

FW: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B * LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]**

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Mon 5/7/2021 1:47 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Hsiao Tong,

Kindly proceed as proposed.

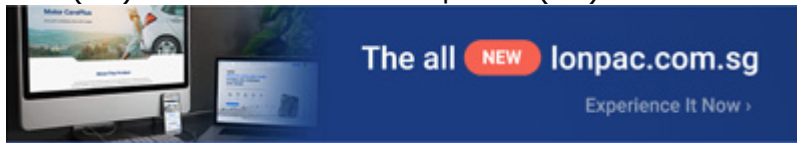
Best Regards

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 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.

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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From: CHEW BENG KEE

Sent: Monday, 5 July 2021 1:45 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Lonpac External - Confidential

Hi Gerald

OK, pls proceed with TPPD direct claims settlement as proposed.
Thank you.

Best Regards

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

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From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 5 July 2021 1:37 pm
To: CHEW BENG KEE <bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Lonpac External - Confidential

Hi Chew,

Attached supporting documents for DS for your approval.

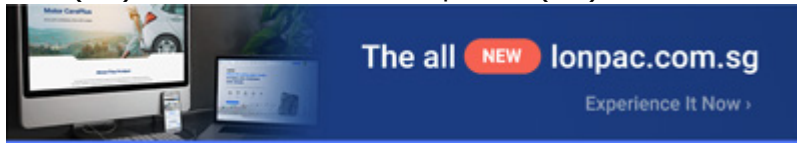
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 2 July 2021 1:35 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Re: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Your ref: **20/21/21/VP05/024335**

Our ref : CC4/LPC21003543/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SGG1889B(LONPAC) AND SGU8845H(TP) ON 14/03/2021

We refer to the above matter.

We have highlighted to your good office on 11/06/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver reversed and collided with third party. Liability is not in our driver's favour.

We seek your approval to offer repairer "AH LIM MOTOR COMPANY" at **\$2,842.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 3,796.36	\$ 2,140.00 (\$2,100.00 + 7%GST)
2. Loss of Rental (7days x \$100.00)	\$ 700.00	\$ 700.00 (7days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 4,498.36	<u>\$ 2,842.00</u>

Surveyor recommended 6days for repair + 1Sunday = 7days.

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

Sent: Friday, 11 June 2021 4:08 PM

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

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

Subject: Re: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

Thank you.

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, 25 March 2021 2:04 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Lonpac External - Confidential

Our Ref: 20/21/21/VP05/024335

Dear Hsiao Tong,

Please proceed with Direct Settlement.

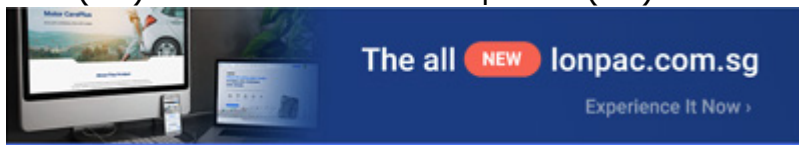
Best Regards

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

Sent: Thursday, 25 March 2021 1:50 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Hi Gerald,

We refer to below email.

Kindly advise as third party is chasing for liability & Direct Settlement. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

Sent: Tuesday, 23 March 2021 10:37 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Lonpac External - Confidential

Our Ref: 20/21/21/VP05/024335

Dear Hsiao Tong,

We shall revert on liability shortly.

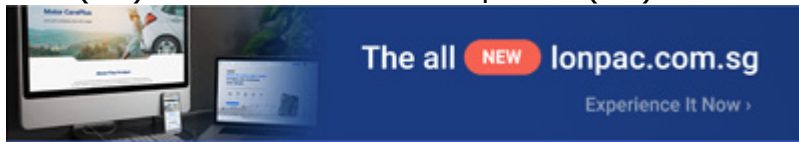
Best Regards

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]

Sent: Tuesday, 23 March 2021 9:54 am

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

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

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Hi Gerald,

We refer to the above matter.

Based on both parties report, we are of the view that liability is not in our driver favour as he was reversing out from his house and collided with third party who was passing by.

We propose 100% DS towards third party claim.

Kindly let us have your comments/instruction. Thanks.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

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

S(408933)

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

Sent: Monday, 22 March 2021 4:20 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/Kpa3 [External Confidential]

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- Estimated cost of repair (incomplete – no parts price)
- TP GIA report

We will get back to you on preliminary advice.

Kindly 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 | fax: 67414108

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

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

Sent: Thursday, 18 March, 2021 2:54 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B *** LKK REF: CC4/LPC21003543/pa3 [External Confidential]

Lonpac External - Confidential

Our Ref: 20/21/21/VP05/024335

Dear Mei Kwan,

Attached copy of insured's report for your attention.

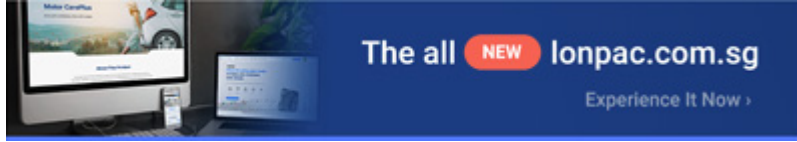
Best Regards

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: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Thursday, 18 March 2021 2:43 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B [External General] *** LKK REF: CC4/LPC21003543/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident report and claim ref for our necessary action.

Kindly 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 | fax: 67414108

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 16 March, 2021 5:33 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B [External General]

Dear Sir/Mdm,

Thank you for the assignment.

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

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 16 March 2021 2:41 PM
To: 'assignments@lkkauto.com' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'vphlim@singnet.com.sg' <vphlim@singnet.com.sg>
Subject: FW: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068
YOUR INSURED SGG1889B [External General]

Lonpac External - General

Dear Nivitha,

Please proceed to survey and revert on liability.

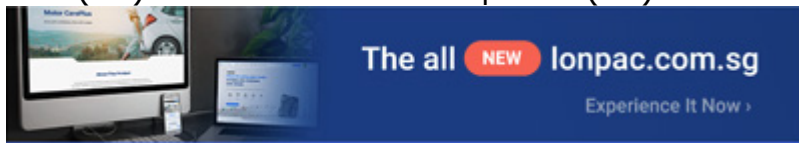
Best Regards

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: GERALD POH WEE BIN
Sent: Tuesday, 16 March 2021 2:08 pm
To: 'Zila @ Ah Lim Motor Company' <zila@ahlimmotor.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'vphlim@singnet.com.sg' <vphlim@singnet.com.sg>
Subject: RE: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR
INSURED SGG1889B [External General]

Lonpac External - General

Our Ref: 20/21/21/VP05/024335

Dear Zila,

We are investigating liability and shall revert soon.

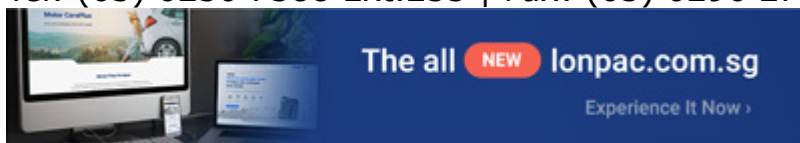
Best Regards

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From: Zila @ Ah Lim Motor Company [<mailto:zila@ahlimmotor.com.sg>]

Sent: Tuesday, 16 March 2021 11:53 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: TP / OUR CLIENT SGU8845H DOA: 14/03/2021 POLICY NO. MT/00797068 YOUR INSURED SGG1889B

Hi Claims Dept,

Kindly advise OIC & liability for this case.

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170

This email has been checked for viruses by AVG antivirus software.



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