

RE: [SEEK MANDATE] - REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 \*\*\* LKK REF: CC4/LPC21008720/ba3 [External General]

ONG LI LI <llong@lonpac.com>

Wed 24/11/2021 2:58 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

## 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".***

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

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

**Sent:** Monday, 22 November 2021 3:08 PM

**To:** ONG LI LI <llong@lonpac.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

**Subject:** [SEEK MANDATE] - REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 \*\*\* LKK REF: CC4/LPC21008720/ba3 [External General]

Your ref: **21/21/21/VC00/024864**

Our ref : CC4/LPC21008720/Kpa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING YP5176M(LONPAC) AND SLP4438T(TP) ON 19/08/2021**

We refer to the above matter.

We have highlighted to your good office on 24/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver collided onto third party from behind while third party was making a U-turn. Liability is not in our driver favour.

We seek your approval to offer repairer **"ESTEEM PERFORMANCE PTE LTD"** at **\$3,057.25(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,906.83	\$ 2,782.00 (\$2,600.00 + 7%GST)
2. Loss of Rental (4days x \$66.95)	\$ 267.80	\$ 267.80 (5days x \$100.00)
3. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
<b>Total</b>	<b>\$ 6,182.08</b>	<b><u>\$ 3,057.25</u></b>

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

***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.***

Best Regards,

**Hsiao Tong, Chew** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108

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

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Saturday, 4 September 2021 11:35 PM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@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: REQUEST FOR PRI SURVEY SLP4438T Our Ref: 21/21/21/VC00/024864 \*\*\* LKK REF: CC4/LPC21008720/ba3 [External General]

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](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:long@lonpac.com>]

**Sent:** Tuesday, August 24, 2021 10:12 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: 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.***

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*Lonpac External - General data is for internal / external use.*

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**From:** Mei Kwan (LKKAuto) [<mailto:Meikwan@lkkauto.com>]  
**Sent:** Tuesday, 24 August 2021 9:17 AM  
**To:** ONG LI LI <[long@lonpac.com](mailto:long@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:** [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](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](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 <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Thursday, 19 August, 2021 12:44 PM  
**To:** serence <[serence@esteemperf.com.sg](mailto:serence@esteemperf.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Cc:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; jenny chong <[jaynee@esteemperf.com.sg](mailto: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

***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 - 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](mailto:mt_claim@lonpac.com)>  
**Cc:** Carmen Lim <[carmen@esteemperf.com.sg](mailto:carmen@esteemperf.com.sg)>; jenny chong <[jaynee@esteemperf.com.sg](mailto: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](mailto: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](http://www.esteemperformance.com)

