

Jasper Chua (LKK Auto)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 4 May 2021 10:55 AM
To: Jasper Chua (LKK Auto)
Cc: MT_Claim_SG; Admin A
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

Lonpac External - Confidential

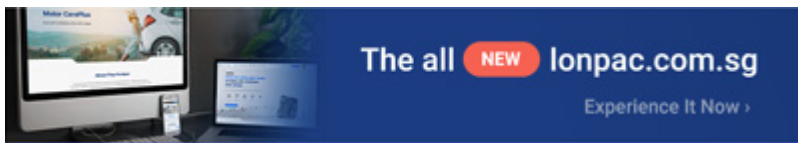
Dear Jasper

Please proceed to settle the claim at S\$7,360.39.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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: KENNY LIM CHING GHEE
Sent: Monday, 3 May 2021 4:21 pm
To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

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Dear Jasper

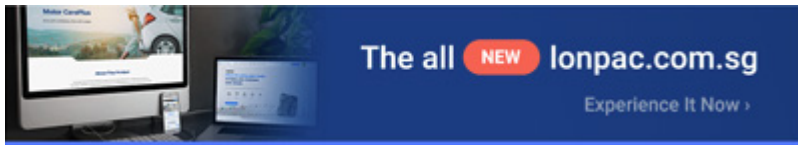
Please ignore my email dated 26 April 2021, I have misread the documents.

Will revert with mandate soon.

Thanks.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: KENNY LIM CHING GHEE
Sent: Monday, 26 April 2021 3:06 pm
To: 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

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Dear Jasper

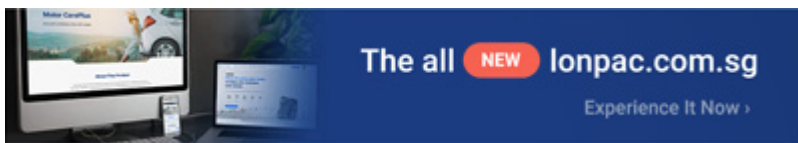
According to the survey report, the recommended repair amount is \$7,350.00. However, your revised offer is \$5,988.79.

Can you confirm again?

Thanks.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Jasper Chua (LKK Auto)
Sent: Monday, 26 April 2021 11:04 am
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG ; Admin A
Subject: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **CYCLE & CARRIAGE AUTOMOTIVE PTE LTD** is as follows:

TP CLAIMED		REVISED -TO OFFER
Cost of Repair (w/gst)	\$ 5,988.79	\$ 5,988.79
Loss of Rental (8 days x \$160.00) (w/gst)	\$ 1,369.60	\$ 1,369.60
GIA Search	\$ 2.00	\$ 2.00
Proposed Total	\$ 7,360.39	\$ 7,360.39

Breakdown of days is as follows:

Recommended repair days	5
Weekends / Downtime / Public Holiday	3
CLAIM DAYS	8

For your approval and/or further instruction please.

Thank you.

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)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Tuesday, 20 April 2021 11:48 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>

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

Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

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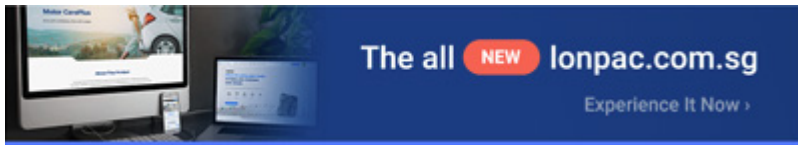
Dear Su Li

Appreciate if you can advise on status on an urgent basis.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: KENNY LIM CHING GHEE
Sent: Monday, 22 March 2021 10:18 am
To: 'Su Li (LKK Auto)' <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>; 'Jasper Chua (LKK Auto)' <jasperchua@lkkauto.com>
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

Lonpac External - Confidential

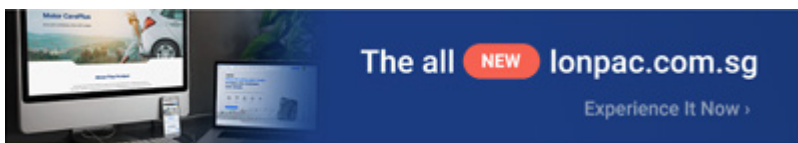
Dear Su Li

Please see attachment for the LOD from C&C Automotive for your kind action.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: KENNY LIM CHING GHEE
Sent: Thursday, 11 March 2021 10:15 am
To: 'Su Li (LKK Auto)'
Cc: MT_Claim_SG ; Admin A ; Jasper Chua (LKK Auto)
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

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Dear Su Li

Thank you for the advice. Please proceed with direct settlement.

