

Jasper Chua (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 29 July 2021 10:54 AM
To: Jasper Chua (LKK Auto)
Cc: MT_Claim_SG; Admin A; Hsiao Tong (LKKAuto)
Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [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

In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. 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.

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

From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Wednesday, 28 July 2021 4:57 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Dear Li Li,

Attached the damage of the lorry rear ladder step.

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,
Jasper Chua | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: July 21, 2021 11:31 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Lonpac External - General

Hi Jasper

Is there any proof that this item was damaged and due to the accident?

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: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Wednesday, 21 July 2021 11:28 AM

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

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Dear Li Li,

According to TP repairer, there is no after photos taken on the replacement and install of the lorry rear ladder step.

Kindly have your mandate approval on email dated 04 May 2021.

Thank you.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd



Save the Earth. Print only when necessary.

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

Sent: July 13, 2021 2:46 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Lonpac External - General

Dear Jasper

Please take note not to forward any correspondences that were not meant for/appropriate to customer.

Is there any photographs for this damaged item?

Others	\$	267.50	\$	267.50
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Regards,
Ong Li Li
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From: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Tuesday, 13 July 2021 11:49 AM

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

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Dear Li Li,

We refer to the above matter.

Since there is no query back from our insured till today's date, we shall proceed to settle at best with TP repairer.

Kindly have your mandate approval on email dated **04 May 2021.**

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



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From: Jasper Chua (LKK Auto)

Sent: June 28, 2021 12:08 PM

To: limjessy18@gmail.com

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

Subject: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Dear Jessy,

We refer to your email dated 24/11/2020.

Our surveyor had finalized the cost of repair at \$9,379.00. Please be informed that we only handle property damage claim from third party.

We will proceed to settle at best with TP workshop/claimant if there is no any query from you after **8 July 2021.**

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

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

Sent: June 25, 2021 2:16 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Lonpac External - General

Dear LKK

Please reply or acknowledge. Is there any problem 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

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

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From: ONG LI LI

Sent: Thursday, 24 June 2021 5:50 PM

To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Lonpac External - General

Dear Jasper

Please reply.

Regards,
Ong Li Li
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From: ONG LI LI

Sent: Tuesday, 4 May 2021 3:15 PM

To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>; 'Asher Sng (LKKAuto)' <AsherSng@lkkauto.com>; 'Hsiao Tong (LKKAuto)' <chewht@lkkauto.com>

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

Subject: RE: Claim no: 20/20/20/VP05/023858 / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020 [External General]

Lonpac External - General

Hi Jasper

Have you updated our Insured before seeking mandate?

Dear Asher/Hsiao Tong

Please assist.

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: Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

Sent: Tuesday, 4 May 2021 3:08 PM

To: ONG LI LI

Cc: MT_Claim_SG ; Admin A

Subject: Claim no: 20/20/20/VP05/023858 [External General] / Accident involving GBK 3971X and SJD 9546T on the 04/11/2020

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **BORNEO MOTORS (S) PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 12,991.19	\$ 10,035.53
Loss of Rental (9 days x \$95.00) (w/gst)	\$ 914.85	\$ 914.85
Others	\$ 267.50	\$ 267.50
GIA Search	\$ 2.00	\$ 2.00
Proposed Total	\$ 14,175.54	\$ 11,219.88

Breakdown of days is as follows:

Recommended repair days	7
Weekends / Downtime / Public Holiday	2
CLAIM DAYS	9

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 | fax: 6741-4108

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

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

Sent: Wednesday, 25 November 2020 9:51 AM

To: Lim Jessy <limjessy18@gmail.com>; MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Bryan Ang (LKKAuto) <bryanang@lkkauto.com>

Subject: RE: Claim no: 20/20/20/VP05/023858 [External General]

Lonpac External - General

Dear Jessy

Thank you for your email and inputs.

We have appointed LKK Auto Consultants Pte Ltd to handle the Third Party claim and we shall ask them to update you on their findings (property damage claim).

Should there be any injury claims, the claimants would need to substantiate their claim with medical reports.

Dear Jasper/LKK

Please see below and let us have your/surveyor's assessment and update us before any settlement.

Thanks,

Regards,

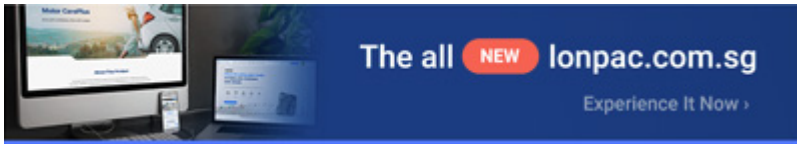
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

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From: Lim Jessie [<mailto:limjessy18@gmail.com>]

Sent: Tuesday, 24 November 2020 10:49 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Claim no: 20/20/20/VP05/023858

Dear Ms. Ong,

I just received your letter on this claim.

On this incident, this vehicle GBK3971X jam brake and I hit against it. Their vehicle was not damaged and there were some workers sitting behind it. Their lorry was high and my car hit their back lower part near the number plate, hence the workers were not injured. The driver message me that night on 4.11.2020 saying that 2 of their workers were injured.

Please find attached photos I took after the accident, hope this helps.

Thank you.







Best Regards

Lim Chin Chin
Hp: 90109418