

## Mei Kwan (LKKAuto)

---

**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Wednesday, 24 March, 2021 11:26 AM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; Admin A; Hsiao Tong (LKKAuto)  
**Subject:** RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]  
**Attachments:** GBD1511Z OI GIA.pdf

Lonpac External - General  
Dear Mei Kwan

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

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

Lonpac External - General data is for internal / external use.

-----Original Message-----

From: Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
Sent: Wednesday, 24 March 2021 9:48 AM  
To: ONG LI LI <llong@lonpac.com>  
Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 [External General] \*\*\* LKK REF: CC4/LPC21003769/pa3

Dear Li Li,

We refer to the above matter.

Kindly let us have a copy of insured's accident report 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)

-----Original Message-----

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

Sent: Wednesday, 24 March, 2021 9:12 AM

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>

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

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 [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

-----Original Message-----

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

Sent: Tuesday, 23 March 2021 4:43 PM

To: 'Go Chee Han' <cheehan.go@cyclecarriage.com.sg>; assignments@lkkauto.com; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 Our Ref: 21/21/21/VC00/024328 [External General]

Lonpac External - General

Without Prejudice

Dear Chee Han

Yes, our Insured has reported the accident. You may liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear Nivitha/Summer

FYA

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 - General data is for internal / external use.

-----Original Message-----

From: Go Chee Han [mailto:cheehan.go@cyclecarriage.com.sg]  
Sent: Tuesday, 23 March 2021 3:36 PM  
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>  
Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>  
Subject: FW: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 [External General]

Dear Gerald,

Please check is your insured reported ?

Thanks  
CheeHan

-----Original Message-----

From: Go Chee Han  
Sent: Tuesday, 16 March, 2021 9:04 AM  
To: GERALD POH WEE BIN  
Cc: MT\_Claim\_SG  
Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 [External General]

Dear Gerald,

Please inform you insured/driver report to this accident ASAP.

Thanks

Your Sincerely,

GO CHEE HAN  
Service Advisor - Body Care & Repair  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272  
Website: www.mercedes-benz.com.sg

-----Original Message-----

From: GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]

Sent: Tuesday, 16 March, 2021 8:34 AM

To: Go Chee Han

Cc: MT\_Claim\_SG

Subject: RE: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021 [External General]

This email was sent from outside of your organisation

Lonpac External - General  
WITHOUT PREJUDICE

Our Ref: TBA

Dear Chee Han,

Our insured has not lodged the accident report and we are unable to negotiate a Direct Settlement yet.

Please advise if your client 's vehicle require a survey first.

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

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

Lonpac External - General data is for internal / external use.

-----Original Message-----

From: Go Chee Han [mailto:cheehan.go@cyclecarriage.com.sg]

Sent: Monday, 15 March 2021 6:37 pm

To: MT\_Claim\_SG <mt\_claim@lonpac.com>

Subject: Accident involving motor vehicle nos. SGC9339R & GBD5811Z ( ALONG CHIN SWEE ROAD ) Accident date: 14-2-2021

Dear Officer In-Charge,

This email is with regards to the above accident which has been reported by our customer. We have since been instructed by him/her (motor vehicle number SGC9339R ), to submit a claim on his/her behalf as we are the authorised repair workshop for his/her car.

We note that you are the insurer (3rd party) of the (motor vehicle number GBD5811Z ) involved. As such we are proposing for a Direct Settlement with regards to the repair costs and other consequential losses.

We appreciate your assistance in this matter and look forward to your agreement on this direct settlement.

I can be reached at cheehan.go@cyclecarriage.com.sg

Your Sincerely,

GO CHEE HAN

Service Advisor - Body Care & Repair  
Mercedes-Benz Body Care & Repair Center  
Cycle & Carriage Industries Pte Ltd  
188 Pandan Loop Service Center  
Mobile: 9181 7717 | DID: 6771 4336 | Fax: 6872 1272

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

DISCLAIMER:- This email and any attachment to it is confidential and intended only for the use of the individual or entity named above and may contain information that is privileged. If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this email or any attachment is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy the original message. Any views expressed are those of the individual sender, and not necessarily the views of Cycle Carriage Industries Pte Ltd and/or any of its related corporations.

--

This email has been checked for viruses by AVG.  
<https://www.avg.com>