

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Tuesday, 7 December, 2021 5:37 PM
To: KENNY LIM CHING GHEE
Cc: MT_Claim_SG; Admin A; Cecilia Chong (LKK Auto)
Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] *** LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736
Attachments: EMAIL FROM TP REPAIRER DD 07.12.2021.pdf
Categories: HMK

Dear Kenny,

We refer to the above matter.

Please be informed that no survey done for this case.

We will close this file herein without billing to your good office.

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: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Monday, 13 September, 2021 2:47 PM
To: KENNY LIM CHING GHEE <kennylim@lonpac.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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] *** LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

Noted with 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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

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

Sent: Monday, 13 September 2021 2:41 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Lonpac External - Confidential

Dear Cecilia

Yes, liability is clear. I will explain to our Insd.

Thank you.

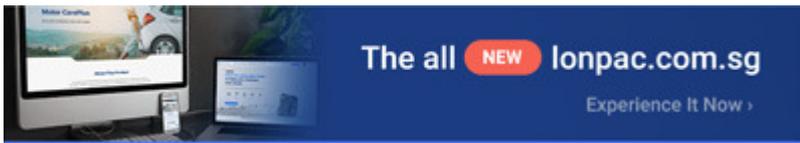
Best Regards

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: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Monday, 13 September 2021 12:30 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

Liability clearance has send to TP previously.

As based on TP video, OI has encroached into their lane. BOLA S15 applies to OI.

As for the LOR, we have yet to receive documentation from TP.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Auto
Consultants
Pte Ltd

Save the Earth. Print only when necessary.

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

Sent: Monday, 13 September 2021 12:15 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

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Dear Cecilia

Our insd is disputing on liability and LOR.

Please see their attached email.

Thank you.

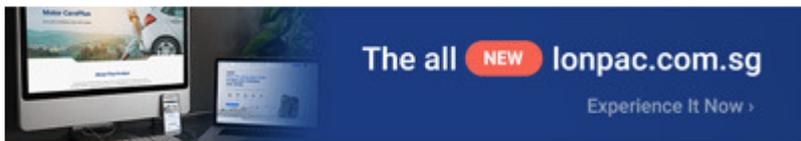
Best Regards

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: KENNY LIM CHING GHEE

Sent: Thursday, 9 September 2021 5:47 pm

To: Cecilia Chong (LKK Auto) <CeciliaChong@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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Lonpac External - Confidential

Dear Cecilia

Thank you for your update.

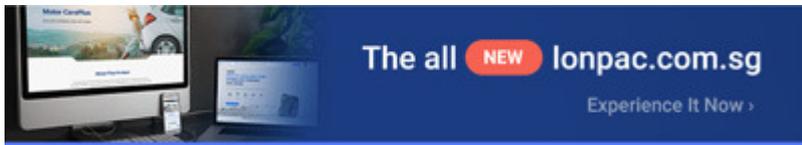
Best Regards

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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We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Sent: Thursday, 9 September 2021 3:53 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

We will revert back to you once we receive the marked estimate.

As currently based on our record, we are pending for TP to arrange for survey.

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108



Auto
Consultants
Pte Ltd

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

Sent: Wednesday, 8 September 2021 4:23 PM

To: Cecilia Chong (LKK Auto) <CeciliaChong@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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

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Dear Cecilia

Can I check do you have the estimate amount of the claim including LOU etc?

Thank you.

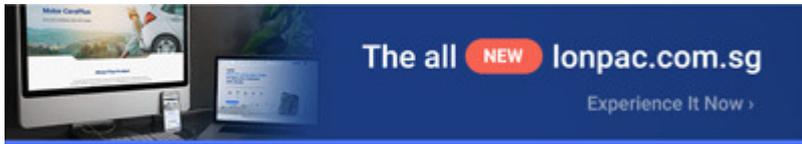
Best Regards

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: KENNY LIM CHING GHEE

Sent: Tuesday, 3 August 2021 11:36 am

To: Cecilia Chong (LKK Auto) <CeciliaChong@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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

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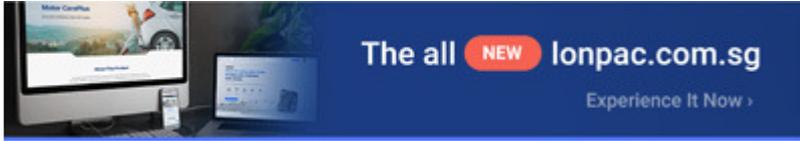
Dear Cecilia

Please proceed with 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: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Thursday, 29 July 2021 11:58 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

Attached is a copy of TP video.

