

RE: <SEEK MANDATE>- Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020
- Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Mon 16/11/2020 3:23 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

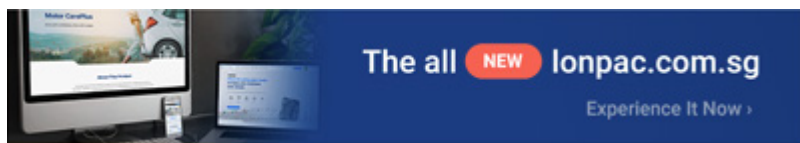
Lonpac External - Confidential

Dear Hsiao Tong
Please proceed as per your recommendations.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Friday, 13 November 2020 3:10 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: <SEEK MANDATE>- Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

Without Prejudice

Hi Kenny,

We refer to our below email.

Kindly let us have your instruction. Thanks.

***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 | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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

From: Hsiao Tong (LKKAUTO)

Sent: Thursday, 29 October 2020 1:48 PM

To: KENNY LIM CHING GHEE

Cc: MT_Claim_SG ; Admin A

Subject: - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

Your ref : **19/20/20/VC05/023479**

Our ref : CC4/LPC20007558/R1pa3s2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBB7825G(LONPAC) AND SMK1699R(TP) ON 20/07/2020

We refer to the above matter.

Third party video footage shows that traffic light was in third party's favour. Third party had the right of way.

Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"KAH MOTOR CO SDN BERHAD"** at **\$23,337.65(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 27,937.04	\$ 22,377.65 (\$20,913.69 +7%GST)
2. Loss of Use (16days x \$80.00)	\$ 1,280.00	\$ 960.00 (16days x \$60.00)(w/GST)
Total	\$ 29,217.04	<u>\$ 23,337.65</u>
Market Value	: \$76,000.00 (est)	
LTA Rebate	: \$34 661.00 (est)	
Nett Value	: \$41,339.00 (est)	

Surveyor recommended 16days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741

4108

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

S(408933)

From: Mei Kwan (LKKAUTO)

Sent: Friday, 24 July 2020 11:26 AM

To: KENNY LIM CHING GHEE

Cc: MT_Claim_SG ; Admin A ; Hsiao Tong (LKKAUTO)

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

YOUR REF: 19/20/20/VC05/023479

LKK REF: CC4/LPC20007558/R1pa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please 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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 22 July, 2020 5:04 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

Hi Kenny,

Contents noted.

We will inform third party repairer accordingly.

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 | Fax: 6741

4108

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

S(408933)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 22 July 2020 4:55 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 *** LKK REF: CC4/LPC20007558/R1pa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Thank you for the update and please proceed with direct settlement.

Thank you.

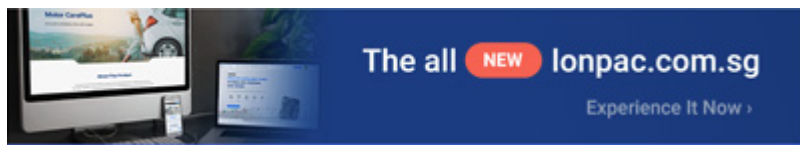
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 22 July 2020 3:27 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 [External Confidential] *** LKK REF: CC4/LPC20007558/R1pa3

Hi Kenny,

Attached is a copy of video footage from third party. Third party was turning right with green arrow. Third party had the right of way.

We have called and spoken to our driver, Mr Loh to verify the nature of accident. He mentioned that the traffic light was green for turning left only, not for going straight. He accidentally followed the truck on his left side to move and resulted the accident. He understand that liability is down against him.

Kindly advise if we may proceed DS with third party repairer. 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 | Fax: 6741

4108

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

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Wednesday, 22 July 2020 2:47 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 [External Confidential] *** LKK REF: CC4/LPC20007558/R1pa3

Dear Kenny,

Noted. Please email us TP supporting document – GIA report.

Meantime, we will request video footage from TP.

Our respective case handler will look into the matter and get back to you in due course.

Hi Hsiao Tong,

Kindly assist.

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 22 July, 2020 2:12 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 [External Confidential]

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Dear Summer

With regards to the above matter, I believe the workshop may be proposing Direct Settlement. But before that, we appreciate if you can engage our Insured driver has ran the red light which resulted in the accident.

Thanks.

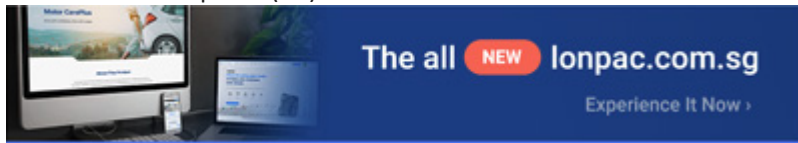
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Sent: Tuesday, 21 July 2020 5:41 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Tuesday, 21 July, 2020 5:34 PM

To: 'assignments' <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: New Assignment (PRS) - Accident involving GBB7825G (OI) & SMK1699R on 20/07/2020 - Oref: 19/20/20/VC05/023479 [External Confidential]

Lonpac External - Confidential

Dear team

Please arrange for a PRS of t/p vehicle SMK1699R at Kah Motor. Person to contact is Ng Sin Hai.

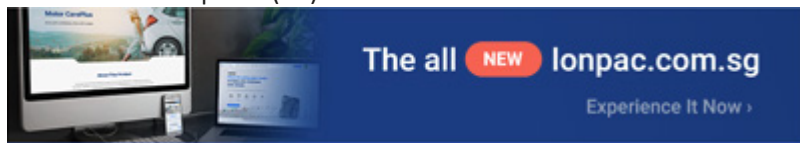
DID: 6471 5419

HP: 9072 1769

E-mail: shng@honda.com.sg

A copy of Insured's GIA report is attached for your perusal.

Best Regards
Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Ng Sin Hai <shng@kahmotor.onmicrosoft.com>

Sent: Tuesday, 21 July 2020 3:29 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: 3rd party direct settlement SMK1699R & your insured GBB7825G/DOA:20/07/2020/Est \$

Dear All,

Please refer to the attached pdf, we are assisting our insured vehicle SMK1699R to file a 3rd party claim against your insured vehicle GBB7825G and to request for direct settlement.

Kindly assist and expedite to check the claim liability soonest.

Please arrange for a survey on 22/07/2020 morning.

Thank you and have a nice day,☺

Warmest Regards,

Ng Sin Hai

Kah Motor Co. Sdn. Bhd

(A member of Oriental Holdings Berhad)

Body Repair & Paint Centre

255 Alexandra Road

Singapore 159937

DID: 6471 5419

HP: 9072 1769

E-mail: shng@honda.com.sg



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