

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Friday, 7 August, 2020 5:02 PM
To: 'KENNY LIM CHING GHEE'
Cc: MT_Claim_SG; Cecilia Chong (LKK Auto); Admin A
Subject: RE: New Assignment (PRS) - Direct Settlement - Accident involving GBC3278G (OI) & SLV82E on 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED-.pdf
Categories: HMK

LPC REF: 19/20/20/VC05/023406
LKK REF: CC4/LPC20007859/Gga3

Dear Sir / Madam,

We refer to the above matter.

We had inspected TP vehicle SLV 82E on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Please take note that the case handler in-charge is Cecilia.

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, 29 July, 2020 6:02 PM
To: 'SUR' <sur@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: New Assignment (PRS) - Direct Settlement - Accident involving GBC3278G (OI) & SLV82E on 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Importance: High

Lonpac External - Confidential

Dear team

Please arrange for a PRS of t/p vehicle SLV82E at Wearnes Automotive Pte Ltd.

Date of Survey – 4th August 2020

Time – 10am to 12pm

Contact Person: Michelle Ong/ **M** (65) 9129 4556 **F** (65) 6264 7137

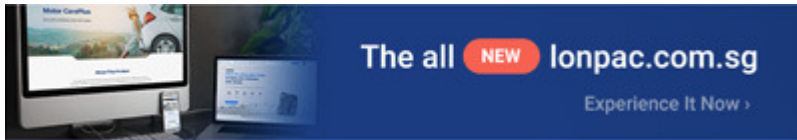
Best Regards

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Wednesday, 29 July 2020 5:05 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

Importance: High

Dear Kenny,

Please arrange for survey on 4th Aug 2020 Tuesday between 10am to 12pm.

Kindly confirm appt in writing.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 **F** (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

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

Sent: Tuesday, 21 July 2020 5:24 PM

To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

Lonpac External - Confidential

Dear Michelle

Without Prejudice

As spoken, we confirm liability and do let us have details of the survey soon.

Thank you.

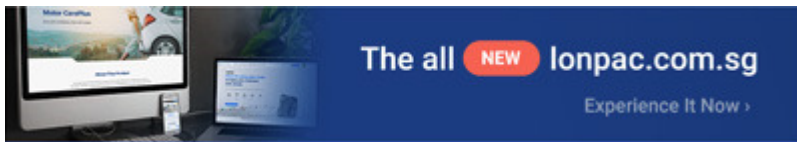
Best Regards

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Tuesday, 21 July 2020 4:50 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

Importance: High

Dear Kenny,

Please find attached for your insured driver's details given to my customer when he came back to the scene. The other one is the correspondence between my customer and the said driver.

Please give me an update of the status as my customer is intending to engage lawyer to represent her already as this is taking too long and there's no reason to delay when the proof and evidence are all provided.

Kindly revert on urgent basis.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: Michelle Ong Siew Bee
Sent: Tuesday, 14 July 2020 3:29 PM
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Importance: High

Dear Kenny,

Any updates on liability clearance?

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 7 July 2020 4:25 PM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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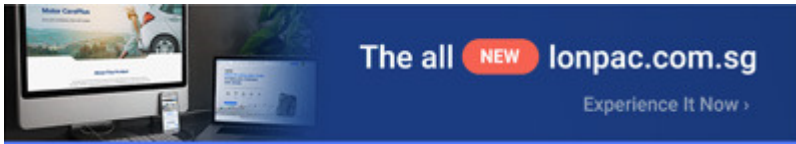
Dear Michelle

In that case, we will check and revert to you again.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555



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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Tuesday, 7 July 2020 4:24 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Importance: High

Dear Kenny,

Better to get liability cleared first.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 7 July 2020 4:21 PM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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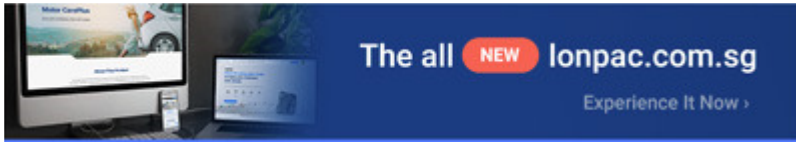
Dear Michelle

I will need to engage with our Insured first. Meantime, would you want to arrange for a PRS?

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Tuesday, 7 July 2020 4:16 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Importance: High

Dear Kenny,

Yes, that is why I can only provide you the 2 front footages and rear footage that shows the impact.

Please note that my customer's vehicle was parked stationary when the incident happened.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.wearnes.com michelle.ong@wearnes.com

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 7 July 2020 4:12 PM
To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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Hi Michelle

Just to clarify that you don't have a longer footage of the alleged incident?