We are in the view that OI encroached into TP lane.

Thus, liability is down against OI.

Kindly let us have your approval/instruction to proceed DS.

Thanks

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement."

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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

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

Sent: Wednesday, 28 July 2021 12:25 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

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Dear Mei Kwan

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

Thank you.

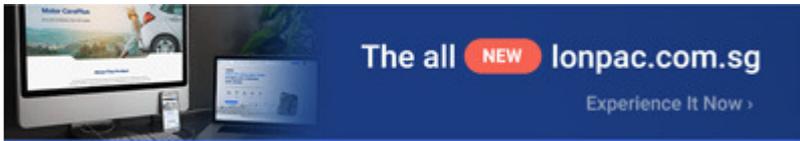
Best Regards

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



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: KENNY LIM CHING GHEE

Sent: Thursday, 15 July 2021 3:08 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***

LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Lonpac External - Confidential

Dear Mai Kwan

Our insured has yet to report the accident to date.

We will forward to you once we receive a copy of it.

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: Thursday, 15 July 2021 1:18 pm
To: KENNY LIM CHING GHEE <kennylin@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

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.

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: Mei Kwan (LKKAuto)
Sent: Thursday, 8 July 2021 3:57 PM
To: KENNY LIM CHING GHEE <kennylin@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Dear Kenny,

Noted with thanks.

Please see video part 2.

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: Thursday, 8 July, 2021 3:19 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3 - LPI Ref: 202121VC00024736

Lonpac External - Confidential

Dear Mei Kwan

Insured has yet to report the accident to date and we have written to them to do so.

Thank you.

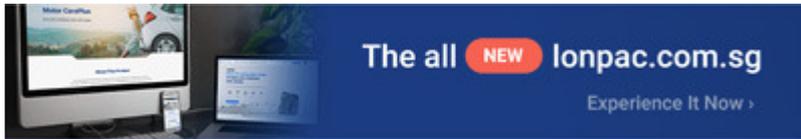
Best Regards

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



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

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

Sent: Thursday, 8 July 2021 2:49 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General] ***
LKK REF: CC4/LPC21007388/ga3

PART 1 OF 2

Dear Sir / Madam,

Enclosed TP video for your perusal.

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 Cecilia.

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) <admin-d@lkkauto.com>

Sent: Tuesday, 6 July, 2021 3:08 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 (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [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, 6 July, 2021 2:14 PM

To: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

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

Subject: FW: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Ashlyn,

Our insured has not lodged the accident report and we are unable to comment on liability.

We shall proceed to appoint LKK Auto Consultants Pte Ltd for the survey.

For liability clearance, you may also liaise with them.

Aside to LKK – Attn : Nivitha/ Summer,

FYA.

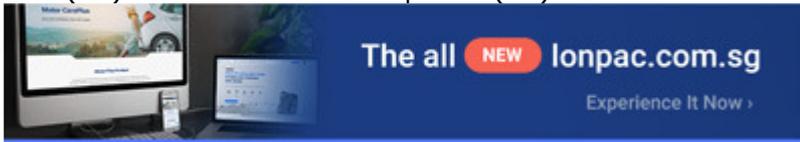
Best Regards

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.

Lonpac External - General data is for internal / external use.

From: Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]

Sent: Tuesday, 6 July 2021 1:54 pm

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

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>

Subject: RE: Direct Settlement (AC) - Accident involving SLP5672B (GRAB) & YP7732U DOA: 02/07/2021

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **YP7732U** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Ary Chua @ 88040322 / 6631 1507** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle NOT in workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

D: 6631 1874 | **F:** 6872 7260 | **E:** Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg