

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 12 April 2021 9:47 AM
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE]- LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Dear Sirs/Mdm,

We refer to the above matter.

We have settled the matter at a global sum of \$13,850.00(all-in) with third party repairer.

We are currently pending for signed DV from third party and will proceed to close file once DV received. 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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Monday, 5 April 2021 4:47 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE]- LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed as per your recommendations.

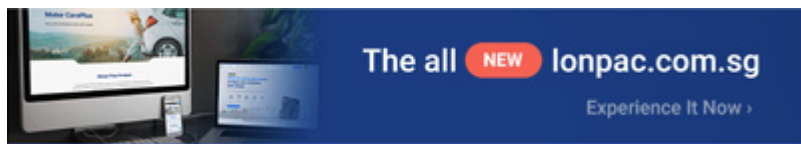
Thnak you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555



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: Tuesday, 23 March 2021 2:14 pm

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

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

Subject: [SEEK MANDATE]- LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Your ref: **20/20/20/VC05/023890**

Our ref : CC4/LPC20012416/Apa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBB4776J(LONPAC) / SJQ3845B (TP) / OTHERS ON 10/11/2020

We refer to the above matter.

We have highlighted to your good office on 10/02/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a 3 vehicles chain collision whereby our insured was the last car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"HUA MENG SPRAY PAINTING WORKSHOP"** at **\$14,027.45(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 23,178.96	\$ 13,000.00
2. Loss of Use (17days x \$100.00)	\$ 1,700.00	\$ 1,020.00 (17days x \$60.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 24,886.41	<u>\$ 14,027.45</u>

Surveyor recommended 17 days for repair.

Market Value	: \$ 47,000.00 (est)
LTA Rebate	: \$ 21,408.00 (est)
Nett Value	: \$ 25,592.00 (est)

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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: KENNY LIM CHING GHEE

Sent: Wednesday, 10 February 2021 2:39 PM

To: Hsiao Tong (LKKAuto)

Cc: MT_Claim_SG ; Admin A

Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Thank you for your reply.

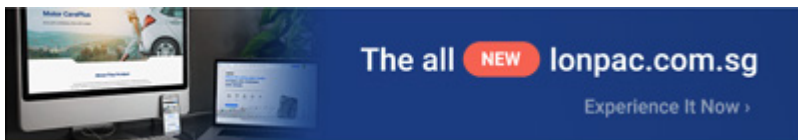
Best Regards

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: Wednesday, 10 February 2021 2:07 pm

To: KENNY LIM CHING GHEE <kennylin@lonpac.com>

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

Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Hi Kenny,

Yes, third party would like to do Direct Settlement for this case.

We are currently pending for third party LOD for our further action.

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

Sent: Wednesday, 10 February 2021 1:17 PM

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

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

Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Can I check did the workshop propose direct settlement?

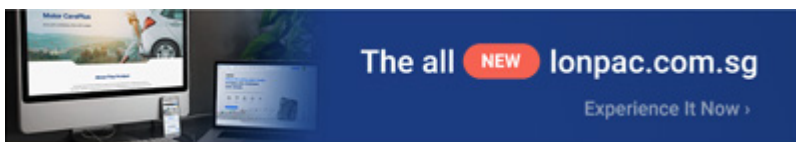
Best Regards

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: Wednesday, 10 February 2021 8:26 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 17 November 2020 11:01 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

Please see attachment for a copy of our Insured's GIA report.

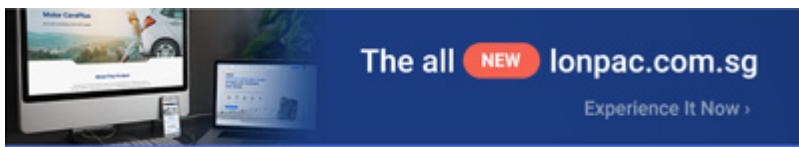
Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555



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: KENNY LIM CHING GHEE

Sent: Thursday, 12 November 2020 4:27 pm

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

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

Subject: RE: PRS | LONPAC INSURED: GBB4776J - Ref: 20/20/20/VC05/023890 - OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref:TBA *** LKK REF: CC4/LPC20012416/Apa3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

Thank you for the update.

