

RE: [SEEK MANDATE] - Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 LKK REF : CC4/LPC21007667/Nps3 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Wed 1/9/2021 1:54 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed as proposed.

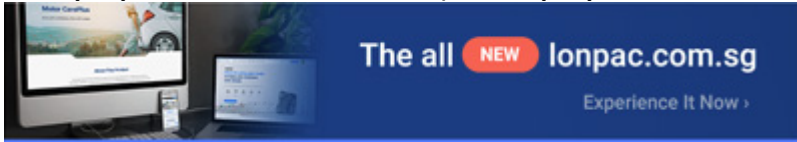
Best Regards

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



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: Wednesday, 1 September 2021 10:12 am

To: GERALD POH WEE BIN <geraldpoh@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] - Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 LKK REF : CC4/LPC21007667/Nps3 [External Confidential]

Your ref: **21/21/21/VC05/024771**

Our ref : CC4/LPC21007667/Nps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP 6154U(LONPAC) AND SHC6990S(TP) ON 15/07/2021

We refer to the above matter.

We have highlighted to your good office on 21/07/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver came out from parking lot and collided onto third party who was on main driveway. Liability is not in our driver's favour.

We seek your approval to offer repairer **"PREMIER AUTOMOTIVE SERVICES PTE LTD"** at **\$3,449.94(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised

1. Cost of Repair (w/GST)	\$ 5,541.64	\$ 2,782.00 (\$2,600.00 + 7%GST)
2. Loss of Rental (7days x \$60.99)	\$ 426.93	\$ 365.94 (6days x \$60.99)
3. Loss of Income (7days x \$100.00)	\$ 700.00	\$ 300.00 (6days x \$50.00)
4. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 6,670.57	<u>\$ 3,449.94</u>

Surveyor recommended 4 days for repair + 1Sunday + 1PH = 6days.

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

Sent: Thursday, 22 July 2021 8:35 am

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 LKK REF : CC4/LPC21007667/Nps3 [External Confidential]

Lonpac External - Confidential

Our Ref: 21/21/21/VC05/024771

Dear Su Li,

Attached copy of insured's report for your attention.

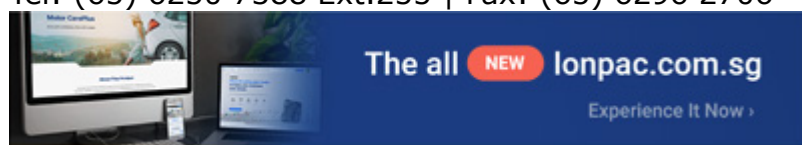
Best Regards

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 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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Wednesday, 21 July 2021 9:58 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Re: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential] LKK REF : CC4/LPC21007667/Nps3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SHC 6990S at M/s PREMIER AUTOMOTIVE SERVICES 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**
- **TP GIA report**

Please provide us a amended copy of insured's report for our necessary action.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, July 16, 2021 1:42 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential]

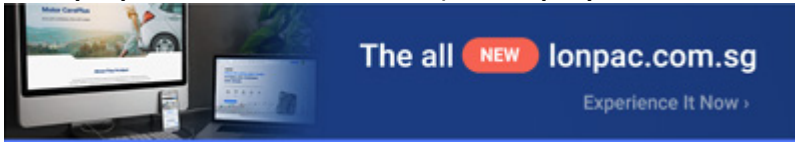
Lonpac External - Confidential

Dear Su Li,

We will informed insured to amend the report.

Best Regards
Gerald Poh

Senior Claims Executive | Lompac 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: Su Li (LKK Auto) [<mailto:suli@lkkauto.com>]
Sent: Friday, 16 July 2021 1:38 pm
To: GERALD POH WEE BIN <geraldpoh@lompac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lompac.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Fw: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential]

Dear Gerald,

We refer to the attached Insured's report.

Please be inform that Insured's company name is not in the report.

****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: GERALD POH WEE BIN <geraldpoh@lompac.com>
Sent: Friday, 16 July, 2021 1:05 PM
To: Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lompac.com>
Subject: RE: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential]

Lompac External - Confidential

Our Ref: 21/21/21/VC05/024771

Dear Summer,

Attached copy of insured's report for your onward transmission to the case handler.

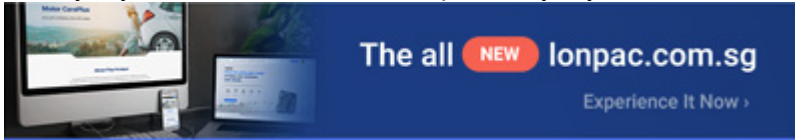
Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706



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From: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Thursday, 15 July 2021 11:48 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential]

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

Sent: Thursday, 15 July, 2021 11:29 AM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; zhixiang.wong@premierauto.com.sg

Subject: FW: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21 [External Confidential]

Lonpac External - Confidential

Our Ref : TBA

Dear Nivitha/Summer,

FYA. Our insured has not lodged the accident report.

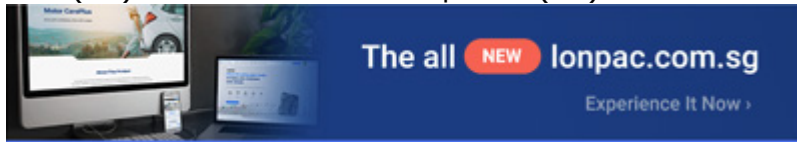
Best Regards

Gerald Poh

Senior Claims Executive | Lompac 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: Wong Zhi Xiang [<mailto:zhixiang.wong@premierauto.com.sg>]
Sent: Thursday, 15 July 2021 11:08 am
To: MT_Claim_SG <mt_claim@lompac.com>; info@aaplpro.com
Cc: AccReport <AccReport@premierauto.com.sg>
Subject: Pre-inspection/Accident involving between SHC6990S & YP6154U (LONPAC-INSURED) on 15.07.21

Dear all,

We refer to the vehicles mentioned above.

Vehicle to be Surveyed: SHC6990S

Insured Vehicle: YP6154U

Date of Accident: 15/05/2021

Name of Workshop: PREMIER AUTOMOTIVE SERVICES

Address of Survey Location: 23 Changi South Avenue 2, #01-02, Singapore 486443

Name of Contact Person: MR CHUA /MR WONG

Contact Number: 65446689

Email Address of Contact Person: vincent.chua@premierauto.com.sg

Vehicle available for survey at any time

Please arrange for survey.

Thank you.

Wong Zhi Xiang (Mr)

Manager
Premier Automotive Services Pte Ltd

For booking of appointments for vehicle servicing or repairs, you may email us at ServiceCentre@premierauto.com.sg.

Address: 23 Changi South Ave 2, #03-02 Singapore 486443
Tel: 6214 8880 Ext 077 | DID: 6410 0947 | Fax: 6214 0330

Note: Please be informed that we have changed our email from zhixiang.wong@premiertaxi.com to zhixiang.wong@premierauto.com.sg.

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