

Hsiao Tong (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Monday, 25 October 2021 3:04 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] - DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

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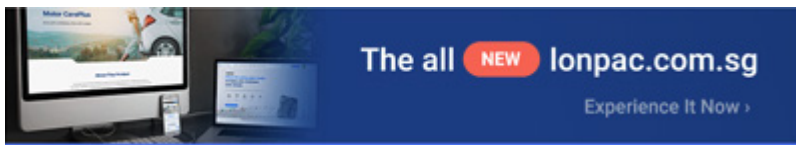
Dear Hsiao Tong

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



"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: Monday, 25 October 2021 2:01 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General]
*** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

Your ref: **21/21/21/VC06/024660**
Our ref : CC4/LPC21006721/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBF7247D(LONPAC) AND SJR5898E(TP) ON 02/06/2021

We refer to the above matter.

We have highlighted to your good office on 30/07/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

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 BHD" at \$1,920.07(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 3,927.24	\$ 1,792.62 (\$1,675.35 + 7%GST)
2. Loss of Use (2days x \$60.00)	\$ 120.00	\$ 120.00 (2days x \$60.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 4,054.69	<u>\$ 1,920.07</u>

Surveyor recommended 2 days 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: Friday, 30 July 2021 3:05 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

- Photographs of TP vehicle in its damaged condition
- preliminary advice
- Estimate cost of repair

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

Sent: Thursday, 22 July 2021 2:36 PM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

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Dear Jasper

Yes, you may proceed to negotiate for direct settlement.

Thank you.

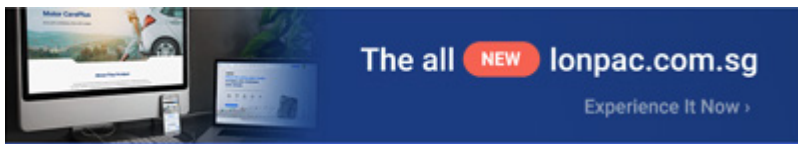
Best Regards

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 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.

From: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Sent: Thursday, 22 July 2021 2:28 pm

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

Dear Kenny,

Insured driver reported there is no accident happened.

Based on TP video , Insured driver hit stationary TP while reversing.

Kindly have your approval to proceed with direct settlement and settle at best with TP repairer.

Thanks

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 | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Mei Kwan (LKKAuto)

Sent: July 21, 2021 1:50 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

Dear Kenny,

Enclosed PIR.

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

Sent: Friday, 2 July, 2021 3:53 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

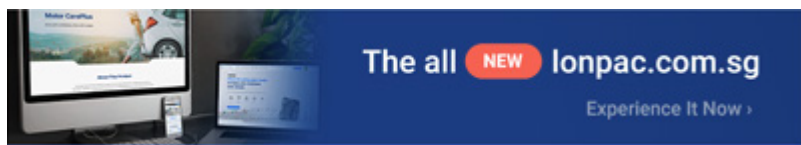
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Dear Mei Kwan

Thanks for the video.

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: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Friday, 2 July 2021 3:37 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

Dear Kenny,

Enclosed TP video for your perusal.

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: KENNY LIM CHING GHEE [<mailto:kennylim@lonpac.com>]
Sent: Friday, 2 July 2021 2:34 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

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Dear Mei Kwan

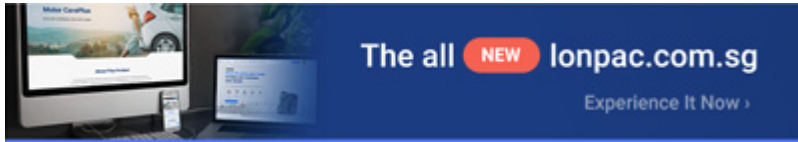
Please see attachment for a copy of our insd's GIA report for your perusal.

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



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From: KENNY LIM CHING GHEE

Sent: Friday, 25 June 2021 4:57 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3 - LPI Ref: 21/21/21/VC06/024660

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Dear Mei Kwan

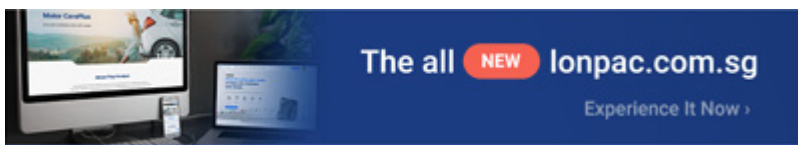
Insured has not reported the accident todate. We will send them another chaser.

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

Sent: Friday, 25 June 2021 4:41 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General] *** LKK REF: CC4/LPC21006721/ba3

Dear Sir / Madam,

We refer to the above matter.

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

Please note that no survey till date. TP repairer no response to our email.

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: Admin-D (LKKAuto)

Sent: Tuesday, 15 June 2021 5:14 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [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: Tuesday, 15 June, 2021 4:52 PM

To: Jeshurueben Rao Thomas <jeshurueben@honda.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com

Subject: RE: DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC) [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Thomas,

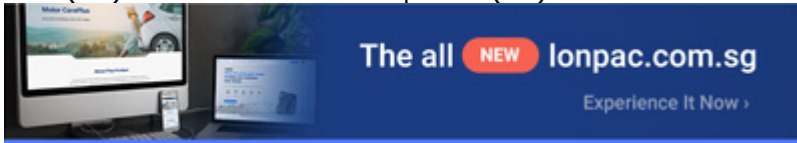
Our insured has not lodged the report and we are unable to establish liability.

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



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.

From: Jeshurueben Rao Thomas [<mailto:jeshurueben@honda.com.sg>]
Sent: Tuesday, 15 June 2021 4:28 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]DIRECT SETTLEMENT OF VEHICLE NO. SJR5898E AGAINST GBF7247D (LONPAC)

To The Officer In Charge,

Please Refer To The Above Attachment For Your Reference,

Kindly Help To Arrange Surveyor To Survey This Vehicle SJR5898E.

Please Also Advice On The Liability Status Of This Claim.

Your Insured Vehicle Number is GBF7247D, Accident Date 02/06/2021.

Thank You

Best Regards,
Rueben Thomas
Bodyshop Service Advisor
Kah Motor Body Repair Centre

Honda Singapore
Kah Motor Co. Sdn. Bhd.
15 Ubi Road 4, S(408610)
DID/Mobile: 68465672 / 90721766
Web: www.honda.com.sg



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