

## Hsiao Tong (LKKAUTO)

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**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Sent:** Monday, 11 January 2021 4:30 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE] - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 LKK REF : CC4/LPC20013853/ps3 [External Confidential]

### Lonpac External - Confidential

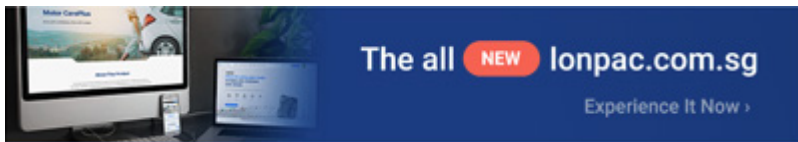
Dear Hsiao Tong

Please proceed as recommended.

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.*

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Tuesday, 5 January 2021 12:34 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] - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 LKK REF : CC4/LPC20013853/ps3 [External Confidential]

Your ref : **20/20/20/VP00/023980**  
Our ref : CC4/LPC20013853/Kps3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING SLV8727B(LONPAC) AND SLE1036Y(TP) ON 06/12/2020**

We refer to the above matter.

The accident occurred when our insured driver reversed and collided onto third party parked vehicle. Liability is not in our insured driver's favour.

We seek your approval to offer repairer "**TONG LUCK AUTO PTE LTD**" at **\$6,385.45(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 8,792.51	\$ 5,778.00 (\$5,400.00 +7%GST)
2. Loss of Use (5days x \$150.00)	\$ 750.00	\$ 600.00 (5days x \$120.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 9,549.96</b>	<b><u>\$ 6,385.45</u></b>

Surveyor recommended 4days for repair + 1Sunday = 5days

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](mailto:chewht@lkkauto.com) | Fax: 6741

4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KENNY LIM CHING GHEE

**Sent:** Monday, 4 January 2021 3:39 PM

**To:** Hsiao Tong (LKKAuto)

**Cc:** MT\_Claim\_SG ; Admin A ; Su Li (LKK Auto)

**Subject:** RE: New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 LKK REF : CC4/LPC20013853/ps3 [External Confidential]

**Lonpac External - Confidential**

Dear Hsiao Tong

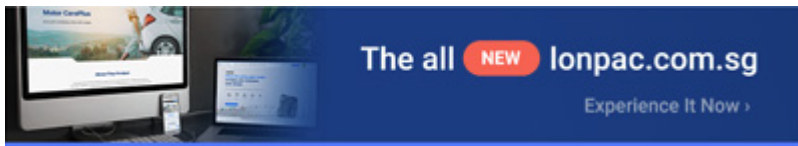
For the above case, is it pending for settlement mandate as the workshop just called to check on liability and settlement.

Appreciate your reply soon.

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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Wednesday, 23 December 2020 12:11 pm  
**To:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 LKK REF : CC4/LPC20013853/ps3 [External Confidential]

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle SLE 1036Y at M/s TONG LUCK AUTO PL on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- TP estimated cost of repair
- Preliminary advice

We will prepare the survey report to seek your mandate soonest.

Kindly take note that the case handler in-charge is Hsiao Tong.

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

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

*\* 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.*

Thank you.

Best Regards,

Su Li | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6841 1467 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

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**From:** KENNY LIM CHING GHEE [<mailto:kennylim@lonpac.com>]  
**Sent:** Wednesday, 23 December 2020 10:50 AM  
**To:** Su Li (LKK Auto); Hsiao Tong (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 LKK REF : CC4/LPC20013853/ps3 [External Confidential]

**Lonpac External - Confidential**

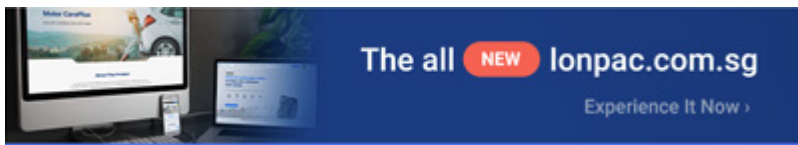
Dear Su Li/ Hsiao Tong

Please see attachment for the LOD from Tong Luck Auto 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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Tuesday, 15 December 2020 3:39 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 [External Confidential] LKK REF : CC4/LPC20013853/ps3

Dear Kenny,

We refer to the above matter.

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

We will revert to you on preliminary advice in due course.

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

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

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

*\* 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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

Phone: 6841 1467 Email: [SuLi@lkkauto.com](mailto:SuLi@lkkauto.com) Fax : 6271 8802

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

Branch : Blk 1007, Bukit Merah Lane 3, #01-11 | S(159721)

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**From:** Admin-D (LKKAuto)

**Sent:** Tuesday, 15 December 2020 10:22 AM

**To:** 'KENNY LIM CHING GHEE'; SUR; assignments; Admin A

**Cc:** 'MT\_Claim\_SG'

**Subject:** RE: New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 [External Confidential]

Dear Sir/Madam,

Thank you for the assignment.

Repairer arrange on 16-12-20.

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

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:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Monday, 14 December, 2020 5:27 PM

**To:** 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

**Subject:** New Assignment (PRS) - Accident involving SLV8727B & SLE1036Y ON 06/12/2020 along Wheelock Place Carpark - Oref: 20/20/20/VP00/023980 [External Confidential]

**Lonpac External - Confidential**

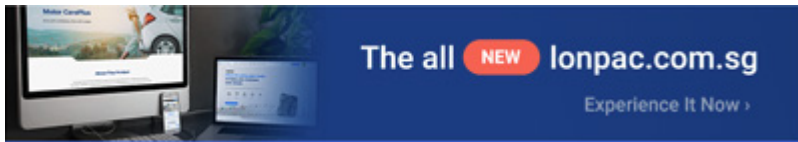
Dear team

Please arrange for a PRS on t/p vehicle SLV8727B at Tong Luck Auto Pte Ltd.

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:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>  
**Sent:** Monday, 14 December 2020 5:18 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Subject:** RE: ACCIDENT INVOLVING VEHICLE NO.: SLE1036Y & SLV8727B ON 06/12/2020  
ALONG WHEELLOCK PLACE OPEN SPACE CARPARK [External Confidential]

Dear Kenny,

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](mailto:operation@tlauto.com.sg)

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**From:** KENNY LIM CHING GHEE [<mailto:kennylim@lonpac.com>]  
**Sent:** Monday, December 14, 2020 5:10 PM  
**To:** 'Operation / Candy Ong' <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: ACCIDENT INVOLVING VEHICLE NO.: SLE1036Y & SLV8727B ON 06/12/2020  
ALONG WHEELLOCK PLACE OPEN SPACE CARPARK [External Confidential]

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Without Prejudice

Dear Candy,

Oref: 20/20/20/VP00/023980

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 soon.

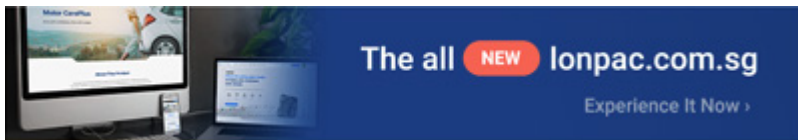
Best Regards

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:** Operation / Candy Ong <[operation@tlauto.com.sg](mailto:operation@tlauto.com.sg)>

**Sent:** Monday, 14 December 2020 3:37 pm

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

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

**Subject:** ACCIDENT INVOLVING VEHICLE NO.: SLE1036Y & SLV8727B ON 06/12/2020 ALONG WHELOCK PLACE OPEN SPACE CARPARK

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](mailto:operation@tlauto.com.sg)