

RE: [SEEK MANDATE]- REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) *** LKK REF: CC4/LPC21000650/Kpa3 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Fri 26/2/2021 3:24 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Hsiao Tong,

Kindly proceed as proposed.

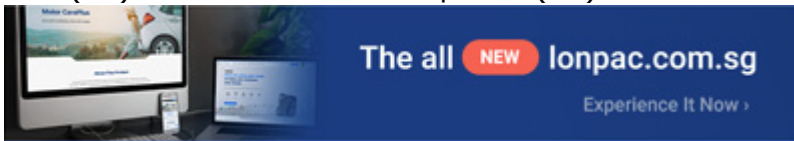
Best Regards

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: Friday, 26 February 2021 12:26 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]- REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) *** LKK REF: CC4/LPC21000650/Kpa3 [External Confidential]

Your ref : **20/21/21/VC05/024127**

Our ref : CC4/LPC21000650/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XB8740A(LONPAC) AND SMU1265G(TP) ON 11/01/2021

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.

Third party video shows that third party was driving straight within his own lane, our insured lorry suddenly cut into third party lane and resulted the collision. Liability is not in our insured driver's favour.

We seek your approval to offer repairer **"ESTEEM PERFORMANCE PTE LTD"** at **\$3,093.17(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 4,622.72	\$ 2,685.72 (\$2,510.02+7%GST)
2. Loss of Rental (4days x \$120.00)	\$ 480.00	\$ 400.00 (4days x \$100.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 5,110.17	<u>\$ 3,093.17</u>

Surveyor recommended 3 days for repair + 1PRS = 4days

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

Sent: Tuesday, 19 January 2021 9:44 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) *** LKK REF: CC4/LPC21000650/Kpa3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed with Direct Settlement.

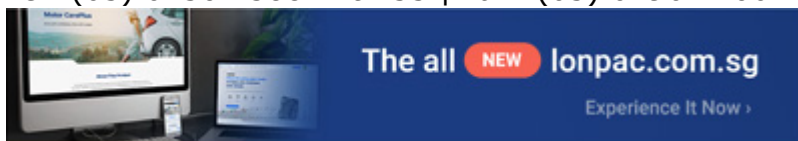
Best Regards

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: Monday, 18 January 2021 11:43 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: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) *** LKK REF: CC4/LPC21000650/Kpa3 [External Confidential]

Hi Gerald,

Attached is a copy of video footage submitted by third party for your easy reference.
Third party video shows that third party was driving straight within his own lane, our insured lorry suddenly cut into third party lane and resulted the collision.

In view of this, liability is not in our driver favour. We propose 100% DS with third party.

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: GERALD POH WEE BIN
Sent: Friday, 15 January 2021 8:26 AM
To: Mei Kwan (LKKAUTO)
Cc: MT_Claim_SG ; Hsiao Tong (LKKAUTO)
Subject: RE: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) ***
LKK REF: CC4/LPC21000650/Kpa3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan,

Please assess liability before proceeding with Direct Settlement as
our insured may not be at fault.

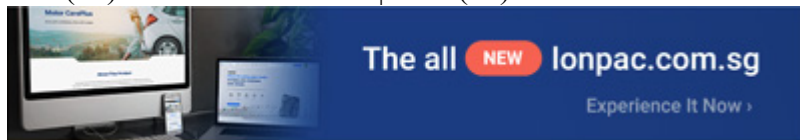
Best Regards

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 14 January 2021 3:15 pm

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

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

Subject: RE: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) ***
LKK REF: CC4/LPC21000650/Kpa3 [External General]

Dear Gerald,

We refer to the above matter.

We had inspected TP vehicle SMU 1265G on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- Estimated cost of repair
- Preliminary advice

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: ONG LI LI <llong@lonpac.com>

Sent: Thursday, 14 January, 2021 12:19 PM

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: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald) ***
LKK REF: CC4/LPC21000650/Kpa3 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

Fyi, this case will be under our Gerald Poh.

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: Wednesday, 13 January 2021 5:44 PM

To: ONG LI LI <long@lonpac.com>

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

Subject: RE: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald)
[External General] *** LKK REF: CC4/LPC21000650/Kpa3

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: Wednesday, 13 January, 2021 2:46 PM

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

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

Subject: RE: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (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: Wednesday, 13 January 2021 12:35 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>; Nivitha (LKK Auto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: REQUEST FOR PRI SURVEY SMU1265G Our Ref: 20/21/21/VC05/024127 (Gerald)
[External General]

Lonpac External - General

Dear Nivitha/Summer

FYA

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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corrupt practices.*

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From: jenny chong [<mailto:jenny@esteempref.com.sg>]

Sent: Wednesday, 13 January 2021 11:23 AM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Shanice Leong <shanice@esteemperf.com.sg>; Carmen Lim <carmen@esteemperf.com.sg>; serence etc <serence@esteemperf.com.sg>

Subject: Re: REQUEST FOR PRI SURVEY SMU1265G

Dear Sir / Madam

GIA Report as attached

Thank you

Freundliche Grüße / Best Regards

Jenny Chong

Senior Operation Executive | Operation

Division

Esteem Performance Pte Ltd

P: 6484 1221

F: 6484 7829

E: jenny@esteemperf.com.sg

[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

(Head Office)

[385 Sin Ming Drive](#) Vicom Inspection
Centre (Showroom)

www.esteemperformance.com



On Wed, Jan 13, 2021 at 9:11 AM jenny chong <jenny@esteemperf.com.sg> wrote:

Dear Sirs / Madam,

ACCIDENT INVOLVING SMU1265G & XB8740A ON 11.01.2021 @ 18:25

We hereby give notice on behalf of the owner of motor vehicle registration no.

SMU1265G that this vehicle was involved in an accident on **11.01.2021** with motor vehicle registration no. **XB8740A** the driver of which was insured with **LONPAC INSURANCE BHD** and caused the accident by negligent driving/ control/ management. A copy of our client's Singapore Accident Statement filed is enclosed.

We propose the following surveyors:

- 1. FormTeam Consultancy Pte Ltd – Mr Chow Bo Xiong**
- 2. Vicom Ltd – Mr Tommie Lim**
- 3. JP Knights Pte Ltd – Mr Anthony Lim**
- 4. Infiniti Appraisal Service - Mr Cedric Ng**
- 5. Quantum Risk Management – Mr Andrew Aw**

In the event, you are not agreeable to the above, you may appoint your independent surveyor to assess our client's car without delay. May we propose in line with the amicable and fair spirit of settlement for both surveyors to meet, appraise the vehicle in the repairer's presence and agree on a fair amount.

Take Further Notice that in the event you fail to respond within **2 *working days*** (excluding Saturdays, Sundays and Public Holidays) of your receipt of this notice as to whether you wish to carry out or waive a pre-repair survey, the workshop will proceed to repair the vehicle and/ or have it surveyed as they deem fit, without further notice and without prejudice to the right to claim loss of use in accordance with the Pre-action Protocol for Non-Injury Motor Accident Cases.

Will email GIA report to you once ready

Thank you

Freundliche Grüße / Best Regards

Jenny Chong

Senior Operation Executive | Operation

Division

Esteem Performance Pte Ltd

P: 6484 1221

F: 6484 7829

E: jenny@esteemperf.com.sg

[5033 Ang Mo Kio Industrial Park 2 #01-259](#)

(Head Office)

[385 Sin Ming Drive](#) Vicom Inspection

Centre (Showroom)

www.esteemperformance.com



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