

RE: 50113521 / CITYCAB TAXI SHB2293C / TP VEH XD3964T / DOA 23/07/2021 -  
ARRANGE SURVEY LKK REF : CC4/LPC21008057/g3 [External Confidential]

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Thu 7/29/2021 4:08 PM

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

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

📎 2 attachments (3 MB)

29072021160303.pdf; 29072021160254.pdf;

## Lonpac External - Confidential

Our Ref: 21/21/21/VC05/024797

Dear Su Li,

Attached copy of insured's report for your attention.

Aside to Cecilia,

Before proceeding with Direct Settlement, please assess liability first  
as our insured is claiming against the taxi.

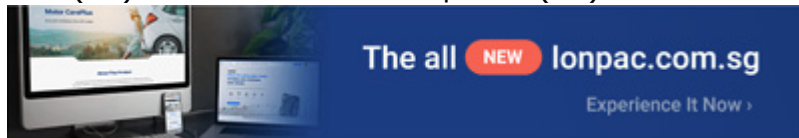
Best Regards

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.*

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

---

**From:** Su Li (LKK Auto) [mailto:suli@lkkauto.com]

**Sent:** Thursday, 29 July 2021 3:53 pm

**To:** GERALD POH WEE BIN <geraldpoh@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: 50113521 / CITYCAB TAXI SHB2293C / TP VEH XD3964T / DOA 23/07/2021 - ARRANGE SURVEY  
[External Confidential] LKK REF : CC4/LPC21008057/g3

Dear Gerald,

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**

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, July 29, 2021 3:36 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@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: 50113521 / CITYCAB TAXI SHB2293C / TP VEH XD3964T / DOA 23/07/2021 - ARRANGE SURVEY [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.

---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Thursday, 29 July, 2021 3:25 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

**Subject:** FW: 50113521 / CITYCAB TAXI SHB2293C / TP VEH XD3964T / DOA 23/07/2021 - ARRANGE SURVEY  
[External Confidential]

## Lonpac External - Confidential

Our Ref: 21/21/21/VC05/024797

Dear Nivitha/Summer,

FYA.

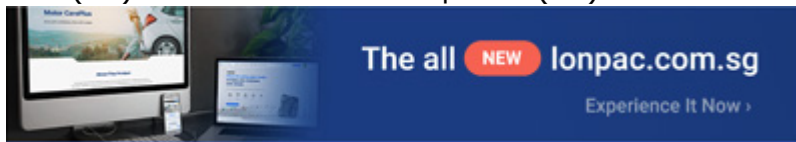
Best Regards

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 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.*

---

**From:** Taxis Customer Service [<mailto:taxiscs@stengg.com>]

**Sent:** Thursday, 29 July 2021 3:16 pm

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; CHEW BENG KEE <[bkchew@lonpac.com](mailto:bkchew@lonpac.com)>

**Cc:** [kelly.ding@dingauto.sg](mailto:kelly.ding@dingauto.sg); [claims@dingautomotive.com](mailto:claims@dingautomotive.com); [Claims@dingautomotive.com.sg](mailto:Claims@dingautomotive.com.sg); [sarah@dingautomotive.com](mailto:sarah@dingautomotive.com)

**Subject:** 50113521 / CITYCAB TAXI SHB2293C / TP VEH XD3964T / DOA 23/07/2021 - ARRANGE SURVEY

### Without Prejudice

Dear All,

Kindly assist to arrange survey for vehicle **SHB2293C** on 31 Corporation Road.

Do avoid visiting during our lunch time, 12PM – 1PM.

Thanks!

With warmest regards,

Loong

**Ding Automotive Pte Ltd**

31 Corporation Rd, Singapore 649806

Tel : 9689 1857 / 6265 7130

This email is confidential and may also be privileged. If this email has been sent to you in error, please delete it immediately and notify us. Please do not copy, distribute, or disseminate part or whole of this email if you are not the intended recipient or if you have not been authorized to do so. We reserve the right, to the extent and under circumstances permitted by applicable laws, to retain, monitor, and intercept email messages to and from our systems. Thank you.