

Re: [SEEK MANDATE] - Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK REF : CC4/LPC21006925/ps3 [External General]

ONG LI LI <llong@lonpac.com>

Fri 29/10/2021 11:12 AM

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

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

Dear Hsiao Tong

Please proceed with your recommendation.

Thanks,

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

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

Sent: Wednesday, October 27, 2021 1:49:51 PM

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

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

Subject: RE: [SEEK MANDATE] - Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK REF : CC4/LPC21006925/ps3 [External General]

Hi Lili,

Attached as requested.

Kindly let us have your mandate/approval.

Thank you.

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: ONG LI LI <llong@lonpac.com>

Sent: Monday, 25 October 2021 5:14 PM

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

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

Subject: RE: [SEEK MANDATE] - Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK REF : CC4/LPC21006925/ps3 [External General]

Lonpac External - General

Dear Hsiao Tong

As spoken, please request for TP's Certificate of Insurance.

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 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 8:48 AM

To: ONG LI LI <long@lonpac.com>

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

Subject: [SEEK MANDATE] - Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK
REF : CC4/LPC21006925/ps3 [External General]

Your ref: **20/21/21/VC05/024594**

Our ref : CC4/LPC21006925/T1ps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBG1241D(LONPAC) AND PPE5826(TP) ON 20/05/2021

We refer to the above matter.

We have highlighted to your good office on 30/06/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver reversed and collided onto third party parked motorbike. Liability is not in our driver favour.

We seek your approval to offer repairer "KIM KOCK MOTOR PTE LTD" at **\$3,899.35(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 5,726.00	\$ 3,791.90
2. Loss of Use (4days x \$35.00)	\$ 140.00	\$ 100.00 (4days x \$25.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 5,873.45	<u>\$ 3,899.35</u>

Surveyor recommended 4days 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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, 30 June 2021 10:44 AM
To: ONG LI LI <long@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK REF : CC4/LPC21006925/ps3 [External General]

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle PPE 5826 at M/s KIM KOCK MOTOR 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**
- **Police 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: ONG LI LI <long@lonpac.com>
Sent: Wednesday, June 23, 2021 8:30 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 LKK REF : CC4/LPC21006925/ps3 [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

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.

From: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Tuesday, 22 June 2021 7:40 PM
To: ONG LI LI <long@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 [External General] LKK REF : CC4/LPC21006925/ps3

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 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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, June 22, 2021 3:53 PM
To: 'ONG LI LI' <long@lonpac.com>; 'Motor Pte Ltd Kim Kock' <kimkockmotor@gmail.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 [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: ONG LI LI <long@lonpac.com>

Sent: Tuesday, 22 June, 2021 3:19 PM

To: 'Motor Pte Ltd Kim Kock' <kimcockmotor@gmail.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Subject: RE: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021 Our Ref: 20/21/21/VC05/024594 [External General]

Lonpac External - General

Without Prejudice

Dear Sir/Mdm

Please liaise with LKK Auto Consultants Pte Ltd for survey.

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

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From: Motor Pte Ltd Kim Kock [<mailto:kimcockmotor@gmail.com>]

Sent: Tuesday, 22 June 2021 2:59 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Vehicle No : PPE5826 & GBG1241D , Date of Accident : 20/05/2021

Attn : Lonpac Insurance Bhd

From : Kim Kock Motor Pte Ltd

Please arrange survey of Our Insured Motorbike No : PPE5826

Lonpac Insurance Bhd Vehicle No : GBG1241D

Date Of Accident : 20/05/21

-

Vehicle to be Surveyed : PPE5826

Lonpad Insurance Bhd - Insured Vehicle : GBG1241D

Date of Accident : 20/05/2021

Date of survey : ?

*Name of Workshop : Kim Kock Motor Pte Ltd
BLK 27A Jurong Port Road
01-19
Singapore 619101*

Name of Contact Person : Mr Gan / Ms How

Contact No : 6265 0226 / 6265 0358

Handphone : 9367 6256

Mr Gan / Ms How

[Kim Kock Motor Pte Ltd](#)

Tel : 6265 0226 / 6265 0358

Fax : 6265 2588