FYI, our insured has yet to report the accident and we have written to them to do so.

Thank you.

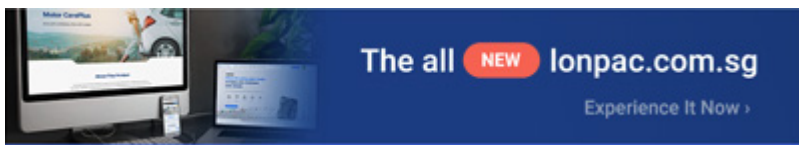
Best Regards

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

Sent: Thursday, 12 November 2020 2:02 PM

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

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

Subject: RE: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA [External General] *** LKK REF: CC4/LPC20012416/Apa3

Dear Li Li,

We refer to the above matter.

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice in due course.

Meanwhile, kindly let us have a copy of your insured's GIA report and claim ref for our necessary action.

Kindly 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)

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>

Sent: Wednesday, 11 November, 2020 12:54 PM

To: 'ONG LI LI' <llong@lonpac.com>; 'Hua Meng' <huameng@live.com.sg>; assignments <assignments@lkkauto.com>

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

Subject: RE: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020 Our Ref :TBA [External General]

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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 11 November 2020 12:28 PM

To: Hua Meng <huameng@live.com.sg>; Nivitha (LKK Auto) <admin-d@lkkauto.com>;
'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020 Our
Ref:TBA [External General]

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Jing Yee

Thank you for your confirmation.

Dear Nivitha

Please arrange Adrian Ling to conduct TP survey.

Regards,

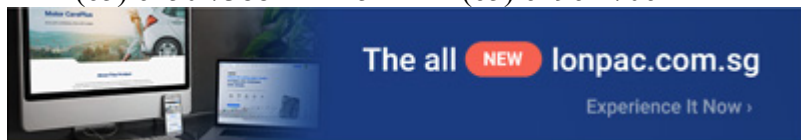
Ong Li Li

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.

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

From: Hua Meng [<mailto:huameng@live.com.sg>]

Sent: Wednesday, 11 November 2020 12:26 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020 Our
Ref:TBA [External General]

Dear Sir/Mdm

We choose Adrian Ling to conduct the pre-repair survey.

Kindly assign.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896

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

Sent: Wednesday, November 11, 2020 11:52 AM

To: Hua Meng <huameng@live.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020 Our
Ref :TBA [External General]

Lonpac External - General

Without Prejudice

Save as to Costs

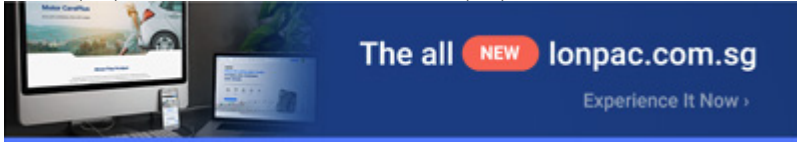
Dear Sir/Mdm

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

1	Robin Poon
2	Nicholas Tey
3	Jackson Quek
4	Joshua Ong
5	Adrian Ling Wai Ping
6	Kenneth Kong Seng Cheong
7	Marcus Chua Kang Seng
8	Xing Guo Qiang
9	Mohamad Taufikh Bin Hamid
10	Mohammed Rasul Bin Mohd Yunus

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

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.

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

From: Hua Meng [<mailto:huameng@live.com.sg>]
Sent: Wednesday, 11 November 2020 11:35 AM
To: MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>
Subject: PRS | LONPAC INSURED: GBB4776J OUR REF: SJQ3845B D.O.A: 10.11.2020
Importance: High

Dear Sir

Kindly refer to the attachment for your necessary action and revert your surveyor name list to us.

Thank You.

Regards,

Jing Yee

Hua Meng Spray Painting Workshop

1 Kaki Bukit Avenue 6 Blk C

#01-34/#01-61

Singapore 417883

Tel : 6746 5519 Fax : 6743 4896



Virus-free. www.avg.com