

RE: CM: Re: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

ALEXANDER NEO YING SHENG <alexanderneo@lonpac.com>

Wed 25/8/2021 9:50 AM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

## Lonpac External - General

Dear Denise,

Noted on the below,

Yes may proceed for official report. Appreciate that.

Thanks you.

Regards,

**Alexander Neo**

LONPAC INSURANCE BHD

21st Floor, Bangunan Public Bank, 6, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Tel : 03-27237700 | Email : alexanderneo@lonpac.com

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

**From:** Denise Tay (LKKAuto) [mailto:denisetay@lkkauto.com]

**Sent:** Tuesday, 24 August, 2021 5:55 PM

**To:** ALEXANDER NEO YING SHENG <alexanderneo@lonpac.com>

**Subject:** CM: Re: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

Dear Alexander,

Our surveyor has reviewed, the cost of repair is fair and reasonable.

Do you need an official report?

T

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

**From:** ALEXANDER NEO YING SHENG <alexanderneo@lonpac.com>

**Sent:** Monday, 23 August 2021 3:28 PM

**To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** assignments <assignments@lkkauto.com>

**Subject:** RE: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

## Lonpac External - General

Hi Denise,

Would like to follow up on this,

Appreciate your feedback as demand by customer,

Thanks,

**Alexander Neo**

LONPAC INSURANCE BHD

21st Floor, Bangunan Public Bank, 6, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Tel : 03-27237700 | Email : [alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)

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8/25/2021

Mail - Denise Tay (LKKAuto) - Outlook

**From:** ALEXANDER NEO YING SHENG  
**Sent:** Thursday, 19 August, 2021 4:21 PM  
**To:** 'Denise Tay (LKKAuto)' <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>; Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

## Lonpac External - General

Dear Denise,

Noted with thanks,

Appreciate on your update.

Regards,

Alexander Neo

LONPAC INSURANCE BHD  
21st Floor, Bangunan Public Bank, 6, Jalan Sultan Sulaiman, 50000 Kuala Lumpur  
Tel : 03-27237700 | Email : [alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)

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**From:** Denise Tay (LKKAuto) [<mailto:denisetay@lkkauto.com>]  
**Sent:** Thursday, 19 August, 2021 4:18 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; ALEXANDER NEO YING SHENG <[alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** Re: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

Dear Alexander,

Our surveyor is still reviewing.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Thursday, 19 August 2021 4:06 PM  
**To:** 'ALEXANDER NEO YING SHENG' <[alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; Denise Tay (LKKAuto) <[denisetay@lkkauto.com](mailto:denisetay@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

Dear Sir / Mdm,

Thank you for your email.

Dear Denise,

Kindly assist.

FYNA Our Ref : CS1/LPM21008610/R1tf3

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:** ALEXANDER NEO YING SHENG <[alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)>  
**Sent:** Thursday, 19 August, 2021 3:56 PM  
**To:** 'Summer (LKK Auto)' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)  
**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Subject:** RE: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

## Lonpac External - General

Dear Summer,

Any update on this?

Thanks,

**Alexander Neo**

LONPAC INSURANCE BHD

21st Floor, Bangunan Public Bank, 6, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Tel : 03-27237700 | Email : [alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)

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**From:** Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

**Sent:** Tuesday, 17 August, 2021 1:17 PM

**To:** ALEXANDER NEO YING SHENG <[alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)>; [sur@lkkauto.com](mailto:sur@lkkauto.com)

**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** RE: Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

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:** ALEXANDER NEO YING SHENG <[alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)>

**Sent:** Tuesday, 17 August, 2021 12:37 PM

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

**Cc:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com); 'Veron Chen (LKKAuto)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Subject:** Second opinion - Incident at Goh Joo Hin Pte Ltd, Spore on 9/7/21 insured Veh No.: JSL5373. ; 21/21/21/VC11/335261 (URGENT)

## Lonpac External - General

Dear Summer,

Refer to the above,

We would like to seek for second opinion on the reasonability of cost of repairs to the property.

Attached please find the following:-

- 1) Claimant's quotation bill.
- 2) Damaged photographs. (appended below)





Thank you.

Regards,

**Alexander Neo**

LONPAC INSURANCE BHD

21st Floor, Bangunan Public Bank, 6, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

Tel : 03-27237700 | Email : [alexanderneo@lonpac.com](mailto:alexanderneo@lonpac.com)

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