

RE: [Seek Mandate] - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Tue 31/8/2021 11:23 AM

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

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

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed as per your recommendations.

Thank you.

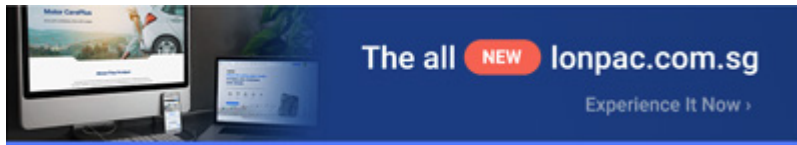
Best Regards

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, 30 August 2021 5:12 pm

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

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

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED][Seek Mandate] - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

Your ref: **21/21/21/VC05/024729**

Our ref : CC4/LPC21007361/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBD902C(LONPAC) AND SHD5629M(TP) ON 02/07/2021

We refer to the above matter.

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

It is head-to-rear collision. Liability is not in our driver's favour.

We seek your approval to offer repairer "TRANS-CAB AUTO SERVICES PTE LTD" at \$1,478.92(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 6,800.83	\$ 1,178.87 (\$1,101.75 + 7%GST)
2. Loss of Rental (3days x \$96.30)	\$ 288.90	\$ 192.60 (2days x \$96.30)
3. Loss of Income (3days x \$50.00)	\$ 150.00	\$ 100.00 (2days x \$50.00)
4. LTA/GIA search Fee	\$ 7.49	\$ 7.45
Total	\$ 7,247.22	<u>\$ 1,478.92</u>

Surveyor recommended 1.5days 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 | fax: 6741 4108

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

From: Hsiao Tong (LKKAuto)

Sent: Wednesday, 21 July 2021 9:49 am

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

Hi Kenny,

Insured amended accident report has been submitted in GEARS.

We will proceed with our necessary action. Thanks.

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: Monday, 19 July 2021 3:59 PM

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

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Dear Hsiao Tong

Thank you for your kind assistance.

Much appreciated.

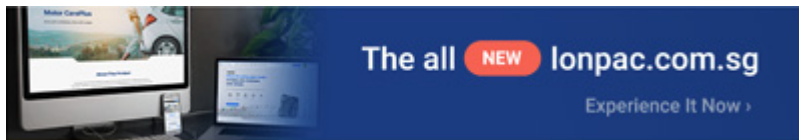
Best Regards

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

Sent: Monday, 19 July 2021 3:50 pm

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

Hi Kenny,

We refer to the above matter.

We have confirmed with our driver Mr Yong that the DOA was on 02/07/2021(Friday) instead of 03/07/2021(Saturday). We will follow up on the addendum with our driver.

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: Thursday, 15 July 2021 3:21 PM

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 - LPI Ref: 21/21/21/VC05/024729 [External General]

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Dear Mei Kwan

Please see attachment for a copy of our Insd's GIA report.

Thank you.

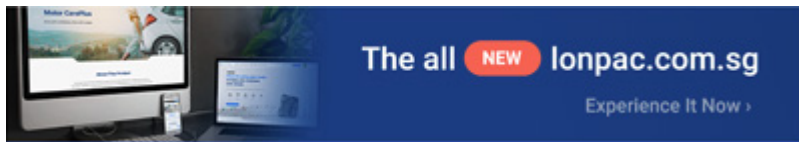
Best Regards

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, 13 July 2021 10:03 am

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 [External General]

Dear Kenny,

We refer to the above matter.

Kindly let us have a copy of your insured's GIA report 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: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 7 July, 2021 5:46 PM

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

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

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA *** LKK REF: CC4/LPC21007361/Kpa3 [External General]

Lonpac External - General

Hi Kenny

Fyi/a- 21/21/21/VC05/024729

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.

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

Sent: Wednesday, 7 July 2021 4:47 PM

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

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

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: Arrange for survey - SHD5629M Our Ref: TBA [External General] *** LKK REF: CC4/LPC21007361/Kpa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report

- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Kindly advise whether insured has reported. If so, 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)

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: Monday, 5 July 2021 2:32 PM

To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; claims@transcab.com.sg

Subject: RE: Arrange for survey - SHD5629M Our Ref: TBA [External General]

Dear Sir / Mdm,

Thank you for your assignment.

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: Monday, 5 July, 2021 2:19 PM

To: assignments@lkkauto.com; 'Summer (LKK Auto)' <admin-d@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; zhewei.kek@transcab.com.sg; claims@transcab.com.sg

Subject: FW: Arrange for survey - SHD5629M Our Ref: TBA [External General]

Importance: High

Lonpac External - General

Without Prejudice

Dear Zhewei

Our Insured has not reported the accident to us. Please provide us with your repair estimate & GIA report.

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: Zhe Wei Kek [<mailto:zhewei.kek@transcab.com.sg>]
Sent: Monday, 5 July 2021 2:14 PM
To: ONG LI LI <long@lonpac.com>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: Arrange for survey - SHD5629M
Importance: High

Dear all,

Please arrange LKK Auto Consultant Pte Ltd for survey as below :

GBD902C – 02/07/2021 AT 1400Hrs - SHD5629M

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate."

Best Regards,
Kek Zhewei
Claims Officer

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330
Website: www.transcab.com.sg



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