

## Mei Kwan (LKKAuto)

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**From:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Sent:** Thursday, April 8, 2021 10:17 AM  
**To:** Cecilia Chong (LKK Auto); Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020  
Our Ref: 20/20/21/VC05/024039 (KENNY) \*\*\* LKK REF: CC4/LPC20014816/ga3 [External Confidential]

**Categories:** HMK

### Lonpac External - Confidential

Dear Cecilia

Insured do not have any video footage of the accident. As of now, we are also unable to determine liability.

Let's see if Kee Siang is able to obtain their client's footage.

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



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**From:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
**Sent:** Wednesday, 7 April 2021 5:37 pm  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) \*\*\* LKK REF: CC4/LPC20014816/ga3 [External Confidential]

Dear Kenny,

We refer to the above matter.

Kindly advice if OI submit video footage to your end.

As liability is unclear.

Thanks

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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)

**Sent:** Monday, 11 January 2021 8:18 PM

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.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)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) \*\*\* LKK REF: CC4/LPC20014816/ga3 [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 Cecilia and she can be contacted at DID: 6749 4274.

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

**Sent:** Monday, 4 January, 2021 10:09 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@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 BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) \*\*\* LKK REF: CC4/LPC20014816/ga3 [External Confidential]

**Lonpac External - Confidential**

Dear Mei Kwan/Cecilia

Please see attachments for a copy of our Insured's GIA report.

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](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 31 December 2020 2:04 pm  
**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.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)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) [External Confidential] \*\*\* LKK REF: CC4/LPC20014816/ga3

Dear Li Li,

We refer to the above matter.

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

Kindly 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"*

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:** Wednesday, 30 December, 2020 7:50 PM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@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 BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

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

**Sent:** Wednesday, 30 December 2020 1:38 PM

**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Summer Lee (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:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: 20/20/21/VC05/024039 (KENNY) [External Confidential]

**Lonpac External - Confidential**

Dear Nivitha/Summer

Please 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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**From:** Claims [<mailto:claims@premiumauto.com.sg>]

**Sent:** Tuesday, 29 December 2020 8:25 PM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: TBA [External Confidential]

Dear Kenny,

Please assist to arrange surveyor to survey our client vehicle.

Could you be able to share your insured report to us? According to our client he was driving straight in his own lane only.

**Best Regards,  
Kee Siang Lim  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

**Audi Showroom, Audi Centre** 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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

**Sent:** Tuesday, 29 December 2020 7:38 PM

**To:** 'Claims'

**Cc:** MT\_Claim\_SG

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: TBA [External Confidential]

**Lonpac External - Confidential**

Without Prejudice

Dear Kee Siang

We are unable to confirm on direct settlement at this juncture as there are conflicting versions of the accident.

Do you want us to proceed with survey first?

Meantime, we appreciate if you can check with your client whether there are any footage of the accident.

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:** Claims [<mailto:claims@premiumauto.com.sg>]

**Sent:** Tuesday, 29 December 2020 9:38 AM

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

**Cc:** 'Claims' <[claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)>

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: TBA [External General]

Dear Lili,

Any update on this case? Kindly advice who shall we liaise with for direct settlement.

**Best Regards,**  
**Kee Siang Lim**  
**Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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**From:** Claims [<mailto:claims@premiumauto.com.sg>]

**Sent:** Monday, 28 December 2020 12:10 PM

**To:** 'ONG LI LI'; 'MT\_Claim\_SG'

**Cc:** 'Claims'

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: TBA [External General]

Dear LiLi,

Please assist to check have your insured reported ?

Kindly arrange survey on 29.12.2020 , 10am

**Best Regards,  
Kee Siang Lim  
Claims Advisor**

**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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**From:** ONG LI LI [<mailto:llong@lonpac.com>]

**Sent:** Wednesday, 23 December 2020 2:55 PM

**To:** Claims; MT\_Claim\_SG

**Subject:** RE: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020 Our Ref: TBA [External General]

## Lonpac External - General

Without Prejudice

Dear Nadia

Our Insured has not reported the accident, do you still want us to arrange 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:** Claims [<mailto:claims@premiumauto.com.sg>]

**Sent:** Wednesday, 23 December 2020 2:28 PM

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



Cc: [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg)

Subject: ACCIDENT BETWEEN SKS 7273 C AND YOUR INSURED XD 4524 Z ON 22/12/2020

Dear all,

Kindly assist in the liability clearance for the case mentioned above. We propose for a 100% direct settlement in our client's favour.

Please advise who the officer in charge we shall liaise with is. To avoid dispute during finalisation, we propose for LOU/R at \$60/\$100 per day.

Attached is the GIA report for your reference and we will send you the estimate once it is ready.

Kindly arrange survey at Benoi on 28/12/2020. Vehicle is in.

Thank you.

**Best Regards,  
Nadia  
Claims Administrator**

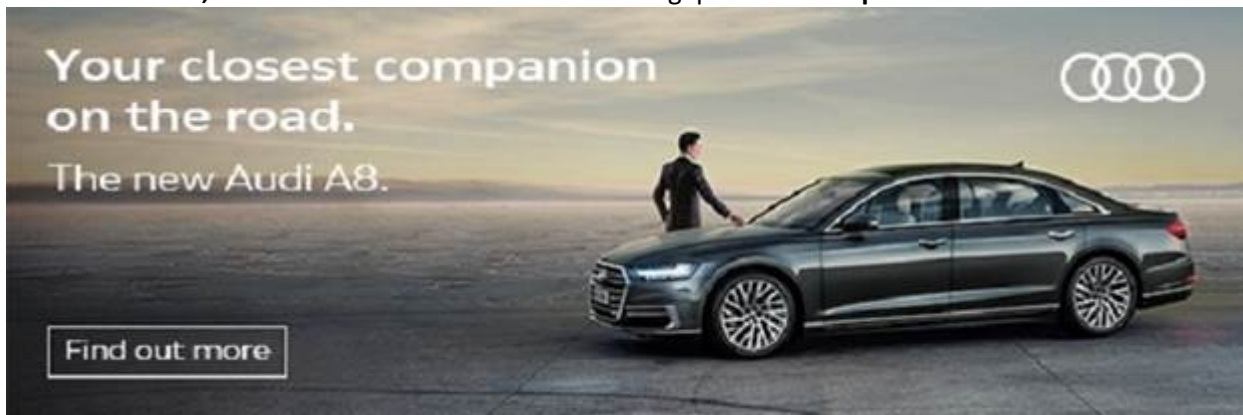
**Premium Automobiles Pte Ltd** (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

**p.** +65 8826 8736 **p.** +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

**e.** [claims@premiumauto.com.sg](mailto:claims@premiumauto.com.sg) **w.** [www.audi.com.sg](http://www.audi.com.sg)

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