

Hsiao Tong (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 7 December 2021 12:23 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] - ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 - Oref: 20/21/21/VC05/024640 [External General] LKK REF : CC4/LPC21006633/Aps3

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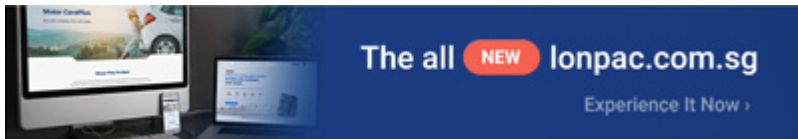
Dear Hsiao Tong

Please proceed with the new proposal.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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.

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 7 December 2021 11:50 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [SEEK MANDATE] - ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 - Oref: 20/21/21/VC05/024640 [External General] LKK REF : CC4/LPC21006633/Aps3

Dear Kenny,

We refer to the above matter.

For LOR, third party rejected our offer at 9days and claimed for 21days(as per rental invoice). According to third party repairer, their client rented a vehicle after accident(10/06/21 – 01/07/21). We have reviewed the matter and we are prepared to revise our offer at **\$15,393.09(all-in).**

The summary of claim if as follows: -

	Our Last Offer	TP proposed	Propose Revise Offer
1. Cost of Repair (w/GST)	\$ 14,836.94	\$ 14,836.94	\$ 14,836.94
2. Loss of Rental (9days x \$51.79)(w/GST)	\$ 498.74	\$ 1,163.72 (21days)	\$ 554.15 (10days x \$51.79)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00	\$ 2.00
Total	\$ 15,337.68	\$ 16,002.66	\$ 15,393.09

Surveyor recommended 7 days for repair + 1Saturday + 1Sunday + 1PRS = 10days.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Thursday, 30 September 2021 4:21 PM

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

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

Subject: RE: [SEEK MANDATE] - ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 -

Oref: 20/21/21/VC05/024640 [External General] LKK REF : CC4/LPC21006633/Aps3

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Dear Hsiao Tong

Please proceed to settle as per your recommendations.

Thank you.

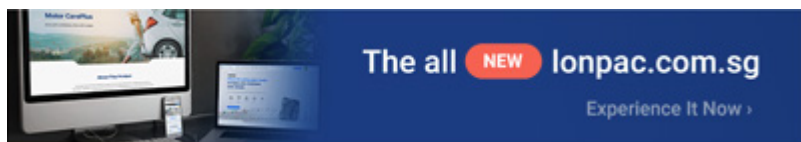
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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

Sent: Monday, 13 September 2021 3:26 pm

To: KENNY LIM CHING GHEE <kennylim@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] - ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 - Oref: 20/21/21/VC05/024640 [External General] LKK REF : CC4/LPC21006633/Aps3

Your ref: **20/21/21/VC05/024640**

Our ref : CC4/LPC21006633/Aps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP3293X(LONPAC) AND SKM5766S(TP) ON 09/06/2021

We refer to the above matter.

We have highlighted to your good office on 28/06/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver changed lane and collided with third party. Liability is not in our driver favour.

We seek your approval to offer repairer **"PREMIUM AUTOMOBILES PTE LTD"** at **\$15,337.68(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 23,352.75	\$ 14,836.94 (\$13,866.30 + 7%GST)
2. Loss of Rental (21days x \$51.79)(w/GST)	\$ 1,163.72	\$ 498.74 (9days x \$51.79)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 24,518.47	<u>\$ 15,337.68</u>

Surveyor recommended 7days for repair + 1PRS + 1Sunday = 9days.

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: Monday, 28 June 2021 5:57 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 - Oref: 20/21/21/VC05/024640 [External General] LKK REF : CC4/LPC21006633/Aps3

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle SKM 5766S at M/s PREMIUM AUTOMOBILES 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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Friday, June 18, 2021 11:37 AM
To: Admin A <admin-a@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 - Oref: 20/21/21/VC05/024640 [External General]

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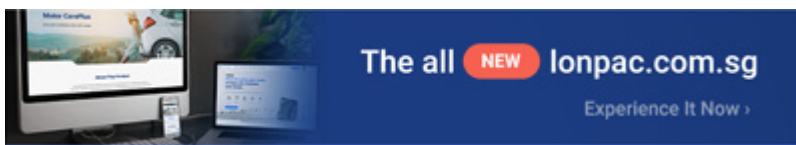
Dear Summer

Please see attachments for the relevant documents for your perusal.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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: GERALD POH WEE BIN
Sent: Friday, 18 June 2021 6:57 am
To: Claims <claims@premiumauto.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com
Subject: RE: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

Dear Kee Siong,

For liability clearance, please liaise with our appointed surveyors.

