

## Mei Kwan (LKKAuto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 2 August 2021 3:32 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; Jasper Chua (LKK Auto); Admin A  
**Subject:** RE: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 \*\*\* LKK REF: CC4/LPC21008128/Eba3 [External General]  
**Attachments:** YN3313H OI GIA.pdf

### Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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

***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 - General data is for internal / external use.*

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**From:** Mei Kwan (LKKAuto) [mailto:Meikwan@lkkauto.com]  
**Sent:** Monday, 2 August 2021 3:20 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General] \*\*\*  
LKK REF: CC4/LPC21008128/Eba3

Dear Li Li,

We refer to the above matter.

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 Jasper.

***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](mailto: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.*

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**From:** Admin-D (LKKAuto)

**Sent:** Monday, 2 August 2021 8:51 AM

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** RE: Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [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](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.

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Sunday, 1 August, 2021 4:25 PM

**To:** [stephenyeo@hongseh.com.sg](mailto:stephenyeo@hongseh.com.sg); [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** Request for 3rd Party Claim Survey SMR638L hit by YN3313H Our Ref: 21/21/21/VC05/024802 [External General]

## **Lonpac External - General**

Without Prejudice

Dear Stephen

Please email to [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com) for all motor claims related matters.

You may liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

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: Stephen Yeo [<mailto:stephenyeo@hongseh.com.sg>]  
Sent: Friday, 30 July 2021 5:13 pm  
To: Customer SG <[customer\\_sg@lonpac.com](mailto:customer_sg@lonpac.com)>  
Subject: Request for 3rd Party Claim Survey SMR638L hit by YN3313H

Dear Sir / Mdm

We are requesting for 3rd Party Claim survey on SMR638L, vehicle is in our Workshop, 10 Fourth Lok Yang Road 629707.  
We are opened Mon-Fri, 8.30am-5.30pm.

Please help arrange and advise.

Regards  
Stephen Yeo  
Mobile: +65 9720 0673