

Hsiao Tong (LKKAUTO)

From: Jim Suah <jim.suah@yahoo.com.sg>
Sent: Tuesday, 6 April 2021 11:37 AM
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG; CATHERINE CHAN MIEW HAN; BRYAN HO HOCK KHOON; ALFIE YAP GUO LIANG; Simon Tan
Subject: Re: Lonpac Insurance - Message Us Online [External Confidential]
Attachments: Car accident.pptx

Hi Kenny

Photos as attached.

Pls note the discrepancies of the driver information.

Aside to Mr. Simon,

Pls kindly get your employee to make a police report.

Thank You

On Tuesday, 6 April 2021, 11:03:09 am SGT, KENNY LIM CHING GHEE wrote:

Lonpac External - Confidential

Dear Sir

Thank you for your query. Our replies (in blue) are as appended:-

1. Will my client be compensated for the damage?

Our policy coverage is Third Party Fire and Theft cover. Hence, insured will not be able to claim for the repair costs under the policy. However, we do note that Insured is claiming against Third Party for the damages to their vehicle.

2. Does he need to do anything or response to any letters?

In the event he receives any correspondences from third party, please forward them to us answered. We will take it from there.

3. Does he need to submit any documents?

Insured driver reported that the third party driver was a male but he handed a D/L belonging to a female while exchanging particulars. Hence, the driver should make a police report. At the same time, does the driver has any photos/videos of the accident scene for our verification?

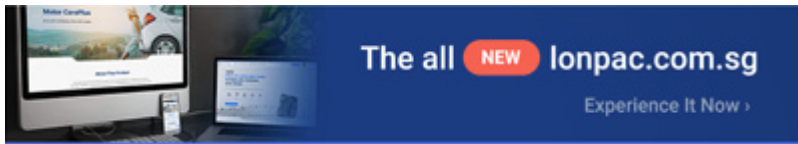
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | 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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From: BRYAN HO HOCK KHOON

Sent: Tuesday, 6 April 2021 8:43 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: ALFIE YAP GUO LIANG <alfieyap@lonpac.com>; CATHERINE CHAN MIEW HAN <catherinechan@lonpac.com>

Subject: FW: Lonpac Insurance - Message Us Online [External Confidential]

Lonpac External - Confidential

Hi Claims Team

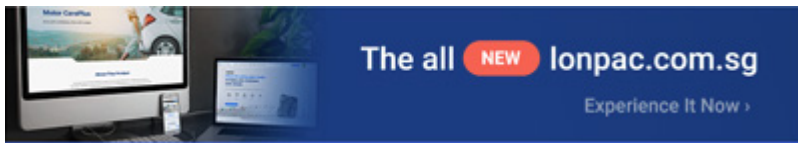
Please assist with this Motor claim enquiry.

Thanks

Bryan Ho | Business Development Department



HP : (65) 9777 0404



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From: lonpac.website@lonpac.com [<mailto:lonpac.website@lonpac.com>]
Sent: Monday, 5 April 2021 6:10 PM
To: Message Us SG <messageus_sg@lonpac.com>
Subject: Lonpac Insurance - Message Us Online

Hi,

You have received a query/request. The details are as below.

Name : Suah Jin Pow
Mobile Number : 86861658
Email : jim.suah@yahoo.com.sg
Subject of Inquiry : Claims
Policy Number/Vehicle Number : GY1762M
Message : Dear Sir/Mdm,

My client - SCY construction (GY1762M) have been involved in a road traffic accident

resulting damage to both vehicles.

My client vehicle collided with a saloon car on the side.

The cause of the accident is not confirmed at the moment. No traffic police was on site to tell whose fault was it.

A report have been lodged. However no report was given to them yet.

The vehicle have suffered from slight damage. A side headlight was broken. The owner have since brought the headlight and replace it.

Query

- 1) Will my client be compensated for the damage?
- 2) Does he need to do anything or response to any letters?
- 3) Does he need to submit any documents?

Please advise.

Thank You

Date of Query/Request : 2021-04-05 06:09:08 PM



Please do not reply to this email as this is an auto-generated email