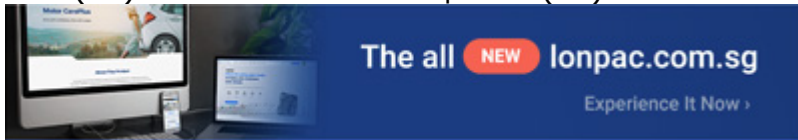
Best Regards

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: Claims [<mailto:claims@premiumauto.com.sg>]

Sent: Thursday, 17 June 2021 5:34 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'Claims' <claims@premiumauto.com.sg>

Subject: RE: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 [External General]

Dear All,

Kindly advice on liability clearance for above mention case.

Best Regards,

Kee Siang Lim

Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183

e. claims@premiumauto.com.sg **w.** www.audi.com.sg

Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Monday, 14 June 2021 9:48 PM
To: 'GERALD POH WEE BIN'
Cc: 'MT_Claim_SG'; assignments@lkkauto.com; 'Claims'
Subject: RE: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 [External General]

Dear All,

Please find above estimate for your kind reference.

Best Regards,
Kee Siang Lim
Claims Advisor

Premium Automobiles Pte Ltd (Reg No 199902271W)
55 Ubi Road 1 Road Singapore 408699
p. +65 6388 2323 **d.** +65 6768 9911 **f.** +65 6841 1183
e. claims@premiumauto.com.sg **w.** www.audi.com.sg
Audi Showroom, Audi Centre 281 Alexandra Road Singapore 159938 **p.** +65 6836 2223



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From: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Friday, 11 June 2021 9:11 AM
To: Premiumauto Claims
Cc: MT_Claim_SG; assignments@lkkauto.com
Subject: FW: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021 [External General]

Lonpac External - General

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Our Ref : TBA

Dear Nadia,

We are unable to comment on liability as our insured has not lodged the accident report.

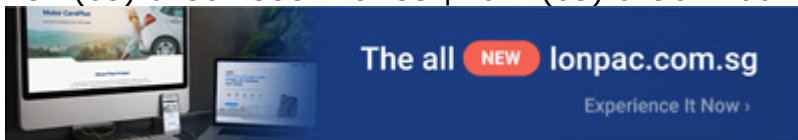
In the meantime, we shall appoint LKK Auto Consultants Pte Ltd for the survey.

For liability clearance, please liaise with them.

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: Claims [<mailto:claims@premiumauto.com.sg>]
Sent: Thursday, 10 June 2021 4:28 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: 'Claims' <claims@premiumauto.com.sg>
Subject: ACCIDENT INVOLVING SKM 5766 S AND YOUR INSURED YP 3293 X ON 09/06/2021

Dear all,

Kindly assist in the liability clearance for above mentioned case. We propose for a 100% direct settlement in our client's favour.

Please advise who the officer in-charge we shall liaise with.

Attached are the GIA report and video footage for your reference and we will send you the estimate once it is ready.

Kindly arrange survey on 15/6/2021.

Location: 24 Benoi Sector , Singapore 629857

Thank you.

**Best Regards,
Nadia Hani
Claims Administrator**

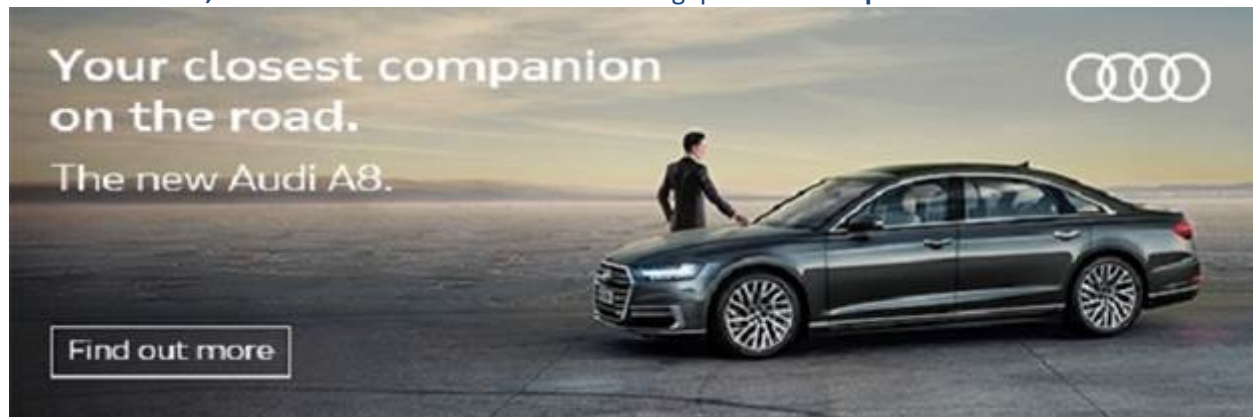
Premium Automobiles Pte Ltd (Reg No 199902271W)

55 Ubi Road 1 Road Singapore 408699

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