

Jasper Chua (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: May 28, 2021 3:41 PM
To: Jasper Chua (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 *** LKK REF: CC4/LPC21002219/Qba3 [External General]

Lonpac External - General

Dear Jasper

Pls proceed.

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 latest "Heightened Alert" on COVID-19 measures, more than 50% of our staff will be working from home from 17 May to 13 June 2021. Please expect delays in our replies 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 - General data is for internal / external use.

From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]
Sent: Friday, 28 May 2021 10:50 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 *** LKK REF: CC4/LPC21002219/Qba3 [External General]

Dear Li Li,

We refer to the subject matter.

It was reported that Insured driver hit parked TP.

Summary to offer to repairer LION CITY RENTALS PTE LTD is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (W/GST)	\$ 6,293.00	\$ 1,926.00

Loss of Use (5 days x \$80.00)	\$ 400.00	\$ 400.00
GIA Search	\$ 2.00	\$ 2.00
Proposed Total	\$ 6,695.00	\$ 2,328.00

Breakdown of days is as follows:

Recommended repair days	3
Weekends / Downtime	2
CLAIM DAYS	5

For your approval and/or further instruction 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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: ONG LI LI [<mailto:llong@lonpac.com>]

Sent: April 29, 2021 10:10 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 *** LKK REF: CC4/LPC21002219/Qba3 [External General]

Lonpac External - General

Dear Mei Kwan

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 - General data is for internal / external use.

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 28 April 2021 4:31 PM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 [External General] *** LKK REF: CC4/LPC21002219/Qba3

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 Jasper.

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: Veron Chen (LKKAuto) <veronchen@lkkauto.com>
Sent: Wednesday, 28 April, 2021 11:49 AM
To: CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: 'Siak Tong Sim' <siaktong@lioncityrentals.com.sg>; Tristan Farhan <tristanfarhan@lioncityrentals.com.sg>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; Yvonne Ng <yvonne.ng@lioncityrentals.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; Sandy Ho <sandyho@lioncityrentals.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: FW: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 [External General]

Dear Hsiao Tong,

As spoken, kindly follow up for direct settlement.

Best Regards,

Veron Chen | 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: Wednesday, 28 April 2021 11:04 AM

To: 'Siak Tong Sim' <siaktong@lioncityrentals.com.sg>; Tristan Farhan <tristanfarhan@lioncityrentals.com.sg>; Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Yvonne Ng <yvonne.ng@lioncityrentals.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; Sandy Ho <sandyho@lioncityrentals.com.sg>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Subject: RE: LOD/Invoice for SLF2998J Our Ref: 20/21/21/VC05/024222 [External General]

Lonpac External - General

Without Prejudice

Dear Sirs

Please liaise with LKK Auto Consultants Pte Ltd.

Dear Veron

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

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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

From: Siak Tong Sim [<mailto:siaktong@lioncityrentals.com.sg>]

Sent: Wednesday, 28 April 2021 10:54 AM

To: ONG LI LI <long@lonpac.com>; Tristan Farhan <tristanfarhan@lioncityrentals.com.sg>; Yvonne Ng <yvonne.ng@lioncityrentals.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Sandy Ho <sandyho@lioncityrentals.com.sg>

Subject: Re: LOD/Invoice for SLF2998J

Dear Sir/Madam

Attached LOD for SLF2998J for your approval and early settlement

Thanks & Best Regards

S.T.Sim

Manager

Accident Reporting Center

60 Jalan Lam Huat

#04-35/36 Carros Centre

Singapore 737869

H/P: 65- 69559351

