

## Veron Chen (LKKAUTO)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 14 July 2021 5:01 PM  
**To:** Admin-D (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 -SLC 5284G [External General]

### Lonpac External - General

Dear Summer,

The assignment was emailed to you on 16/4/2019.

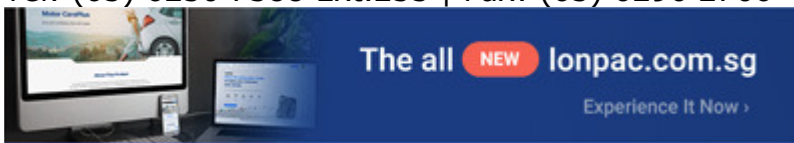
The third party informed that the last survey was 16/5/2019 and they are claiming for 32 days due to the delay.

As such, please verify with the surveyor.

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:** Summer (LKK Auto) [mailto:admin-d@lkkauto.com]  
**Sent:** Wednesday, 14 July 2021 4:46 pm  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments@lkkauto.com  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 -SLC 5284G [External General]

Dear Gerald,

We had received a call from workshop on the 22 April 2019 to inspect the vehicle but could not trace any record of receiving this assignment. Subsequently, we managed to find the survey assignment in the Junk Folder of our assignment team email. Vehicle was immediately surveyed on the same day.

Apologies for the inconvenience caused.

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:** Wednesday, 14 July, 2021 8:46 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

**Subject:** FW: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 -SLC 5284G [External General]

## Lonpac External - General

Dear Sirs,

May we hear from you as the third party lawyer is chasing.

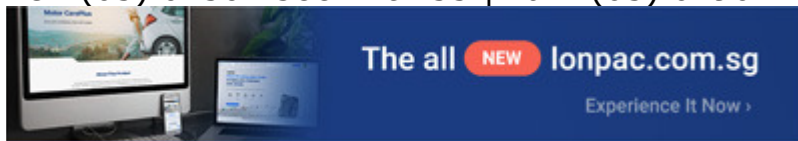
Best Regards

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:** Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]

**Sent:** Wednesday, 7 July 2021 9:22 am

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]-SLC 5284G

Dear Assignment Team,

Kindly reply to Gerald.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Veron Chen (LKKAuto)  
**Sent:** Thursday, 1 July 2021 4:18 PM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]-SLC 5284G

Dear Gerald,

Thank you for the email.

**Dear Assignment Team,**

**Please check and reply to Gerald urgently.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]  
**Sent:** Thursday, 1 July 2021 4:02 PM  
**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

## **Lonpac External - General**

Dear Veron,

Please expedite as the third party is chasing.

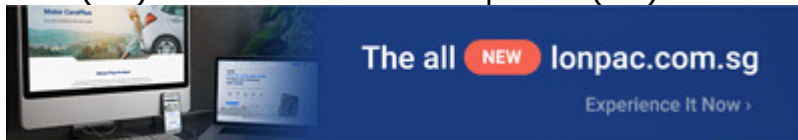
Best Regards

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:** SL LAW PRS [<mailto:prs@sllaw.com.sg>]  
**Sent:** Thursday, 1 July 2021 3:46 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: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

### **WITHOUT PREJUDICE**

Dear Gerald,

We refer to the above matter and your email dated 21<sup>st</sup> June 2021.

Please be informed that we have not heard from you till-date.

Please let us have your offer within seven (7) days hereof.

Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



# SL LAW CHAMBERS

This e-mail is intended solely for the person to whom it has been addressed. It may contain confidential and/or legally privileged information. If you are not the person for whom this e-mail was intended, or if this e-mail has reached you by mistake, please delete it immediately and inform us of the error. Internet communications may not be entirely secure or accurate as information could be intercepted, corrupted, lost, arrive late or contain viruses. Therefore, we do not accept liability for any errors or omissions in the content of this message which may arise as a result of Internet transmission.

---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Monday, 21 June 2021 4:20 PM

**To:** SL LAW PRS <[prs@sllaw.com.sg](mailto:prs@sllaw.com.sg)>

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

**Subject:** FW: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**Lonpac External - General**

WITHOUT PREJUDICE

Dear Lheny,

We have written to our surveyors with regards to the queries raised by you and has yet to receive their reply.

We shall remind them again.

