

## Jasper Chua (LKK Auto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** August 3, 2021 11:58 AM  
**To:** Jasper Chua (LKK Auto)  
**Cc:** MT\_Claim\_SG  
**Subject:** FW: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 LKK REF : CC4/LPC21006180/bs3 [External General]  
**Attachments:** 2 LKK ADJUSTMENT REPORT.PDF; 1 LKK INSPECTION REPORT.PDF; 4 LKK REINSPECTION PHOTOS.PDF; 3 LKK INSPECTION PHOTOS.PDF; TP\_LOD.PDF; Motor TPPD Approval Uninsured Loss Form.doc; SMM6325B.pdf

## Lonpac External - General

Dear Jasper,

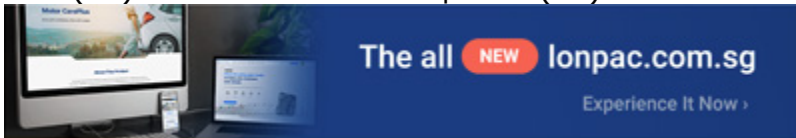
Please proceed as proposed.

Please be minded to insert the wordings " **all injury and property losses**" in the DV as the third party is claiming for medical bills also.

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 - General data is for internal / external use.*

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**From:** GERALD POH WEE BIN  
**Sent:** Tuesday, 3 August 2021 8:33 am  
**To:** CHEW BENG KEE <bkchew@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** FW: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 LKK REF : CC4/LPC21006180/bs3 [External General]

## Lonpac External - General

Hi Chew,

Attached supporting documents for DS for your approval.

Claimant was injured in the accident and provide the medical report but did not engaged any lawyer to claim for General Damages . They are only claiming for medical bills incurred through LKK.

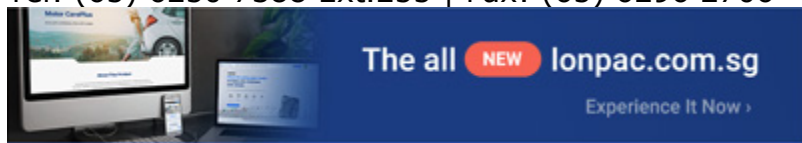
Best Regards

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:** Jasper Chua (LKK Auto) [<mailto:jasperchua@lkkauto.com>]

**Sent:** Monday, 2 August 2021 2:47 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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 LKK REF : CC4/LPC21006180/bs3 [External General]

Dear Sir/Mdm,

We refer to the subject matter.

It was reported that Insured driver rear-ended TP.

Summary to offer to repairer **PERFORMANCE MOTORS LTD** is as follows:

| TP CLAIMED                       |                     | REVISED -TO<br>OFFER |
|----------------------------------|---------------------|----------------------|
| Cost of Repair (w/gst)           | \$ 18,600.77        | \$ 15,777.52         |
| Loss of Use (12 days x \$120.00) | \$ 1,440.00         | \$ 1,440.00          |
| GIA Search Fee                   | \$ 2.00             | \$ 2.00              |
| Medical fee                      | \$ 1,206.90         | \$ 1,206.90          |
| <b>Proposed Total</b>            | <b>\$ 21,249.67</b> | <b>\$ 18,426.42</b>  |

Breakdown of days is as follows:

|                         |           |
|-------------------------|-----------|
| Recommended repair days | 10        |
| Weekends / Downtime     | 2         |
| <b>CLAIM DAYS</b>       | <b>12</b> |

For your approval and/or further instruction please.

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,

**Jasper Chua** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841-2928 | email: [jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com) | fax: 6741-4108

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



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** Su Li (LKK Auto)

**Sent:** June 3, 2021 8:44 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:** 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: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 LKK REF : CC4/LPC21006180/bs3  
[External General]

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SJT 8327G at M/s PERFORMANCE MOTORS 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:** Friday, May 28, 2021 8:32 AM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 LKK REF : CC4/LPC21006180/bs3  
[External General]

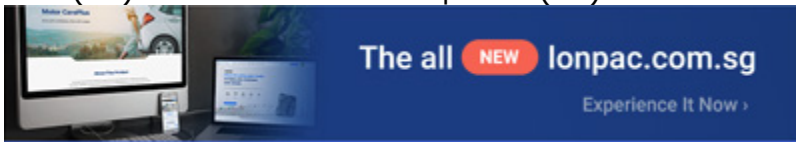
**Lonpac External - General**

Our Ref: 20/21/21/VP05/024595

Dear Su Li,

Attached copy of insured's report for attention.

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:** Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]  
**Sent:** Thursday, 27 May 2021 5:52 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@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: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 [External General] LKK REF : CC4/LPC21006180/bs3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

Please 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:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, May 27, 2021 5:24 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 <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 [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](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 <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, 27 May, 2021 5:01 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

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

**Subject:** FW: REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021 [External General]

**Lonpac External - General**

WITHOUT PREJUDICE

Our Ref : 20/21/21/VP05/024595

Dear Melanie,

For liability clearance, please liaise with our appointed surveyors.

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

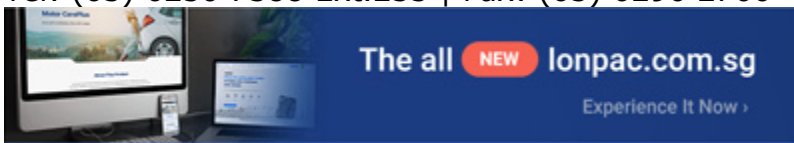
Aside to LKK – Attn : Nivitha/Summer

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:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]  
**Sent:** Thursday, 27 May 2021 4:53 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Inthiran Thurasamy <[inthiran.thurasamy@simedarby.com.sg](mailto:inthiran.thurasamy@simedarby.com.sg)>  
**Subject:** REQ FOR DIRECT SETTLEMENT - SJT8327G & SMM6325B ON 21.05.2021

Dear Sirs,

Refer to the above matter.

Attached are the estimate and supporting documents for your consideration.

Please advise if liability is clear for us to proceed with Direct Settlement.

Regards,  
Melanie

c/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0175 Fax: 6479 4601

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