

Hsiao Tong (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 28 May 2021 4:34 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE]- 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 Hsiao Tong

Please proceed.

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

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: Hsiao Tong (LKKAuto) [mailto:chewht@lkkauto.com]
Sent: Friday, 28 May 2021 11:51 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE]- 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]

Your ref: **21/21/21/VC00/024328**
Our ref : CC4/LPC21003769/Epa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBD5811Z(LONPAC) AND SGC9339R(TP) ON 14/02/2021

We refer to the above matter.

We have highlighted to your good office on 15/03/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "CYCLE & CARRIAGE INDUSTRIES PL" at \$6,494.56(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,972.76	\$ 5,585.06 (\$5,219.68 + 7%GST)
2. Loss of Rental (5days x \$170.00)(w/GST)	\$ 909.50	\$ 909.50 (5days x \$170.00)(w/GST)
Total	\$ 8,882.26	\$ 6,494.56

Surveyor recommended 4days for repair + 1PRS = 5days.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 7 April 2021 4:22 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 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

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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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