

## Mei Kwan (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Friday, 28 February, 2020 2:45 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020. Our Ref: 19/20/20/VC05/023037 [External Confidential]  
**Attachments:** 28022020144310.pdf

### Lonpac External - Confidential

Dear Mei Kwan,

Attached copy of insured's report for your attention.

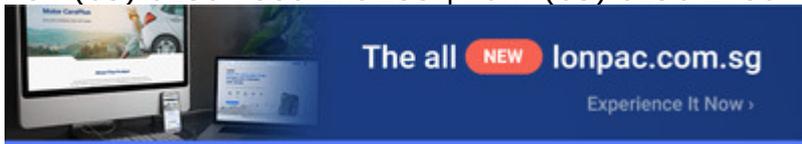
Best Regards

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



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

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Friday, 28 February 2020 2:39 pm  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020. Our Ref: 19/20/20/VC05/023037 [External Confidential]

**LPC ref: 19/20/20/VC05/023037**

**LKK REF: CC4/LPC20002928/Dea3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

**Kindly let us have a copy of insured's accident report for our necessary action.**

Please take note that the case handler in-charge is Asher and she can be contacted at DID: 6841 6051.

*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:** Tuesday, 18 February, 2020 1:29 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020. Our Ref: 19/20/20/VC05/023037 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | 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 <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Tuesday, 18 February, 2020 11:08 AM

**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020. Our Ref: 19/20/20/VC05/023037 [External Confidential]

## Lonpac External - Confidential

Our Ref : 19/20/20/VC05/023037

Dear Nivitha,

Kindly proceed as requested.

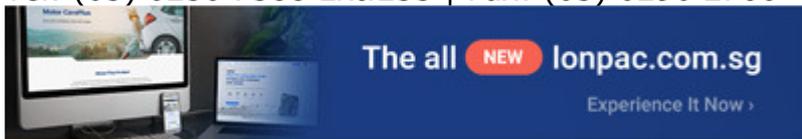
Best Regards

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



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

**From:** Claims Dept [[mailto:claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)]

**Sent:** Tuesday, 18 February 2020 10:26 am

To: ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

Cc: Claims Dept <[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Assessment <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Regina <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>; [claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com)

Subject: Re: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020. Our Ref: 19/20/20/VC05/023037 [External General]

Without Prejudice

Dear Sir/ Mdm,

We select Bryan Ang from LKK.

**Ms Lee**

**Bifrost Auto Pte Ltd**

Accident Claims Department

+65 9792 1329 (Mobile)

On Tue, 18 Feb 2020 at 10:01, ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)> wrote:

### **Lonpac External - General**

Without Prejudice

Save as to Costs

Dear Sir/Mdm

We note that your first email was sent wrongly and we believe you should have received the "undelivered mail" message.

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

1	Robin Poon
2	Nicholas Tey
3	Jackson Quek
4	Mohammed Rasul
5	Adrian Ling
6	Kenneth Kong
7	Bryan Ang
8	Muhammad Nazril Bin Abdullah
9	Ong Hwee Jie
10	Steve Chen

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

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



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

**From:** Claims Dept [mailto:[claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)]

**Sent:** Tuesday, 18 February 2020 9:55 AM

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Assessment <[claims@bifrostauto.com](mailto:claims@bifrostauto.com)>; Regina <[assessment\\_ltc@bifrostauto.com](mailto:assessment_ltc@bifrostauto.com)>;  
[claims\\_ltr@bifrostauto.com](mailto:claims_ltr@bifrostauto.com); Claims Dept <[claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com)>

**Subject:** Fwd: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020.

WITHOUT PREJUDICE

RE-SENT.

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept

----- Forwarded message -----

From: **Claims Dept** <[claims\\_ltm@bifrotauto.com](mailto:claims_ltm@bifrotauto.com)>

Date: Mon, 17 Feb 2020 at 12:07

Subject: Re : PRS for our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020.

To: <[imt\\_claim@lonpac.com](mailto:imt_claim@lonpac.com)>

Cc: Assessment <[claims@bifrotauto.com](mailto:claims@bifrotauto.com)>, Regina <[assessment\\_ltc@bifrotauto.com](mailto:assessment_ltc@bifrotauto.com)>, Claims Dept <[claims\\_ltv@bifrotauto.com](mailto:claims_ltv@bifrotauto.com)>, <[claims\\_ltr@bifrotauto.com](mailto:claims_ltr@bifrotauto.com)>

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Poh Choo Hock, to notify you of the aforesaid accident involving our client's vehicle SHA 8694 U and your insured's vehicle YP 2716 A on 11.02.2020.

Please find enclose our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against YP 2716 A for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

**PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.**

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

**Premises for the Pre-repair inspection:** Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

**Contact Person:** Ms Lim / Ms Lee

**Contact Email:** [claims\\_ltv@bifrostauto.com](mailto:claims_ltv@bifrostauto.com) / [claims\\_ltm@bifrostauto.com](mailto:claims_ltm@bifrostauto.com)

VEH IN (Date & Time) : **17.02.2020 / AFTER 3 PM**

PRS ARRANGEMENT (Date & Time) : **17.02.2020 / AFTER 3 PM**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

**You can protect our environment. Think before you print.**

**CONFIDENTIALITY NOTICE**

This e-mail (including any attachments) may contain information that is privileged or confidential. The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it. If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

Thanks & Regards,

Bifrost Auto Pte Ltd

Accident Claims Dept