

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Tuesday, 8 December 2020 9:16 AM  
**To:** KENNY LIM CHING GHEE  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** [SEEK MANDATE]- VEHICLE NO : GBK-4395-C NISSAN NV350 (TP)(LONPAC)  
[External Confidential]  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf

Your ref : **20/20/20/VC05/023780**  
Our ref : CC4/LPC20011467/T1pa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING GBC1252T(LONPAC) AND GBK4395C(TP) ON 16/10/2020**

We refer to the above matter.

The accident occurred when our insured driver filtered into third party's lane and resulted the collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"ETHOZ GROUP LTD"** at **\$7,493.66(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 14,395.67	\$ 6,691.66 (\$6,253.89 +7%GST)
2. Loss of Use (8days x \$120.00)	\$ 960.00	\$ 800.00 (8days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 15,357.67</b>	<b><u>\$ 7,493.66</u></b>

Surveyor recommended 7days for repair + 1Sunday = 8days

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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)

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**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>

**Sent:** Monday, 16 November 2020 3:55 PM

**To:** Hsiao Tong (LKKAuto) <chewht@lkkauto.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]

## **Lonpac External - Confidential**

Dear Hsiao Tong

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

Thank you.

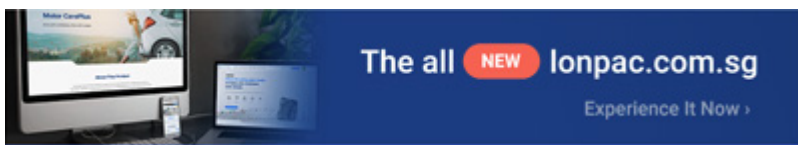
Best Regards

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.*

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**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)

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**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**

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**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.

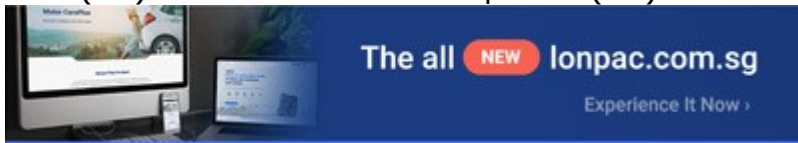
Best Regards

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



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**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***

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**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*

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**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]

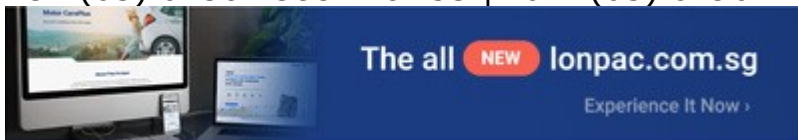
**Lonpac External - Confidential**

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



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**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)



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