

**RE: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020 \*\*\* LKK REF: CC4/LPC20014145/R1pa3 [External Confidential]**

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Wed 6/1/2021 9:03 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

**Lonpac External - Confidential**

Our Ref:20/20/20/VC00/023995

Dear Hsiao Tong,

You may proceed with Direct Settlement.

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.*

*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]

**Sent:** Tuesday, 5 January 2021 11:35 am

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

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020 [External Confidential] \*\*\* LKK REF: CC4/LPC20014145/R1pa3

Dear Gerald,

We refer to the above matter.

Third party reported that after he finished his lunch and go to retrieve his car at the carpark, he found that his vehicle front bumper sustained scratches with yellow paint mark. At the same time, our insured vehicle was parked at his right side parking lot. He then checked onto the vehicle and found that our insured vehicle have some scratches at the left side and the height same as his car. Third party had spoken to our driver and our driver told him that he did not feel any impact. Both parties exchange particulars and decided do for insurance claim.

Our driver reported that he had parked his vehicle into the parking lot and he did not come down from the vehicle immediately as he was on the phone. Third party had knocked on his window and claimed that his vehicle had scratched his car. Our driver had exchanged particular with third party and taken some photos.

Based on both parties report and scene photos submitted by both parties, third party vehicle front right bumper had sustained scratches with yellow paint mark which is correspond to the colour of our insured vehicle. Furthermore, our insured vehicle had some scratches on the left rear portion.

Kindly let us have your comments/instruction if we may proceed DS with third party. Thanks.

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: Mei Kwan (LKKAuto)  
Sent: Monday, 4 January 2021 4:09 PM  
To: 'GERALD POH WEE BIN'  
Cc: 'MT\_Claim\_SG' ; Admin A ; Hsiao Tong (LKKAuto)  
Subject: RE: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020  
[External Confidential] \*\*\* LKK REF: CC4/LPC20014145/R1pa3

Dear Gerald,

We refer to the above matter.

We had inspected TP vehicle SMD 7699M on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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

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)

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From: Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
Sent: Thursday, 17 December, 2020 2:54 PM  
To: 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@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: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020  
[External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

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

BEST REGARDS

G. NIVITHA

LKK Auto Consultants Pte Ltd

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

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

*"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

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From: GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
Sent: Thursday, 17 December 2020 10:03 AM  
To: 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
Subject: FW: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020  
[External Confidential]  
Importance: High

Lonpac External - Confidential

Our Ref: 20/20/20/VC00/0243995

Dear Nivitha,

Please proceed to liaise with the workshop for the survey and revert on Direct Settlement.

Attached copy of insured's report.

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: Janice Chang [<mailto:janice@sngahtee.com>]  
Sent: Friday, 11 December 2020 9:29 am  
To: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
Subject: ACCIDENT INVOLVING OUR CLIENT'S VEH SMD7699M & YOUR INSURED GBF3944B ON 09/12/2020  
Importance: High

Hi,

We refer to the above & wish to check liability for this case.  
Hope to hear from you soon.  
Thank You.

Best Regards

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Janice Chang | Senior Admin

SNG AH TEE MOTOR & PANEL SERVICE PTE LTD | BLK 3 PIONEER ROAD NORTH #01-18 SINGAPORE 628457  
TEL: 62686183 (4LINES) | FAX: 62681429 | Find us at <http://www.sngahtee.com>

-All offers/acceptances are made, based without prejudice.-



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