khanchna (LKK Auto) ; Admin A  
Subject: RE: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

LPC ref: 19/20/20/VC06/022899  
LKK REF: CC4/LPC20000789/R1ka3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Our case handler in-charge is Khanchna and she can be contacted at DID: 6841 2360.

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)

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

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
Sent: Monday, 13 January 2020 5:45 PM  
To: Mei Kwan (LKKAuto)  
Cc: MT\_Claim\_SG  
Subject: RE: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Lonpac External - Confidential  
Dear Mei Kwan,

Attached copy of insured's report for your attention for your attention.

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: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
Sent: Monday, 13 January 2020 5:40 pm  
To: GERALD POH WEE BIN  
Cc: MT\_Claim\_SG; Admin A; Vic (LKKAuto)  
Subject: RE: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

LPC REF: 19/20/20/VC06/022899  
LKK REF: CC4/LPC20000789/ka3

Dear Sirs / Madam,

We refer to the above matter.

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 | fax: 67414108 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>  
Sent: Friday, 10 January, 2020 4:35 PM  
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>  
Cc: 'MT\_Claim\_SG' <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
Subject: RE: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

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 | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

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

Sent: Friday, 10 January 2020 4:07 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; 'Kerlyn Ong' <kerlyn.ong@cyclecarriage.com.sg>

Subject: FW: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020 [External Confidential]

Lonpac External - Confidential

Our Ref : 19/20/20/VC06/022899

Dear Nivitha,

Kindly proceed to survey and revert on Direct Settlement.

At this juncture, our insured has not lodged the accident report.

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: Kerlyn Ong [mailto:kerlyn.ong@cyclecarriage.com.sg]

Sent: Thursday, 9 January 2020 5:39 pm

To: GERALD POH WEE BIN

Subject: Accident involving motor vehicle nos. SJP1336Y & XD1043P along OUTSIDE 24 TUAS AVENUE 4, Accident date: 09/01/2020

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SJP1336Y), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number XD1043P) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at [kerlyn.ong@cyclecarriage.com.sg](mailto:kerlyn.ong@cyclecarriage.com.sg).

Your Sincerely,

Kerlyn Ong  
Service Advisor - Body Care & Repair  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 91865113 | DID: 67714420 | Fax: 68721272  
Website: [www.mercedes-benz.com.sg](http://www.mercedes-benz.com.sg)

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<https://www.avg.com>