

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 5 April 2021 9:15 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [SEEK MANDATE] - SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021
Our Ref: 20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 -
Part 1 of 2 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

As spoken , kindly proceed as proposed excluding the Section II excess of \$1,605.00.

Under GIA Guideline, if they are not at fault in chain collisions, insurers should not collect the excess from their insured.

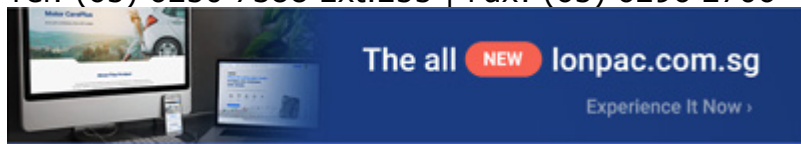
Best Regards

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.

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, 1 April 2021 12:32 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref:
20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 -Part 1 of 2 [External Confidential]

Your ref: **20/21/21/VC00/024107**

Our ref : CC4/LPC21000368/Apa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBF6580Y(LONPAC) / SJV1405A (TP) / OTHERS ON 08/01/2021

We refer to the above matter.

We have highlighted to your good office on 14/01/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a 3 vehicles chain collision whereby our insured was the last car. In accordance to the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "CN MOTORS PTE LTD" at **\$18,257.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 41,741.16	\$ 15,000.00
2. Loss of Rental (11days x \$150.00)	\$ 1,650.00	\$ 1,650.00 (11days x \$150.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Section II Excess	\$ 1,605.00	\$ 1,605.00
Total	\$ 44,998.16	<u>\$ 18,257.00</u>

Surveyor recommended 16 days for repair.

Market Value	: \$ 31,000.00 (est)
LTA Rebate	: \$ 15,828.00 (est)
Nett Value	: \$ 15,172.00 (est)

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 | Fax:

6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1,

#02-25 | S(408933)

From: Hsiao Tong (LKKAuto)

Sent: Thursday, 25 February 2021 8:07 AM

To: 'GERALD POH WEE BIN'

Cc: 'MT_Claim_SG' ; Admin A

Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 -Part 1 of 2 [External Confidential]

Dear Gerald,

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

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

Sent: Friday, 15 January 2021 8:59 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 -Part 1 of 2 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed with Direct Settlement.

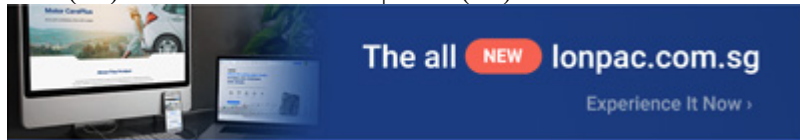
Best Regards

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



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

Sent: Thursday, 14 January 2021 11:20 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: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 [External General]-Part 1 of 2

PART 1 of 2

Hi Gerald,

We refer to the above matter.

Our insured reported that it is a head-to-rear collision.

Third party reported that it is a total 3 vehicles chain collision. Attached is a copy of video footage(Front & rear) & GIA report of 1st vehicle(SLU665) provided by third party for your easy reference.

GBF6580Y(Insured-3rd vehicle) -> SJV1405A(3rd party-2nd vehicle) -> SLU665D(1st vehicle).

We are of the view that based on all the available information on hand, we are of the view that BOLA S28 is applicable as it is total 3 vehicles chain collision. We propose DS at 100% with third party repairer.

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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 13 January 2021 9:51 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref:

20/21/21/VC00/024107 (Gerald) *** LKK REF: CC4/LPC21000368/Apa3 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report and liaise with our Gerald Poh for subsequent correspondences on this case.

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 12 January 2021 4:15 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) [External General] *** LKK REF: CC4/LPC21000368/Apa3

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 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 12 January, 2021 2:49 PM
To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) [External General]

Dear Sir/Mdm,

Thank you for the assignment.

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)

** 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*

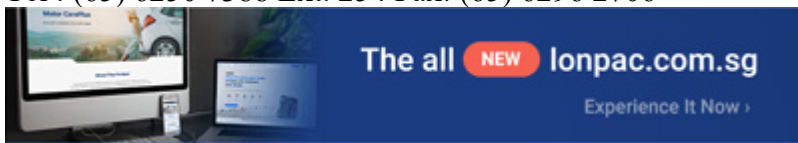
From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 12 January 2021 12:51 PM
To: Admin CN MOTORS <admin@cnmotorspl.com>; 'assignments@lkkauto.com' <assignments@lkkauto.com>; Nivitha (LKK Auto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) [External General]

Lonpac External - General

Dear Nivitha

Please see below and 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: Admin CN MOTORS [<mailto:admin@cnmotorspl.com>]
Sent: Tuesday, 12 January 2021 12:49 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021 Our Ref: 20/21/21/VC00/024107 (Gerald) [External General]

Without Prejudice

Hi Li Li

Thanks for your email.

Please arrange for :-

1	Mohamad Taufikh Bin Hamid
---	---------------------------

Best Regards,

Sukyi Chong

CN Motors Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-41 Autobay @ Kaki Bukit S(417883)

Tel : 6509 5545 Fax : 6509 5567

On Tue, 12 Jan 2021 at 12:31, ONG LI LI <llong@lonpac.com> wrote:

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Sir/Mdm

We intend to conduct a pre-repair survey of the damage to your client's/your customer's vehicle jointly with your client/your motor workshop. We propose to use one of the motor surveyors named in the following list to conduct the joint pre-repair survey as a single joint expert.

1	Mohamad Taufikh Bin Hamid
2	Mohammed Rasul Bin Mohd Yunus
3	Steve Chen Tsue Yee
4	Oi Sun Pin
5	Parasuram S/O Shanmugan
6	Lim Teow Guan
7	Robin Poon
8	Nicholas Tey
9	Jackson Quek
10	Joshua Ong

Please let us know within two (2) working days whether you agree to the appointment of any of these motor surveyors as a single joint expert.

Regards,

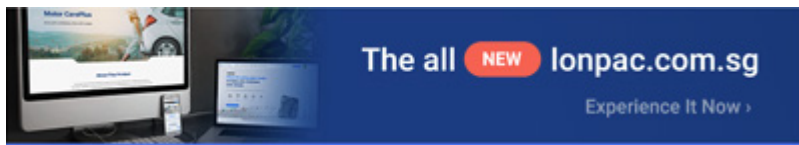
Ong Li Li

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From: Admin CN MOTORS [mailto:admin@cnmotorspl.com]

Sent: Tuesday, 12 January 2021 8:56 AM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: SJV1405A CLAIMING AGAINST GBF6580Y DOA:08.01.2021

Without Prejudice

Hi Motor Claim Dept

Please send us your surveyor list, thanks.

Best Regards,

Sukyi Chong

CN Motors Pte Ltd

1 Kaki Bukit Ave 6 Blk C #01-41 Autobay @ Kaki Bukit S(417883)

Tel : 6509 5545 Fax : 6509 5567

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