

RE: [SEEK MANDATE] - THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 LKK REF : CC4/LPC21003125/Kps3 [External Confidential]

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Mon 7/6/2021 3:25 PM

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

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

## Lonpac External - Confidential

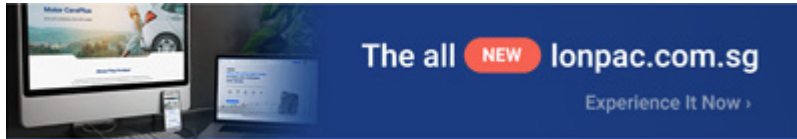
Dear Hsiao Tong

Please proceed as recommended at S\$2,016.47.

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



***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.***

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

**Sent:** Saturday, 5 June 2021 2:18 pm

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

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Subject:** Re: [SEEK MANDATE] - THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 LKK REF : CC4/LPC21003125/Kps3 [External Confidential]

Dear Sirs/Mdm,

We refer to our email dated 30/04/2021

Kindly let us have your mandate/instruction. Thanks.

***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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Sent:** Friday, 14 May 2021 1:15 PM

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@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)>

**Subject:** Re: [SEEK MANDATE] - THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 LKK REF : CC4/LPC21003125/Kps3 [External Confidential]

Dear Sirs/Mdm,

We refer to our email dated 30/04/2021

Kindly let us have your mandate/instruction. Thanks.

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Hsiao Tong (LKKAUTO)

**Sent:** Friday, 30 April 2021 8:56 AM

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@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)>

**Subject:** [SEEK MANDATE] - THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 LKK REF : CC4/LPC21003125/Kps3 [External Confidential]

Your ref: **20/21/21/VC00/024306**

Our ref : CC4/LPC21003125/Kps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING GBH9214A(LONPAC) AND SMN4760K(TP) ON 03/03/2021**

We refer to the above matter.

We have highlighted to your good office on 26/03/2021 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 "**MUNICH AUTOCARE PTE LTD**" at **\$2,016.47(all-in)**.

The summary is as follows: -

|  | Amount Claimed | Amount Revised |
|--|----------------|----------------|
|  |                |                |

|                                     |                    |                                  |
|-------------------------------------|--------------------|----------------------------------|
| 1. Cost of Repair (w/GST)           | \$ 8,457.01        | \$ 1,817.34 (\$1,698.45 + 7%GST) |
| 2. Loss of Rental (4days x \$65.71) | \$ 262.84          | \$ 197.13 (3days x \$65.71)      |
| 3. LTA/GIA Search Fee               | \$ 2.00            | \$ 2.00                          |
| <b>Total</b>                        | <b>\$ 8,721.85</b> | <b><u>\$ 2,016.47</u></b>        |

Surveyor recommended 2days for repair + 1PRS = 3days.

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:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Friday, 26 March 2021 2:39 PM

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

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 LKK REF : CC4/LPC21003125/Kps3 [External Confidential]

## Lonpac External - Confidential

Dear Su Li/ Hsiao Tong

Please proceed with direct settlement.

Attached t/p video footage for your perusal .

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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Sent:** Friday, 26 March 2021 2:22 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Re: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 [External Confidential] LKK REF : CC4/LPC21003125/Kps3

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle SMN 4760K at M/s MUNICH AUTOCARE 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 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**

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Sent:** Wednesday, March 10, 2021 2:40 PM  
**To:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 [External Confidential]

**Lonpac External - Confidential**

Dear Hsiao Tong

Thank you for your assistance.

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:** Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Sent:** Wednesday, 10 March 2021 2:01 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Cc:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 [External Confidential]

Hi Kenny,

Noted. We will inform third party liability is clear and proceed DS.

Thanks.

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 <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Sent:** Wednesday, 10 March 2021 12:47 PM  
**To:** Hsiao Tong (LKKAUTO) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Cc:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 - LPI Ref: 20/21/21/VC00/024306 [External Confidential]

## Lonpac External - Confidential

Dear Hsiao Tong

Yref: CC4/LPC21003125/ps3

Appreciate if you can assist to confirm liability with Angela of Munich Autocare.

Based on the footage provided by third party, our insured driver was looking at the phone and was not aware that the third party vehicle has stopped. As a result he hit into the rear of TP vehicle.

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:** Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>  
**Sent:** Wednesday, 10 March 2021 11:39 am  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 [External Confidential]

Dear Kenny,

Any update on liability status?

Regards

Angela Tan

Motor claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869

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**From:** Angela Tan

**Sent:** Wednesday, 10 March 2021 9:26 AM

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 [External Confidential]

Dear Kenny,

Can I Have list of surveyor?

We would like to choose other surveyor instead of LKK.

Thank you.

Regards

Angela Tan

Motor claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869

---

**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Tuesday, 9 March 2021 3:01 PM

**To:** Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021 [External Confidential]

**Lonpac External - Confidential**

Without Prejudice

Dear Angela

Do you have the front video footage?

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:** Angela Tan <[angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)>

**Sent:** Tuesday, 9 March 2021 1:26 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)>

**Subject:** RE: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021

Dear Gerald,

Please assist liability clearance.

As attached estimate and video footage for your viewing.

Thank you.

Regards

Angela Tan

Motor claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869

---

**From:** Angela Tan

**Sent:** Tuesday, 9 March 2021 11:44 AM

To: [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)

Cc: Yvonne Wong <[yvonne.wong@munichautocare.com.sg](mailto:yvonne.wong@munichautocare.com.sg)>

Subject: THIRD PARTY CLAIM SMN4760K & GBH9214A ACCIDENT ON 3.3.2021

To: Lonpac Motor Claims Dept. (Arrangement of Surveyor Unit)

**RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKINGS DAY  
PURSUANT TO PARAGRAPH PHOTOCOL FOR NIN-INJURY MOTOR ACCIDENT CLAIMS (NIMA) ACCIDENT  
INVOLVING SMN4760K & GBH9214A ALONG COMMONWEALTH AVE ON 03/03/2021.**

We are repairer for BIS MOTORING PTE LTD the owner of vehicle no SMN4760K.

Please be informed that the said vehicle can inspected at the following venue:

Munich Autocare Pte Ltd

60 Jalan Lam Huat #06-43 Singapore 737869

Mobile No: 96446630 Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Contact Person: Angela Tan

PLEASE ARRANGE OFFICER-IN-CHARGE TO LET US KNOW ASAP IF WE COULD DO DIRECT SETTLEMENT FOR  
THIS CASE.

Thank you

Regards

Angela Tan

Motor claims Executive (B&P Dept)

Email: [angela.tan@munichautocare.com.sg](mailto:angela.tan@munichautocare.com.sg)

Phone: +65 9644 3110

60, Jalan Lam Huat #07-43, Carros Centre, Singapore 737869

[ ]