

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.

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

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 | fax: 6741 4108

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>**Sent:** Wednesday, 11 March, 2020 5:31 PM**To:** ONG LI LI <long@lonpac.com>**Cc:** MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <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 | fax: 67414108

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

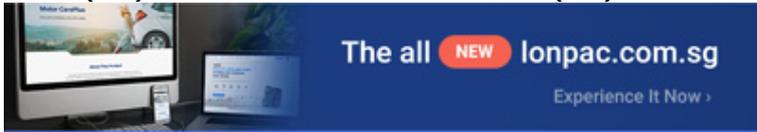
From: ONG LI LI <long@lonpac.com>
Sent: Thursday, 5 March, 2020 5:48 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <khanchna@lkkauto.com>
Subject: RE: PRI - SMP4555B CLAIMING AGAINST XE1865D DOA 01/03/2020 (LONPAC) 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>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Khanchna (LKK Auto) <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 | fax: 67414108

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, 5 March, 2020 10:52 AM
To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <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 | fax: 6256-4315

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

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; 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

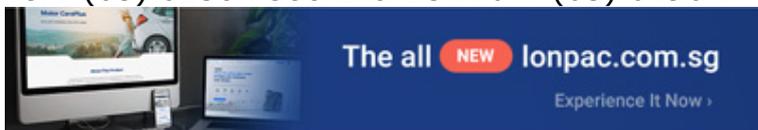
Dear Lily

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 <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <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.

--

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

Lonpac External - General

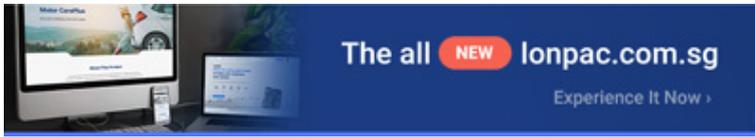
Without Prejudice

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>
Cc: Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Ong Hock Kong <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

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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

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

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Re: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

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

Fri 21/5/2021 4:06 PM

To: Lily Loi <lily.loi@ow.sg>

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

We were informed by our insured that they have successfully claim against your client insurer for this matter.

In view of this, we regret to inform you that we are unable to look into your client's claim.

We will review the matter if there is any fresh/new evidences(ie: Police Investigation Result).

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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 | fax: 6741 4108

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

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Sent:** Thursday, 20 May 2021 8:08 AM**To:** Lily Loi <lily.loi@ow.sg>**Cc:** CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** Re: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Without Prejudice

Hi Lily,

We refer to the above matter.

We noted that our insured has counter claim against your client policy. We would like to check if there is any offer/settlement on our insured counter claim against your client's insurer.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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 | fax: 6741 4108

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

From: Lily Loi <lily.loi@ow.sg>

Sent: Monday, 17 May 2021 2:04 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Any update of the offer?

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554600

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-06 Singapore 688047

Tel: (+65) 6472 1313

Tel: (+65) 6484 0010

Tel: (+65) 6481 1622

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Fax: (+65) 6481 1003

Fax: (+65) 6481 1011

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From: Lily Loi

Sent: Wednesday, 21 April 2021 4:51 PM

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

Cc: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Still no offer?

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ™ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 688047

Tel: (+65) 6472 1313

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From: Lily Loi**Sent:** Thursday, 4 March 2021 6:55 PM**To:** 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>**Cc:** Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan<Eve.tan@ow.sg>; 'CS A Team' <cs-a@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>**Subject:** RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Any update of this offer?

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

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Branch: QA Serangoon North Ave 5 Singapore 554500

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Tel: (+65) 6472 1313

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From: Lily Loi**Sent:** Monday, 1 February 2021 5:42 PM**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>**Cc:** Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan<Eve.tan@ow.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>**Subject:** RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Hsiao Tong,

Thank you for assisting.

We look forward to your next email.

Thank you

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ™ PTE. LTD.**Head Office:** 8 Kung Chong Road Singapore 160143**Branch:** QA Serangoon North Ave 5 Singapore 554500**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 6472 1313

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

Sent: Monday, 1 February 2021 5:41 PM

To: Lily Loi <lily.loi@ow.sg>

Cc: Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Without Prejudice

Hi Lily,

Case is under my care.

I will check and get back to you.

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Lily Loi <lily.loi@ow.sg>

Sent: Monday, 1 February 2021 1:08 PM

To: CS A Team <cs-a@lkkauto.com>

Cc: Adeline Lim <adeline@ow.sg>; Kaitlyn Chio <kaitlyn.chio@ow.sg>; Eve Tan <Eve.tan@ow.sg>

Subject: FW: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Hi Admin,

Please re-assign a new officer for this case as Khanchana was no longer with LKK.
Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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

OPTIMA//WERKZ PTE. LTD.

Head Office: 8 Kung Chong Road Singapore 160143

Branch: QA Serangoon North Ave 5 Singapore 554500

Branch: Blk 10 Ang Mo Kio Ind Park 2A #01-05 Singapore 568047

Tel: (+65) 6472 1313

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From: Lily Loi

Sent: Tuesday, 14 April 2020 4:16 PM

To: Admin A <admin-a@lkkauto.com>; cs-a@lkkauto.com

Cc: Sharon Ten <sharon@ow.sg>; Ling Ting An <tingan.ling@ow.sg>; Adeline Lim <adeline@ow.sg>

Subject: LOD - ACCIDENT INVOLVING SMP4555B & XE1865D ON 01/03/2020 (Lonpac)

Our Ref : SMP4555B / TP#1040

Your Ref : XE1865D

Without Prejudice

Dear Motor Claims Department,

We refer to the above mentioned accident.

We are claiming as below:

- Cost of Repair (incl. of GST)	S\$4,912.41
- Loss of Use	S\$720.00 (\$120 x 06 days)
- GIA/LTA search Fees	S\$2.00
Grand Total	S\$5,634.41

Your prompt attention is most grateful and look forward to your speedy settlement.

Thank you.

--

Best Regards,

Lily Loi (Ms.)

Senior Claims Executive, Motor Claims Department

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



Head office: 6 Kung Chong Road Singapore 159143
Branch: 9A Serangoon North Ave 5 Singapore 554500
Branch: 452 Tagore Industrial Ave Singapore 787823

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