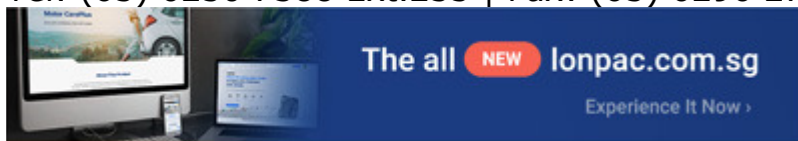
Best Regards

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:** SL LAW PRS [<mailto:prs@sllaw.com.sg>]  
**Sent:** Monday, 21 June 2021 4:10 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**WITHOUT PREJUDICE**

Dear Gerald,

We refer to the above matter and your email dated 24<sup>th</sup> May 2021.

Please be informed that we have not heard from you till-date.

Please let us have your offer within seven (7) days hereof.

Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



**S L LAW CHAMBERS**

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---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Monday, 24 May 2021 10:53 AM  
**To:** SL LAW PRS <[prs@sllaw.com.sg](mailto:prs@sllaw.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**Lonpac External - General**  
**WITHOUT PREJUDICE**

Dear Lheny,

I shall verified with our appointed surveyors and revert to you.

Currently I am under WFH arrangement.

Aside to LKK – Attn : Nivitha,

Please look into the comments from TP.

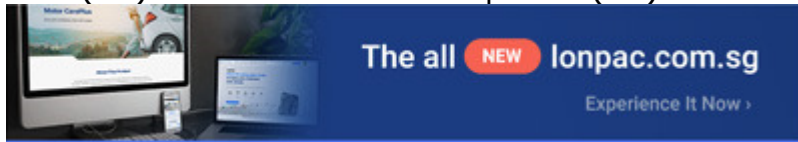
Best Regards

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:** SL LAW PRS [<mailto:prs@sllaw.com.sg>]

**Sent:** Monday, 24 May 2021 10:46 am

**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: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**WITHOUT PREJUDICE**

Dear Gerald,

We refer to the above matter and your letter dated 11<sup>th</sup> May 2021.

Kindly refer below details regarding the number of days for our client's Loss of Use / Rental:

***"Workshop arranged PRI on 16/04/2019 and the surveyor came for the first survey on 22/04/2019. The first survey was delay by 1 week and last survey was done on 16/05/2019."***

Please let us have your offer within seven (7) days hereof.

Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



**S L LAW CHAMBERS**

---

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---

**From:** SL LAW PRS

**Sent:** Tuesday, 11 May 2021 11:57 AM

**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: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**WITHOUT PREJUDICE**

Dear Gerald,

We refer to the above matter and your offer dated 7<sup>th</sup> May 2021.

We regret to inform you that our client is not agreeable to your offer. We have our client's mandate to counter-propose at a global sum of \$14,459.49 (all-in) with the below breakdown:

Cost of repair	\$ 9,500.00
Loss of Use/ Rental	\$ 3,200.00
Survey Fee	\$ 923.00
Costs / Disbursements	\$ 836.49

Please let us have your offer within seven (7) days hereof.

Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



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---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Friday, 7 May 2021 9:15 AM

**To:** SL LAW PRS <[prs@slaw.com.sg](mailto:prs@slaw.com.sg)>



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

Subject: RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**Lonpac External - General**

WITHOUT PREJUDICE

SAVE AS TO COSTS

Dear Lheny,

We are proposing settlement as follows :-

Repair cost	\$8,500.00
Rental	\$1,400.00 ( 14 days x \$100)
Survey fee	\$ 923.00
Search fees	\$ 36.49
Costs	\$ 400.00
	-----
	\$11,259.49
	-----

Please revert.

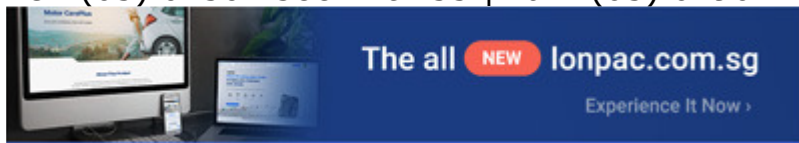
Best Regards

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:** Thursday, 6 May 2021 12:30 pm

**To:** SL LAW PRS <[prs@sllaw.com.sg](mailto:prs@sllaw.com.sg)>

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

**Subject:** RE: Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687 [External General]

**Lonpac External - General**

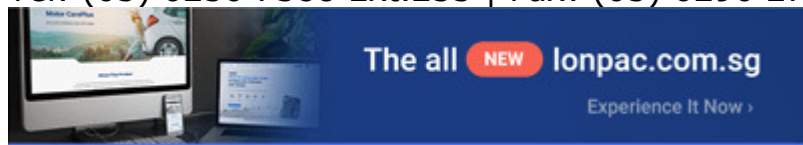
WITHOUT PREJUDICE

Dear Lheny,

We are chasing for our surveyor to expedite the survey report upon which we shall revert.

