

## Cecilia Chong (LKK Auto)

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**From:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, 20 September 2021 12:59 pm  
**To:** Mei Kwan (LKKAuto); ONG LI LI; Steve Chen (LKK Auto)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/Ega3 [External Confidential]  
**Attachments:** LKK REPORT \_ PHOTO.pdf; LPC2\_LKKInvoice1 \_AC2106375.pdf

Dear Lili,

Kindly refer to attached for the supporting documents and report.

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

**Sent:** Monday, 6 September 2021 4:41 PM

**To:** ONG LI LI <llong@lonpac.com>; Steve Chen (LKK Auto) <SteveChen@lkkauto.com>

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/Ega3 [External Confidential]

Dear Lili,

As spoken, we received the survey report.

**Hi Steve,**

**Kindly assist.**

*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)

**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:** Monday, 6 September, 2021 3:28 PM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

## Lonpac External - General

Dear Ceilia/Mei Kwan

Have you received my earlier email with attachment?

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 revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements 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:** ONG LI LI

**Sent:** Thursday, 2 September 2021 3:12 PM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

## Lonpac External - Confidential

Dear Mei Kwan/Cecilia

Please acknowledge receipt.

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 revised measures for transition under Phase 2 COVID-19 restrictions effective 19 August 2021, 50% of our staff will be working from home. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused".***

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*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Monday, 30 August 2021 6:11 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

Dear Li Li,

Please send to [kkcsteam@gmail.com](mailto:kkcsteam@gmail.com) for file size more than 10MB.

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)

***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:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, August 30, 2021 6:03 PM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

Dear Lili,

I did not receive the email.

Please re-send.

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)



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

**Sent:** Wednesday, 25 August 2021 11:20 AM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

**Lonpac External - Confidential**

Hi Cecilia

Please acknowledge if you have received my earlier email (19mb) –see below.

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 return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. Please expect delays in our replies, payments and claims settlements 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.*

*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** ONG LI LI

**Sent:** Wednesday, 25 August 2021 11:02 AM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

## **Lonpac External - Confidential**

Dear Cecilia

Attached is the TP survey report. Please let us have your surveyor's review/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

***In view of the return to "Heightened Alert" Phase 2 on COVID-19 measures, more than 50% of our staff will be working from home from 22 July to 18 August 2021. Please expect delays in our replies, payments and claims settlements during this period. Your understanding is greatly appreciated and we apologise for any inconvenience caused.***

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**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]

**Sent:** Thursday, 3 June 2021 4:00 PM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

Dear Lili,

There will be 2 repair cost, trailer and prime mover.

As for trailer, repair limit at \$7K, whereas prime mover is a total loss case. MV: \$21K, rebate: \$8327, NV: \$12,673.00

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)



Auto  
Consultants  
Pte Ltd

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---

**From:** ONG LI LI

**Sent:** Thursday, 3 June 2021 12:41 PM

**To:** Cecilia Chong (LKK Auto) ; Mei Kwan (LKKAuto)

**Cc:** MT\_Claim\_SG ; Admin A

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

## **Lonpac External - Confidential**

Dear Cecilia

Please survey on WP basis first –pending Police Investigation result.

TP stopped at expressway without any indication lights.

Any preliminary advice on TP COR so far?

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.***

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---

**From:** Cecilia Chong (LKK Auto) [<mailto:CeciliaChong@lkkauto.com>]

**Sent:** Thursday, 3 June 2021 12:37 PM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

Dear Lili,

We have review the matter and that liability is down against OI based on BOLA S27.

Kindly let us have your instruction / approval to proceed DS.

