

FW: [SEEK MANDATE] - 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/Kpa3q2 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Fri 29/10/2021 10:47 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

Thank you.

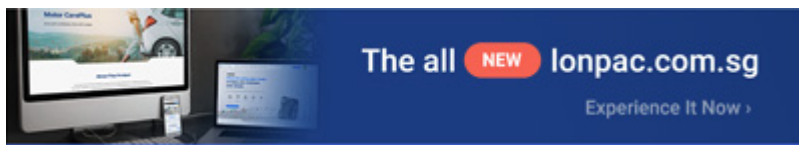
Best Regards

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 revised measures for COVID-19 restrictions effective 27 September 2021, more than 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: CHEW BENG KEE <bkchew@lonpac.com>

Sent: Friday, 29 October 2021 10:39 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [SEEK MANDATE] - 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/Kpa3q2 [External Confidential]

Lonpac External - Confidential

Hi Gerald

OK, pls proceed with TPPD claims settlement as proposed.

Best Regards
Mr Chew Beng Kee
Head of Claims | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

In view of the revised measures for transition under Phase 2 COVID-19 restrictions effective 27 September 2021 (Internal), 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.

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From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 29 October 2021 10:20 am
To: CHEW BENG KEE <bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: [SEEK MANDATE] - 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK
REF: CC4/LPC21002904/Kpa3q2 [External Confidential]

Lonpac External - General

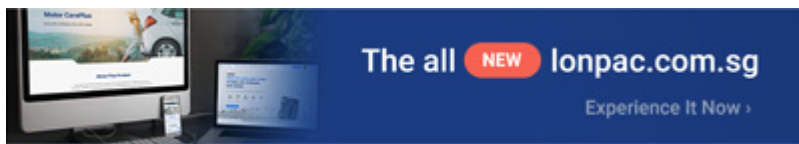
Hi Chew,

Attached supporting documents for DS for your approval.

Thank you.

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 revised measures for COVID-19 restrictions effective 27 September 2021, more than 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: Friday, 29 October 2021 9:45 am

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

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

Subject: [SEEK MANDATE] - 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/Kpa3q2 [External Confidential]

Your ref: **20/21/21/VC00/024287**

Our ref : CC4/LPC21002904/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP4201E(LONPAC) AND SME1588J(TP) ON 02/03/2021

We refer to the above matter.

We have highlighted to your good office on 11/03/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver turned out from minor road into major road and collided onto third party who was driving along main road. Liability is not in our driver favour.

We seek your approval to offer repairer "Tropical Tech Automobile Services" at **\$5,727.49(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 13,774.80	\$ 5,300.00
2. Loss of Use (7days x \$80.00)	\$ 560.00	\$ 420.00 (7days x \$60.00)
3. LTA/GIA Search Fee	\$ 7.49	\$ 7.49
Total	\$ 14,342.29	<u>\$5,727.49</u>

Surveyor recommended 7 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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 11 March 2021 4:24 pm
To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/ba3 [External Confidential]

Lonpac External - Confidential

Dear Jasper,

Based on the photos, the damage to the third party vehicle does not appear to be extensive.

Please ensure that the surveyor to try to reduce the repair cost since TP proposed direct settlement

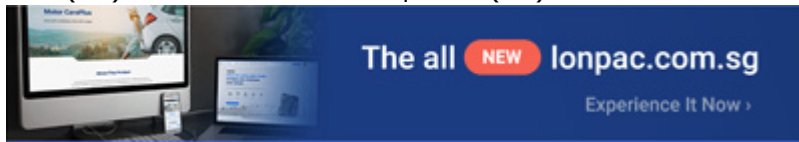
Best Regards

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Thursday, 11 March 2021 4:14 pm
To: GERALD POH WEE BIN <geraldpoh@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: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/ba3 [External General]

Dear Gerald,

We refer to the above matter.

We have inspected TP vehicle SME 1588J on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

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

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

Sent: Friday, 5 March, 2021 9:59 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: FW: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/ba3 [External General]

Lonpac External - General

Dear Mei Kwan,

Attached copy of insured's report for your attention.

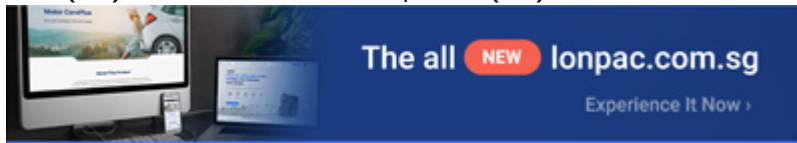
Best Regards

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: ONG LI LI

Sent: Friday, 5 March 2021 9:44 am

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

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

Subject: RE: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/ba3 [External General]

Lonpac External - General

Hi Gerald

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.

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From: ONG LI LI
Sent: Thursday, 4 March 2021 9:58 AM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: RE: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 *** LKK REF: CC4/LPC21002904/ba3 [External General]

Lonpac External - General

Hi Gerald

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Wednesday, 3 March 2021 6:20 PM
To: ONG LI LI <llong@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: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 [External General] *** LKK REF: CC4/LPC21002904/ba3

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 3 March, 2021 4:41 PM
To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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)

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: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 3 March, 2021 12:52 PM
To: Tropical Success <tsac303@singnet.com.sg>; assignments@lkkauto.com; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: 3rd party claim SME1588J/YP4201E Our Ref: 20/21/21/VC00/024287 [External General]

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Calvin

Noted, we will appoint accordingly. For future correspondences relating to motor claims, please email to mt_claim@lonpac.com.

Dear Nivitha/Summer

Please assign Kenneth Kong to conduct TP survey. (fyi, this is Gerald's 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: Tropical Success [<mailto:tsac303@singnet.com.sg>]
Sent: Wednesday, 3 March 2021 11:30 AM
To: ONG LI LI <l1ong@lonpac.com>
Subject: RE: 3rd party claim SME1588J/YP4201E Our Ref: TBA (POLICY NO :Z/20/VC00/108523)
[External General]

Dear lonpc

Please assign to Kenneth Kong

Regards

Calvin

Dear motor claim

Please send us your list of surveyors for 3rd party survey. Your insured is YP4201E

Regards

Calvin

Tel: 64817773

-----Original Message-----

From: kelvin87ng@gmail.com <kelvin87ng@gmail.com>
Sent: 2 March, 2021 1:27 PM
To: Tropical Success <tsac303@singnet.com.sg>
Subject: UOIL-MARS00000433-GIA.pdf

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