

Shirley Hiew (LKK Auto)

From: Shirley Hiew (LKK Auto)
Sent: Tuesday, 19 May 2020 11:01 am
To: GERALD POH WEE BIN
Cc: MT_Claim_SG
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020 [External Confidential]

Dear Gerald,

Thanks & noted.

We will submit our report accordingly.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 19 May 2020 10:59 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020 [External Confidential]

Lonpac External - Confidential

Dear Shirley,

Your Preliminary Advice dated 2/4/2020 refers.

We have earlier authorized repair on 2/4/2020 at \$7,994.10 with checked items of \$2,787.40.

As your mandate is within the amount given to you, it is already sufficient.

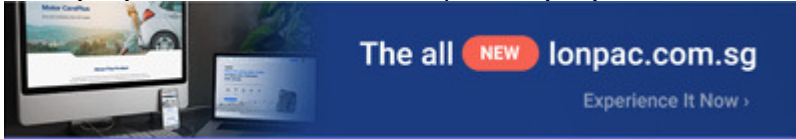
Best Regards

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



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

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From: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Tuesday, 19 May 2020 10:51 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Gerald,

Enclosed addendum of Preliminary Advice.

Kindly let us have your final approval please.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315

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

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Tuesday, 19 May 2020 10:34 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Dear Shirley,

The supplementary items of \$290.00 was submitted by you on 17/4/2020 and we have authorized repair.

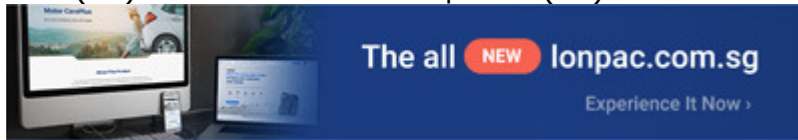
Best Regards

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Tuesday, 19 May 2020 10:18 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Gerald,

Kindly inform there is no Merimen create of the said vehicle.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@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>

Sent: Tuesday, 19 May 2020 8:24 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Dear Shirley,

Please upload your documents in Merimen.

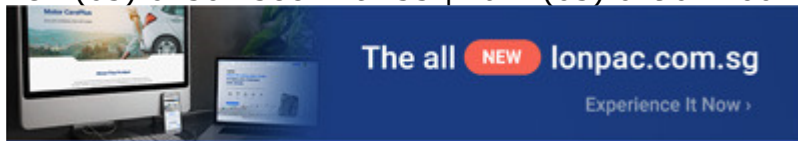
Best Regards

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Monday, 18 May 2020 3:56 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Gerald,

Enclosed preliminary revised of vehicle SFB 3344G Date of survey: 02/04/2020

Number of days : 4 days

Kindly let us have your authorize approval.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: Shirley Hiew (LKK Auto)

Sent: Friday, 17 April 2020 10:50 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Hi Gerald,

Thanks and noted.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, 17 April 2020 10:35 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Dear Shir;ey,

Kindly proceed to authorized repair as adjusted.

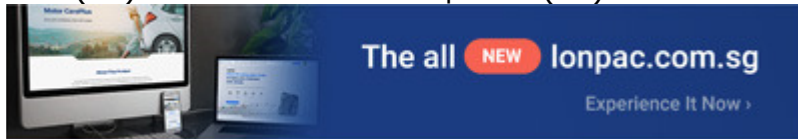
Best Regards

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Friday, 17 April 2020 10:12 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Hi Gerald,

Enclosed addendum of Preliminary Advice.

Check items our surveyor will verify it and update you after re-survey conduct.

Kindly let us have your supplementary approval please.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315

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

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 17 April 2020 9:40 am
To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Dear Shirley,

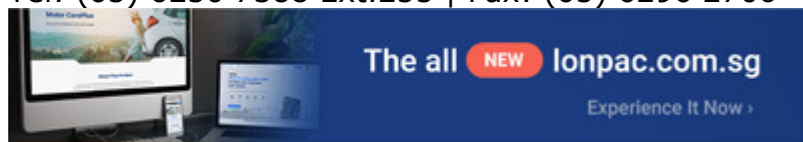
Your have stated in your Preliminary Advice that the amount of \$9,850.10 is inclusive of checked items but you have also indicated another checked items of \$1,814.40.

Please verify your figures again as there are 2 sets of checked item.

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Thursday, 16 April 2020 5:23 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Hi Gerald,

Another check items amount \$1,814.40 our surveyor will verify it after re-survey conduct.

Kindly let us have your approval of the supplementary first.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Thursday, 16 April 2020 12:00 pm

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Hi Shirley,

Your amount of \$9,850.10 already include checked items but there is another amount of \$1,814.40 for checked items again.

