

## Mei Kwan (LKKAUTO)

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**From:** Mei Kwan (LKKAUTO)  
**Sent:** Wednesday, August 18, 2021 7:14 PM  
**To:** GERALD POH WEE BIN  
**Cc:** Asher Sng (LKKAUTO); MT\_Claim\_SG; Admin A  
**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SMQ6832H & SDF7712D ON 03.08.2021 Our Ref: TBA \*\*\* LKK REF: CC4/LPC21008244/ea3 [External General]  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF; LKK SURVEY PHOTO.PDF  
**Categories:** HMK

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

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:** GERALD POH WEE BIN [mailto:geraldpoh@lonpac.com]  
**Sent:** Wednesday, August 11, 2021 9:24 AM  
**To:** Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>  
**Cc:** Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SMQ6832H & SDF7712D ON 03.08.2021 Our Ref: TBA \*\*\* LKK REF: CC4/LPC21008244/ea3 [External General]

### **Lonpac External - General**

Our Ref: 20/21/21/VC20/024821

Dear Mei Kwan,

Attached copy of photo of SMQ6832H taken at the scene of accident.

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 - General data is for internal / external use.*

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Wednesday, 4 August 2021 9:31 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>  
**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SMQ6832H & SDF7712D ON 03.08.2021 Our Ref: TBA [External General]  
\*\*\* LKK REF: CC4/LPC21008244/ea3

Dear Sir / Madam,

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 Asher.

***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)

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**From:** Admin-D (LKKAuto)  
**Sent:** Wednesday, August 4, 2021 4:36 PM  
**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** 'Yaguel Renan Joseph Estoria' <[yaguel.renan.joseph@simedarby.com.sg](mailto:yaguel.renan.joseph@simedarby.com.sg)>  
**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SMQ6832H & SDF7712D ON 03.08.2021 Our Ref: TBA [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](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:** Wednesday, 4 August, 2021 4:24 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Yaguel Renan Joseph Estoria <[yaguel.renan.joseph@simedarby.com.sg](mailto:yaguel.renan.joseph@simedarby.com.sg)>

**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SMQ6832H & SDF7712D ON 03.08.2021 Our Ref: TBA [External General]

## **Lonpac External - General**

Without Prejudice

Dear Melanie

Please 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:** PBSP [<mailto:pml-pbsp@simedarby.com.sg>]

**Sent:** Wednesday, 4 August 2021 1:50 PM

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

**Cc:** Yaguel Renan Joseph Estoria <[yaguel.renan.joseph@sime-darby.com.sg](mailto:yaguel.renan.joseph@sime-darby.com.sg)>

**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]REQ FOR DIRECT SETTLEMENT  
- SMQ6832H & SDF7712D ON 03.08.2021

Dear Sirs,

Refer to the above matter.

Attached are the estimate and supporting documents for your consideration.

Please advise if liability is clear for us to proceed with Direct Settlement.

Regards,

Melanie

c/o Performance Motors Limited - Body and Paint  
303 Alexandra Road Singapore 159941  
DID: 6319 0175 Fax: 6479 4601

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