

RE: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) LKK REF : CC4/LPC21004501/Kbs3 [External General]

ONG LI LI <llong@lonpac.com>

Wed 5/19/2021 2:17 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Su Li (LKK Auto) <suli@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

 1 attachments (808 KB)

SC1G21470006_07-04-2021_142534.pdf;

Lonpac External - General

Dear Jasper

Please see attached for our Insured's GIA report.

Moving forward, you may liaise with our Kenny who is in-charge of this case.

Thank you.

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.

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

From: Jasper Chua (LKK Auto) [mailto:jasperchua@lkkauto.com]

Sent: Wednesday, 19 May 2021 2:10 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; ONG LI LI <llong@lonpac.com>

Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) [External General] LKK REF : CC4/LPC21004501/Kbs3

Dear Li Li,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Thank you.

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Su Li (LKK Auto)

Sent: April 19, 2021 1:26 PM

To: ONG LI LI <llong@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: Fw: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) [External General] LKK REF : CC4/LPC21004501/Kbs3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SHD 317X at M/s TRANS-CAB AUTO SERVICES PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

Meanwhile, kindly advise whether insured has reported. If so, 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 Jasper.

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,
Su Li | Admin Support
LKK Auto Consultants Pte Ltd

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, April 12, 2021 4:42 PM
To: 'ONG LI LI' <llong@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: Re: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) [External General] LKK REF : CC4/LPC21004501/Kbs3

Dear Li Li,

We refer to the above matter.

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Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

Meanwhile, kindly advise whether insured has reported. If so, 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 Jasper.

To check availability of the case handler, you may contact the undersigned.

**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.*

Thank you.

Best Regards,
Su Li | Admin Support
LKK Auto Consultants Pte Ltd

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, April 8, 2021 11:53 AM
To: 'ONG LI LI' <llong@lonpac.com>; Admin A <admin-a@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'Claims' <claims@transcab.com.sg>
Subject: RE: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) [External General]

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: ONG LI LI <long@lonpac.com>

Sent: Thursday, 8 April, 2021 11:40 AM

To: 'Zhe Wei Kek' <zhewei.kek@transcab.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'Nivitha (LKK Auto)' <admin-d@lkkauto.com>

Cc: Claims <claims@transcab.com.sg>

Subject: RE: Arrange for survey - SHD317X Our Ref: 20/21/21/VP05/024420 (Kenny) [External General]

Lonpac External - General

Without Prejudice

Dear Zhe Wei

Please email to mt_claim@lonpac.com for all matters relating to motor claims.

We shall appoint LKK Auto Consultants Pte Ltd to conduct the survey.

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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From: Zhe Wei Kek [<mailto:zhewei.kek@transcab.com.sg>]

Sent: Wednesday, 7 April 2021 6:15 PM

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

Cc: Claims <claims@transcab.com.sg>

Subject: RE: Arrange for survey - SHD317X

Dear all,

Please arrange for survey as below :

SKK5107E – 06/04/2021 AT 02030Hrs - SHD317X

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate."

Best Regards,
Kek Zhewei
Claims Officer

This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet
