

Re: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / * LKK REF: CC4/LPC21007353/pa3 [External Confidential]**

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

Tue 23/11/2021 3:03 PM

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

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

Hi Gerald,

We refer to the above matter.

Please be informed that third party had converted to OD claim.

In view of this, we will proceed to close file and submit WP report to your good office.

Thank you.

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

Sent: Thursday, 22 July 2021 5:12 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / *** LKK REF: CC4/LPC21007353/pa3 [External Confidential]

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Dear Hsiao Tong,

You may proceed to release the video footage to the third party.

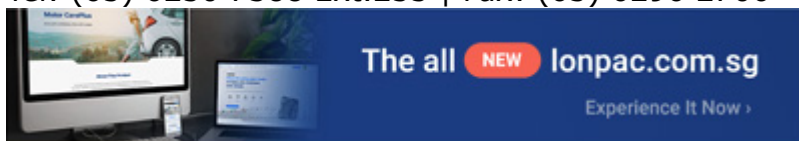
Best Regards

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 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.

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From: Hsiao Tong (LKKAUTO) [mailto:chewht@lkkauto.com]
Sent: Thursday, 22 July 2021 3:36 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / *** LKK REF: CC4/LPC21007353/pa3 [External Confidential]

Dear Gerald,

We refer to the above matter.

Based on our insured video footage, our driver was driving on the right lane before the junction. Third party vehicle is not at the junction yet while our vehicle approaching to the end of junction to make a left turn. Our driver was making a left turn into the 2nd lane from the left in yellow box. In the midst of turning, he had collided with third party who was driving on his left side of the lane.

We have informed third party that liability is unclear for this matter. No video footage from third party, only scene photos as attached. However, third party repairer would like to view our insured video in order for them to advise their client on this matter.

Kindly advise if we may send our insured video to third party for their viewing.

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 6 July 2021 3:58 PM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / *** LKK REF: CC4/LPC21007353/pa3 [External Confidential]

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Without Prejudice

Save as to costs

Dear Mei Kwan

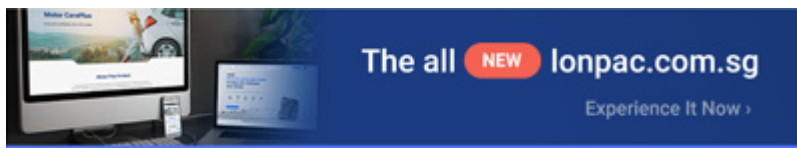
Sending on behalf of Gerald. Please see link below for the video footage.

https://drive.google.com/file/d/1HI4ASo-vPzT_rrfDayItarCLEi69Wktb/view?usp=sharing

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: Tuesday, 6 July 2021 1:48 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / *** LKK REF: CC4/LPC21007353/pa3 [External Confidential]

Dear Gerald,

Thank you for your email.

Kindly let us have a copy of insured's video footage for our necessary action.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 6 July, 2021 11:57 AM
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / *** LKK REF: CC4/LPC21007353/pa3 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan,

Attached copy of insured's report for your attention.

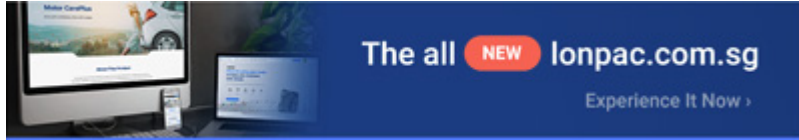
Best Regards

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.

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From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]

Sent: Tuesday, 6 July 2021 11:26 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: SURVEY / Lonpac ref - 21/21/21/VC05/024705 / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / [External Confidential] *** LKK REF: CC4/LPC21007353/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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.

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)

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From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>

Sent: Tuesday, 6 July, 2021 10:42 AM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; jess.francis@eurokars.com.sg

Subject: RE: SURVEY / Lonpac ref - YP2428G / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / [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 | 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, 6 July, 2021 10:15 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; jess.francis@eurokars.com.sg

Subject: FW: SURVEY / Lonpac ref - YP2428G / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim / [External Confidential]

Lonpac External - Confidential

Our Ref: 21/21/21/VC05/024705

Dear Nivitha/Summer,

Please proceed to conduct the survey and revert on liability.

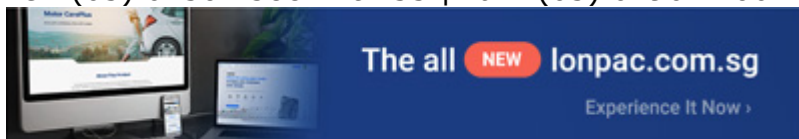
Best Regards

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: Jess Francis Carlos [<mailto:jess.carlos@eurokars.com.sg>]
Sent: Tuesday, 6 July 2021 10:08 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Ronald Yap <ronald.yap@eurokars.com.sg>; Tan Wei Cin <weicin.tan@eurokars.com.sg>; Jason Wong <jason.wong@eurokars.com.sg>; Stephanie Loke <stephanie.loke@eurokars.com.sg>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]SURVEY / Lonpac ref - YP2428G / Our ref - SMN2119B Mazda / doa 26-6-2021 / TP Claim /

To whom it may concern,

Kindly arrange the TP Claim survey to our client's vehicle.

Let us have the information appointed surveyor for this case for our arrangement.

Regards.

Jess Francis Carlos
Insurance Claims Executive
Trans Eurokars Pte Ltd
27A Tanjong Penjuru
Singapore 609042
Tel no.: 8128 9802

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