

Re: [Seek Mandate] - PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021 LKK REF : CC4/LPC21001808/ps3 Our Ref: 20/21/21/VC00/024208 [External Confidential]

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

Mon 13/9/2021 4:21 PM

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

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

Dear Sirs/Mdm,

We refer to your below email.

We have settled the matter at a global sum of \$8,600.00(all-in) with third party.

We are pending for signed DV from third party and will proceed to close file once DV received.

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: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, 7 September 2021 10:46 am

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

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

Subject: RE: [Seek Mandate] - PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021 LKK REF : CC4/LPC21001808/ps3 Our Ref: 20/21/21/VC00/024208 [External Confidential]

Lonpac External - General

Hi Hsiao Tong

Please proceed but offer LOR/I up to 4 days only.

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

Sent: Monday, 6 September 2021 5:14 PM

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

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

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][Seek Mandate] - PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021 LKK REF : CC4/LPC21001808/ps3 Our Ref: 20/21/21/VC00/024208 [External Confidential]

Your ref: **20/21/21/VC00/024208**

Our ref : CC4/LPC21001808/Dps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBE7215B(LONPAC) AND SHA2666R(TP) ON 05/02/2021

We refer to the above matter.

We have highlighted to your good office on 08/02/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer **"BIFROST AUTO PTE LTD"** at **\$8,775.45(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 18,650.81	\$ 7,811.00 (\$7,300.00 + 7%GST)
2. Loss of Rental (5days x \$125.40)	\$ 627.00	\$ 627.00 (5days x \$125.40)
3. Loss of Income (5days x \$80.00)	\$ 400.00	\$ 250.00 (5days x \$50.00)
4. LTA/GIA search Fee	\$ 7.45	\$ 7.45
5. Towing Fee	\$ 80.00	\$ 80.00
Total	\$ 19,765.26	<u>\$8,775.45</u>

Surveyor recommended 5 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 24 August 2021 4:08 pm

To: ONG LI LI <long@lonpac.com>; Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: RE: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021 LKK
REF : CC4/LPC21001808/ps3 Our Ref: 20/21/21/VC00/024208 [External Confidential]

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

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 <long@lonpac.com>

Sent: Monday, 8 February 2021 3:18 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021 LKK
REF : CC4/LPC21001808/ps3 Our Ref: 20/21/21/VC00/024208 [External Confidential]

Lonpac External - Confidential

Dear Su Li

Please see attached for our Insured's GIA report.

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

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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Monday, 8 February 2021 12:03 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021
[External Confidential] LKK REF : CC4/LPC21001808/ps3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Hsiao Tong.

To check availability of the case handler, you may contact the undersigned

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Monday, February 8, 2021 9:17 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021
[External Confidential]

Dear Sir/Madam,

Thank you for your assignment.

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,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: assignments@lkkauto.com | fax: 6256-4315 Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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

Sent: Monday, 8 February 2021 9:00 AM

To: assignments <assignments@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021
[External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivtha/Summer,

FYA

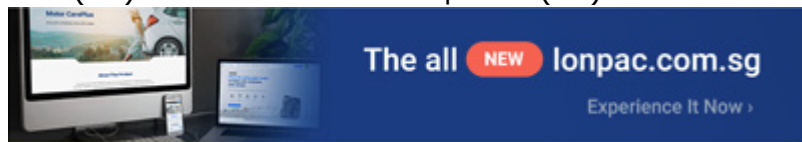
Best Regards

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: Assessment Dept [mailto:assessment_ltc@bifrostauto.com]

Sent: Saturday, 6 February 2021 8:58 am

To: MT_Claim_SG <mt_claim@lonpac.com>; Claims Dept <claims_ltr@bifrostauto.com>; Joseph Koh <claims@bifrostauto.com>; Ms Lim <claims_ltm@bifrostauto.com>; Claims Dept <claims_ltv@bifrostauto.com>; Claims Dept <claims_lts@bifrostauto.com>

Subject: PRS for our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021

Without Prejudice

Dear Sir/ Mdm,

We refer to the above matter.

We represent our client, Wong Kok Jong, to notify you of the aforesaid accident involving our client's vehicle SHA 2666 R and your insured's vehicle GBE 7215 B on 05.02.2021.

Please find enclosed our client's GIA report for your necessary action.

This serves as a **NOTICE** that we are claiming against GBE 7215 B for damages, costs and disbursements.

Please let us know within **2 working days** from today, your client's and your intention to conduct a pre-repair survey of our client's vehicle.

PLEASE LET US HAVE A LIST OF YOUR EXTERNAL SURVEYORS FOR OUR SELECTION AS A SINGLE JOINT EXPERT.

If we do not receive any reply from you within the stipulated timeline, we shall proceed to appoint our own surveyor and proceed with the necessary repair for our client's vehicle without further reference to your insured or you.

Premises for the Pre-repair inspection: Blk 9 Sector C #01-42, Sin Ming Industrial Estate, Singapore 575644

Contact Person: Ms Lim / Ms Lee / Regina / Wilson

Contact Email: claims_ltv@bifrotauto.com / claims_ltm@bifrotauto.com / assessment_ltc@bifrotauto.com

VEH IN (Date & Time) : **05.02.2021**

PRS ARRANGEMENT (Date & Time) : **AS SOON AS POSSIBLE**

Kindly cc a copy of this letter to your insured for his/her acknowledgement.

We look forward to hearing from you soon.

To avoid incurrence of any unnecessary cost on both our end, kindly confirm liability status within 7 days from this to minimize time wastage and incurrence of any unnecessary cost(s) on both our end, we seek your kind advice, within 7 days working days, on liability status for subject claim. If we do not hear from you within the stipulated period, we shall proceed with the purchase of your insured GIA report and this cost or any other cost incurred for confirmation of liability status shall be included in our LOD for reimbursement purpose.

Thank you.

You can protect our environment. Think before you print.

CONFIDENTIALITY NOTICE

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The sending of this e-mail to any person other than the intended recipient is not a waiver of the privilege or confidentiality that attaches to it.

If you are not the intended recipient, please notify the sender immediately, delete the email and do not copy, distribute or disclose its contents.

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Best Regards
Regina / Wilson

Assessment Dept
BIFROST AUTO PTE LTD
O: 62436687