

## Mei Kwan (LKKAuto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Friday, 16 July 2021 1:46 PM  
**To:** ONG LI LI; Mei Kwan (LKKAuto)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: JTP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004... [External General]

**Categories:** HMK

Dear Lili,

Yes. Noted with thanks.

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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.*

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

**Sent:** Friday, 16 July 2021 12:41 PM

**To:** Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

**Subject:** RE: JTP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004... [External General]

## Lonpac External - General

Dear Cecilia

If your calculation is correct then we will only pay what is stated in the signed DV.

We are not liable for their system error.

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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**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]  
**Sent:** Friday, 16 July 2021 12:35 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: JTP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004... [External General]

Hi Lili,

Our final settlement amount is at \$10,849.12 (all-in).

Our calculation is correct. But TP side calculation wrong. But they not able to amend. TP accepted the amount as above and DV has been signed and return.

Thus, we have attached the email from TP stating that their system error in the calculation and that they not able to amend.

Thanks

**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,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@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.*

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**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Friday, 16 July 2021 12:26 PM  
**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: JTP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004... [External General]

**Lonpac External - General**

Hi Cecilia

Please amend your mandate request below and re-send it to us.

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:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]  
**Sent:** Tuesday, 13 July 2021 3:46 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004799/ga3 [External G...]

Lonpac Ref: **20/21/21/VC05/024454**  
LKK Ref: CC4/LPC21004799/ga3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 23/04/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

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

Summary to offer to third party repairer, "MOTORVIVA PTE LTD" is as follows: -

|                                   | Claimed Amount      | Revised Amount               |
|-----------------------------------|---------------------|------------------------------|
| 1. Cost of Repair (w/GST)         | \$ 13,243.22        | \$ 10,207.12                 |
| 2. Loss of Use (8days x \$100.00) | \$ 800.00           | \$ 800.00 (8days x \$100.00) |
| 3. LTA/ GIA Search Fee            | \$ 2.00             | \$ 2.00                      |
| <b>Total</b>                      | <b>\$ 14,045.22</b> | <b><u>\$ 11,009.12</u></b>   |

\*\*08days recommendation for repair

Relevant supporting claim documents are attached herewith for your perusal and reference.

**The above is for your approval.**

Best Regards,  
Cecilia Chong | Case Handler  
LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | fax: 6741-4108

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

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**From:** Mei Kwan (LKKAuto)

**Sent:** Friday, 23 April 2021 5:54 PM

**To:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004799/ga3 [External General]

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

Kindly take note that the case handler in-charge is Cecilia.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Wednesday, 21 April, 2021 11:47 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: 20/21/21/VC05/024454 \*\*\* LKK REF: CC4/LPC21004799/ga3 [External General]

## **Lonpac External - General**

Dear Mei Kwan

Please see attached for our Insured's GIA report that you have requested.

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:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

**Sent:** Wednesday, 21 April 2021 11:01 AM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Cc:** Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: TBA [External General] \*\*\* LKK REF: CC4/LPC21004799/ga3

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 Cecilia.

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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

**Sent:** Friday, 16 April, 2021 9:06 AM

**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: TBA [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

Best Regards,

Summer Lee | Admin

LKK Auto Consultants Pte Ltd

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto: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.

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Thursday, 15 April, 2021 5:44 PM

**To:** 'Catherine Chong Kai Ling' <[CatherineChongKL@goldbell.com.sg](mailto:CatherineChongKL@goldbell.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd  
Our Ref: TBA [External General]

## Lonpac External - General

Without Prejudice

Dear Catherine

Our Insured has not reported the accident. You may liaise with LKK Auto Consultants Pte Ltd for survey.

Dear Nivitha/Summer

FYA – pls arrange TP survey.

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:** Catherine Chong Kai Ling [<mailto:CatherineChongKL@goldbell.com.sg>]

**Sent:** Thursday, 15 April 2021 5:33 PM

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; Ramesh <[Ramesh@goldbell.com.sg](mailto:Ramesh@goldbell.com.sg)>

**Subject:** RE: TP claim - Accident case between GBH2113D & GBB2755H (your insured) on 14/04/2021 @ 1730 hrs at Sengkang E Rd

Dear Officer-in-Charge,

Our customer **RISING ENGINEERING PTE LTD**, had made an accident reporting with us and would like us to handle his 3<sup>rd</sup> party claim against **GBB2755H**.

Attached above is our customer's SAS and kindly advice on quantum of liability.

If the liability is in favor to our customer, we will seek your surveyor attendance at **GOLDBELL PAYA UBI** for PRS and direct settlement.

Kindly contact our Motor Claims Officer Ms. Catherine for survey as vehicle currently with owner.

Thank you.

### NOTICE:

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delays are to be expected for handling hardcopy documents.

All correspondence should be made via email instead. Any inconvenience caused is much regretted.



**GOLDBE**  
ENGINEER

**Catherine Chong Kai Ling | Goldbell Engineering Pte Ltd**  
Customer Service Advisor, Motor Claims

DID: | Tel: +65 6861 0007 | Fax: |  
Mobile: 9736 1300 |

**Industrial Vehicles. Financial Ser**