Please verify.

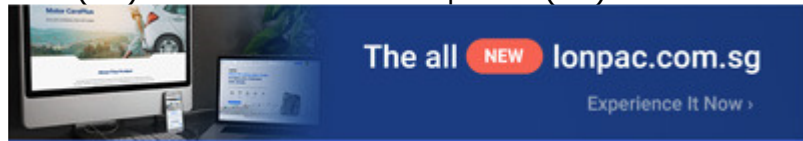
Best Regards

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]

Sent: Thursday, 16 April 2020 11:29 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Gerald,

Enclosed preliminary revised of vehicle SFB 3344G Date of survey: 02/04/2020

Number of days : 4 days

Kindly let us have your supplementary approval please.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Friday, 3 April 2020 10:58 am

To: Shirley Hiew (LKK Auto) <ShirleyHiew@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

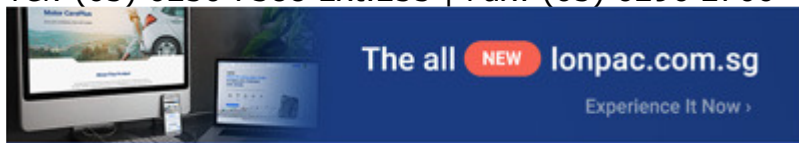
Our ref : 19/20/20/VP05/023257

Dear Shirley,

Kindly proceed to authorize repair and verify the checked items.

The excess applicable is \$500.00 (Section I).

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: Shirley Hiew (LKK Auto) [<mailto:ShirleyHiew@lkkauto.com>]
Sent: Friday, 3 April 2020 10:23 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020 [External Confidential]

Dear Gerald,

As spoken, enclosed the estimate.

Kindly let us have your approval please.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)
Sent: Friday, 3 April 2020 9:31 am
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>
Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020 [External Confidential]

Dear Gerald,

As spoken, enclosed the photo.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Shirley Hiew (LKK Auto)

Sent: Thursday, 2 April 2020 6:10 pm

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Gerald,

Enclosed preliminary revised of vehicle SFB 3344G Date of survey: 02/04/2020

Number of days : 4 days

We have Not authorise repair.

Kindly let us have your approval please.

Thank you.

Best Regards,

Shirley Hiew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Wednesday, 1 April 2020 11:21 am

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: RE: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer will arrange.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 1 April 2020 11:03 AM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020
[External Confidential]

Lonpac External - Confidential

Our ref: 19/20/20/VP05/023257

Dear Summer/Nivitha,

Kindly contact Vincent Sim at 91871871 for the survey.

At the same time, kindly request for your surveyor to look into the quantum claimed as the damages to insured 's vehicle appear minor but the estimate is more than \$20K.

The excess applicable under Section I of Motor policy is \$500.00.

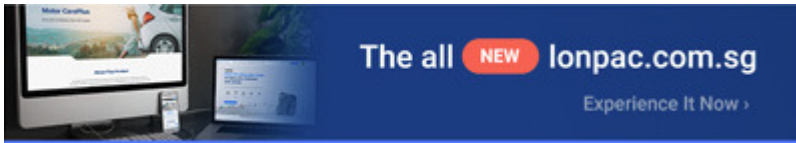
Best Regards

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: Vincent Sim [<mailto:vincent.sim@alpinemotors.sg>]

Sent: Wednesday, 1 April 2020 10:01 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Kelvin Chew <Kelvin.chew@alpinemotors.sg>; suhaimi@alpinemotors.sg

Subject: SFB3344G - CHEVROLET ORLANDO - OWN DAMAGED CLAIM - LONPAC INSURANCE BHD - DOA 27-3-2020

Dear Sir/Madam,

We hereby submit the above Own Damaged Claim for your surveyor to inspect the vehicle
take note the owner is still driving , we need to make appointment with the owner for the vehicle to be in workshop

Add to be inspected :

Person in charge :-

Suhaimi , Kelvin – 82925595 H/P.

68441985 – office phone

E-mail ;

suhaimi@alpinemotors.sg

Kelvin.chew@alpinemotors.sg

Add;

First Autoworks Pte Ltd

23, Kaki Bukit Ave 4

#04-01 (South Wing)

singapore 415933

(Vicom Building)

tel; 6844-1985

Regards,

Vincent Sim- Claims Dept

Alpine Motors Pte Ltd / Auto Germany Pte Ltd

vincent.sim@alpinemotors.sg

65113022 ext 343

H/P 9247-8842

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