

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 6 January 2022 5:04 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - 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 - General

Dear Hsiao Tong

Please proceed.

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 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: Tuesday, 4 January 2022 8:34 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [Seek Mandate] - 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]

Your ref: **21/21/21/VP05/024832**
Our ref : CC4/LPC21008356/Gpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SML9008C(LONPAC) AND SMX9138Y(TP) ON 07/08/2021

We refer to the above matter.

We have highlighted to your good office on 11/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our driver reversed and collided onto third party's vehicle. Liability is not in our driver favour.

We seek your approval to offer repairer "VIN'S MOTOR PTE LTD" at \$6,278.45(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 8,326.14	\$ 5,671.00 (\$5,300.00 + 7%GST)
2. Loss of Rental (7days x \$120.00)	\$ 840.00	\$ 600.00 (6days x \$100.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 9,173.59	\$ 6,278.45

Surveyor recommended 5days for repair + 1PRS = 6days.

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 | Fax: 6741 4108

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

S(408933)

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

Sent: Friday, 13 August 2021 8:54 AM

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: 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]

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 | 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: ONG LI LI [<mailto:llong@lonpac.com>]

Sent: Thursday, August 12, 2021 10:58 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <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.

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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>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <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 | 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: Tuesday, August 10, 2021 5:06 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <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 | 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: Tuesday, 10 August, 2021 4:55 PM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>; VAuG Claims <claims@vinsautogroup.com.sg>
Subject: FW: SMX9138Y - LONPAC TP - DOA: 7/8/2021 - Yr Ref: SML9008C - Arrange TP survey [External Confidential]

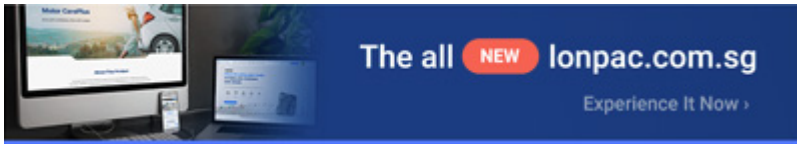
Lonpac External - Confidential

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



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From: VAuG Claims [<mailto:claims@vinsautogroup.com.sg>]
Sent: Tuesday, 10 August 2021 4:46 pm
To: MT_Claim_SG <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 .

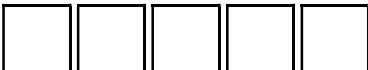
Thanks and best regards,

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
Email: 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! ****