

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Wednesday, 9 March 2022 12:23 PM  
**To:** geraldph@lonpac.com  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** [Seek Mandate] - Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED) [External General] LKK REF : CC4/LPC21005401/T1bs3  
**Attachments:** LKK Survey Report & Photos.pdf; Letter of Demand(SMU 9917G).pdf

Your ref: **20/21/21/VC00/024527**  
Our ref : CC4/LPC21005401/Tps3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING GBB2666G(LONPAC) AND SMU9917G(TP) ON 01/05/2021**

We refer to the above matter.

We have highlighted to your good office on 05/05/2021 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 favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$18,364.07(all-in).**

The summary is as follows: -

|                                    | Amount Claimed      | Amount Revised                     |
|------------------------------------|---------------------|------------------------------------|
| 1. Cost of Repair (w/GST)          | \$ 28,726.70        | \$ 17,312.07 (\$16,179.50 + 7%GST) |
| 2. Loss of Rental (7days x 150.00) | \$ 1,050.00         | \$ 1,050.00 (7days x \$150.00)     |
| 3. Insurance Search Fee            | \$ 2.00             | \$ 2.00                            |
| <b>Total</b>                       | <b>\$ 29,778.70</b> | <b><u>\$ 18,364.07</u></b>         |

Surveyor recommended 6days for repair + 1Sunday =7days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/02/2022 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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

**Sent:** Wednesday, May 5, 2021 11:06 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>

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

**Subject:** Re: Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED) [External General] LKK REF : CC4/LPC21005401/T1bs3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SMU 9917G at M/s BORNEO MOTORS (S) 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**

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**

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Wednesday, 5 May, 2021 8:58 AM

**To:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED) [External General]

### **Lonpac External - General**

Our Ref : 20/21/21/VC00/024527

Dear Summer,

Attached copy of insured's report for your onward transmission to the case handler.

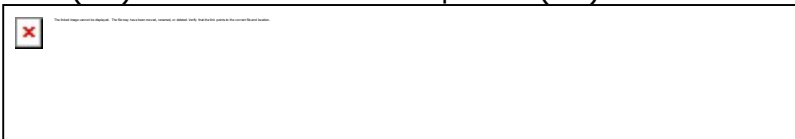
Best Regards

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



*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.*

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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Monday, 3 May 2021 3:52 pm

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; 'Admin A' <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

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

**Subject:** RE: Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED) [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 04-05-21.

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:** GERALD POH WEE BIN

**Sent:** Monday, 3 May, 2021 3:44 PM

**To:** 'Ashlyn Chng'

**Cc:** MT\_Claim\_SG ; 'assignments@lkkauto.com'

**Subject:** FW: Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED) [External General]

**Lonpac External - General**

WITHOUT PREJUDICE

Our Ref: TBA

Dear Ashlyn,

Our insured has not lodged the accident report and we are unable to establish liability.

In the meantime, we shall proceed to appoint LKK Auto Consultants Pte Ltd for the survey.

Aside to LKK – Attn : 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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**From:** Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]  
**Sent:** Monday, 3 May 2021 3:10 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>  
**Subject:** RE: Direct Settlement (TP) - Accident involving SMU9917G & GBB2666G DOA: 01/05/2021 (VEH GROUNDED)

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **GBB2666G** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$150 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Thomas Pang @ 9847 6171/ 6631 1860** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you!

Regards,  
Ashlyn Chng  
**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)