

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 1 December 2020 10:03 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: SEEK MANDATE FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

We have no objections to your proposed mandate but for the repair costs, we suggest to offer the sum of \$6,000.00 (inclusive of GST).

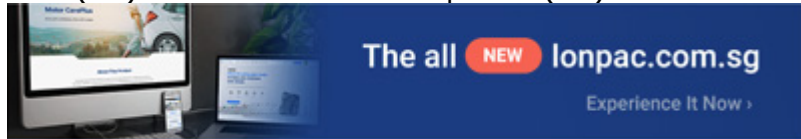
Best Regards

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.

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Friday, 27 November 2020 9:47 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: SEEK MANDATE FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

Your ref : 20/20/20/VC06/023825

Our ref : CC4/LPC20011752/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP 980Y(LONPAC) AND GBB3355Y(TP) ON 26/10/2020

We refer to the above matter.

It is a head-to-rear collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "AP AUTOMOTIVE SERVICES PTE LTD" at **\$7,777.45(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 71,717.29	\$ 6,420.00 (\$6,000.00 +7%GST)
2. Loss of Rental (10days x \$150.00)	\$ 1,500.00	\$ 1,350.00(9days x \$150.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 73,224.74	<u>\$ 7,777.45</u>

Surveyor recommended 7days for repair + 1Sunday + 1PRS = 9days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

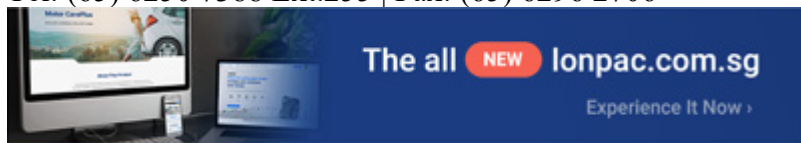
***Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.**

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: GERALD POH WEE BIN
Sent: Friday, 30 October 2020 1:18 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG
Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]
Lonpac External - Confidential

Dear Hsiao Tong,
Attached video footage for your attention.

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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 30 October 2020 1:02 pm
To: GERALD POH WEE BIN
Cc: MT_Claim_SG ; Admin A
Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]
Hi Gerald,

We refer to the above matter.
Understand that insured had submitted a copy of his video footage at the time of reporting.
Kindly send us a copy of insured video for our viewing. 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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 30 October 2020 12:27 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A

<admin-a@lkkauto.com>

Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

LPC REF: 20/20/20/VC06/023825

LKK REF: CC4/LPC20011752/Upa3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA 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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Thursday, 29 October, 2020 7:50 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan,

Attached copy of insured's report for your attention.

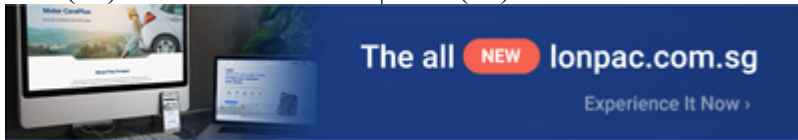
Best Regards

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: Wednesday, 28 October 2020 5:12 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

YOUR REF: 20/20/20/VC06/023825

LKK REF: CC4/LPC20011752/pa3

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 | fax: 67414108

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

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From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 28 October, 2020 3:09 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]
Resend

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that repairer arrange to survey on 29/10/2020.

BEST REGARDS

G.NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: 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.**

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From: Nivitha (LKK Auto) <admin-d@lkkauto.com>

Sent: Wednesday, 28 October 2020 1:38 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [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 | 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 <geraldpoh@lonpac.com>

Sent: Wednesday, 28 October 2020 12:53 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External Confidential]

Lonpac External - Confidential

Our Ref : 20/20/20/VC06/023825

Dear Nivitha,

Kindly proceed as requested.

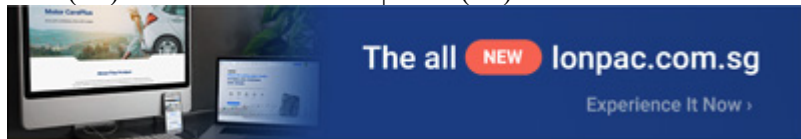
Best Regards

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: Juliana . [<mailto:juliana@apautomotive.services>]

Sent: Wednesday, 28 October 2020 12:45 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Nic Chia <nic@apautomotive.services>; Paul Ho <paul@apautomotive.services>

Subject: Re: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y) [External General]

Hi GERALD

We are pleased to choose Marcus from LKK to inspect our client vehicle

Looking forward to hear from you soon

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,



Ms Juliana

AP Automotive Services Pte Ltd

ROC: 202022890H

(Claims Department)

Blk 9006 Tampines Street 93

#01-202 Tampines Industrial Park A

Singapore 528840

DID: 9099 6204

Tel : 6784 4465

Fax: 6787 4886

On Wed, 28 Oct 2020 at 12:40, GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: 20/20/20/VC06/023825

Dear Juliana,

We refer to your email of even date.

We intend to conduct a pre-repair survey of your client's vehicle and append below our list of Motor surveyors for your attention:-

1	Nicholas Tey-Appraisal
2	Jackson Quek – Appraisal
3	Joshua Ong - Appraisal
4	Mohd Rasul - LKK
5	Marcus Chua - LKK
6	Kenneth Kong- LKK
7	Steve Chen- LKK
8	Mohd Taufik - LKK
9	Oi Sun Pin-LKK
10	Adrian Ling - LKK

Please let us hear from you within the next 2 working days.

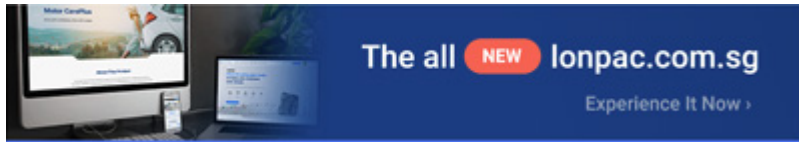
Best Regards

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: Juliana . [mailto:juliana@apautomotive.services]

Sent: Wednesday, 28 October 2020 9:49 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Nic Chia <nic@apautomotive.services>; Paul Ho <paul@apautomotive.services>

Subject: ARRANGE PRI FOR GBB 3355Y (YOUR REF: YP 1980Y)

Dear Sir / Madam

Kindly arrange your surveyor to inspect our vehicle at

Blk 9006 Tampines Street 93

#01-202 Tampines Industrial Park A

Singapore 528840

Contact Person : Nic 9789 5159

Your Insured : YP 1980Y

DOA: 26.10.2020

Location: SUNGEI KADUT STREET 5

TIME: 18:20hrs

Please do not hesitate to contact me should you have any queries thereof.

Best Regards,



Ms Juliana

AP Automotive Services Pte Ltd

ROC: 202022890H

(Claims Department)

Blk 9006 Tampines Street 93

#01-202 Tampines Industrial Park A

Singapore 528840

DID: 9099 6204

Tel : 6784 4465

Fax: 6787 4886



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