

Denise Tay (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 25 May 2021 5:56 PM
To: Denise Tay (LKKAuto); Admin-D (LKKAuto); assignments; SUR
Cc: MT_Claim_SG
Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Lonpac External - General

Dear Denise

Regarding your question, please note that under the motor insurance policy, we will not pay for :

- Any loss or damage to accessories not installed by the vehicle distributor or manufacturer

You may proceed to authorise OD repair as per your advice dated 25/5/2021.

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: Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]
Sent: Tuesday, 25 May 2021 8:55 AM
To: ONG LI LI <llong@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Dear Sir/Madam,

Enclosed preliminary revised of vehicle GBF 183A

Please let us have your approval on the supplementary

In additional, would like to check if the company sticker is insured in the policy?

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@lkkauto.com | fax: 6256-4315

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

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

Sent: Monday, 24 May 2021 5:03 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; 'VAC' <vacauto@singnet.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Lonpac External - General

Dear Denise

If additional mandate is required, please send it to us for management's approval.

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: Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]

Sent: Monday, 24 May 2021 4:18 PM

To: ONG LI LI <llong@lonpac.com>; 'VAC' <vacauto@singnet.com.sg>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Dear LiLi,

We get our surveyor to review the supplementary

Thanks and regards,

Denise

Case handler

LKK Auto Consultants Pte Ltd

Tel: ☎ 62563561 Fax: 📠 6256 4315

Email: ✉ sur@lkkauto.com

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

Sent: Monday, 24 May 2021 3:51 PM

To: 'VAC' <vacauto@singnet.com.sg>; Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Lonpac External - General

Dear Denise

FYA – OD claim (supplementary)

Reminder - excess \$600+\$2500 = \$3,100.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/07 The Concourse

Singapore 199555

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From: VAC [<mailto:vacauto@singnet.com.sg>]

Sent: Monday, 24 May 2021 3:45 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Dear Li Li

Attached is the supplementary estimate for the above vehicle.

Please forward to LKK soonest.

Best regards
Victor

PS: Fyi we have already collected the excess from the client.

From: ONG LI LI [<mailto:llong@lonpac.com>]
Sent: Wednesday, 5 May 2021 3:33 PM
To: 'HARISH ADMIN'
Cc: PERUMAL SOLAIYAN; VAC Auto; MT_Claim_SG
Subject: RE: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

Lonpac External - General

Dear Sir/Mdm

As explained, under the Section 1 of the motor insurance policy, the additional excess of \$2,500 is applicable for driver with less than 2 years driving experience(based on driving license) regardless of whether he is at fault or not.

Hope the above clarifies.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
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Singapore 199555
Tel : (65) 6250 7388 Ext. 254 Fax: (65) 6296 2706

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From: HARISH ADMIN [<mailto:admin@harishengg.com>]
Sent: Wednesday, 5 May 2021 3:23 PM
To: ONG LI LI <llong@lonpac.com>
Cc: PERUMAL SOLAIYAN <solaiyan@harishengg.com>; VAC Auto <vacauto@singnet.com.sg>
Subject: Re: GBF183A ACCIDENT VEHICLE REPORT Our Ref: 20/21/21/VC05/024478 [External General]

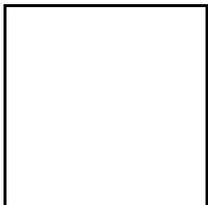
Dear Ms. Ong Li Li,

As we understand, Our driver is not an inexperienced driver. This accident happened by nature while driving along Tuas Road The Front wheel suddenly got bursted.

This is not our driver fault. Please consider on this matter.

Thank You.

**Best Regards,
Rogini**



HARISH ENGINEERING PTE.LTD.
7 Gambas Crescent,#09-10 Ark@Gambas,
Singapore 757087
☎: +65 6255 2351 📠: +65 6255 2359
✉: admin@harishengg.com

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On Mon, 3 May 2021 at 17:42, ONG LI LI <llong@lonpac.com> wrote:

Lonpac External - General

Dear Solaiyan

We refer to our telephone conversation this afternoon.

As explained, there is an additional policy excess of \$2,500.00 (Total \$3,100.00) for driver with less than 2 years' driving experience.

If your driver has the relevant experience, please provide us/workshop with the proof.

Regards,
Ong Li Li
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