

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, August 13, 2021 8:54 AM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Jasper Chua (LKK Auto); Admin A  
**Subject:** RE: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: 21/21/21/VP05/024832 SML9008C - Arrange TP survey \*\*\* LKK REF: CC4/LPC21008356/ba3 [External Confidential]  
**Attachments:** LKK SURVEY PHOTO.PDF; Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF  
**Categories:** HMK

Dear Li Li,

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:** ONG LI LI [mailto:[llong@lonpac.com](mailto:llong@lonpac.com)]  
**Sent:** Thursday, August 12, 2021 10:58 AM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: 21/21/21/VP05/024832 SML9008C - Arrange TP survey \*\*\* LKK REF: CC4/LPC21008356/ba3 [External Confidential]

## Lonpac External - Confidential

Dear Mei Kwan

Please see attached for our Insured's GIA report for your handling.

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

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**From:** Mei Kwan (LKKAUTO) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Wednesday, 11 August 2021 2:32 PM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: SML9008C - Arrange TP survey [External Confidential] \*\*\*  
LKK REF: CC4/LPC21008356/ba3

Dear Gerald,

We refer to the above matter.

Enclosed TP video.

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:** Tuesday, August 10, 2021 5:06 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: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: SML9008C - Arrange TP survey [External Confidential]

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 11-08-21.

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

**Sent:** Tuesday, 10 August, 2021 4:55 PM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; VAuG Claims <[claims@vinsautogroup.com.sg](mailto:claims@vinsautogroup.com.sg)>

**Subject:** FW: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: SML9008C - Arrange TP survey [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 | 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 - Confidential data is for use by authorised external parties only.*

**From:** VAuG Claims [<mailto:claims@vinsautogroup.com.sg>]

**Sent:** Tuesday, 10 August 2021 4:46 pm

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

**Subject:** SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: SML9008C - Arrange TP survey

Good afternoon,

Please arrange a TP survey and kindly provide us the surveyor list to choose.

Location:

Sin Ming Autocity  
160 Sin Ming Drive #08-09  
Singapore 575722 .

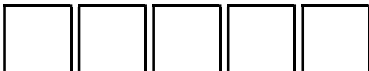
Thanks and best regards,

Raymond Teo



Sin Ming AutoCity  
160 Sin Ming Drive  
Singapore 575722  
Showroom/Office: #03-03  
Workshops: #08-08/09/10  
Tel: 64532121 (4 lines)  
Fax: 64599795  
Website: [www.vinsautogroup.com.sg](http://www.vinsautogroup.com.sg)  
Email: [claims@vinsautogroup.com.sg](mailto:claims@vinsautogroup.com.sg)

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\*\* w.e.f 15th May 2017, we have shifted location! \*\*

\*\* w.e.f 20th November 2017, we have changed our email address! \*\*