

Jasper Chua (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Tuesday, 5 January 2021 4:58 PM
To: GERALD POH WEE BIN
Cc: MT_Claim_SG; Admin A
Subject: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST *** LKK REF:
CC4/LPC20013118/Kba3 [External Confidential]
Attachments: TP_LOD.pdf; 4 LKK REINSPECTION PHOTOS 1.pdf; 4 LKK REINSPECTION
PHOTOS.pdf; 3 LKK INSPECTION PHOTOS.pdf; 2 LKK ADJUSTMENT REPORT.pdf; 1
LKK INSPECTION REPORT.pdf

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **TONG LUCK AUTO PL** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 16,175.83	\$ 9,949.40
Loss of Use (\$150.00 x 6 days)	\$ 900.00	\$ 900.00
LTA	\$ 7.45	\$ 7.45
Proposed Total	\$ 17,083.28	\$ 10,856.85

Breakdown of days is as follows:

Recommended repair days	5
Weekends / Downtime	1
CLAIM DAYS	6

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 30 December 2020 10:50 AM
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'Operation / Candy Ong' <operation@tlauto.com.sg>
Subject: FW: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020

ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST *** LKK REF:
CC4/LPC20013118/Kba3 [External Confidential]

Lonpac External - Confidential

Dear Jasper,

Kindly look into the claim and revert to them.

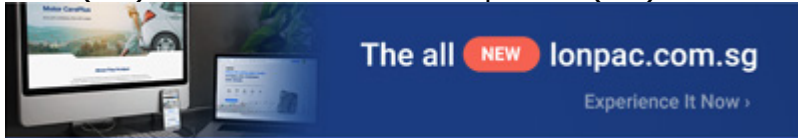
Best Regards

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: KENNY LIM CHING GHEE

Sent: Wednesday, 23 December 2020 11:23 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST *** LKK REF:
CC4/LPC20013118/Kba3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

Oref: 20/20/20/VC05/023941

Please see attachment for the LOD from the workshop for your action.

Thank you.

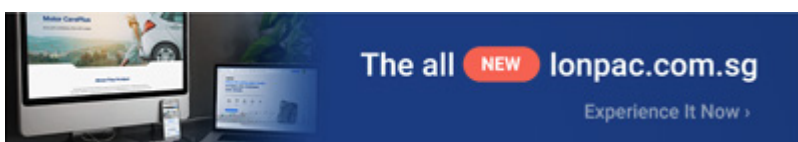
Best Regards

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



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From: Mei Kwan (LKKAuto)
Sent: Thursday, 10 December 2020 10:37 pm
To: GERALD POH WEE BIN
Cc: MT_Claim_SG ; Jasper Chua (LKK Auto) ; Admin A
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST *** LKK REF:
CC4/LPC20013118/Kba3 [External Confidential]

Dear Gerald,

We refer to the above matter.

We had inspected TP vehicle SMV 1278P on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- 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 | 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.***

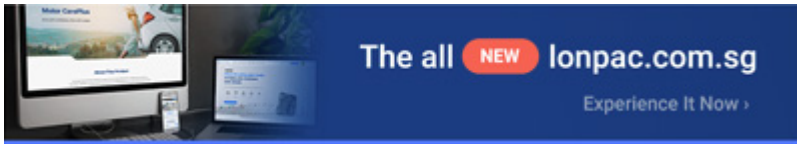
From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Saturday, 28 November 2020 10:14 AM
To: Mei Kwan (LKKAuto)
Cc: Jasper Chua (LKK Auto)
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST *** LKK REF:
CC4/LPC20013118/Kba3 [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: Friday, 27 November 2020 4:01 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020 ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST [External Confidential] *** LKK REF: CC4/LPC20013118/Kba3

Dear Gerald,

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 | 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: Friday, 27 November, 2020 3:36 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020 ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park,
Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Friday, 27 November, 2020 11:18 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST [External Confidential]

Lonpac External - Confidential

Our Ref: 20/20/20/VC05/023941

Dear Nivitha,

Kindly proceed as requested.

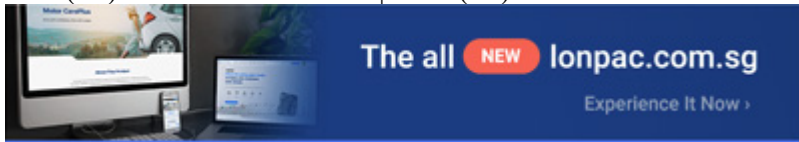
Best Regards

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: Operation / Candy Ong [mailto:operation@tlauto.com.sg]

Sent: Friday, 27 November 2020 11:14 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST [External General]

Dear Gerald,

WE hereby confirm and agreed to nominate Kenneth Kong (LKK) to conduct the pre-repair survey of our client's vehicle

Best Regards,

Candy Ong



Tong Luck Auto Pte Ltd

160 Sin Ming Drive
#07-01/06 Sin Ming Autocity
Singapore 575722
Tel: 6250 0088 Fax: 6250 5545
Email: operation@tlauto.com.sg

From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Friday, November 27, 2020 10:31 AM
To: 'Operation / Candy Ong' <operation@tlauto.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020
ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 20/20/20/VC05/023941

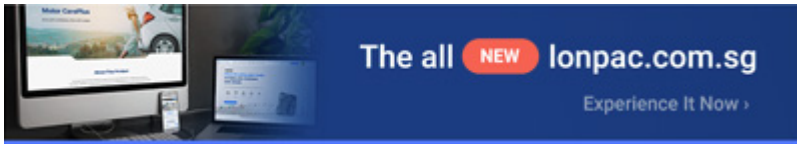
Dear Candy,

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	Steve Chen- LKK
5	Adrian Ling - LKK
6	Kenneth Kong - LKK
7	Qing Quo Xiang- LKK
8	Oi Sun Pin - LKK
9	Mohd Rasul –LKK
10	Marcus Chua - 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: Operation / Candy Ong [<mailto:operation@tlauto.com.sg>]
Sent: Friday, 27 November 2020 10:19 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: ONG LI LI <llong@lonpac.com>
Subject: ACCIDENT INVOLVING VEHICLE NO.: SMV1278P & YP8899R ON 25/11/2020 ALONG TOH GUAN ROAD FILTER TO TOH GUAN ROAD EAST

Dear All,

We have our client's instruction to notify you the above accident.

Please find attached documents for your information and necessary action

The vehicle is now garage at our workshop.

Kindly let us have your surveyor list and arrange for the vehicle to be inspect at an earlier date

Best Regards,
Candy Ong



Tong Luck Auto Pte Ltd
160 Sin Ming Drive
#07-01/06 Sin Ming Autocity
Singapore 575722
Tel: 6250 0088 Fax: 6250 5545
Email: operation@tlauto.com.sg