

RE: [SEEK MANDATE]-DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J *** LKK REF: CC4/LPC21005993/Upa3 // LPF REF: 21/21/21/VC00/024585
[External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Mon 23/8/2021 4:45 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

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

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.

From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]

Sent: Monday, 23 August 2021 11:03 am

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

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

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][SEEK MANDATE]-DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General] *** LKK REF: CC4/LPC21005993/Upa3 // LPF REF: 21/21/21/VC00/024585

Your ref: **21/21/21/VC00/024585**

Our ref : CC4/LPC21005993/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YM6180J(LONPAC) AND SKZ8805A(TP) ON 17/05/2021

We refer to the above matter.

We have highlighted to your good office on 20/05/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver reversed and collided onto third party parked vehicle. Liability is not in our driver favour.

We seek your approval to offer repairer **"KAH MOTOR CO SDN BERHAD"** at **\$5,791.94(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,584.14	\$ 5,389.94 (\$5,037.33 + 7%GST)
2. Loss of Use (4days x \$100.00)	\$ 400.00	\$ 400.00 (4days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 10,986.14	<u>\$ 5,791.94</u>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

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 | Fax: 6741 4108

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

S(408933)

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

Sent: Wednesday, 2 June, 2021 2:03 PM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General] *** LKK
REF: CC4/LPC21005993/Upa3 // LPF REF: 21/21/21/VC00/024585

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- Estimate cost of repair
- preliminary advice

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: 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.

From: Mei Kwan (LKKAUTO)
Sent: Thursday, 20 May 2021 5:32 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General] *** LKK
REF: CC4/LPC21005993/pa3 // LPF REF: 21/21/21/VC00/024585

Dear Gerald,

Enclosed TP video.

Please take note that the case handler in-charge is Hsiao Tong.

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 | 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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 20 May, 2021 4:52 PM
To: Summer (LKK AUTO) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General]

Lonpac External - General

Our Ref: 21/21/21/VC00/024585

Dear Summer,

Attached copy of insured's report to be forwarded 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

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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Lonpac External - General data is for internal / external use.

From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Thursday, 20 May 2021 9:30 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General]

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 | 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: Thursday, 20 May, 2021 9:17 AM
To: You Po Soon <psyou@honda.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Po Soon,

Our insured has yet to lodge the accident report and we are unable to comment on 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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Lonpac External - General data is for internal / external use.

From: You Po Soon [<mailto:psyoun@honda.com.sg>]

Sent: Thursday, 20 May 2021 8:22 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: DIRECT SETTLEMENT OF VEHICLE NO. SKZ8805A AGAINST YM6180J

To The Officer In Charge,

Please Refer The Above Attachment For Your Reference.

Kindly Arrange for survey for vehicle SKZ8805A,

Kindly Advice on Liability,

Your Insured vehicle number is YM6180J, Accident Date 17/5/2021.

Thank You.

Best Regards,

YOU PO SOON

Service Advisor

Bodywork Shop

Honda Singapore

Kah Motor Co. Sdn. Bhd.

15, Ubi Road 4, Singapore 408610

DID : 6846 5671 / Mobile: 9678 6493

Web: www.honda.com.sg



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