

**RE: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)  
[External Confidential]**

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Mon 16/11/2020 3:54 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Lonpac External - Confidential**

Dear Hsiao Tong

As liability is clearly not in Insured's favor, please proceed with 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

*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:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Sent:** Friday, 13 November 2020 4:12 pm

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

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Subject:** Re: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC) [External Confidential]

YOUR REF: **20/20/20/VC05/023780**

LKK REF: CC4/LPC20011467/T1pa3

Hi Gerald,

We attached here with a copy of video footage from third party for your easy reference.

From third party video, it shows that third party had already filtered into 3rd lane while our insured changed from the 4th lane to 3rd lane and collided with third party.

We are of the view that liability is not in our driver's favour. We would like to propose 100% DS to third party repairer.

Kindly let us have your comments/instruction.

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** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

---

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

**Sent:** Tuesday, 27 October 2020 11:11 AM

**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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC) [External Confidential]

**YOUR REF: 20/20/20/VC05/023780**

**LKK REF: CC4/LPC20011467/T1pa3**

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

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:** Thursday, 22 October, 2020 5:00 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: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC) [External Confidential]

**Lonpac External - Confidential**

Dear Mei Kwan,

Please see attached.

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:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Thursday, 22 October 2020 4:40 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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)  
[External Confidential]

***YOUR REF: 20/20/20/VC05/023780***

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:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 22 October, 2020 2:03 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@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: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)  
[External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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 [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Thursday, 22 October 2020 1:40 PM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)  
[External Confidential]

**Lonpac External - Confidential**

Our Ref: 20/20/20/VC05/023780

Dear Summer,

Please 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

*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:** Lee Chen Sin [<mailto:ChenSin.Lee@ethozgroup.com>]  
**Sent:** Thursday, 22 October 2020 11:20 am  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Subject:** ARRANGE SURVEY VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)

Hi,

Kindly arrange survey on above mention vehicle.

Your insured vehicle number : GBC-1252-T

DOA : 16.10.2020

Thank you.


Warmest Regards,  
Lee Chen Sin  
Motor Claims Operations

**ETHOZ GROUP LTD**

30 Bukit Batok Crescent Singapore 658075  
DID: 6654 7520 | FAX: 6654 7542 | Mobile: 8822 8339  
[www.ethozgroup.com](http://www.ethozgroup.com)

Disclaimer: This message may contain confidential information intended only for the use of the addressee named above. If you are not the intended recipient of this message you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited. If you received this message by mistake, please notify the sender by reply email immediately. Please conduct your own virus checks before opening any attachment as ETHOZ Group does not guarantee the integrity of this email or attached files has been maintained nor this communication is free of viruses, interceptions or interference. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of ETHOZ Group. ETHOZ Group shall not be responsible nor liable for the improper and incomplete transmission of the information contained in this communication nor for any delay in its receipt or damage to your system.

---

 <https://ipmcdn.avast.com/images/icons/icon-envelope-tick-green-avg-v1.png> Virus-free. [www.avg.com](http://www.avg.com)