

RE: [SEEK MANDATE] - SMU2856U - 3rd party survey LKK REF :  
CC4/LPC21003275/ps3 Our Ref: 20/21/21/VC05/024318 [External Confidential]

ONG LI LI <llong@lonpac.com>

Fri 30/7/2021 12:51 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.

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 return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. 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.*

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

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

**Sent:** Friday, 30 July 2021 11:56 AM

**To:** ONG LI LI <llong@lonpac.com>

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

**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][SEEK MANDATE] - SMU2856U - 3rd party survey LKK REF : CC4/LPC21003275/ps3 Our Ref: 20/21/21/VC05/024318 [External Confidential]

Your ref: **20/21/21/VC05/024318**

Our ref : CC4/LPC21003275/Gps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING YN1065L(LONPAC) AND SMU2856U(TP) ON 11/03/2021**

We refer to the above matter.

We have highlighted to your good office on 22/03/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver collided onto third party parked vehicle. BOLA S23 is applicable. Liability is not in our driver's favour.

We seek your approval to offer repairer **"KAN FOOK SING MOTOR WORKSHOP"** at **\$6,799.64(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,876.68	\$ 5,772.44 (\$5,394.80 + 7%GST)
2. Loss of Rental (9days x \$180.00) (w/GST)	\$ 1,733.40	\$ 1,027.20 (6days x \$160.00)(w/GST)
<b>Total</b>	<b>\$ 8,610.08</b>	<b><u>\$ 6,799.64</u></b>

Surveyor recommended 4days for repair + 1Sunday + 1PRS = 6days.

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](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:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Monday, 22 March 2021 2:39 PM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: SMU2856U - 3rd party survey LKK REF : CC4/LPC21003275/ps3 Our Ref: 20/21/21/VC05/024318  
[External Confidential]

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SMU 2856U at M/s KAN FOOK SING MOTOR WORKSHOP 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:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Friday, March 12, 2021 3:10 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: SMU2856U - 3rd party survey LKK REF : CC4/LPC21003275/ps3 Our Ref: 20/21/21/VC05/024318  
[External Confidential]

**Lonpac External - Confidential**

Dear Su Li

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

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**From:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

**Sent:** Friday, 12 March 2021 3:05 PM

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: SMU2856U - 3rd party survey [External Confidential] LKK REF : CC4/LPC21003275/ps3

Dear Gerald

We refer to the above matter.

Kindly provide us insured's GIA 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***

***\*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:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Friday, March 12, 2021 12:08 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: SMU2856U - 3rd party survey [External Confidential]

Dear Sir / Mdm,

Thank you for your assignment.

Best Regards,  
Summer Lee | Admin  
LKK Auto Consultants Pte Ltd  
Phone: 6741-8434 | 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:** Friday, 12 March, 2021 10:43 AM  
**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: SMU2856U - 3rd party survey [External Confidential]

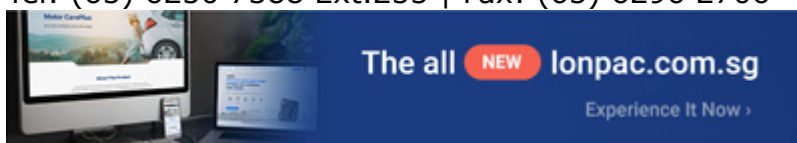
**Lonpac External - Confidential**

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:** mttan [<mailto:mttan@kanfs.net>]  
**Sent:** Thursday, 11 March 2021 5:01 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** SMU2856U - 3rd party survey

Dear Sir/Mdm

Kindly arrange for a 3rd party survey for vehicle SMU2856U at 61 Defu Lane 12 SE539147

Documents attached

Detail as follow

Our client : SMU2856U

Your insured : YN1065L

Date/time loss : 11/03/2021@0820hrs

Thank you

Mr Tan  
KFS  
67479560

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