

## Su Li (LKK Auto)

---

**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Sent:** Monday, 11 May 2020 4:28 PM  
**To:** Su Li (LKK Auto)  
**Cc:** Admin A; MT\_Claim\_SG; Jia Le (LKK Auto)  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]  
**Attachments:** Insd GIA.PDF

### Lonpac External - Confidential

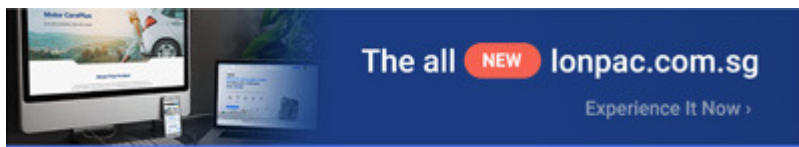
Dear Su Li

Please refer to the attachment for our Insured's 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



*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.*

---

**From:** Su Li (LKK Auto) <suli@lkkauto.com>  
**Sent:** Monday, 11 May 2020 2:46 pm  
**To:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>; Jia Le (LKK Auto) <JiaLe@lkkauto.com>  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

Dear Kenny,

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.

*\* 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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

---

**From:** KENNY LIM CHING GHEE [<mailto:kennylim@lonpac.com>]

**Sent:** Tuesday, 31 March 2020 5:00 PM

**To:** Su Li (LKK Auto); Jia Le (LKK Auto); Jia Le (LKK Auto)

**Cc:** Admin A; MT\_Claim\_SG

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

## **Lonpac External - Confidential**

Dear Su Li

Noted with thanks.

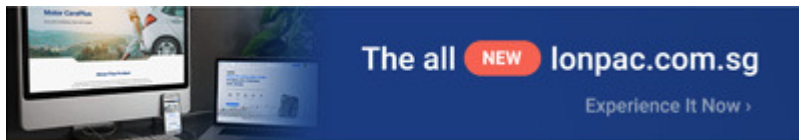
Best Regards

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



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

---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 31 March 2020 4:37 pm

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>; Jia Le (LKK Auto) <[JiaLe@lkkauto.com](mailto:JiaLe@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; NM\_Claim\_SG <[nm\\_claim@lonpac.com](mailto:nm_claim@lonpac.com)>

**Subject:** FW: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

**YOUR REF:** 20/20/20/VP05/023183

**LKK REF:** CC4/LPC20004649/T1ds3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Kindly let us have your instruction.

Please take note that the case handler in-charge is 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,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6261 5037 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) | Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 26 March, 2020 11:02 AM

**To:** 'KENNY LIM CHING GHEE' <[kennylim@lonpac.com](mailto:kennylim@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: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 30/03/2020.

**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)

---

**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Thursday, 26 March 2020 8:37 AM

**To:** [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:** FW: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

**Lonpac External - Confidential**

Dear all

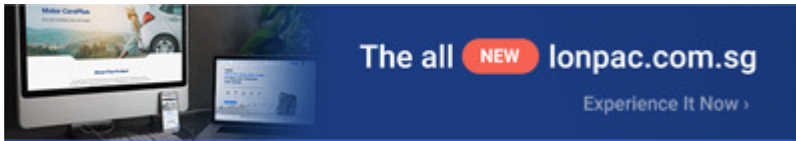
Please arrange for a PRS for t/p vehicle no. SMK 2984K at Kah Motor. PIC is Ng Sin Hai.

Attached herewith the t/p's accident footage and our Insured's GIA report for your perusal.  
Kindly do direct settlement.

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



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

---

**From:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>  
**Sent:** Wednesday, 25 March 2020 7:38 pm  
**To:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

Dear Kenny,

Thank you for the email.

Please arrange a survey on 30/03/2020 morning.

Thank you and have a nice day, ☺

Warmest Regards,

Ng Sin Hai  
**Kah Motor Co. Sdn. Bhd**  
(A member of Oriental Holdings Berhad)  
Body Repair & Paint Centre  
255 Alexandra Road  
Singapore 159937  
DID: 6471 5419  
HP: 9072 1769  
E-mail: [shng@honda.com.sg](mailto:shng@honda.com.sg)



Visit our  
Facebook page



*Please consider the environment before printing this email*

**CONFIDENTIAL NOTE:** The Information contained in the e-mail is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you for your collaboration.

---

**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Wednesday, 25 March 2020 4:31 PM

**To:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>

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

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

## **Lonpac External - Confidential**

Without Prejudice

Dear Sin Hai

We will get LKK to survey your client's vehicle and propose direct settlement.

Please let us have your confirmation.

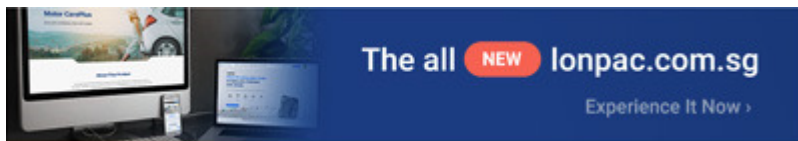
Best Regards

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



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

---

**From:** KENNY LIM CHING GHEE

**Sent:** Monday, 23 March 2020 3:17 pm

**To:** 'Ng Sin Hai' <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>

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

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020 - Oref: 20/20/20/VP05/023183 [External Confidential]

## **Lonpac External - Confidential**

Without Prejudice

Dear Sin Hai

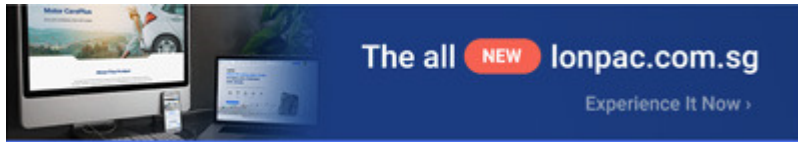
Our Insured is reviewing the footage and we shall revert soon.

