

Asher Sng (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Monday, 7 March 2022 11:54
To: ONG LI LI
Cc: Admin A; MT_Claim_SG; Asher Sng (LKKAUTO)
Subject: RE: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662 *** LKK REF: CS/LPC20009942/Kea3n2
Attachments: EMAIL TO REPAIRER DD 18.02.2022.pdf
Follow Up Flag: Follow up
Flag Status: Completed

Dear Li Li,

We refer to the above matter.

We had sent 2 reminders to TP repairer and chasing for LOD. TP repairer no response to us.

TP repairer then called our office this morning and informed us that he will not withdraw from lawyer.

In the view of the above, we will proceed to submit our survey report.

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: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 15 February, 2022 5:18 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>
Subject: RE: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662 *** LKK REF: CS/LPC20009942/Kea3n2

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report that you have requested.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse

Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".

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

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

Sent: Tuesday, 15 February 2022 5:15 PM

To: ONG LI LI <long@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Subject: RE: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662 *** LKK REF: CS/LPC20009942/Kea3n2

Dear LiLi,

Workshop agreed to DS.

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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)

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

Sent: Tuesday, 8 February, 2022 10:40 AM

To: ONG LI LI <long@lonpac.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>

Cc: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>; SUR <sur@lkkauto.com>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>;

Admin A <admin-a@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662 *** LKK REF: CS/LPC20009942/Kqf3n2

Dear Li Li,

We refer to the above matter.

Wksp PIC is under quarantine and pending for their reply whether they want to withdraw lawyer and proceed with DS.

Hi SC,

Please assist to follow up with wksp on 14/02/2022.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Monday, 7 February, 2022 4:11 PM

To: Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; CS A Team <cs-a@lkkauto.com>

Cc: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>; SUR <sur@lkkauto.com>

Subject: Fw: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662

Dear Li Li,

We will get our CS Team to handle this case under direct settlement

Dear Admin/Cs Team,

CS/LPC20009942/Kqf3n2

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

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

From: ONG LI LI <long@lonpac.com>

Sent: Monday, 7 February 2022 4:05 pm

To: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: RE: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662

Lonpac External - General

Dear Huey Yon

Can your side handle this case under direct settlement?

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

"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".

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

From: Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Sent: Monday, 7 February 2022 3:51 PM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: Survey Report of Vehicle SMM 8162R Ref: 20/20/20/VP05/023662

Dear Li Li,

Enclose Survey Report of SMM 8162R

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Huey Yon | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933