

## Shiau Chan (LKKAUTO)

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**From:** Shiau Chan (LKKAUTO)  
**Sent:** Tuesday, 28 April 2020 11:13 AM  
**To:** ONG LI LI; assignments; SUR  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: OD claim - GBF 8402 R Our CLaim Ref: 20//20/20/VC00/023322 [External Confidential]  
**Attachments:** GBF8402R IA.pdf

Dear Ms Ong,

Yes. They are dealer workshop.

Please refer to the latest preliminary advice of GBF 8402R as attached.  
The repairer able to repair the vehicle at Lump Sum \$5,700.00. (Please note that the nett value \$5,654.00)

We have not authorise repair.

Kindly advise on authorisation.

**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.**

Thanks & Regards,

Shiau Chan (Ms)  
LKK Auto Consultants Pte Ltd

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**From:** ONG LI LI [mailto:llong@lonpac.com]  
**Sent:** Tuesday, 28 April 2020 10:52 AM  
**To:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: OD claim - GBF 8402 R Our CLaim Ref: 20//20/20/VC00/023322 [External Confidential]

### **Lonpac External - Confidential**

Dear Shiau Chan

Policy only allows "LONPAC'S AUTHORISED WORKSHOPS or DISTRIBUTOR OWNED MOTOR WORKSHOP"

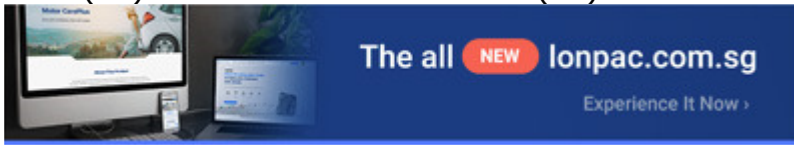
So is this workshop under "DISTRIBUTOR OWNED MOTOR WORKSHOP"?

Please confirm and reply.

Thank you.

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:** ONG LI LI

**Sent:** Tuesday, 28 April 2020 9:57 AM

**To:** Shiau Chan (LKKAUTO) <[siewsc@lkkauto.com](mailto:siewsc@lkkauto.com)>; 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: OD claim - GBF 8402 R Our CLaim Ref: 20//20/20/VC00/023322 [External Confidential]

**Lonpac External - Confidential**

Dear Shiau Chan

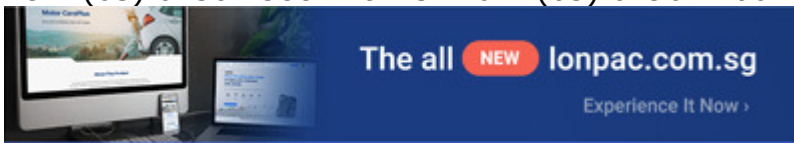
Is this the dealer workshop?

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:** Shiau Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]

**Sent:** Tuesday, 28 April 2020 9:44 AM

**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@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: OD claim - GBF 8402 R [External Confidential]

Dear Gerald,

Enclosed herewith preliminary advice of GBF 8402R.

Repairer agreed to repair the vehicle within Lump Sum \$5,000.00.

We have not authorise repair.

Kindly advise on authorisation and claim number.

**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.**

Thanks & Regards,

Shiau Chan (Ms)  
LKK Auto Consultants Pte Ltd

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**From:** Admin-D (LKKAuto)  
**Sent:** Monday, 27 April 2020 10:58 AM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@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: OD claim - GBF 8402 R [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:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Monday, 27 April 2020 10:48 AM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: OD claim - GBF 8402 R [External Confidential]

**Lonpac External - Confidential**

Our ref: To be advised

Dear Summer,

Kindly proceed to survey and revert.

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

For your information , this is a NON MERIMEN case.

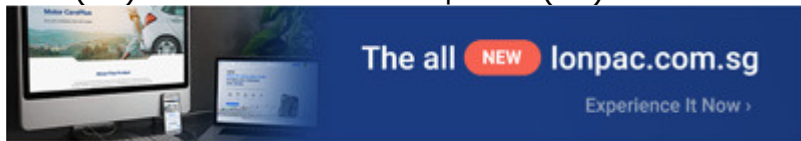
Best Regards

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



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

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**From:** Brian Eng Kwok Long [<mailto:EngKwokLong@goldbell.com.sg>]

**Sent:** Friday, 24 April 2020 4:31 pm

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

**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>; Catherine Chong Kai Ling <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; Soo Leong Keat <[SooLeongKeat@goldbell.com.sg](mailto:SooLeongKeat@goldbell.com.sg)>

**Subject:** OD claim - GBF 8402 R

Dear Sir/Madam,

Kindly refer to the attached above.

Please arrange for survey.

Thanks & Best Regards,

**NOTICE:**

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



**Brian Eng Kwok Long | Goldbell Engineering Pte Ltd**

Customer Service Advisor, Motor Claims

DID: +65 6864 0637 | Tel: +65 6861 0007 | Fax: +65 6863 0425 |

Mobile: +65 9755 7336 |

