

RE: [SEEK MANDATE] - FOR SMK 5626A DOA: 15.04.2021 LKK REF :
CC4/LPC21004888/Ups3 Our Ref: 20/21/21/VC00/024462 [External Confidential]

ONG LI LI <llong@lonpac.com>

Fri 28/5/2021 4:18 PM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Lonpac External - Confidential

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 11:32 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: [SEEK MANDATE] - FOR SMK 5626A DOA: 15.04.2021 LKK REF : CC4/LPC21004888/Ups3 Our Ref: 20/21/21/VC00/024462 [External Confidential]

Your ref: **20/21/21/VC00/024462**

Our ref : CC4/LPC21004888/Ups3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBE943D(LONPAC) AND SMK 5626A ON 15/04/2021

We refer to the above matter.

We have highlighted to your good office on 22/04/2021 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 "FASTECH AUTO PTE LTD" at \$5,317.00(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 15,925.88	\$ 4,815.00 (\$4,500.00 + 7%GST)
2. Loss of Rental (5days x \$100.00)	\$ 500.00	\$ 500.00 (5days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 16,427.88	<u>\$ 5,317.00</u>

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: Hsiao Tong (LKKAuto)

Sent: Thursday, 6 May 2021 12:32 PM

To: llong@lonpac.com <llong@lonpac.com>

Cc: mt_claim@lonpac.com <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMK 5626A DOA: 15.04.2021 LKK REF : CC4/LPC21004888/Ups3 Our Ref: 20/21/21/VC00/024462 [External Confidential]

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

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

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Thursday, April 22, 2021 5:33 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMK 5626A DOA: 15.04.2021 LKK REF :

CC4/LPC21004888/Ups3 Our Ref: 20/21/21/VC00/024462 [External Confidential]

Lonpac External - Confidential

Dear Su Li

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

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From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]

Sent: Thursday, 22 April 2021 5:10 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Subject: Re: REQUEST FOR PRE-REPAIR INSPECTION FOR SMK 5626A DOA: 15.04.2021 [External Confidential] LKK REF : CC4/LPC21004888/Ups3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SMK 5626A at M/s FASTECH AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- TP GIA report

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

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 Hsiao Tong.

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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 19 April, 2021 9:37 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: REQUEST FOR PRE-REPAIR INSPECTION FOR SMK 5626A DOA: 15.04.2021 [External Confidential]

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 19 April, 2021 9:17 AM

To: 'assignments@lkkauto.com' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'Ong Shiying' <shiying.ong@fastechauto.com.sg>

Subject: FW: REQUEST FOR PRE-REPAIR INSPECTION FOR SMK 5626A DOA: 15.04.2021 [External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivitha/Summer,

FYA

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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