

## Jasper Chua (LKK Auto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Thursday, 6 May 2021 5:01 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 \*\*\* LKK REF: CC4/LPC20012665/ba3 [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

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**From:** Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]  
**Sent:** Thursday, 6 May 2021 2:45 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 \*\*\* LKK REF: CC4/LPC20012665/ba3 [External General]

Dear Sir/Mdm,

We refer to the subject matter.

We are in the view that BOLA 35 ( c ) i is applicable to this case. Our insured is 100% liable for both of the vehicle SLW 7061P and SDB9699S.

Summary to offer to repairer **XIN HUA WORKSHOP PTE LTD** is as follows:

| TP CLAIMED                                  |                     | REVISED -TO<br>OFFER |
|---|---------------------|----------------------|
| Cost of Repair                              | \$ 33,150.50        | \$ 12,566.70         |
| Loss of Rental (13 days x \$120.00) (w/gst) | \$ 1,669.20         | \$ 1,412.40          |
| GIA+LTA Search                              | \$ 36.45            | \$ 36.45             |
| <b>Proposed Total</b>                       | <b>\$ 34,856.15</b> | <b>\$ 14,015.55</b>  |

Loss of Rental (11 days x \$120.00)  
(w/gst)

Breakdown of days is as follows:

|                                      |           |
|--------------------------------------|-----------|
| Recommended repair days              | 7         |
| Weekends / Downtime / Public Holiday | 4         |
| <b>CLAIM DAYS</b>                    | <b>11</b> |

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](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 13 April 2021 1:35 PM

**To:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@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: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 \*\*\* LKK REF: CC4/LPC20012665/ba3 [External General]

## **Lonpac External - General**

Dear Jasper

Please put up the quantified mandate request.

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:** Monday, 12 April 2021 10:57 AM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

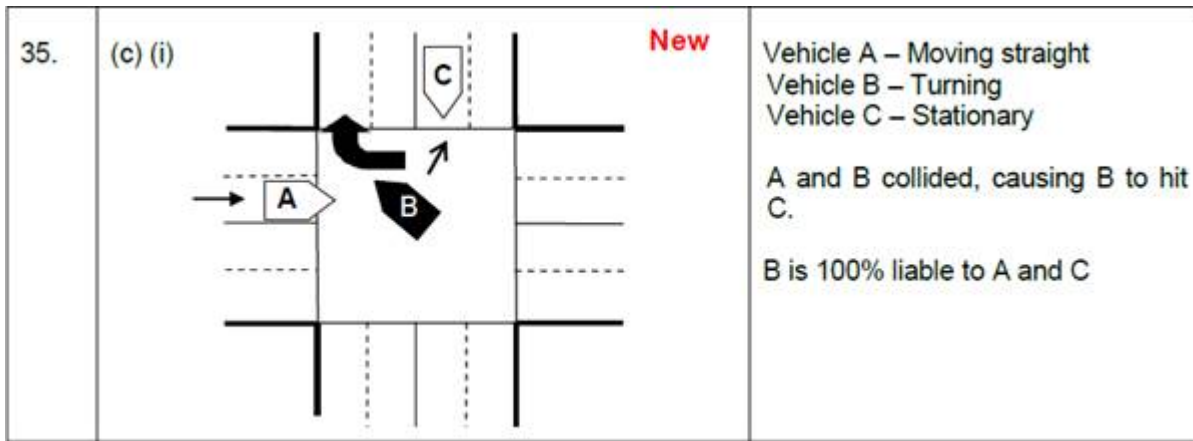
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 \*\*\* LKK REF: CC4/LPC20012665/ba3 [External General]

Dear Li Li,

We are in the view that BOLA 35 ( c ) i is applicable to this case. Our insured is 100% liable for both of the vehicle SLW 7061P and SDB9699S.

There is no video footage from both parties.



Best Regards,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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

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

**Sent:** Tuesday, 17 November 2020 6:20 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)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 \*\*\* LKK REF: CC4/LPC20012665/ba3 [External General]

## **Lonpac External - General**

Dear Mei Kwan

Please see attached for our Insured's GIA report.

