

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 19 August 2020 8:27 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** <Seek Mandate>: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs(FBN2818T).pdf; Email to LPC & OI agent dd 180820.pdf

Your ref : **19/20/20/VP05/023288**  
Our ref : CC4/LPC20005286/Nps3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SMF1562C(LONPAC) AND FBN2818Y(TP) ON 03/04/2020**

We refer to the above matter.

The accident occurred when our insured driver changed lane and collided with third party. Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"BIKE PRODUCTION PTE LTD"** at **\$3,758.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,604.58	\$ 3,531.00
2. Loss of Use (5days x \$40.00)	\$ 200.00	\$ 120.00 (4days x \$30.00)
3. Towing Fee	\$ 107.00	\$ 107.00 (Subject to invoice)
<b>Total</b>	<b>\$ 6,911.58</b>	<b><u>\$ 3,758.00</u></b>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

*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:** Su Li (LKK Auto) <suli@lkkauto.com>

**Sent:** Friday, 8 May 2020 10:21 AM

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

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Subject:** RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818Y DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle FBN 2818Y at M/s BIKE PRODUCTION PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

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

Kindly take note that the case handler in-charge Hsiao Tong.

***To check availability of the case handler, you may contact the undersigned.***

***\* 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)

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]

**Sent:** Monday, 27 April 2020 10:31 AM

**To:** Su Li (LKK Auto)

**Cc:** MT\_Claim\_SG; Admin A; Hsiao Tong (LKKAuto)

**Subject:** RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

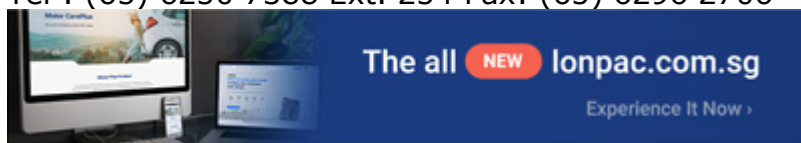
## Lonpac External - Confidential

Dear Su Li/Hsia Tong

Please see attached for our Insured's GIA report.

Remember to update Insured/Agent on the claim amount before proceeding further.

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

**Sent:** Monday, 27 April 2020 9:46 AM

**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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report for our necessary action.

Kindly take note that the case handler in-charge is Hsiao Tong and she can be contacted at DID: 6742 3197

*To check availability of the case handler, you may contact the undersigned.*

*\* 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)

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**From:** Admin-D (LKKAUTO)  
**Sent:** Monday, 20 April 2020 2:38 PM  
**To:** ONG LI LI; assignments; SUR; Admin A  
**Cc:** MT\_Claim\_SG  
**Subject:** Re: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

**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,**

**Summer Lee** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | 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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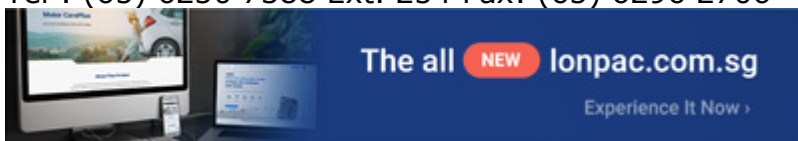
**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Monday, 20 April 2020 12:46 PM  
**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

## **Lonpac External - Confidential**

Dear Summer

Please note that our Insured is keen to know the TP claim amount. Please ask the claims handler to update him/us when this information is received.

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:** Admin-D (LKKAUTO) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Monday, 20 April 2020 10:38 AM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Re: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

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**Best Regards,**

**Summer Lee** | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | 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 <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Monday, 20 April 2020 9:06 AM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: CLAIM AGAINST YOUR INSURED - SMF1562C AND OUR INSURED - FBN2818T DOA:3 APR 2020 Our Ref: 19/20/20/VP05/023288 [External Confidential]

## **Lonpac External - Confidential**

Dear Nivitha

Please see below and arrange TP survey.

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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Sent from my iPhone

> On 17 Apr 2020, at 5:46 PM, Sbk E <[sbk5643e@yahoo.com](mailto:sbk5643e@yahoo.com)> wrote:  
>

> Dear Sir,  
>  
> Please kindly help to link up your claims department as we will like to arrange a SJE for this matter for pre-repair inspection.  
Please contact us via email or 87891911. Thank you.  
>  
> Regards,  
>  
> Kwan S. H.  
> Director  
> Bike Production Pte Ltd

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