

RE: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Tue 6/7/2021 9:58 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Hsiao Tong,

Our reference is 20/21/21/VC00/024561

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

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: Tuesday, 6 July 2021 9:56 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Re: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Dear Gerald,

Thank you for your email.

Kindly provide Lonpac Claim Ref for our further 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,

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

Sent: Monday, 5 July 2021 1:23 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed as proposed.

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: CHEW BENG KEE
Sent: Monday, 5 July 2021 1:15 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Hi Gerald

OK, pls proceed with TPPD claims settlement as proposed.
Thank you.

Best Regards
Chew Beng Kee
Head of Claims | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

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From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 5 July 2021 8:48 am
To: CHEW BENG KEE <bkchew@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: [SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 LKK REF : CC4/LPC21005787/Eps3 [External Confidential]

Lonpac External - Confidential

Hi Chew,

Attached supporting documents for DS for your approval.

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

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.

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From: Hsiao Tong (LKKAUTO) [<mailto:chewht@lkkauto.com>]
Sent: Friday, 2 July 2021 1:27 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][SEEK MANDATE] - our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential] LKK REF : CC4/LPC21005787/Eps3

Your ref: **TBA**
Our ref : CC4/LPC21005787/Eps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YN2323K(LONPAC) AND SLR1636Y(TP) ON 11/05/2021

We refer to the above matter.

We have highlighted to your good office on 27/05/2021 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's favour.

We seek your approval to offer repairer "CYCLE & CARRIAGE KIA PTE LTD" at \$8,020.15(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 11,009.23	\$ 7,538.15 (\$7,045.00 + 7%GST)
2. Loss of Use (8days x \$60.00)	\$ 480.00	\$ 480.00 (8days x \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,491.23	\$ 8,020.15

Surveyor recommended 6days for repair + 1Sunday + 1PRS = 8 days.

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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Thursday, 27 May 2021 3:51 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: our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential] LKK REF : CC4/LPC21005787/Eps3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SLR 1636Y at M/s CYCLE & CARRIAGE KIA 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 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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 12 May, 2021 11:13 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: our veh SLR1636Y, your veh YN2323K on 11/05/2021 [External Confidential]

Lonpac External - Confidential

Our Ref: TBA

Dear Nivitha/Summer,

Attached copy of insured 's report for your attention.

Please proceed to survey and revert on liability.

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
[Email-Banner SG-400x70](#)

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Mail - Hsiao Tong (LKKAuto) - Outlook

Dear officer in charge,

Please advise us the liability for this case, we attached the video footage and related documents for your reference.

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339

Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339
T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

<https://attachments.office.net/owa/suli%40kkauto.com/service.svc/s/GetAttachmentThumbnai?ID=IQMKAADHmJlBMnGKJLQwYjMMQDNBNy1hYzASL7E32DBKtNMtMMW4yYwBGAADbn6jwbGVZEKjAGYRoFvIPwcAU%2Fu%2Bg%2BgVDEu6iNGGfOYCLwAAAgEPAA-IB-iQOz92pqr1HB60JHqUcdat1X182d5p-JeDD2frh83Z78GKUPYNDPv5yBeg9--408tMSCvPrtAk6CM6G-U8Xwb1DgxgyVksCh1GPXmV43U99pDRZuWiXf9fdtCMBtBKXG->

From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>
Sent: Wednesday, 12 May, 2021 10:47 AM
To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>
Subject: scan to email

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