Regards,

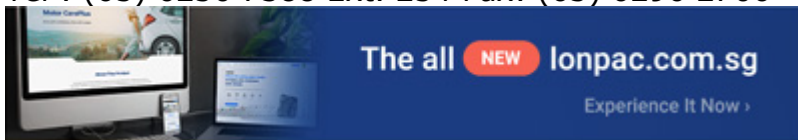
Ong Li Li

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

**Sent:** Tuesday, 17 November 2020 5:55 PM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 [External General] \*\*\* LKK REF: CC4/LPC20012665/ba3

Dear Li Li,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Jasper.

***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:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Tuesday, 17 November, 2020 11:16 AM

**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 [External General]

## **Lonpac External - General**

Dear Summer

Please ask the claim handler to check if BOLA-multiple collision is applicable for this case.

Regards,

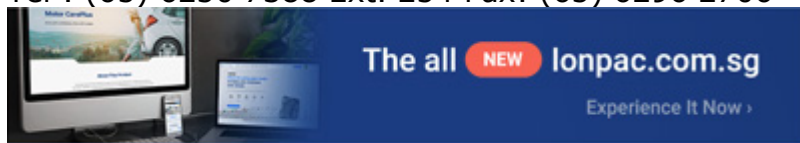
Ong Li Li

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:** Summer Lee (LKK Auto) [<mailto:admin-d@lkkauto.com>]  
**Sent:** Tuesday, 17 November 2020 11:10 AM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 [External General]

Dear Sir/Madam,

Thank you for the assignment.

Please be informed that vehicle currently not in the workshop, repairer will arrange.

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Tuesday, 17 November, 2020 11:04 AM  
**To:** Xin Hua <[xinhua@workshop@gmail.com](mailto:xinhua@workshop@gmail.com)>; admin <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 [External General]

## Lonpac External - General

Without Prejudice

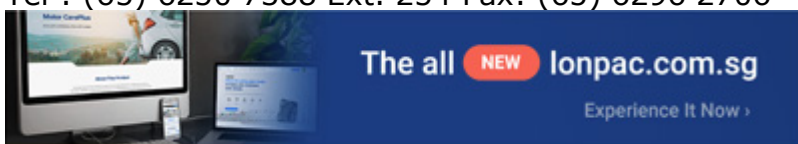
Dear Xin Hua

Thank you for your confirmation.

Dear Nivitha

FYA –pls 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



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**From:** Xin Hua [<mailto:xinhuaworkshop@gmail.com>]

**Sent:** Tuesday, 17 November 2020 10:32 AM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** Re: PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020 Our Ref: 20/20/20/VP05/023902 [External General]

Dear Li Li,

Kindly please let Mr. Adrian Ling Wai Ping survey on our client vehicle.  
thanks.

from,  
kelvin  
8292 5595

ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)> 于2020年11月17日周二 上午10:23写道 :

## 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,

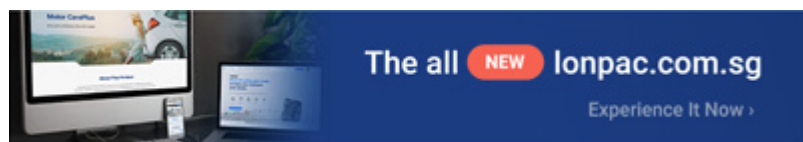
Ong Li Li

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



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**From:** Xin Hua [mailto:[xinhuaworkshop@gmail.com](mailto:xinhuaworkshop@gmail.com)]

**Sent:** Tuesday, 17 November 2020 8:34 AM

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** PRI | Accident involving our client SLW 7061 P and your insured SKU 9806 S (LONPAC INS BHD) | DOA-13/11/2020

Greetings,

We are instructed by **TAN AH KIM** to notify you of a road traffic accident on **13/11/2020** at about **1135** at/along **SERANGOON GARDEN WAY** involving our client's/customer's vehicle registration number **SLW 7061 P** and vehicle registration number **SKU 9806 S** driven by your insured at the material time. A copy of the Singapore accident statement/traffic police report filed is enclosed.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your

insured would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

We look forward to having a direct settlement and request that one of the following named survey companies to **be appointed as the single joint expert** as finalization/processing of the claims after finalization are done promptly.

1)

2)

3)

**VEHICLE WILL BE REPAIR AT 8 KAKI BUKIT AVE #08-40 415875.**

**KINDLY PLEASE ARRANGE SURVEY ON THIS ADDRESS.**

Thanks & regards,

Kelvin

Xin Hua Workshop Pte Ltd

23 Kaki Bukit Ave 4 #04-01 Singapore 415933

HP: 8292 5595