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:** SL LAW PRS [<mailto:prs@sllaw.com.sg>]  
**Sent:** Thursday, 6 May 2021 12:19 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Subject:** Our Ref: PD.191544; Your Ref: 18/19/19/VP05/021687

**WITHOUT PREJUDICE**

Dear Gerald,

We refer to the above matter and our Letter of Demand dated 24<sup>th</sup> February 2021.

Please be informed that we have not received your offer till-date.

Please let us have your offer within seven (7) days hereof.

Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



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---

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---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Tuesday, 20 April 2021 12:14 PM  
**To:** SL LAW PRS <[prs@sllaw.com.sg](mailto:prs@sllaw.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'assignments@lkkauto.com' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING SJS9962X & SLC5284G ON 13.4.2019 [External General]

**Lonpac External - General**  
**WITHOUT PREJUDICE**

Our Ref: 18/19/19/VP05/021687

Dear Lheny,

We are chasing our surveyor to expedite the survey report.

Please bear with us.

Aside to LKK – Attn : Nivitha/Summer

Please check if the report is available.  
We have send the documents to you on 4/3/2021

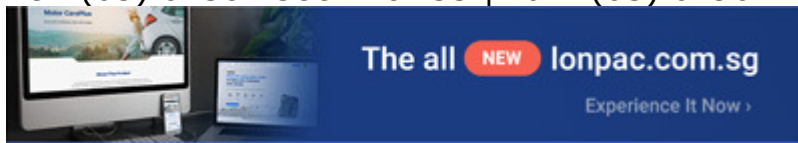
Best Regards

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



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**From:** SL LAW PRS [<mailto:prs@sllaw.com.sg>]

**Sent:** Tuesday, 20 April 2021 12:06 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: ACCIDENT INVOLVING SJS9962X & SLC5284G ON 13.4.2019 [External General]

**WITHOUT PREJUDICE**

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Regards

Lheny

DID: 6909 9356 Fax: 6909 6246

Address: 133 New Bridge Road #13 – 01 Chinatown Point, Singapore 059413



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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, 4 March 2021 12:43 PM

**To:** SL LAW PRS <[prs@slaw.com.sg](mailto:prs@slaw.com.sg)>

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

**Subject:** ACCIDENT INVOLVING SJS9962X & SLC5284G ON 13.4.2019 [External General]

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: 18/19/19/VP05/021687

Your Ref: PD.191544.LH

Dear Sirs,

We refer to your letter of 24 February 2021 which we received on 4 March 2021.

We confirmed insuring SJS9962X at the time of the accident.

We are investigating liability and quantum and shall respond to you in good time.

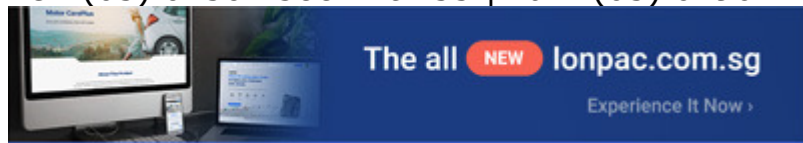
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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SL LAW CHAMBERS

**Advocates & Solicitors | Notary Public | Commissioner for Oaths**

11 Keng Cheow Street #02-03 Riverside Piazza, Singapore 059608 | tel: +65 6909 9355 | fax: +65 6909 6246

---

**SL LAW CHAMBERS**

**Advocates & Solicitors | Notary Public | Commissioner for Oaths**

11 Keng Cheow Street #02-03 Riverside Piazza, Singapore 059608 | tel: +65 6909 9355 | fax: +65 6909 6246

---

**SL LAW CHAMBERS**

**Advocates & Solicitors | Notary Public | Commissioner for Oaths**

11 Keng Cheow Street #02-03 Riverside Piazza, Singapore 059608 | tel: +65 6909 9355 | fax: +65 6909 6246

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**SL LAW CHAMBERS**

**Advocates & Solicitors | Notary Public | Commissioner for Oaths**

11 Keng Cheow Street #02-03 Riverside Piazza, Singapore 059608 | tel: +65 6909 9355 | fax: +65 6909 6246

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