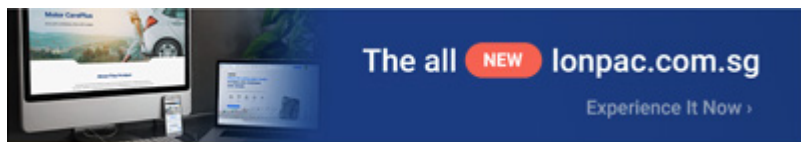
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Thursday, 11 March 2021 8:32 am

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

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

Subject: Re: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle SLF 2601D at M/s CYCLE & CARRIAGE AUTOMOTIVE PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

Kindly take note that the case handler in-charge is Jasper.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Wednesday, March 3, 2021 5:05 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 LKK REF : CC4/LPC21002846/bs3 [External Confidential]

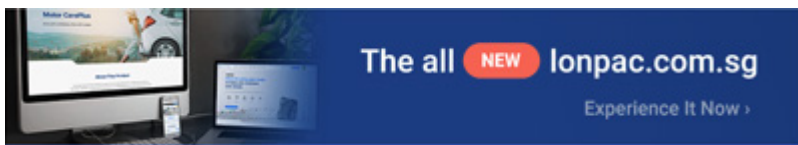
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Dear Su Li

Noted with thanks.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 3 March 2021 4:57 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential] LKK REF : CC4/LPC21002846/bs3

Dear Kenny,

We refer to the above matter.

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

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: Wednesday, March 3, 2021 10:58 AM

To: 'KENNY LIM CHING GHEE' <kennylin@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

Please be informed that vehicle is not in the workshop, repairer arrange on 08/03/2021.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 3 March 2021 10:44 AM

To: assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: New Assignment (PRS) - Accident involving YP1124P & SLF2601D on 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

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Dear team

Please arrange for a PRS for third party vehicle SLF2601D at Cycle & Carriage. PIC is Coco Lu.

Attached herewith the relevant documents for your perusal.

Thank you.

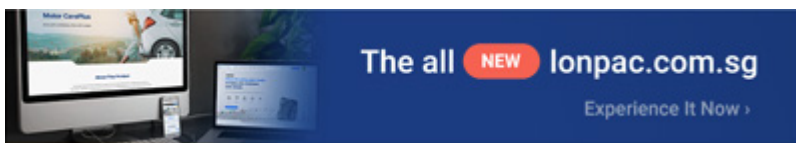
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Wednesday, 3 March 2021 10:00 am

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Don Bong Kiong Hua <kionghua.bong@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

Dear Kenny,

Thank you for your reply.

Please arrange survey for our customer car on 08/03/2021 Monday, 9am to 1pm.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 2 March, 2021 12:10 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

This email was sent from outside of your organisation

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Without Prejudice

Dear Coco

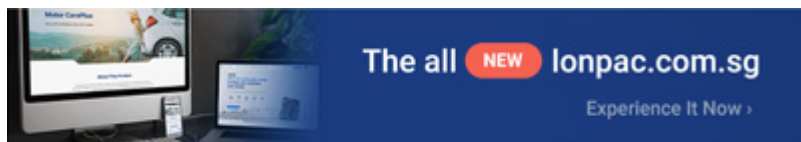
Our Insured has reported and we confirm liability.

Please advise on the date/time for survey.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, 2 March 2021 12:07 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

Hi Kenny,

Don't have.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 2 March, 2021 12:05 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

This email was sent from outside of your organisation

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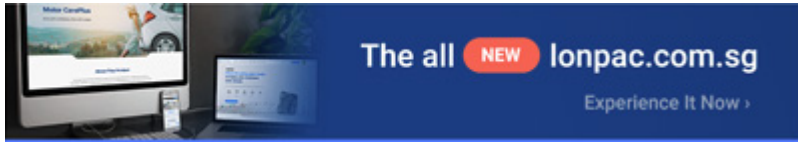
Without Prejudice

Dear Coco

Do you have any video footage of the accident?

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Sent: Tuesday, 2 March 2021 11:49 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

Hi Kenny,

Can we confirm the liability for this case ? thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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From: Coco Lu Ting
Sent: Tuesday, 23 February, 2021 4:37 PM
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

Hi Kenny,

Our customer don't have video footage .

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

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From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Tuesday, 23 February, 2021 3:39 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 - Lpi ref: 21/21/21/VC00/024239 [External Confidential]

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Without Prejudice

Dear Coco

Does your client has video footage of the accident?

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: GERALD POH WEE BIN
Sent: Tuesday, 16 February 2021 3:18 pm
To: 'Coco Lu Ting' <coco.lu@cyclecarriage.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

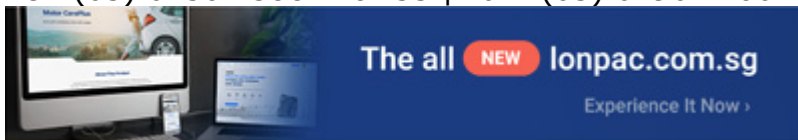
Our Ref: TBA

Dear Coco,

Our insured has not lodged the accident report and we are unable to establish liability.

Please advise if your client wish to proceed with the survey of his vehicle.

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: Coco Lu Ting [<mailto:coco.lu@cyclecarriage.com.sg>]
Sent: Tuesday, 16 February 2021 3:11 pm
To: MT_Claim_SG ; ericwoo@lonpac.com; GERALD POH WEE BIN
Cc: Andre Chow En De ; Don Bong Kiong Hua ; Edwin Abcede Caina ; Kevin Leong Wai Kit
Subject: OUR VEH SLF2601D, YOUR VEH YP1124P ON 15/02/2021

Dear officer in charge,

Please advise us the liability for this case. We attached the related documents for your reference.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
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From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Tuesday, 16 February, 2021 3:05 PM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

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