

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Wednesday, 7 April, 2021 4:23 PM  
**To:** 'ONG LI LI'  
**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:** LKK SURVEY PHOTO.pdf; Preliminary Advice.pdf; TP ESTIMATE - MARKED.pdf  
**Categories:** HMK

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

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

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: ONG LI LI <llong@lonpac.com>

Sent: Thursday, 25 March, 2021 10:22 AM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.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 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Lonpac External - General

Hi Mei Kwan

Please see attached for the third party's claim document.

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.

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

From: ONG LI LI

Sent: Wednesday, 24 March 2021 2:02 PM

To: 'Mei Kwan (LKKAUTO)' <Meikwan@lkkauto.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 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached.

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

From: Mei Kwan (LKKAUTO) [mailto:Meikwan@lkkauto.com]

Sent: Wednesday, 24 March 2021 1:06 PM

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 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

Dear Li Li,

We refer to the above.

Please take note that reporting centre will submit addendum GIA after amend/ update the driver's info.

Please provide us a copy.

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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 24 March, 2021 11:26 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.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 \*\*\* LKK REF: CC4/LPC21003769/pa3 [External General]

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.

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-----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

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-----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

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-----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

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