Thanks

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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)



Auto  
Consultants  
Pte Ltd

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---

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

**Sent:** Monday, 31 May 2021 10:16 AM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (yur ref 20/21/21/VC05/024572.); DOA 15.05.2021 // LKK REF: CC4/LPC21005915/ga3 [External Confidential]

## **Lonpac External - Confidential**

Dear Mei Kwan

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

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

**Sent:** Saturday, 29 May 2021 5:02 PM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (your ref.); DOA 15.05.2021 [External Confidential] // LKK REF: CC4/LPC21005915/ga3

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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)

**Sent:** Tuesday, 18 May 2021 10:29 AM

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

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

**Subject:** RE: THIRD PARTY CLAIM - XD2552E and XE3056J (your ref.); DOA 15.05.2021 [External Confidential]

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.

---

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

**Sent:** Tuesday, 18 May, 2021 9:31 AM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

**Subject:** FW: THIRD PARTY CLAIM - XD2552E and XE3056J (your ref.); DOA 15.05.2021 [External Confidential]

**Lonpac External - Confidential**

Our Ref: 20/21/21/VC05/024572

Dear Nivitha/Summer,

Please proceed to contact the workshop for the survey.

Our insured has yet to lodge the accident report.

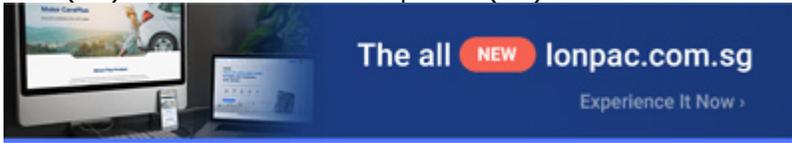
Best Regards

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:** GERALD POH WEE BIN

**Sent:** Tuesday, 18 May 2021 9:22 am

**To:** [victorfong@toplis.com.sg](mailto:victorfong@toplis.com.sg)

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

**Subject:** FW: THIRD PARTY CLAIM - XD2552E and XE3056J (your ref.); DOA 15.05.2021 [External Confidential]

## **Lonpac External - Confidential**

Our Ref : 20/21/21/VC05/024572

Dear Victor,

As spoken, please contact the workshop for the survey to the cargoes.

For your information, our insured has not lodged the report.

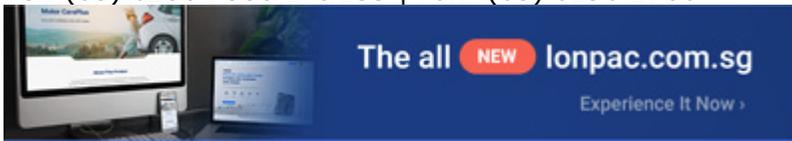
Best Regards

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:** ASM Jaclyn [<mailto:jaclynlai@asmauto.com.sg>]

**Sent:** Monday, 17 May 2021 5:33 pm

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

**Subject:** THIRD PARTY CLAIM - XD2552E and XE3056J (your ref.); DOA 15.05.2021

Dear Sir / Madam,

Our client, the owner XD2552E wishes to file claim for the damages sustained from the above-stated accident, against your insured, XE 3056 J.

Pertaining to this accident, there are damages on truck, trailer, container and goods inside the container. For container with goods are supposed to load up to vessel today but is unable to do. For that, the shipping company has imposed detention charges of \$650 for today and will be increased on daily basis to our claimant. In order to cut more losses on this aspect , we urge you to arrange for survey of the damaged goods and container first by tomorrow.

After which, we would then follow up with quotation for truck, trailer and container.

Your kind understanding is highly appreciated. Thank you

*We are going "GREEN"*

\*With effect from 1<sup>st</sup> July 2020 onwards, we are no longer sending out hardcopy invoices/quotation to you. Email copy will be replaced instead.

\*We seek your kind cooperation to acknowledge upon receiving each time.

Best Regards,

*Jaclyn Lai*

Assistant Manager

Claims & Operation

**ASM Automotive Services Pte Ltd**

No. 13, Pioneer Sector 1, Singapore 628424.

Hp: 9236 8218 | DID: 6265 0026 | Fax: 6265 6068

Web: [www.asmauto.com.sg](http://www.asmauto.com.sg)