

RE: [SEEK MANDATE] - TP CLAIMS - SMG9536X AGAINST GBH4674M DOA
21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF:
CC4/LPC20014764/R1pa3 [External Confidential]

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Mon 2/8/2021 1:39 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed as per your recommendations.

Thank you.

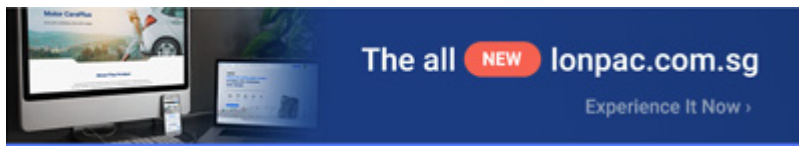
Best Regards

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



In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

Sent: Friday, 30 July 2021 4:57 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][SEEK MANDATE] - TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF: CC4/LPC20014764/R1pa3 [External Confidential]

Your ref: **20/20/21/VC05/024036**

Our ref : CC4/LPC20014764/R1pa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBH4674M(LONPAC) AND SMG9536X(TP) ON 21/12/2020

We refer to the above matter.

We have highlighted to your good office on 04/01/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "MOVA AUTOMOTIVE PTE LTD" at **\$5,019.66(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,652.21	\$ 4,482.66 (\$4,189.40+ 7%GST)
2. Loss of Rental (5days x \$120.00) (w/GST)	\$ 642.00	\$ 535.00 (5days x \$100.00)(w/GST)
3. LTA/GIA search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,296.21	<u>\$5,019.66</u>

Surveyor recommended 5days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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.

Best Regards,

Hsiao Tong, Chew | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108

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 7:25 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF: CC4/LPC20014764/R1pa3 [External Confidential]

Dear Kenny,

We refer to the above matter.

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 | fax: 67414108

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

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Tuesday, 5 January, 2021 11:41 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF: CC4/LPC20014764/pa3 [External Confidential]

Hi Kenny,

Received with 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: Tuesday, 5 January 2021 11:13 AM

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

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF: CC4/LPC20014764/pa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong

Email resent as we have received an error msg.

Thank you.

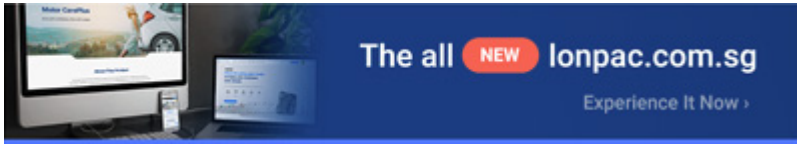
Best Regards

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

From: ONG LI LI

Sent: Tuesday, 5 January 2021 10:25 am

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) *** LKK REF: CC4/LPC20014764/pa3 [External General]

Lonpac External - General

Dear Hsiao Tong

Please see attached for our Insured's GIA report.

Regards,

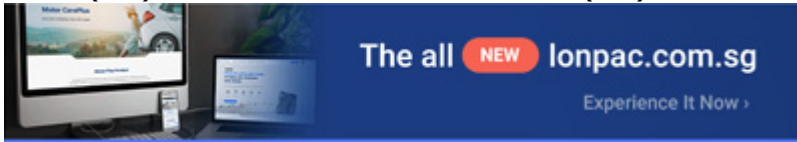
Ong Li Li

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: Hsiao Tong (LKKAuto) [<mailto:chewht@lkkauto.com>]

Sent: Monday, 4 January 2021 2:34 PM

To: ONG LI LI ; MT_Claim_SG

Cc: Admin A

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) [External General] *** LKK REF: CC4/LPC20014764/pa3

Hi Lili,

We refer to the above matter.

Kindly let us have a copy of insured GIA report for our necessary action as third party propose for Direct Settlement.

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)

Sent: Wednesday, 30 December 2020 6:51 PM

To: 'ONG LI LI'

Cc: Admin A ; 'MT_Claim_SG' ; Hsiao Tong (LKKAuto)

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) [External General] *** LKK REF: CC4/LPC20014764/pa3

Dear LiLi,

We refer to the above matter.

Kindly let us have a copy of insured's accident report and claim ref 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)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 30 December, 2020 6:06 PM

To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) [External General]

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 | 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*

From: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 30 December 2020 2:32 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Summer Lee (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020 Our Ref: 20/20/21/VC05/024036 (Kenny) [External General]

Lonpac External - General

Dear Nivitha/Summer

FYA –TP survey

Regards,

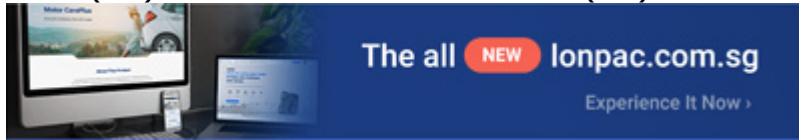
Ong Li Li

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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From: Nitha [<mailto:nitha@nova.com.sg>]

Sent: Wednesday, 30 December 2020 2:19 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: jacelyn@nova.com.sg; 'AVRIL HO' <avril@nova.com.sg>

Subject: TP CLAIMS - SMG9536X AGAINST GBH4674M DOA 21/12/2020

Importance: High

Dear All,

Kindly assist to assign surveyor and revert liability.

Thank you,

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



This email has been checked for viruses by AVG antivirus software.

www.avg.com