

Denise Tay (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 29 March 2021 2:25 PM
To: Denise Tay (LKKAUTO)
Cc: MT_Claim_SG; SUR
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Follow Up Flag: Follow up
Flag Status: Flagged

Lonpac External - Confidential

Dear Denise

The excess applicable is \$2,000.00 in which we have already informed this at the time of assignment.

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

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.

From: Denise Tay (LKKAUTO) [mailto:denisetay@lkkauto.com]
Sent: Monday, 29 March 2021 2:24 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Dear Li Li,

How much is the Excess?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

From: ONG LI LI <long@lonpac.com>

Sent: Monday, 29 March 2021 2:18 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Lonpac External - Confidential

Dear Denise

Please proceed to authorise OD repairs as per surveyor's recommendation if the damages are consistent and within repair limit.

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: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Monday, 29 March 2021 11:42 AM

To: ONG LI LI <long@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>

Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Dear Sir/Madam,

Enclosed preliminary revised of vehicle SMM 1298D

Repair at all in \$30,000/-

Please let us have your authorization.

We did not authorise repair

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Friday, 26 March 2021 1:51 PM
To: ONG LI LI <llong@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Dear Li Li,

We have inform the workshop to breakdown, they will put up the breakdown.

Once done will revert back again

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 26 March 2021 12:42 PM
To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Lonpac External - Confidential

Hi Denise

Any breakdown for the recommended sum of \$30K?

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: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]
Sent: Friday, 26 March 2021 11:29 AM

To: ONG LI LI <llong@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Dear Sir/Madam,

Enclosed preliminary revised of vehicle XD 6344M

Please let us have your authorization.

We did not authorise repair

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Wednesday, 24 March 2021 2:27 PM

To: ONG LI LI <llong@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Dear Li Li,

Kindly ignore the preli advise, we need to re-check on the market value.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 24 March 2021 1:50 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 Our Ref: 20/21/21/VC06/024348 [External Confidential]

Lonpac External - Confidential

Dear Denise

Our claim ref.: 20/21/21/VC06/024348

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: Denise Tay (LKKAUTO) [<mailto:denisetay@lkkauto.com>]
Sent: Wednesday, 24 March 2021 1:45 PM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 [External Confidential]

Dear Sir/Madam,

Enclosed preliminary revised of vehicle XD 6344M
Date of survey: 24/3/2021

Please be inform the estimate is not ready yet, we will revert it back once estimate received.

Meanwhile please provide claim number

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Monday, 22 March 2021 3:54 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: Own Damage Claim - Accident involving XD6344M on 22/3/2021 [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 | 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: Monday, 22 March, 2021 3:07 PM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: Own Damage Claim - Accident involving XD6344M on 22/3/2021 [External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivitha,

FYA

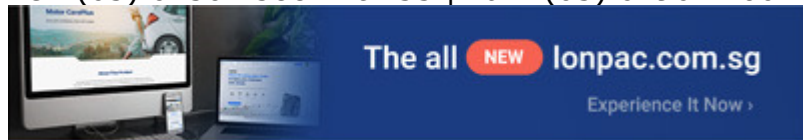
Best Regards

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: Tok Wei Jie [<mailto:tokwj@vfixauto.com.sg>]

Sent: Monday, 22 March 2021 3:01 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: kentsh@vfixauto.com.sg; jeffbz@vfixauto.com.sg; jessicassy@vfixauto.com.sg; wskoh@vfixauto.com.sg

Subject: Own Damage Claim - Accident involving XD6344M on 22/3/2021

Hi Sir/Madam,

Please find attached NOA for your kind attention and action.

Kindly note that the vehicle is in our workshop now and this is a Own Damage claim.



Please arrange surveyor to visit our workshop at 7 Penjuru Close Level 1, Singapore 608779.

Remark: W.e.f 29TH MARCH 2021, our office has been relocated to 7 Penjuru Close Level 1, Singapore 608779. Please update your record with the following: Company contact number - 6455 2957 ; Company general email - contact@vfixauto.com.sg

Thank you.

Best regards,

Tok Wei Jie

Claim Administrator Cum Purchaser

Vfix Auto Pte Ltd | **Vfix** Rental Pte Ltd

26 Chia Ping Road Singapore 619977

Contact: 6455 2957 | E: tokwj@vfixauto.com.sg