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



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

---

**From:** Ng Sin Hai  
**Sent:** Monday, 23 March 2020 2:45 pm  
**To:** KENNY LIM CHING GHEE  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$ [External Confidential]

Dear Kenny,

Kindly advise on the liability for this case.

Thank you and have a nice day,☺

Warmest Regards,

Ng Sin Hai  
**Kah Motor Co. Sdn. Bhd**  
*(A member of Oriental Holdings Berhad)*  
Body Repair & Paint Centre  
255 Alexandra Road  
Singapore 159937  
DID: 6471 5419  
HP: 9072 1769  
E-mail: [shng@honda.com.sg](mailto:shng@honda.com.sg)



BLUE SKIES FOR  
OUR CHILDREN



Visit our  
Facebook page



**Please consider the environment before printing this email**

**CONFIDENTIAL NOTE:** The Information contained in the e-mail is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you for your collaboration.

---

**From:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>  
**Sent:** Monday, 16 March 2020 10:32 AM  
**To:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$ [External Confidential]

## Lonpac External - Confidential

Dear Sin Hai

Thanks for the video. We shall revert very soon.

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



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

---

**From:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>

**Sent:** Friday, 13 March 2020 5:40 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)>

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$ [External Confidential]

Dear All,

Attached is the video.

Thank you and have a nice day,☺

Warmest Regards,

Ng Sin Hai

**Kah Motor Co. Sdn. Bhd**

*(A member of Oriental Holdings Berhad)*

Body Repair & Paint Centre

255 Alexandra Road

Singapore 159937

DID: 6471 5419

HP: 9072 1769

E-mail: [shng@honda.com.sg](mailto:shng@honda.com.sg)



BLUE SKIES FOR  
OUR CHILDREN



Visit our  
Facebook page



*Please consider the environment before printing this email*

CONFIDENTIAL NOTE: The Information contained in the e-mail is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you for your collaboration.

---

**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Friday, 13 March 2020 10:26 AM

**To:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>

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

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$ [External Confidential]

**Lonpac External - Confidential**

Without Prejudice

Dear Sin Hai

There are conflicting versions of the accident based on the two reports. As such, direct settlement is not possible.

If you have any supporting evidence like videos and photos, please let us have them for our deliberation.

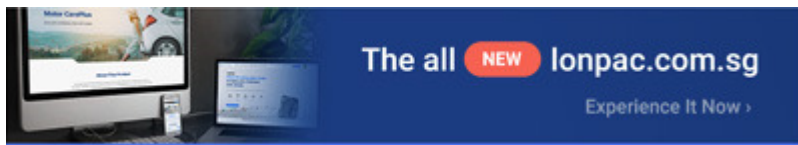
Best Regards

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



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

---

**From:** Ng Sin Hai <[shng@kahmotor.onmicrosoft.com](mailto:shng@kahmotor.onmicrosoft.com)>

**Sent:** Friday, 13 March 2020 9:41 am

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

**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$

Dear All,

I understand that your insured has file the report, kindly advise on the liability for this case.

Thank you and have a nice day,☺

Warmest Regards,

Ng Sin Hai  
**Kah Motor Co. Sdn. Bhd**  
*(A member of Oriental Holdings Berhad)*  
Body Repair & Paint Centre  
255 Alexandra Road  
Singapore 159937  
DID: 6471 5419  
HP: 9072 1769  
E-mail: [shng@honda.com.sg](mailto:shng@honda.com.sg)



Visit our  
Facebook page



*Please consider the environment before printing this email*

CONFIDENTIAL NOTE: The Information contained in the e-mail is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you for your collaboration.

---

**From:** Ng Sin Hai  
**Sent:** Wednesday, 11 March 2020 2:25 PM  
**To:** [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)  
**Subject:** RE: 3rd party direct settlement for SMK2984K/ & your insured SLF4423M /DOA:10/03/2020/Est \$

Dear MotorClaims,

Please refer to the attached pdf, we are assisting our insured vehicle SMK2984K to file a 3rd party claim against your insured vehicle SLF4423M.

Kindly assist and expedite to check the claim liability soonest and to request for direct settlement.

Thank you and have a nice day,☺

Warmest Regards,

Ng Sin Hai  
**Kah Motor Co. Sdn. Bhd**  
*(A member of Oriental Holdings Berhad)*  
Body Repair & Paint Centre  
255 Alexandra Road  
Singapore 159937  
DID: 6471 5419  
HP: 9072 1769  
E-mail: [shng@honda.com.sg](mailto:shng@honda.com.sg)



Visit our  
Facebook page

CONFIDENTIAL NOTE: The Information contained in the e-mail is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail. Thank you for your collaboration.



---

This email has been checked for viruses by AVG antivirus software.  
[www.avg.com](http://www.avg.com)