

**RE: OD CLAIMS - XE952S DOA 08/08/2022 - Oref: 20/21/21/VC06/024839 [External Confidential]**

KENNY LIM CHING GHEE &lt;kennylim@lonpac.com&gt;

Fri 20/8/2021 5:09 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>  
Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

**Lonpac External - Confidential**

Dear Denise

Please proceed to authorise repairs as recommended.

Thank you.

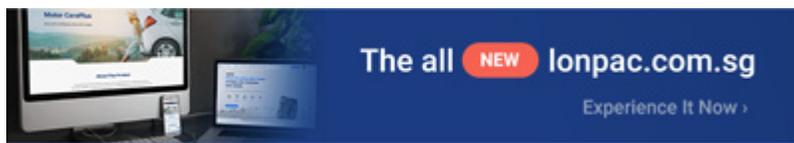
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | 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.

**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>**Sent:** Friday, 20 August 2021 4:18 pm**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Re: OD CLAIMS - XE952S DOA 08/08/2022 [External Confidential]

Dear Gerald/Kenny,

Enclosed herewith preliminary advice, photograph and estimate of XE 952S

We did not authorised repair.

Kindly advise on authorisation.

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 3:50 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OD CLAIMS - XE952S DOA 08/08/2022 [External Confidential]

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 20-08-21.

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:** Thursday, 19 August, 2021 2:41 PM  
**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Nitha <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>  
**Subject:** FW: OD CLAIMS - XE952S DOA 08/08/2022 [External Confidential]

**Lonpac External - Confidential**

Our Ref: 20/21/21/VC06/024839 (Kenny's case)

Dear Nivitha/Summer,

FYA. The excess is \$3,500.00 (Section I)

Dear

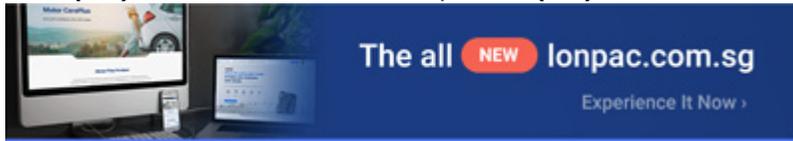
Best Regards

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

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**From:** Nitha [<mailto:nitha@mova.com.sg>]

**Sent:** Thursday, 19 August 2021 2:11 pm

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

**Cc:** 'Suann' <[suann@mova.com.sg](mailto:suann@mova.com.sg)>; 'Billy' <[billy@mova.com.sg](mailto:billy@mova.com.sg)>

**Subject:** OD CLAIMS - XE952S DOA 08/08/2022

Dear All,

Kindly be inform we have submit OD claims for the above mention vehicle.

But we pending to prepare estimate for now as we are still checking the parts and cost with supplier.

Can we request for arrange survey 1<sup>st</sup> and will submit estimate accordingly once we have the cost.

Thank you,

Best Regards,

*Nitha*

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314

