

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 18 August 2020 5:02 PM  
**To:** ONG LI LI; WONG XU YANG  
**Cc:** ROLANDCHEW8@GMAIL.COM; MT\_Claim\_SG; Mei Kwan (LKKAUTO)  
**Subject:** RE: Your Ref: SMF1562C Our Ref: 19/20/20/VP05/023288 [External Confidential]

Hi Xu Yang,

For an update, we wish to inform you that the estimated claim amount is \$3,900.00 (including repair cost, loss of use, towing fee).

We shall proceed to seek mandate and resolve the matter at best.

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,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 29 June 2020 9:36 AM  
**To:** WONG XU YANG <wong.xy@aia.com.sg>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** ROLANDCHEW8@GMAIL.COM; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: Your Ref: SMF1562C Our Ref: 19/20/20/VP05/023288 [External Confidential]

## Lonpac External - Confidential

Dear Xu Yang

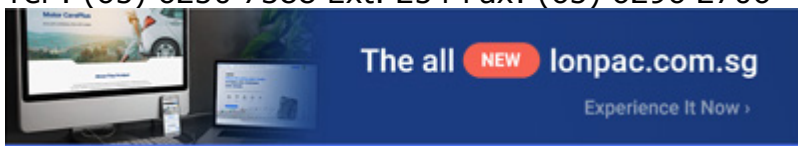
Our appointed surveyor is looking into this claim and we shall ask them to provide an update to you.

Dear Hsiao Tong

Please assist to provide an update.

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



*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.*

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**From:** WONG XU YANG [<mailto:wong.xy@aia.com.sg>]  
**Sent:** Monday, 29 June 2020 12:12 AM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Cc:** ROLANDCHEW8@GMAIL.COM; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Re: Your Ref: SMF1562C Our Ref: 19/20/20/VP05/023288 [External Confidential]

Hi Li Li,

Is there an update on the amount?

Asking on behalf of client, thanks.

Best regards,  
Xu Yang

On 20 Apr 2020, at 12:45 PM, ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)> wrote:

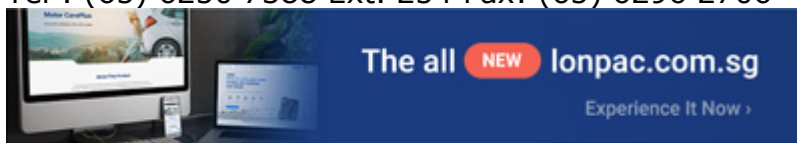
### **Lonpac External - Confidential**

Dear Xu Yang

The third party workshop has yet to quantify their claim and we have appointed surveyor to look into it.

We shall inform our surveyor to update you once we receive new information/repair estimate.

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



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

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**From:** WONG XU YANG [<mailto:wong.xy@aia.com.sg>]  
**Sent:** Monday, 20 April 2020 12:41 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

Cc: [ROLANDCHEW8@GMAIL.COM](mailto:ROLANDCHEW8@GMAIL.COM); MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

Subject: Re: Your Ref: SMF1562C Our Ref: 19/20/20/VP05/023288 [External Confidential]

Hi Li Li,

Client is keen to know the claim amount.

Please advise, thanks.

Best regards,

Xu Yang

On 20 Apr 2020, at 12:06 PM, ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)> wrote:

**Lonpac External - Confidential**

Dear Sirs

Please see attached.

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