

RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

ONG LI LI <llong@lonpac.com>

Fri 21/5/2021 11:47 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>

### Lonpac External - General

Dear Hsiao Tong

I have checked with Vfix, they have successfully claim against the TP insurer.

You may reject TP claim or insist TP to provide the Police Investigation result.

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

***In view of the latest "Heightened Alert" on COVID-19 measures, more than 50% of our staff will be working from home from 17 May to 13 June 2021. Please expect delays in our replies during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.***

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

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

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**From:** Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

**Sent:** Thursday, 20 May 2021 8:11 AM

**To:** ONG LI LI <llong@lonpac.com>

**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** Re: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

Dear Lili,

We refer to the above matter.

Both parties had given conflict of report. We have followed up with our insured repairer on the counter claim status. However insured repairer informed us to check with your good office. Kindly advise whether insured counter claim settlement was at 100% or 50% for our further action. Thank you.

**RE: Accident between SMP 4555B & XE 1865D on 01/03/2020**

wskoh@vfixauto.com.sg

Tue 18/5/2021 2:13 PM

To: Hsiao Tong (LKKAuto)

Cc: Admin A; kentsh@vfixauto.com.sg; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg



Dear Hsiao Tong,

Good day to you.

Regarding this case XE1865D and **SMP4555B** accident on 1/3/2020 have closed.

For more information you may check to our insurance.

Thank You.

**Weng Sheng**

Vfix Auto Pte Ltd | Vfix Rental Pte Ltd

7 Penjuru Close Level 1, Singapore 608779

Contact: 6455 2957 | E: [wskoh@vfixauto.com.sg](mailto:wskoh@vfixauto.com.sg)

**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,

**Hsiao Tong, Chew** | Case Handler**LKK Auto Consultants Pte Ltd**Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>**Sent:** Wednesday, 11 March, 2020 5:31 PM**To:** ONG LI LI <[long@lonpac.com](mailto:long@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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]**LPC ref: 19/20/20/VC06/023128****LKK REF: CC4/LPC20003576/Kka3**

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)

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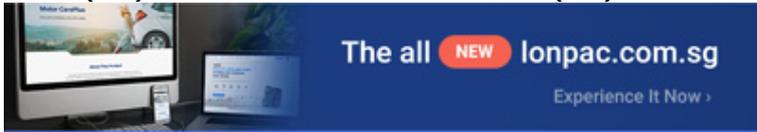
**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Thursday, 5 March, 2020 5:48 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

## Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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



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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Thursday, 5 March 2020 5:46 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@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)>; Khanchna (LKK Auto) <[khanchna@lkkauto.com](mailto:khanchna@lkkauto.com)>  
**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

LKK REF: CC4/LPC20003576/ka3  
YOUR REF: 19/20/20/VC06/023128

Dear Sirs / Madam,

We refer to the above matter.

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

Please take note that the case handler in-charge Jia Le and she can be contacted at DID: 6749 5792.

***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, 5 March, 2020 10:52 AM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@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: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

Dear Sir/Mdm,

Thank you for the assignment.

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:** ONG LI LI [<mailto:llong@lonpac.com>]  
**Sent:** Thursday, 5 March 2020 9:16 AM  
**To:** Lily Loi; MT\_Claim\_SG; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Nivitha (LKK Auto)  
**Cc:** Sharon Ten; Ling Ting An; Ong Hock Kong  
**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: 19/20/20/VC06/023128 [External General]

## **Lonpac External - General**

Without Prejudice

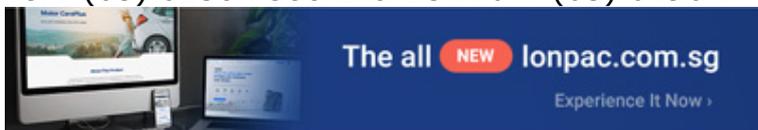
Dear Lily

Please liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear Nivitha/Summer

fya

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



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**From:** Lily Loi [<mailto:lily.loi@ow.sg>]  
**Sent:** Wednesday, 4 March 2020 7:08 PM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>  
**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: TBA [External General]

Dear Ong Li Li,

Enclosed GIA for your perusal.  
Kindly advise on liability.  
Thank you.

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Best Regards,

**Lily Loi (Ms.)**

Senior Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ** PTE. LTD.

Head office: 6 Kung Chong Road Singapore 159143

Branch: 9A Serangoon North Ave 5 Singapore 554500

Branch: 452 Tagore Industrial Ave Singapore 787823

Tel: (+65) 6472 1313 Fax: (+65) 6472 2112

Tel: (+65) 6484 9919 Fax: (+65) 6481 1011

Tel: (+65) 6452 6868 Fax: (+65) 6452 9223

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Monday, 2 March 2020 3:51 PM  
**To:** Lily Loi <[lily.loi@ow.sg](mailto:lily.loi@ow.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>  
**Subject:** RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) Our Ref: TBA [External General]

## Lonpac External - General

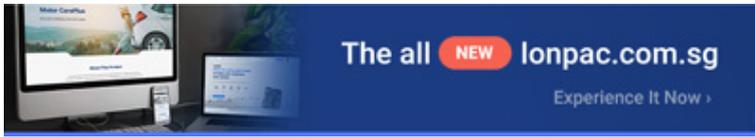
Without Prejudice

Dear Lily

Our Insured has not reported the accident.

Do you still want us to arrange survey? If so, please provide a copy of your client's GIA report so that we can register claim.

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



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**From:** Lily Loi [<mailto:lily.loi@ow.sg>]  
**Sent:** Monday, 2 March 2020 3:05 PM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Sharon Ten <[sharon@ow.sg](mailto:sharon@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Ong Hock Kong <[hockkong.ong@ow.sg](mailto:hockkong.ong@ow.sg)>  
**Subject:** PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC)

Dear Motor Claims Department,

Please arrange PRI at 9A Serangoon North Ave 5 on 03/03/2020, 10am.  
Thank you.

--

Best Regards,

**Lily Loi (Ms.)**

Senior Claims Executive, Motor Claims Department

D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ™ PTE. LTD.**

**Head office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** 452 Tagore Industrial Ave Singapore 787823

**Tel:** (+65) 6472 1313 **Fax:** (+65) 6472 2112

**Tel:** (+65) 6484 9919 **Fax:** (+65) 6481 1011

**Tel:** (+65) 6452 8868 **Fax:** (+65) 6452 9223

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