

## Jasper Chua (LKK Auto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 8 March 2021 12:01 PM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 / veh : SMB 148T [External Confidential]

### Lonpac External - Confidential

Dear Jasper

Please proceed but start with lower sum for "loss of use".

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, 4 March 2021 4:21 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential] / veh : SMB 148T

Dear Li Li,

We refer to the subject matter.

It was reported that Insured driver hit TP, liability on 50% as agreed by both parties.

Summary to offer to repairer **SMRT AUTOMOTIVE SERVICES PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair	\$ 8,223.34	\$ 1,411.00
Loss of Use (5 days x \$275.00)	\$ 1,375.00	\$ 1,375.00
SUBTOTAL		\$ 2,786.00
50%		
Proposed Total		\$ 1,393.00
LTA	\$ 7.00	\$ 7.00

<b>TOTAL</b>	\$ 9,605.34	\$ 1,400.00
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Breakdown of days is as follows:

Recommended days	3
Weekends / Downtime	2
<b>CLAIM DAYS</b>	<b>5</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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Wednesday, 30 December 2020 7:57 PM

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

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

**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Dear Li Li,

Still pending reply from SMRT.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

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)

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

**Sent:** Wednesday, 30 December, 2020 5:42 PM

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

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

**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

**Lonpac External - Confidential**

Dear Mei Kwan/Jasper

Have you received the video footage?

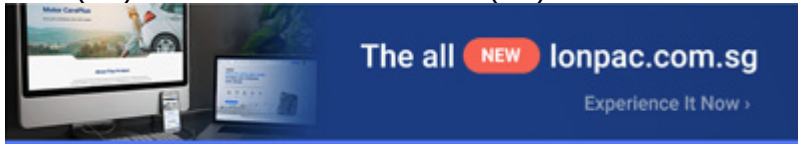
Regards,

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:** Monday, 14 December 2020 2:19 PM

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

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

**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

Dear LiLi,

Contents noted with thanks.

We will request CCTV from SMRT.

*"Best Wishes for Merry Christmas & Happy New Year 2021"*

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)

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

**Sent:** Monday, 14 December, 2020 12:53 PM

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

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

**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 // LKK REF: CC4/LPC20013221/Qba3 [External Confidential]

**Lonpac External - Confidential**

Dear Mei Kwan

Attached is our Insured's GIA report.

As spoken, please note that this is our VIP client, do handle with care.

Thank you.

Regards,

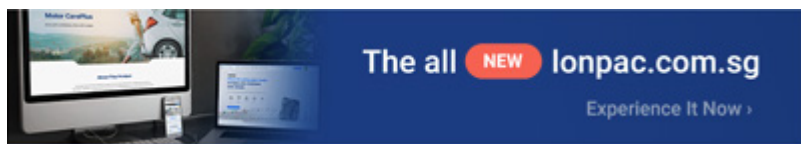
Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

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Singapore 199555

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Thursday, 10 December 2020 8:16 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential] // LKK REF: CC4/LPC20013221/Qba3

Dear Li Li,

Further to the email below.

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

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)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Thursday, 10 December, 2020 8:14 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Cc:** Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential] // LKK REF: CC4/LPC20013221/Qba3

Dear Li Li,

We refer to the above matter.

We had inspected TP vehicle SMB 148T on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice
- TP GIA report

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

*To check availability of the case handler, you may contact the undersigned.*

***"Best Wishes for Merry Christmas & Happy New Year 2021"***

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

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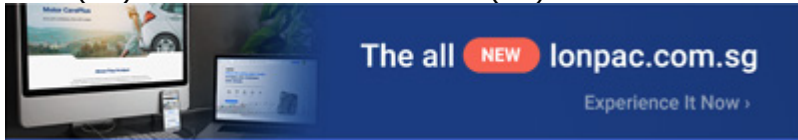
**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Tuesday, 1 December, 2020 5:05 PM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Nivitha (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: LONPAC survey Our Ref: 20/20/20/VP05/023948 [External Confidential]

## Lonpac External - Confidential

Dear Nivitha

FYA -pls arrange 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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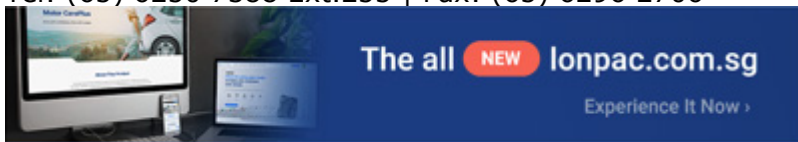
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**From:** GERALD POH WEE BIN  
**Sent:** Tuesday, 1 December 2020 4:29 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Subject:** FW: LONPAC survey [External Confidential]

## Lonpac External - Confidential

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:** Tay Boon Chew (Auto Svcs/ARC/ARC/Buses) [<mailto:BoonChew.Tay@smrt.com.sg>]  
**Sent:** Tuesday, 1 December 2020 4:15 pm  
**To:** 'geraldpoh@lonpac.com'  
**Cc:** Catherine Lee Sau Chan (Auto Svcs/ARC/ARC/Buses) <[catherineleesc@smrt.com.sg](mailto:catherineleesc@smrt.com.sg)>; Gerald Tan Chwee Hock (Auto Svcs/ARC/ARC/Buses) <[tanchweehock@smrt.com.sg](mailto:tanchweehock@smrt.com.sg)>; Goh Kok Khoo (Auto Svcs/ARC/ARC/Buses) <[GohKK2@smrt.com.sg](mailto:GohKK2@smrt.com.sg)>  
**Subject:** RE: LONPAC survey

Hi

Kindly arrange to survey the vehicle **SMB148T** within 48 hours according to GIA guide line, involving your insured **Q3C**

Insurance Company : **LONPAC**

**Vehicle is in woodlands Bus Depot**

**GIA still progress**

Regards

Boon chew  
97399848

Kok Khoon  
96451982