

**FW: [SEEK MANDATE] - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G LKK REF : CC4/LPC21006693/ps3 [External General]**

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Fri 29/10/2021 5:51 PM

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

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

📎 4 attachments (1,002 KB)

LKK Survey Report & Photos.pdf; Claim Doc \_ SMJ8626G.pdf; INSD STATEMENT.pdf; Motor TPPD Approval Uninsured Loss Form.doc;

## Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

Thank you.

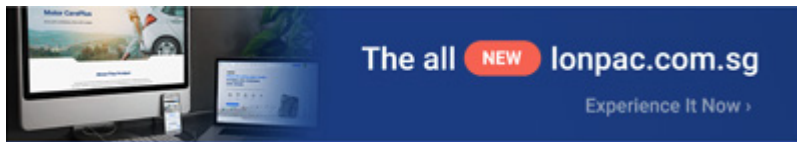
Best Regards

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 revised measures for COVID-19 restrictions effective 27 September 2021, more than 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:** GERALD POH WEE BIN <geraldpoh@lonpac.com>

**Sent:** Friday, 29 October 2021 1:17 pm

**To:** CHEW BENG KEE <bkchew@lonpac.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** FW: [SEEK MANDATE] - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G LKK REF : CC4/LPC21006693/ps3 [External General]

## Lonpac External - General

Hi Chew,

Attached supporting documents for DS for your approval.

Thank you.

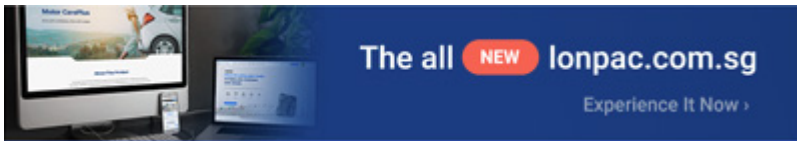
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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

**Sent:** Friday, 29 October 2021 11:33 am

**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:** [SEEK MANDATE] - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G LKK REF : CC4/LPC21006693/ps3 [External General]

Your ref: **TBA**

Our ref : CC4/LPC21006693/Bps3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING SKU4760Y(LONPAC) AND SMJ8636G(TP) ON 13/06/2021**

We refer to the above matter.

We have highlighted to your good office on 29/07/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver failed to give way to third party. Liability is not in our driver favour.

We seek your approval to offer repairer **“AH LIM MOTOR COMPANY”** at **\$4,551.95(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,689.28	\$ 4,049.95 (\$3,785.00 + 7%GST)
2. Loss of Rental (5days x \$100.00)	\$ 500.00	\$ 500.00 (5days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 8,181.28</b>	<b><u>\$ 4,551.95</u></b>

Surveyor recommended 5 days for repair.

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](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Thursday, July 29, 2021 4:10 PM

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@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: ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G LKK  
REF : CC4/LPC21006693/ps3 [External General]

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SMJ 8636G at M/s AH LIM MOTOR COMPANY 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**

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

**Sent:** Tuesday, June 15, 2021 11:14 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)>

**Subject:** RE: ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G LKK  
REF : CC4/LPC21006693/ps3 [External General]

## **Lonpac External - General**

Our Ref : TBA

Dear Su Li,

Attached copy of insured's accident report for your retention.

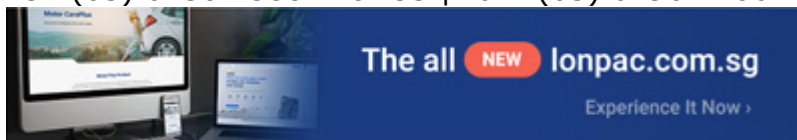
Best Regards

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.***

*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:** Tuesday, 15 June 2021 10:31 am  
**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:** Re: ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G  
[External General] LKK REF : CC4/LPC21006693/ps3

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 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**

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, June 15, 2021 9:54 AM  
**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: ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G  
[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:** Tuesday, 15 June, 2021 7:50 AM  
**To:** Eileen Chua <[ahlimmc@singnet.com.sg](mailto:ahlimmc@singnet.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Subject:** RE: ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G  
[External General]

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Eileen,

We have appointed LKK Auto Consultants Pte Ltd for the survey.

For liability clearance, please liaise with them.

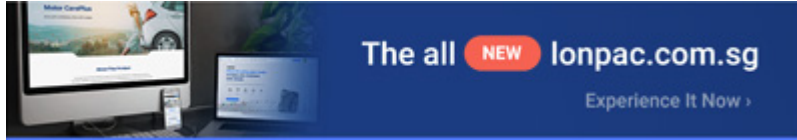
In addition, please note that Lionel Chua is no longer with us.

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:** Eileen Chua [<mailto:ahlimmc@singnet.com.sg>]  
**Sent:** Monday, 14 June 2021 6:03 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Lonpac - Lionel Chua <[lionelchua@lonpac.com](mailto:lionelchua@lonpac.com)>  
**Subject:** ARRANGE SURVEY - YOUR INSURED SKU4760Y DOA: 13/06/2021 & OUR CLIENT SMJ8636G  
**Importance:** High

Hi Claim Team,

Please kindly arrange survey.

Aside> Claim Team,  
Please kindly advise the liability.

Best Regards,  
Eileen Chua  
Ah Lim Motor Company  
No. 10 Ang Mo Kio Ind. Park 2A  
#01-09 AMK Autopoint S(568047)  
Tel: 64831244 Fax: 64836170