

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Tuesday, 5 October 2021 3:45 pm
To: ONG LI LI
Cc: MT_Claim_SG; SUR; Taufikh (LKKAUTO); Bryan Ang (LKKAUTO)
Subject: RE: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]
Attachments: LKKInspection_1.pdf; LKKAdjustment_1.pdf

Dear Ms Ong,

After reviewing the photos and reports, we have re-adjusted the cost of repair basing on the damage consistency. We have re-offered to the workshop but they do not agree. Attached is our revised survey report.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 29 September 2021 2:42 pm
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]

Lonpac External - General

Dear Shiau Chan

Any update?

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

"In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. 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: ONG LI LI
Sent: Monday, 20 September 2021 5:08 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]

Lonpac External - General

Dear Shiau Chan

Any update 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: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Wednesday, 1 September 2021 3:55 PM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Taufikh (LKKAUTO) <Taufikh@lkkauto.com>; Bryan Ang (LKKAUTO) <bryanang@lkkauto.com>
Subject: RE: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]

Dear Ms Ong,

According to our surveyor at the point of survey, the damages of the car SLF 51D was seen on the rear portion and there was no damages that was physically seen on the rear rh side based on the photos taken during the survey. We will look into the matter and check on the consistency of the accident based on the photos and reports available.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI <long@lonpac.com>
Sent: Thursday, 26 August 2021 4:59 pm
To: Reports (LKKAUTO) <report@lkkauto.com>; Adrian Ling (LKKAUTO) <adrianling@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>; Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Subject: RE: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]

Lonpac External - General

Dear Sir/Mdm

Any update 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

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.

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Lonpac External - General data is for internal / external use.

From: ONG LI LI

Sent: Friday, 30 July 2021 11:40 AM

To: Elaine (LKK Auto) <report@lkkauto.com>; 'Adrian Ling (LKKAuto)' <adrianling@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'SUR' <sur@lkkauto.com>; 'Huey Yon (LKKAuto)' <hueyyon@lkkauto.com>

Subject: Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162 [External General]

Importance: High

Lonpac External - General

Dear Adrian

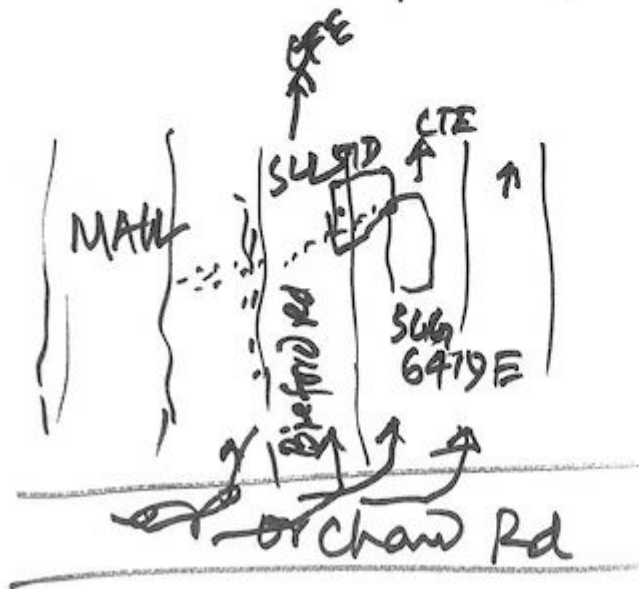
Insured reported that TP cut lane & hit the left front portion of our Insured vehicle but TP claimed that it was a head to rear accident.

We have attached the TP video footage and both GIA reports.

Can you review your survey report again and comment whether the damages claimed (eg TAILGATE "MACAN GTS" EMBLEM, REAR BUMPER TOP GARNISH "MACAN" CHROME etc) are consistent to this accident?

Our Insured's accident statement/sketch:-

I was driving on second lane going towards CTE at Driefond road from orchard.
 Car (plate no. SLF 51D) exiting from Mall Road came and hit my left front of car - Broke left front head light & plate.



Date: 16/1/21
 Time: ~~2:30 PM~~
 13:45 PM



Thank you.

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

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.

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Lonpac External - General data is for internal / external use.

From: Elaine (LKK Auto) [<mailto:report@lkkauto.com>]

Sent: Friday, 2 July 2021 5:08 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'SUR' <sur@lkkauto.com>; 'Huey Yon (LKKAuto)' <hueyyon@lkkauto.com>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Survey Report of Vehicle SLF 51D Ref: 20/21/21/VP05/024162

Dear Gerald,

Enclose Survey Report of SLF 51D.

Thank you.

Best Regards,

Elaine | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933