

Hsiao Tong (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Thursday, 10 December 2020 6:20 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: <Seek Mandate> - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Lonpac External - Confidential

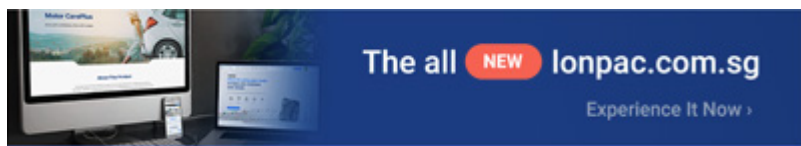
Dear Hsiao Tong

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, 27 November 2020 9:18 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: <Seek Mandate> - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Your ref : **20/20/20/VC05/023580**

Our ref : CC4/LPC20009015/R1ps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBE4967J(LONPAC) AND SMJ 6676D(TP) ON 24/08/2020

We refer to the above matter.

The accident occurred when our insured driver collided onto third party parked vehicle. . Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$34,234.14(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 54,650.62	\$ 32,034.14 (\$29,938.45 +7%GST)
2. Loss of Use (22days x \$100.00)	\$ 2,200.00	\$ 2,200.00 (22days x \$100.00)

Total		\$ 56,850.62	<u>\$ 34,234.14</u>
Market Value	:	\$137,000.00(est)	
LTA Rebate	:	\$ 66,249.00 (est)	
Nett Value	:	\$ 70,751.00 (est)	

Surveyor recommended 20days for repair + 2Sunday = 22days
 Enclosed here with all the relevant documents for your perusal.
Kindly let us have your approval / instruction.

***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: KENNY LIM CHING GHEE
Sent: Thursday, 3 September 2020 1:24 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG ; Admin A
Subject: RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

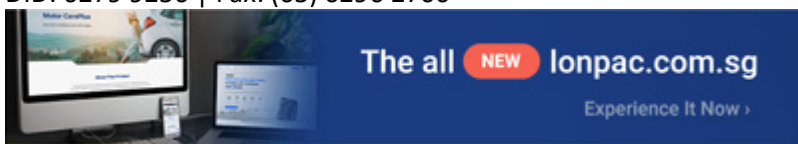
Insured has yet to furnish photos. However, as this is a straightforward case, please proceed to engage repairer and propose direct settlement.

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)
Sent: Thursday, 3 September 2020 12:28 pm
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG ; Admin A
Subject: RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Hi Kenney,

We refer to the above matter.

Please be informed that third party is chasing for an update on proceed Direct Settlement.

Kindly advise if our insured had submitted any photos for this matter & whether if we can proceed DS.

Thanks.

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: Hsiao Tong (LKKAuto)

Sent: Monday, 31 August 2020 12:25 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 VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 -

Oref: 20/20/20/VC05/023580 [External Confidential]

Hi Kenny,

Contents noted.

Attached here is a copy of scene photos submitted by third party (SMJ6676D) for your reference.

Kindly update us once you receive photos from our insured and advise if we may proceed Direct Settlement.

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 (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: Monday, 31 August 2020 11:25 AM

To: Su Li (LKK Auto) <suli@lkkauto.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 VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 -

Oref: 20/20/20/VC05/023580 [External Confidential]

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Dear Su Li

Please see attachment for a copy of our Insured's GIA report. FYI, we are currently trying to obtain the photos from Insured as well.

Thank you.

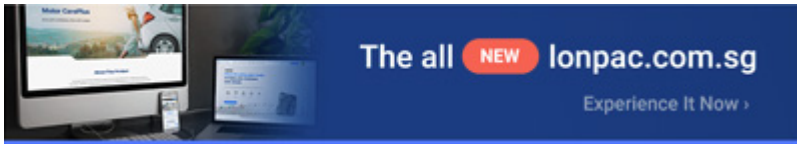
Best Regards

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

Sent: Friday, 28 August 2020 1:57 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 VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Dear Sir / Madam,

We refer to the above matter.

We have inspected third party vehicle SMJ 6676D at M/s BORNEO MOTORS (S) PTE LTD 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 Hsiao Tong.

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: Admin-D (LKKAuto)

Sent: Wednesday, 26 August 2020 10:53 AM

To: 'KENNY LIM CHING GHEE'; assignments; SUR; Admin A

Cc: 'MT_Claim_SG'

Subject: RE: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

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: Wednesday, 26 August, 2020 10:48 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: New Assignment (PRS) - ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

Lonpac External - Confidential

Dear Team

Oref: 20/20/20/VC05/023580

Insured: Magic Moments Dog Training

Reg no: GBE4967J

Please arrange for a PRS on SMJ6676D at Borneo Motors. Do contact them at 9699 6192 to make arrangements. FYI, our insured has yet to make a report to date and we will forward a copy once they have done so.

Thank you.

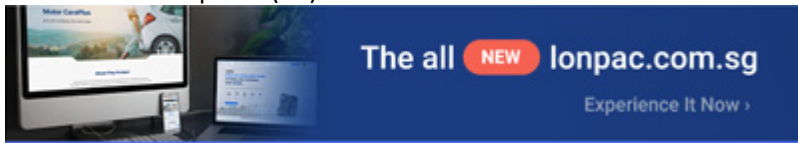
Best Regards

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



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From: KENNY LIM CHING GHEE

Sent: Wednesday, 26 August 2020 10:44 am

To: 'Carine Yeo TCBC' <carine.yeo@borneomotors.com.sg>

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020 - Oref: 20/20/20/VC05/023580 [External Confidential]

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Without Prejudice

Dear Carine

We acknowledge receipt and please be advised that we will be appointing LKK Auto Consultants for the survey. As our Insured has yet to report the accident to date, we are unable to comment on liability at this juncture.

Thank you.

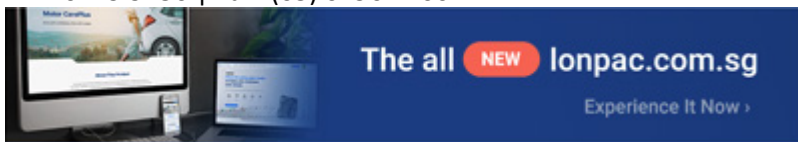
Best Regards

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: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>

Sent: Wednesday, 26 August 2020 9:47 am

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Subject: ACCIDENT INVOLVING VEHICLES SMJ 6676 D & GBE 4967 J ON 24.08.2020

Importance: High

Good morning Sir or Madam,

With reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged photos & Estimate for your kind perusal.

As our client is claiming against your insured GBE 4967 J, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with Car Rental of @ \$150 per day x no. of days as recommended by your appointed surveyor.

Kindly have your surveyor to contact us **@ 9699 6192** for an appointment to have the vehicle surveyed. Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo

Motor Claims Assessor

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: carine.yeo@borneomotors.com.sg

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

www.borneomotors.com.sg | www.lexus.com.sg