

Hsiao Tong (LKKAuto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 1 September 2020 1:58 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Lonpac External - Confidential
Dear Hsiao Tong,

We have reviewed the footage again and maintained that liability rest upon the third party as he was changing lane.

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.

-----Original Message-----

From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Tuesday, 1 September 2020 8:16 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Hi Gerald,

Contents noted.

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)

-----Original Message-----

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 1 September 2020 8:13 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Lonpac External - Confidential
Re-send

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

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-----Original Message-----

From: GERALD POH WEE BIN
Sent: Monday, 31 August 2020 4:19 pm
To: 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Lonpac External - Confidential

Our Ref: 19/20/20/VC00/023547

Dear Hsiao Tong,

We shall review liability again based on the front and rear video footage.

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

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From: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Monday, 31 August 2020 4:12 pm
To: GERALD POH WEE BIN
Cc: MT_Claim_SG ; Admin A
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Hi Gerald,

As spoken earlier, attached is a copy of front video footage from third party.

Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com <<mailto:chewht@lkkauto.com>> | Fax: 6741 4108

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com <<mailto:geraldpoh@lonpac.com>> >
Sent: Wednesday, 26 August 2020 9:21 AM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com <<mailto:chewht@lkkauto.com>> >
Cc: MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

Based on the video footage, we concurred with your views that the third party
was changing lane and our insured is travelling within his lane at the material time.

Please proceed as proposed.

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

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From: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Tuesday, 25 August 2020 4:32 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com <<mailto:geraldpoh@lonpac.com>> >
Cc: MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >; Admin A <admin-a@lkkauto.com <<mailto:admin-a@lkkauto.com>> >
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External Confidential]

YOUR REF: 19/20/20/VC00/023547

LKK REF: CC4/LPC20008945/pa3

Dear Sir / Madam,

We refer to the above matter.

Attached is a copy of rear video footage from third party. The video shows that our insured driver was driving within his own lane, third party was changing lane and resulted the collision. We are of the view that BOLA S15 is applicable. Third party should keep in the proper lane and change lane only when it is safe.

In view of this, we propose to reject third party claim under BOLA S15.

Kindly let us have your comments/approval/instruction.

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 <<mailto:chewht@lkkauto.com>> | Fax: 6741 4108

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

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

Sent: Tuesday, 25 August, 2020 12:54 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >

Subject: RE: Accident involving SLW1525H & GBC5083M on 15/08/2020 at CTE [External Confidential]

Lonpac External - Confidential

Our Ref : 19/20/20/VC00/023547

Dear Mei Kwan,

Attached copy of insured 's GIA report for your attention.

Kindly request the case handler to assess liability before proceeding with Direct

Settlement as our insured is claiming against the third party.

In addition, kindly proceed to obtain the video footage.

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

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From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]

Sent: Tuesday, 25 August 2020 11:57 am

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

Cc: Hsiao Tong (LKKAuto) <chewht@lkkauto.com <mailto:chewht@lkkauto.com> >; Admin A <admin-a@lkkauto.com <mailto:admin-a@lkkauto.com> >; MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >

Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External General]

YOUR REF: TBA

LKK REF: CC4/LPC20008945/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report for our necessary action.

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

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

Sent: Tuesday, 25 August, 2020 8:41 AM

To: 'lewistan@yellowroadrangers.com' <lewistan@yellowroadrangers.com <mailto:lewistan@yellowroadrangers.com> >

Cc: MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >; 'assignments@lkkauto.com' <assignments@lkkauto.com <mailto:assignments@lkkauto.com> >
Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE [External General]

Lonpac External - General

WITHOUT PREJUDICE

Dear Lewis,

As spoken, we have only received up to 10mb.

Kindly re-send.

At the same time, we shall appoint LKK Auto Consultants Pte Ltd for the survey.

Aside to LKK – Attn: Summer,

Kindly proceed to contact the workshop for 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

<<https://www.lonpac.com.sg/>>

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From: lewistan@yellowroadrangers.com <mailto:lewistan@yellowroadrangers.com>
[mailto:lewistan@yellowroadrangers.com]

Sent: Monday, 24 August 2020 5:28 pm

To: MT_Claim_SG <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >

Cc: BHAS - Eric Cheong <eric@bhauto.com.sg <mailto:eric@bhauto.com.sg> >

Subject: RE: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE

Here's a resend without the video

Thank you

Best regards

Lewis Tan

Mobile: 900 116 85

Yellow Road Rangers Pte Ltd is a wholly owned subsidiary of BH Auto Services Pte Ltd. Yellow Bull our 24hrs Roadside Assistance Phone App (1st in Singapore for all drivers) will be launched in August. Like our FB page to find out more and stand a chance to win petrol vouchers in our lucky draw
<https://www.facebook.com/YellowRoadRangermain/> <<https://www.facebook.com/YellowRoadRangermain/>>

From: lewistan@yellowroadrangers.com <mailto:lewistan@yellowroadrangers.com>
<lewistan@yellowroadrangers.com <mailto:lewistan@yellowroadrangers.com> >
Sent: Monday, 24 August 2020 2:54 PM
To: 'MT_Claim_SG' <mt_claim@lonpac.com <mailto:mt_claim@lonpac.com> >
Cc: BHAS - Eric Cheong <eric@bhauto.com.sg <mailto:eric@bhauto.com.sg> >
Subject: Accident involving SLW1525H & GBC5083M on15/08/2020 at CTE

Your Vehicle: GBC5083M WITHOUT PREJUDICE

Our Vehicle: SLW1525H

Dear Sir/Mdm,

We would like to arrange survey of the above mentioned accident vehicle.

Attached is the rear video cam recording

Appreciate awaiting for your favourable reply asap. Please kindly assist.

Do let us have a list of ten surveyors for our consideration within the stipulated timeline under the NIMA protocol.

Please be informed that the said vehicle can be inspected at:

BH Auto Services Pte Ltd

Blk 1 Sin Ming Industrial Estate Sector C #01-111 to 117 Singapore 575636

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday and/ or Public Holiday, the said workshop will commence repairs thereafter without any further notice or reference to you.

P/S: Vehicle is not in.

Greatly appreciate it. Thank you and have a nice day.

Thank you

Best regards

Lewis Tan

Mobile: 900 116 85

Yellow Road Rangers Pte Ltd is a wholly owned subsidiary of BH Auto Services Pte Ltd. Yellow Bull our 24hrs Roadside Assistance Phone App (1st in Singapore for all drivers) will be launched in August. Like our FB page to find out more and stand a chance to win petrol vouchers in our lucky draw
<https://www.facebook.com/YellowRoadRangermain/> <<https://www.facebook.com/YellowRoadRangermain/>>