

Veron Chen (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 27 July 2020 1:25 PM
To: Rasul (LKKAuto)
Cc: MT_Claim_SG
Subject: FW: Your Ref: 19/19/20/VC05/023331 SBS Ref: 201906564/RC/LM [External Confidential]
Attachments: VAC's reply.pdf

Lonpac External - Confidential

Dear Rasul,

Attached photos and comments from TP for your attention.

Please let us have your opinion and advise if you are maintaining your adjustment as per your survey report of 11 May 2020.

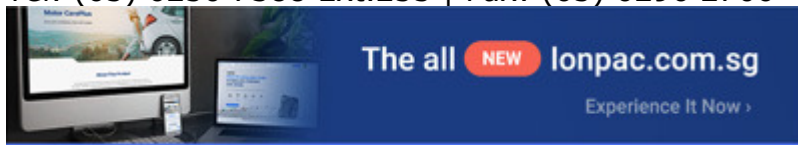
Best Regards

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



From: Yoong Lee Moi [mailto:yoonglm@comfortdelgro.com]
Sent: Monday, 27 July 2020 12:36 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: Your Ref: 19/19/20/VC05/023331 SBS Ref: 201906564/RC/LM

Without Prejudice

Dear Gerald,

We refer to your letter of 15/07/2020.

We enclose our surveyor's reply for your attention.

Please let us have your reply soonest as possible.

Thanks & Regards,
Yoong Lee Moi
Claims Officer
Claims Department

DID: 6383 7283

Fax: 6383 7626

NOTICE ON COVID-19

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore. For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting. All submission of claim related documents and information shall be in softcopy through email. I am contactable through my email; yoonglm@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID; 63837283. Thank you.

We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at peterjc@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.

THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.

From: Yoong Lee Moi <yoonglm@comfortdelgro.com>

Sent: Wednesday, 15 July 2020 11:45 AM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Your Ref: 19/19/20/VC05/023331 SBS Ref: 201906564/RC/LM

Without Prejudice

Dear Gerald,

We refer to your letter dated 18/06/2020.

As much as we would like to resolve this claim expeditiously, we cannot accept your offer at \$7,781.11 as it is too low for our consideration.

To resolve this claim amicably, we are prepared to accept a global sum of **\$11,500/-**.

Please let us have your reply.

Thanks & Regards,
Yoong Lee Moi
Claims Officer
Claims Department
DID: 6383 7283
Fax: 6383 7626

NOTICE ON COVID-19

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation in Singapore. For the health and safety of our customer, service providers and employees, we regret that we are unable to entertain any physical meetings for the time being and suggest that all communications be done through email, phone call and virtual meeting. All submission of claim related documents and information shall be in softcopy through email. I am contactable through my email; yoonglm@comfortdelgro.com and for urgent matters, please do not hesitate to reach out to me through DID; 63837283. Thank you.

We are committed to excellence. For our continual improvement, please contact Mr Peter Chelliah at peterjc@comfortdelgro.com if you have any suggestions or have yet to receive a response to your issue. We welcome your feedback.

The information contained in these documents may be privileged and confidential and is intended for the exclusive use of the addressee designated above. If you are not the addressee, any disclosure, reproduction, distribution or other dissemination or use of this communication is strictly prohibited. If you have received this transmission in error, please notify the sender immediately.

THE MESSAGE IS CONFIDENTIAL. ANY UNAUTHORISED DISCLOSURE, USE OR DISSEMINATION, EITHER WHOLE OR PARTIAL, IS PROHIBITED.

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Corporation Limited [Registration No. 200300002K]

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.