

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 8 February 2022 2:52 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [TP Appeal on Rejection] - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Lonpac External - General

Dear Hsiao Tong,

Please proceed with settlement based on 50% liability.

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: Tuesday, 19 October 2021 4:39 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: [TP Appeal on Rejection] - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Lonpac Ref: 18/19/19/VP05/021827

Hi Gerald,

We refer to the above matter.

Please be informed that third party disagreed on our rejection and appeal to settle this matter at 50% as our insured counter claim was settled at 50%. Kindly refer to the email attached for your reference.

Kindly advise if we shall maintain rejection or consider to settle the matter at 50% in view of conflicting version.

The breakdown of third party claim is as follows: -

1. Cost of Repair (w/GST)	\$ 3,317.00
2. Loss of Use (8days x \$60.00)	\$ 480.00
	\$ 3,797.00
@ 50%	\$ 1,898.50
3. LTA/GIA Search Fee	\$ 8.00
Total	\$ 1,906.50

We attached here with a copy of TP LOD & LKK Survey report for your easy reference.

Please let us have your instruction after reviewing the matter. 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 <geraldpoh@lonpac.com>

Sent: Monday, 16 August 2021 5:15 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019
[External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

We have already closed our file last year.

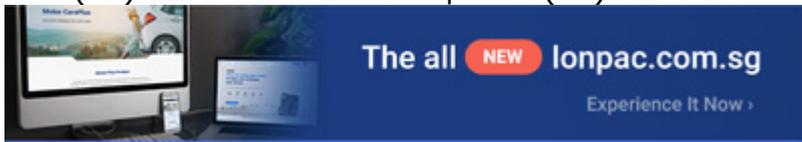
Best Regards

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



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.

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

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

Sent: Monday, 16 August 2021 5:01 pm

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

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

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Gerald,

Further to our below email.

We would like to check if any instruction from your good office.

Thank you.

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: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Sent: Tuesday, 8 December 2020 1:53 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019
[External Confidential]

YOUR REF: 18/19/19/VP05/021827

Dear Gerald,

We refer to the above matter.

As requested, we attach herewith our e-mail to TP workshop and TP LOD.

Thank you.

"Best Wishes for Merry Christmas & Happy New Year 2021"

Best Regards,
Khanchna | Case Handler
LKK Auto Consultants Pte Ltd
DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Khanchna (LKK Auto)
Sent: 7 December 2020 5:30 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019
[External Confidential]

YOUR REF: 18/19/19/VP05/021827

Dear Gerald,

We refer to the above matter.

We had rejected Third party's claim because our Insured workshop (Star Bright Auto) informed us that Insured's counter claim was successful on 100% basis and they had passed a copy to Haze (Lonpac).

However, TP workshop had e-mailed us the e-mail from NTUC (as attached) informing them that Insured's counter claim was settled at 50% basis and they are appealing on the rejection.

We don't have a copy of the DV because Insured workshop does not want to give a copy to us and Insured workshop insisted that they had passed it to Lonpac.

Please advice whether Haze (Lonpac) has received the DV or not. If yes, please send us a copy.

Thank you.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

From: Khanchna (LKK Auto)

Sent: Thursday, June 18, 2020 12:22 PM

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

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

Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019
[External Confidential]

Dear Mr. Gerald,

Catherine(Star Bright Auto Pte Ltd) said that she had passed the DV to Haze (Lonpac Insurance).

Thank you.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

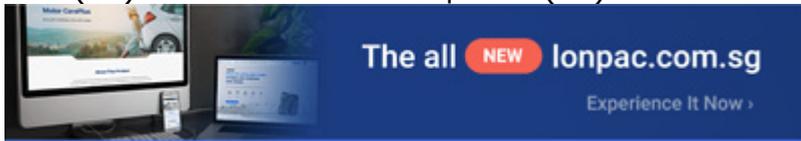
From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, June 18, 2020 12:15 PM
To: Khanchna (LKK Auto) <khanchna@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Khanchna,

We do not have the DV in our file as it was not passed to us.

At the same time, please proceed to reject TP claim.

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



From: Khanchna (LKK Auto) [<mailto:khanchna@lkkauto.com>]
Sent: Thursday, 18 June 2020 12:07 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: Seeking approval to reject TP claim - ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Dear Mr. Gerald,

We refer to the above matter and your e-mail below.

Our Insured driver (Mr. Tan) informed us that his counter claim was successful.

We had requested for a copy of the DV but he did not give us a copy.

We had spoken to the PIC at the workshop assisting OI for counter claim (Catherine- Star Bright Auto Pte Ltd). She said that she had passed a copy of the DV to Lonpac Insurance and the claim was successful on 100% basis.

In view that OI's counter claim is successful, we suggest to reject Third party's claim.

Your approval please.

Thank you.

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,

Khanchna | Case Handler

LKK Auto Consultants Pte Ltd

DID: **6841 2360** | email: Khanchna@lkkauto.com | Fax: 6741-4108

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

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

Sent: Thursday, June 18, 2020 10:24 AM

To: Khanchna (LKK Auto) <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Re-send

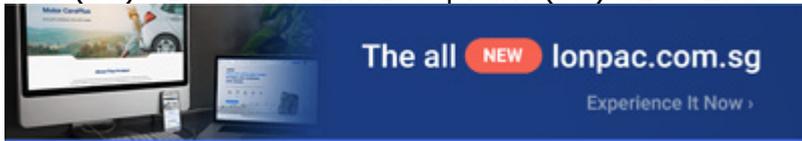
Best Regards

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



From: GERALD POH WEE BIN

Sent: Thursday, 18 June 2020 10:21 am

To: 'Khanchna (LKK Auto)' <khanchna@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: ACCIDENT INVOLVING SKG2085A & SDB3308K ON 18/5/2019 [External Confidential]

Lonpac External - Confidential

Our Ref : 18/19/19/VP05/021827

Dear Khanchna,

Based on our insured's report, our driver does not appear to be fault.

Please update us on the current status.

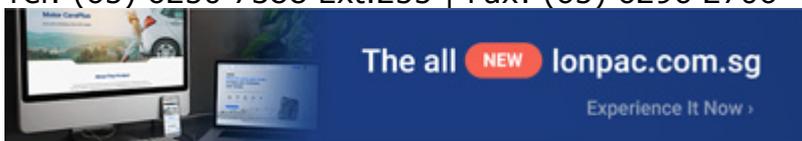
Best Regards

Gerald Poh

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