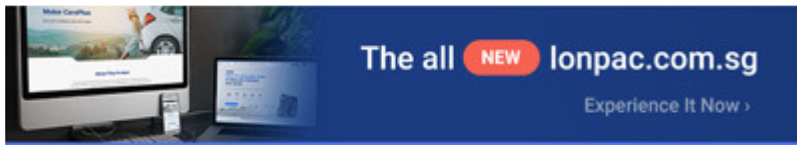
Best Regards

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Tuesday, 7 July 2020 3:25 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

Importance: High

Dear Kenny,

This video footage was unedited nor was it a cut version footage.

It was downloaded directly from the SD card thru the dash cam software.

From the attachments, file ending 125048 (Front Footage) is right after file ending 125045 (Front Footage). Rear footage is the one showing the impact of contact.

Hope this clarifies.

Best regards,

Michelle Ong

Service Consultant

Bodyshop & Paint



Wearnes Automotive Pte. Ltd.

249 Alexandra Road Singapore 159103

M (65) 9129 4556 F (65) 6264 7137

www.wearnes.com michelle.ong@wearnes.com

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

Sent: Tuesday, 7 July 2020 3:16 PM

To: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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Hi Michelle

Without Prejudice

From the three video footages you provided, we are unable to ascertain there was indeed a collision between your client and our insured's vehicles.

Are you able to provide us with a full length uncut version so that we can investigate further?

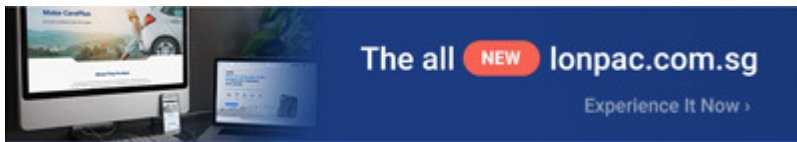
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>

Sent: Friday, 3 July 2020 12:11 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

Importance: High

Dear Kenny,

Please find the clearer video footages as attached.

Appreciate your reply soonest possible.

Thanks.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103

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From: Michelle Ong Siew Bee
Sent: Wednesday, 1 July 2020 10:30 AM
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]
Importance: High

Dear Kenny,

Please find video footage as attached.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



Wearnes Automotive Pte. Ltd.
249 Alexandra Road Singapore 159103
M (65) 9129 4556 F (65) 6264 7137
www.earnes.com michelle.ong@earnes.com

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Wednesday, 1 July 2020 10:05 AM
To: Michelle Ong Siew Bee <michelle.ong@earnes.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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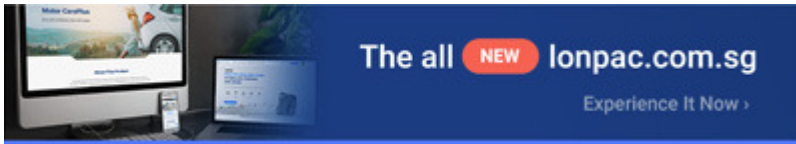
Dear Michelle

Without Prejudice

We refer to our email on 18 June 2020 and appreciate your reply soon.

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: KENNY LIM CHING GHEE
Sent: Thursday, 18 June 2020 11:22 am
To: 'Michelle Ong Siew Bee' <michelle.ong@wearnes.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020 - 19/20/20/VC05/023406 [External Confidential]

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Without Prejudice

We acknowledge receipt of your email dated 17 June 2020.

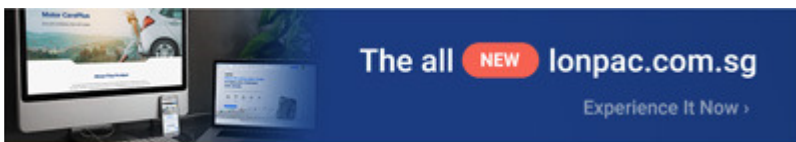
Please be advised that we are investigating into the accident and cannot confirm liability at this juncture. We do appreciate if you can send us a copy of the video footage to expedite the investigation process.

Meantime, please advise whether you want to have your client's vehicle surveyed first.

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: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Wednesday, 17 June 2020 8:00 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Fwd: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020

Dear Sirs,

Please assist.

Thanks and Regards,
Michelle Ong

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From: Michelle Ong Siew Bee <michelle.ong@wearnes.com>
Sent: Wednesday, 17 June 2020, 19:49
To: mt_claims@lonpac.com
Cc: GERALD POH WEE BIN
Subject: Direct Settlement - Our Ref: SLV82E Your Insured SLV82E DOA 15/06/2020

Dear Sirs,
We refer to the above matter.
Attached for Direct Settlement.
Kindly revert asap.

Best regards,

Michelle Ong
Service Consultant
Bodyshop & Paint



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