

## Jasper Chua (LKK Auto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Thursday, 6 May 2021 5:04 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16 [External General]

### Lonpac External - General

Dear Jasper

Please proceed.

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 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.*

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**From:** Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]  
**Sent:** Thursday, 6 May 2021 1:11 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16 [External General]

Dear Li Li,

This case, we had temporarily closed in May 2018 due to inactivity and no development from TP workshop. In August 2020, TP emailed us for follow up on finalization. When asked on the long timeframe, they informed us that there were a few staff changes at their end and no one had followed up on this file.

We had finalized this case in April this year as original surveyor who inspected the vehicle had since left our company and we had to retrieve all photos from our archive for review by our technical audit team again.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Wednesday, 5 May 2021 2:54 PM  
**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.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: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16 [External General]

**Lonpac External - General**

Hi Jasper

When was the re-inspection conducted & cost of repairs finalised?

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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

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**From:** Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]  
**Sent:** Wednesday, 5 May 2021 11:57 AM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@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:** Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16

Dear Sir/Mdm,

We refer to the subject matter.

The cost of repair finalised and TP wish to proceed with the claim. It was reported that insured driver involve in 5 vehicle chain collision ; insured driver is the 3<sup>rd</sup> car.

Summary to offer to repairer **AUTOWORX HOUSE** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 22,287.26	\$ 9,000.00
Loss of Use (11 days x \$60.00)	\$ 660.00	\$ 660.00
GIA Search	\$ 2.00	\$ 2.00
<b>Proposed Total</b>	<b>\$ 22,949.26</b>	<b>\$ 9,662.00</b>

Breakdown of days is as follows:

Recommended repair days	9
Weekends / Downtime / Public Holiday	2
<b>CLAIM DAYS</b>	<b>11</b>

For your approval and/or further instruction please.

Thank you.

Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Monday, 14 May, 2018 2:12 PM

**To:** Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>; Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.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: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16

Hi Joy

Ok.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

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

Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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**From:** Joy Irene (LKKAuto) [<mailto:JoyIrene@lkkauto.com>]

**Sent:** Friday, 11 May, 2018 4:26 PM

**To:** Shu Pei (LKKAuto); ONG LI LI

**Cc:** MT\_Claim\_SG; Admin A

**Subject:** RE: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16

Dear Li Li,

This file has been inactive since inspection date.

No finalization of cost yet and TP repairer did not follow-up for this claim since March 2016.

May we proceed to wp this file?

Kindly advise.

Thank you.

Best Regards,  
Joy Irene | Case Handler  
LKK Auto Consultants Pte Ltd  
DID: 6841-2409 | email: [joyirene@lkkauto.com](mailto:joyirene@lkkauto.com) | Fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Shu Pei (LKKAuto)  
**Sent:** Thursday, 10 May 2018 6:04 PM  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16

Dear Li Li,

Thank you for your email.

**Dear Joy,**

***For your information and necessary action please.***

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

Best Regards,  
Shu Pei | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6366-0055 | email: [shupeil@lkkauto.com](mailto:shupeil@lkkauto.com) | fax: 6741-4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]  
**Sent:** Thursday, 10 May 2018 4:50 PM  
**To:** Shu Pei (LKKAuto) <[shupeil@lkkauto.com](mailto:shupeil@lkkauto.com)>; Joy Irene (LKKAuto) <[JoyIrene@lkkauto.com](mailto:JoyIrene@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Your Ref: CC4/LPC16004854/M1ZB3 Our Ref: 15/16/16/VP05/018486 Accident involving SCV7808P & SJM2131E etc on 12/3/16

Dear Shu Pei

Is this case still active at your end?

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706