

Hsiao Tong (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 5 April 2022 6:20 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

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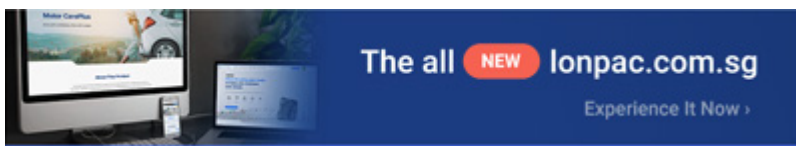
Dear Hsiao Tong

Please proceed to settle based on your latest mandate.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9261 | 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: Friday, 1 April 2022 10:14 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: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Dear Kenny,

We refer to the above matter.

Please be informed that third party has attached wrong rental agreement in their previous LOD. Now they have submitted amended LOD with current rental agreement for our review.

We would like to re-seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$12,927.71(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$17,312.92	\$11,725.81 (\$10,958.70+ 7%GST)
2. Loss of Rental (13days x \$92.30)*	\$ 1,199.90	\$ 1,199.90 (13days x \$92.30)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$18,514.82	<u>\$12,927.71</u>

*For rental charges, it is using open rental rates(\$86.95) + Add-on(\$5.35) = \$92.30.

Surveyor recommended 9days for repair + 1PRS(29/07/2021) + 2Sunday(01/08/2021 & 08/08/2021) + 1PH(09/08/2021) = 13days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Friday, 4 February 2022 12:43 PM

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

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

Subject: RE: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed to settle as per your recommendations.

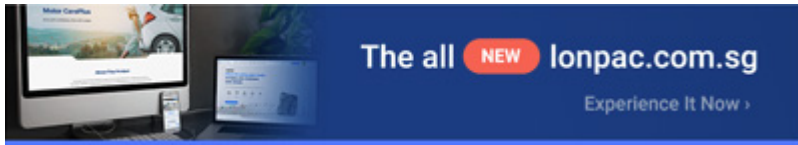
Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555



"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: Thursday, 3 February 2022 9:52 am

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

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

Subject: [Seek Mandate]- Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/Rpa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Your ref: **20/20/21/VC00/024806**

Our ref : CC4/LPC21008100/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XE2148J(LONPAC) / SLM9015M(TP)/ OTHERS ON 28/07/2021

We refer to the above matter.

We have highlighted to your good office on 05/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Third party video shows that third party was driving straight within his lane. Suddenly there is an impact caused his car to turn right and collided onto GBE4480X. We are of the view that third party version is more credible, liability is not in our driver's favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$12,468.16(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$17,312.92	\$11,725.81 (\$10,958.70+ 7%GST)
2. Loss of Rental (13days x \$56.95)	\$ 740.35	\$ 740.35 (13days x \$56.95)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$18,055.27	<u>\$12,468.16</u>

Surveyor recommended 9days for repair + 1PRS(29/07/2021) + 2Sunday(01/08/2021 & 08/08/2021) + 1PH(09/08/2021) = 13days.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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

Sent: Tuesday, 17 August 2021 4:20 PM

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

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

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 - LPI Ref: 20/21/21/VC00/024806 [External General]

Lonpac External - Confidential

Dear Hsiao Tong

Please proceed with DS.

Thank you.

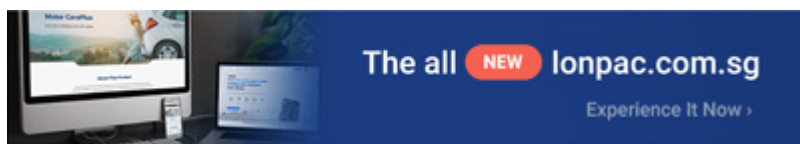
Best Regards

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

Sent: Tuesday, 17 August 2021 4:01 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: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Kenny,

We refer to our below email.

Kindly advise if we may proceed DS with third party repairer on this matter as third party is chasing for liability.

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

Sent: Friday, 13 August 2021 4:44 PM

To: geraldpoh@lonpac.com <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Gerald,

We refer to our below email.

Kindly advise if we may proceed DS with third party repairer as they are chasing for liability clearance.

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

Sent: Thursday, 5 August 2021 4:32 PM

To: geraldpoh@lonpac.com <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Dear Gerald,

We attached here with a copy of video footage submitted by third party for your easy reference. The video shows that third party was driving straight within his lane. Suddenly there is an impact caused his car to turn right and collided onto GBE4480X. We are of the view that third party version is more credible, liability is not in our driver's favour.

Kindly advise if we may proceed DS with third party repairer on this matter.

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 [<mailto:geraldpoh@lonpac.com>]

Sent: Saturday, July 31, 2021 9:09 AM

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

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

Subject: RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) *** LKK REF: CC4/LPC21008100/R1pa3 [External General]

Lonpac External - General

Our Ref : 20/20/21/VC00/024806 (Kenny's case)

Dear Mei Kwan,

Attached copy of insured's report for your attention.

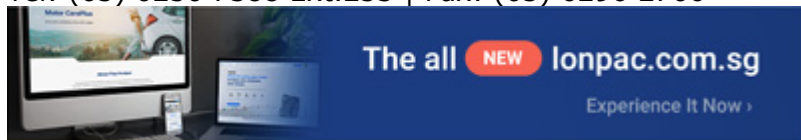
Best Regards

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 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.

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

From: Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]
Sent: Friday, 30 July 2021 6:11 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: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: Direct Settlement (AC) - Accident involving SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [External General] *** LKK REF: CC4/LPC21008100/R1pa3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- TP GIA report

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: Thursday, 29 July 2021 11:40 AM
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 SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 29 July, 2021 11:27 AM
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 SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED) [External General]

Lonpac External - General

WITHOUT PREJUDICE

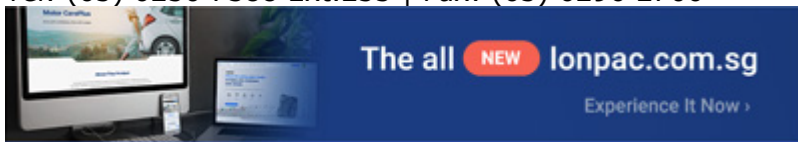
Our Ref: TBA

Dear Ashlyn,

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

For survey arrangements, you may proceed to contact LKK Auto Consultants Pte Ltd at 62563561.

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

From: Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]
Sent: Thursday, 29 July 2021 11:00 am
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 SLM9015M (GRAB) & XE2148J DOA: 28/07/2021 (VEH GROUNDED)

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 **XE2148J** 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 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