

## Jasper Chua (LKK Auto)

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**From:** Jasper Chua (LKK Auto)  
**Sent:** May 4, 2020 1:29 PM  
**To:** geraldpo@lonpac.com  
**Cc:** Vic (LKKAuto); MT\_Claim\_SG  
**Subject:** RE: <SEEK MANDATE> FW: New assignment - PRS for t/p vehicle No : GBJ4020P - Our  
Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 - LKK REF CC4/LPC20003025/Gha3  
[External Confidential]  
**Attachments:** 1 LKK INSPECTION REPORT.PDF; 2 LKK ADJUSTMENT REPORT.PDF; 3 LKK INSPECTION  
PHOTOS.PDF; 4 LKK REINSPECTION PHOTOS.PDF; TP\_LOD.PDF

Dear Sir/Madam,

We refer to the subject matter.

It is in the view of conflicting versions, we propose for a 50/50 liability or since TP can't prove that Insured vehicle rolled back, we will deny TP claim as per BOLA 27.

Summary to offer to repairer **ETHOZ GROUP LTD** is as follows:

TP CLAIMED		REVISED - TO OFFER
Cost of Repair (w/gst)	\$ 3,230.06	\$ 963.00
Loss of Use (\$120 x 4 days)	\$ 480.00	\$ 480.00
SUBTOTAL		\$ 1,443.00
@ 50%		\$ 721.50
GIA Search Fee	\$ 2.00	\$ 2.00
<b>TOTAL</b>	<b>\$ 3,712.06</b>	<b>\$ 723.50</b>

Breakdown of days is as follows:

Recommended days	3 Days
Weekend / Downtime	1 Days
<b>Claim days</b>	<b>4 Days</b>

For your approval and/or further instruction 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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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**From:** Vic (LKKAuto)  
**Sent:** Wednesday, 8 April, 2020 1:49 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAuto); Jasper Chua (LKK Auto)  
**Subject:** RE: New assignment - PRS for t/p vehicle No : GBJ4020P - Our Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 - LKK REF CC4/LPC20003025/Gha3 [External Confidential]

Dear Gerald,

We refer to your below email and the contents were noted.

We are currently preparing our report and will seek for mandate approval in due course.

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:** Wednesday, 8 April, 2020 10:27 AM  
**To:** Vic (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: New assignment - PRS for t/p vehicle No : GBJ4020P - Our Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 - LKK REF CC4/LPC20003025/Gha3 [External Confidential]

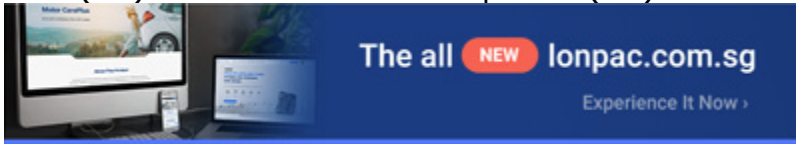
**Lonpac External - Confidential**

Dear Vic,

For your necessary action.

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:** Friday, 6 March 2020 3:11 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@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:** RE: New assignment - PRS for t/p vehicle No : GBJ4020P - Our Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 [External Confidential] - LKK REF CC4/LPC20003025/Gha3

Dear Mr Kenny,

We refer further to the below email.

TP driver reported that our Insured vehicle rolled back and collided to the front portion of his vehicle.

Our Insured Driver reported that he was not aware of the accident.

As such, we had requested for any evidence from the TP repairer. There was no video footage available, however, photos were taken and were provided to us (see attached photos).

Based on the provided photos, it is likely that there was contact between both vehicles. However, it is not conclusive enough to prove if our Insured vehicle rolled back.

As such, in view of conflicting versions, we propose for a 50/50 liability or since TP can't prove that Insured vehicle rolled back, we will deny TP claim as per BOLA 27.

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)



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**From:** KENNY LIM CHING GHEE [<mailto:kennylim@lonpac.com>]  
**Sent:** Tuesday, 25 February, 2020 10:30 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A; Vic (LKKAuto)  
**Subject:** RE: New assignment - PRS for t/p vehicle No : GBJ4020P - Our Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 [External Confidential]

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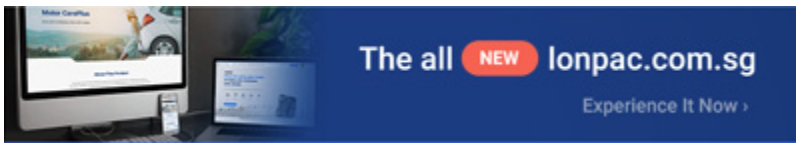
Dear Mei Kwan

Please see attachment for a copy of our Insured's GIA report.

Thank you.

Best Regards

Kenny Lim  
Asst. Claims Manager | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
DID: 6279 9256 | Fax: (65) 6296 2706



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**From:** KENNY LIM CHING GHEE  
**Sent:** Monday, 24 February 2020 11:12 am  
**To:** 'Mei Kwan (LKKAuto)'  
**Cc:** MT\_Claim\_SG ; Admin A ; Vic (LKKAuto)  
**Subject:** RE: New assignment - PRS for t/p vehicle No : GBJ4020P - Our Insd veh: XE2118X - Oref: 19/20/20/VC06/023070 [External Confidential]

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Dear Mei Kwan

Thank for the documents.

FYI, our insured has yet to report the accident todate.

Best Regards