

**RE: Motor claim PRS || SGW2283H against GBC1547T Our Ref: TBA LKK REF : CC4/LPC21007331/gS3 Our Ref: 21/21/21/VC00/024728 [External Confidential]**

ONG LI LI <llong@lonpac.com>

Mon 7/26/2021 9:34 AM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>  
Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

 1 attachments (973 KB)

GBC1547T OI GIA.pdf;

## **Lonpac External - Confidential**

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 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.*

*Lonpac External - Confidential data is for use by authorised external parties only.*

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**From:** Su Li (LKK Auto) [mailto:suli@lkkauto.com]  
**Sent:** Sunday, 25 July 2021 5:21 PM  
**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>  
**Subject:** Re: Motor claim PRS || SGW2283H against GBC1547T Our Ref: TBA [External Confidential] LKK REF : CC4/LPC21007331/gS3

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, July 5, 2021 1:42 PM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.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)>

**Subject:** RE: Motor claim PRS || SGW2283H against GBC1547T Our Ref: TBA [External Confidential]

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:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Monday, 5 July, 2021 1:25 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [profi.automotive@asia.com](mailto:profi.automotive@asia.com)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: Motor claim PRS || SGW2283H against GBC1547T Our Ref: TBA [External Confidential]

**Importance:** High

**Lonpac External - Confidential**

Without Prejudice

Dear Edward

Please email to [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com) for all matter relating to motor claims.

Fyi, our Insured has not reported the accident. We shall appoint LKK Auto Consultants Pte Ltd to conduct the survey.

Dear Summer

Please arrange survey.

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:** CATHERINE CHAN MIEW HAN  
**Sent:** Monday, 5 July 2021 12:54 PM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** ELIZABETH GOH SUAN CHOO <[elizabethgoh@lonpac.com](mailto:elizabethgoh@lonpac.com)>  
**Subject:** FW: Motor claim PRS || SGW2283H against GBC1547T [External Confidential]  
**Importance:** High

## **Lonpac External - Confidential**

Dear Claims, FYA pls.

Best Regards,  
Catherine Chan

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**From:** Profi Automotive [<mailto:profi.automotive@asia.com>]  
**Sent:** Monday, 5 July 2021 11:46 am  
**To:** Customer SG <[customer\\_sg@lonpac.com](mailto:customer_sg@lonpac.com)>; [profi.automotive@gmail.com](mailto:profi.automotive@gmail.com)  
**Subject:** Motor claim PRS || SGW2283H against GBC1547T  
**Importance:** High

WITHOUT PREJUDICE

Dear Sir,

Please see the attached.

KINDLY BE REMINDED OF THE CHANGE OF OUR ADDRESS AS STATED BELOW.  
10 KAKI BUKIT ROAD 2 #01-05, FIRST EAST CENTRE. SINGAPORE 417868.

Warmest regards,  
Edward Ow

Profi Automotive  
10 Kaki Bukit Road 2,  
#01-05, First East Centre,  
Singapore 417868  
M: 94335558  
E: [profi.automotive@asia.com](mailto:profi.automotive@asia.com)