

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 10 June 2021 8:57 AM  
**To:** KENNY LIM CHING GHEE  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** [SEEK MANDATE] - REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 - LPI Ref: 20/21/21/VC05/024303 [External Confidential]  
**Attachments:** LKK Survey Report & Photos.pdf; TP LOD & Docs.pdf

Your ref: **20/21/21/VC05/024303**  
Our ref : CC4/LPC21003053/Upa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING XA8988H(LONPAC) AND XD6069H(TP) ON 08/03/2021**

We refer to the above matter.

We have highlighted to your good office on 16/03/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

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

We seek your approval to offer repairer **"FASTECH AUTO PTE LTD"** at **\$9,641.00(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 26,910.50	\$ 8,239.00 (\$7,700.00 + 7%GST)
2. Loss of Use (8days x \$500.00)	\$ 4,000.00	\$ 1,050.00 (7days x \$150.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. Towing Fee	\$ 350.00	\$ 350.00
<b>Total</b>	<b>\$ 31,262.50</b>	<b><u>\$ 9,641.00</u></b>

Surveyor recommended 5days for repair + 1PRS +1Sunday = 7days.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Tuesday, 30 March 2021 1:35 PM  
**To:** KENNY LIM CHING GHEE <kennylin@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 – LPI Ref: 20/21/21/VC05/024303 [External Confidential]

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle XD6069H at M/s Fastech Auto 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
- 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](mailto:chewht@lkkauto.com) | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>  
**Sent:** Tuesday, 16 March 2021 4:00 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 – LPI Ref: 20/21/21/VC05/024303 [External Confidential]

## **Lonpac External - Confidential**

Dear Mei Kwan

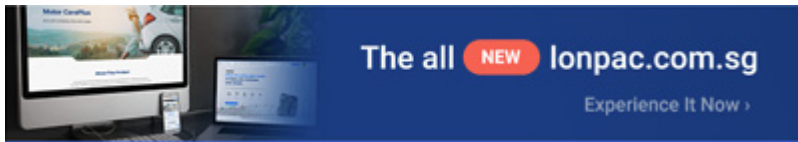
Please see attachment for a copy of our Insd's GIA report.

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.*

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 16 March 2021 3:16 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 [External Confidential]

Dear Gerald,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident 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.*

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Monday, 8 March, 2021 4:29 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 [External Confidential]

Dear Sir/Mdm,

Thank you for the assignment.

**BEST REGARDS**

**G.NIVITHA**

**LKK Auto Consultants Pte Ltd**

Phone: 6841-1972 | email: [assignments@lkkauto.com](mailto: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*

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Monday, 8 March 2021 1:08 PM  
**To:** 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 [External Confidential]

## **Lonpac External - Confidential**

Our Ref: TBA

Dear Nivitha,

FYA

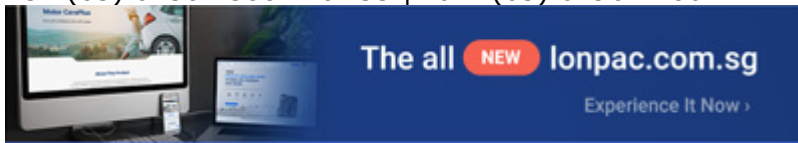
Best Regards

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:** Ong Shiying [<mailto:shiying.ong@fastechauto.com.sg>]  
**Sent:** Monday, 8 March 2021 1:02 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 [External General]

Without Prejudice

Dear Gerald,

Please arrange (Marcus Chua - LKK) to conduct the pre- repair survey.

Thank You

Best Regards,

Shiying

Fastech Auto Pte Ltd

1 Kaki Bukit Avenue 6 #01-46/48/50

Autobay Singapore 417883

Tel: 6746 5405

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.

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**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Monday, March 8, 2021 12:57 PM  
**To:** Ong Shiying <[shiying.ong@fastechauto.com.sg](mailto:shiying.ong@fastechauto.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021 [External General]

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Shiying,

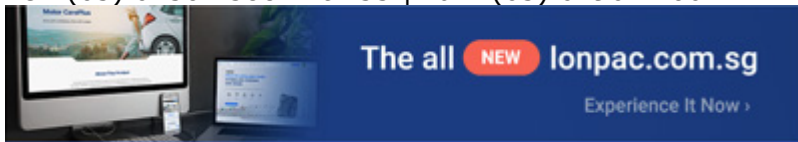
We intend to conduct a pre-repair survey of your client's vehicle and append below our list of Motor surveyors for your attention:-

1	Nicholas Tey-Appraisal
2	Jackson Quek - Appraisal
3	Joshua Ong - Appraisal
4	Lim Teow Guan - LKK
5	Marcus Chua - LKK
6	Kenneth Kong- LKK
7	Steve Chen- LKK
8	Mohd Taufik - LKK
9	Adrian Ling-LKK
10	Mohd Rasul - LKK

Please let us hear from you within the next 2 working days.

Our insured has not lodged the accident report yet.

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

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**From:** Ong Shiying [<mailto:shiying.ong@fastechauto.com.sg>]  
**Sent:** Monday, 8 March 2021 11:48 am  
**To:** ONG LI LI <[l1long@lonpac.com](mailto:l1long@lonpac.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

Cc: Jason <[Jason@fastechauto.com.sg](mailto:Jason@fastechauto.com.sg)>

Subject: REQUEST FOR PRE-REPAIR INSPECTION FOR XD 6069H DOA: 08.03.2021

Without Prejudice

Dear Sir / Madam,

Your insured' s vehicle: [XA 8988H](#).

Date of accident: [08/03/2021](#)

Please arrange [Pre-repair Inspection](#) for my client' s vehicle no: [XD 6069H](#).

In accordance to APPENDIX C Pre-action Protocol for Non-Injury Motor Accident Cases of PRACTICE DIRECTIONS

AMENDMENT NO. 1 OF 2016 paragraph 2.3, please provide a list of at least 10 motor surveyors within 2 days of the notice.

Thank you

Best Regards,

Shiyong

Fastech Auto Pte Ltd

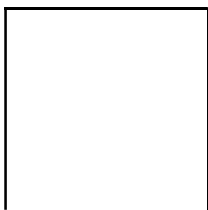
1 Kaki Bukit Avenue 6 #01-46/48/50

Autobay Singapore 417883

Tel: 6746 5405

Fax: 6745 8520

Please note that it is a condition of any settlement reached that it shall be without prejudice to any personal injury claim (if any) of the owner/ claimant.



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