

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 11 March 2021 7:59 AM
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK INSTRUCTION]- Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020 - Oref: 20/20/20/VC00/023590 [External Confidential]
Attachments: LKK Survey Report & Photos.pdf; LOD - SMJ3029S.pdf

Dear Kenny,

We refer to the above matter.

As discussed, third party disagreed on our rejection for this matter as our Insured was parking illegally and doing loading/unloading during the unpermitted timings which is 4pm to 6pm on a weekday.

The summary of claim is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,423.38	\$ 64.20 (\$60.00 + 7%GST)
2. Loss of Use (1day x \$150.00)	\$ 150.00	\$ 60.00 (1day x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,575.38	<u>\$ 126.20</u>

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your instruction if we shall proceed to resolve the matter at best in view of small quantum.
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 5:44 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 INSTRUCTION]- Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020 - Oref: 20/20/20/VC00/023590 [External Confidential]

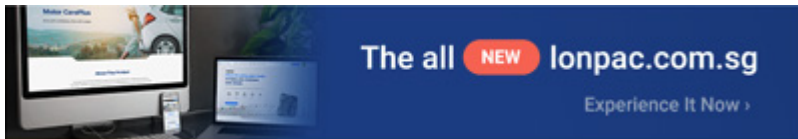
Lonpac External - Confidential

Dear Hsiao Tong

Please proceed to reject third party claim. Thanks.

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: Wednesday, 10 February 2021 2:33 pm
To: KENNY LIM CHING GHEE <kennylin@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK INSTRUCTION]- Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020 - Oref: 20/20/20/VC00/023590 [External Confidential]

Hi Kenny,

We attached here with a copy of video footage submitted by third party for your easy reference.
From third party video, we observe that our lorry door had already open before third party drive thru. We are of the view that third party should have seen that the door is already open and take evasive action to avoid a collision.

In view of this, we are intending to reject third party claim.

Kindly let us have your comments/instruction. 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: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Thursday, 14 January 2021 4:30 PM
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020 - Oref: 20/20/20/VC00/023590 [External Confidential]

Dear Kenny,

Thank you for your email.

We will prepare report and seek mandate soonest.

Hi HT,

Kindly assist.

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)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Thursday, 14 January, 2021 1:31 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020 - Oref: 20/20/20/VC00/023590 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan

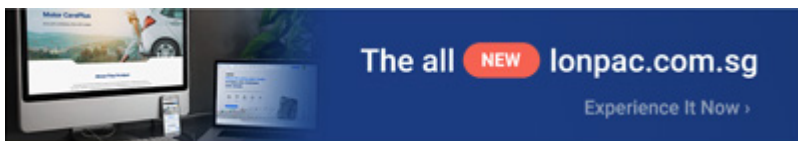
Please see attachment for the LOD from mbm wheelpower for your action.

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) <Meikwan@lkkauto.com>
Sent: Thursday, 17 December 2020 1:46 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Direct Settlement - Accident Involving YM9180P (OI : LPC - TBA) AND SMJ3029S (TP : LKK REF - CC6/LPC20014040/Kpa3) on 26/08/2020

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMJ 3029S at M/s MBM Wheelpower Pte Ltd - Sin Ming on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report
- estimated cost of repair
- preliminary advice

Meanwhile, kindly assist to verify validity of our insured's policy and let us have a copy of insured's accident report 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.

"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 | 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.