

Re: Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction Our Ref: 21/21/21/VC05/024582 LKK REF : CC4/LPC21006269/g3 [External General]

Su Li (LKK Auto) <suli@lkkauto.com>

Wed 6/2/2021 8:57 AM

To: ONG LI LI <llong@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

 2 attachments (7 MB)

TP ESTIMATE-MARKED.pdf; TP GIA REPORT.pdf;

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle GBL 2140D at M/s HONG SEH MOTORS PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair (incomplete – no parts price)**
- **TP GIA report**

We will revert to you on preliminary advice in due course.

Kindly take note that the case handler in-charge is Cecilia.

***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:** ONG LI LI <llong@lonpac.com>

**Sent:** Monday, May 31, 2021 5:53 PM

**To:** Su Li (LKK Auto) <suli@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Subject:** RE: Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction Our Ref: 21/21/21/VC05/024582 LKK REF : CC4/LPC21006269/g3 [External General]

**Lonpac External - General**

Dear Su Li

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.***

*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:** Su Li (LKK Auto) [mailto:suli@lkkauto.com]  
**Sent:** Monday, 31 May 2021 5:51 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** Re: Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction Our Ref: 21/21/21/VC05/024582 [External General] LKK REF : CC4/LPC21006269/g3

Dear Li Li,

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 Cecilia.

***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:** Monday, May 31, 2021 2:52 PM  
**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@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: Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction Our Ref: 21/21/21/VC05/024582 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

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:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Monday, 31 May, 2021 2:28 PM  
**To:** 'samtan@hongseh.com.sg' <[samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Cc:** 'chrisliu@hongseh.com.sg' <[chrisliu@hongseh.com.sg](mailto:chrisliu@hongseh.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction Our Ref: 21/21/21/VC05/024582 [External General]

## Lonpac External - General

Without Prejudice

Dear Sam

Please liaise with LKK Auto Consultants for survey and assessment of liability.

Dear Summer

FYA

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:** Sam Tan <[samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)>

**Sent:** Monday, 31 May 2021 1:26 pm

**To:** Customer SG <[customer\\_sg@lonpac.com](mailto:customer_sg@lonpac.com)>

**Cc:** Chris Liu <[chrisliu@hongseh.com.sg](mailto:chrisliu@hongseh.com.sg)>

**Subject:** Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19th May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction.

Dear Sir,

Accident between BYD T3 EV reg GBL2140D & Isuzu Lorry reg XD8516X on 19<sup>th</sup> May 2021 at 1200 hours at Jalan Bahar Road, outside Jurong Fire Station traffic junction .

I have been instructed by the owner of reg GBL2140D to liaise with LONPAC INSURANCE BHD on this claim.

Attached are the estimate repair quotation & accident report of reg GBL2140D is insures under AXA Insurance Pte Ltd.

The prima facie evidence suggests that reg XD8516X was at fault. You may wish to look into the matter and confirm if LONPAC INSURANCE BHD is open to a direct settlement for this claim.

I would appreciate you could reply ASAP.

Best regards.

Sam Tan

Service Advisor

cid:image001.jpg@01D74F0C.E523A7C0

**Hong Seh Motors Pte Ltd**

10 Fourth Lok Yang Road Singapore 629707

Tel: +65 6266 1555 Fax: +65 6265 9595

DID: +65 6316 5916

HP: +65 96302180

Email: [samtan@hongseh.com.sg](mailto:samtan@hongseh.com.sg)

*We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.*

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