

Mei Kwan (LKKAuto)

From: Mei Kwan (LKKAuto)
Sent: Saturday, September 4, 2021 11:35 PM
To: ONG LI LI
Cc: MT_Claim_SG; Jasper Chua (LKK Auto); Admin A
Subject: RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]
Attachments: Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF; LKK SURVEY PHOTO.PDF

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

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: ONG LI LI [mailto:llong@lonpac.com]
Sent: Tuesday, August 24, 2021 10:12 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: REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 *** LKK REF: CC4/LPC21008720/ba3 [External General]

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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 - General data is for internal / external use.

From: Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]
Sent: Tuesday, 24 August 2021 9:17 AM
To: ONG LI LI <long@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: TBA [External General] *** LKK REF: CC4/LPC21008720/ba3

Dear Li Li,

We refer to the above matter.

Enclosed here with the following for your perusal.

- TP GIA report
- TP video -
https://drive.google.com/file/d/1mXMqDtF5g5RIj_sxvVrizVGrF4sJlFwL/view?usp=drive_web

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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 <long@lonpac.com>
Sent: Thursday, 19 August, 2021 12:44 PM
To: serence <serence@esteemperf.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com;
Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: Carmen Lim <carmen@esteemperf.com.sg>; jenny chong <jaynee@esteemperf.com.sg>
Subject: RE: REQUEST FOR PRI SURVEY SLP4438T Our Ref: TBA [External General]

Lonpac External - General

Without Prejudice

Dear Serence

We are not agreeable with your list of surveyors and we shall appoint LKK Auto Consultants Pte Ltd to conduct the survey.

Dear Summer

FYA –our Insured has not reported the accident.

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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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.

From: serence [<mailto:serence@esteemperf.com.sg>]
Sent: Thursday, 19 August 2021 11:44 AM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Carmen Lim <carmen@esteemperf.com.sg>; jenny chong <jaynee@esteemperf.com.sg>
Subject: REQUEST FOR PRI SURVEY SLP4438T

Dear Sirs / Madam,

ACCIDENT INVOLVING SLP4438T & YP5176M on 19.08.2021

We hereby give notice on behalf of the owner of motor vehicle registration no.

SLP4438T that this vehicle was involved in an accident on **19.08.2021** with motor vehicle registration no.**YP5176M** the driver of which was insured with **LONPAC INSURANCE BHD** and caused the accident by negligent driving/ control/ management. A copy of our client's Singapore Accident Statement filed is enclosed.

We propose the following surveyors:

1. **FormTeam Consultancy Pte Ltd – Mr Chow Bo Xiong**
2. **Vicom Ltd – Mr Tommie Lim**
3. **JP Knights Pte Ltd – Mr Anthony Lim**
4. **Infiniti Appraisal Service - Mr Cedric Ng**
5. **Quantum Risk Management – Mr Andrew Aw**

Please be informed that the said vehicle can be inspected at :

Name of workshop : Esteem Performance Pte Ltd

Address : 385 Sin Ming Drive Singapore 575718

Tel : 6753 2112

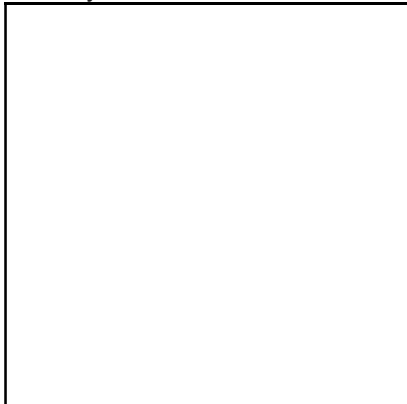
Fax : 6451 0394

In the event, you are not agreeable to the above, you may appoint your independent surveyor to assess our client's car without delay. May we propose in line with the amicable and fair spirit of settlement for both surveyors to meet, appraise the vehicle in the repairer's presence and agree on a fair amount.

Take Further Notice that in the event you fail to respond within **2 working days** (excluding Saturdays, Sundays and Public Holidays) of your receipt of this notice as to whether you wish to carry out or waive a pre-repair survey, the workshop will proceed to repair the vehicle and/ or have it surveyed as they deem fit, without further notice and without prejudice to the right to claim loss of use in accordance with the Pre-action Protocol for Non-Injury Motor Accident Cases

We will email you the GIA report once receipt from Flash reporting.

Thank you.



Freundliche Grüße / Best Regards

Serence Chee

Claims Assistant | Operation Division

(E) serence@esteemperf.com.sg

ESTEEM PERFORMANCE PTE LTD

**HEADQUARTERS (SHOWROOM /
WORKSHOP)**

385 Sin Ming Drive, Singapore 575718

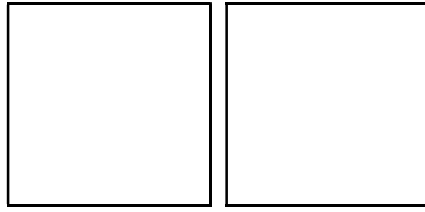
(T) +65 6753 2112 | (F) +65 6451 0394

BRANCH (WORKSHOP)

176 Sin Ming Drive, Sin Ming Autocare
#01-14/15/16, Singapore 575721

(T) +65 6484 1221 | (F) +65 6484 7829

www.esteemperformance.com



WE KEEP YOU DRIVING