

Su Li (LKK Auto)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 8 September 2020 11:08 AM
To: Su Li (LKK Auto); Cecilia Chong (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X LKK REF : CC4/LPC20008877/Egs3 - Oref: 20/20/20/VP05/023566 [External Confidential]
Attachments: Insd GIA.PDF

Lonpac External - Confidential

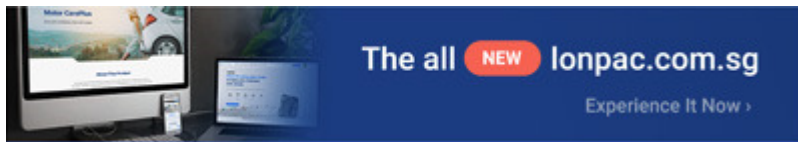
Dear Su Li

Please see attachment for a copy of our Insured's GIA report.

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.

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

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 8 September 2020 10:18 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X LKK REF : CC4/LPC20008877/Egs3 - Oref: 20/20/20/VP05/023566 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

** 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: 6841 1467 Email: 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)

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

Sent: Wednesday, 26 August 2020 2:36 PM

To: Su Li (LKK Auto); Cecilia Chong (LKK Auto)

Cc: MT_Claim_SG; Admin A

Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X LKK
REF : CC4/LPC20008877/Egs3 - Oref: 20/20/20/VP05/023566 [External Confidential]

Lonpac External - Confidential

Dear Su Li

FYI, our Insured has yet to report the accident to date. We have already written to her to do so.

Thank you.

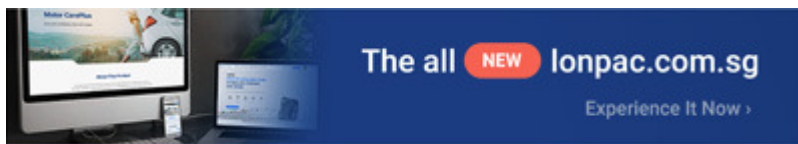
Best Regards

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.

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

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

Sent: Wednesday, 26 August 2020 2:23 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X
[External Confidential] LKK REF : CC4/LPC20008877/Egs3

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMD 7173M at M/s CYCLE & CARRIAGE.FULCO MOTOR DEALER PL 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**

Meanwhile, kindly assist to verify validity of our insured's policy and let us have a copy of insured's accident report for our necessary action.

Kindly take note that the case handler in-charge Cecilia.

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: 6841 1467 Email: 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)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 24 August, 2020 8:44 AM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'Renemer Bagang' <renemer.bagang@ccfulco.com.sg>

Subject: FW: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X
[External Confidential]

Lonpac External - Confidential

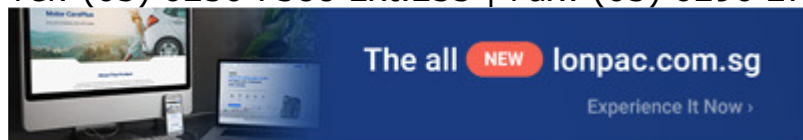
Our Ref: To be advise

Dear Summer,

Please proceed to survey accordingly.

Our Insured has yet to lodge the accident report.

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



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.

From: Renemer Bagang [<mailto:renemer.bagang@ccfulco.com.sg>]
Sent: Monday, 24 August 2020 8:42 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>
Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X [External General]

Dear Gerald,

Please arrange for pre-survey on 25/08/2020 Tuesday 3:00pm (customer waiting)

Thank you,

Best Regards,

Ren Bagang
Motor Claims Service Advisor
H/P +65 85523293 D/D 65949166
email : renemer.bagang@ccfulco.com.sg
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 UBI Road 3 Singapore 408650
Tel : 67461000 Fax : 64875857

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Monday, 24 August 2020 7:41 AM
To: Renemer Bagang
Cc: MT_Claim_SG
Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X [External General]

Lonpac External - General

Our Ref: To be advise

Dear Renemer,

At the juncture, we are unable to comment on Direct Settlement yet as our Insured has yet to lodge the accident report.

Please advise if you wish to proceed with the survey.

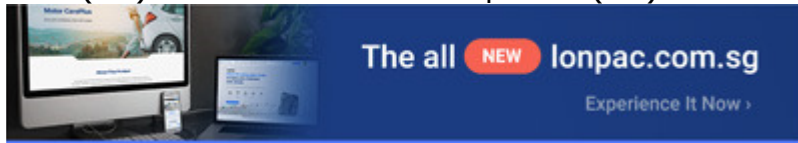
Best Regards

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



We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

Lonpac External - General data is for internal / external use.

From: Renemer Bagang [<mailto:renemer.bagang@ccfulco.com.sg>]

Sent: Friday, 21 August 2020 6:14 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Chris Bulaclac <chris.bulaclac@ccfulco.com.sg>; Mars Ler <mars.ler@ccfulco.com.sg>

Subject: RE: Accident On 21/08/2020 Involving Our Insured SMD7173M And Your Insured SLF6300X

Dear Motor Claims,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes our client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

Please arrange for Pre-survey on 25/08/2020 Tuesday 10:00am at 330 Ubi Road 3 408650.

Thank you,

Best Regards,

Ren Bagang
Motor Claims Service Advisor
H/P +65 85523293 D/D 65949166
email : renemer.bagang@ccfulco.com.sg
Cycle & Carriage Fulco Motor Dealer Pte Ltd
330 UBI Road 3 Singapore 408650
Tel : 67461000 Fax : 64875857