

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Monday, 23 August, 2021 3:50 PM  
**To:** 'ONG LI LI'  
**Cc:** 'MT\_Claim\_SG'; Asher Sng (LKKAuto); Admin A  
**Subject:** RE: PRI Arrangement for SKP 1245 P Our Ref: 20/21/21/VC05/024858 [External General] \*\*\* LKK REF: CC4/LPC21008722/T1ea3  
**Attachments:** TP ESTIMATE - MARKED.pdf; TP GIA REPORT.pdf; Preliminary Advice.pdf

Dear Li Li,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- TP GIA report
- Preliminary Advice

Kindly let us have a copy of insured's accident report for our necessary action.

Please take note that the case handler in-charge is Asher.

*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:** Admin-D (LKKAuto) <admin-d@lkkauto.com>  
**Sent:** Thursday, 19 August, 2021 3:21 PM  
**To:** 'ONG LI LI' <llong@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>  
**Cc:** 'MT\_Claim\_SG' <mt\_claim@lonpac.com>  
**Subject:** RE: PRI Arrangement for SKP 1245 P Our Ref: 20/21/21/VC05/024858 [External General]

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:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Thursday, 19 August, 2021 3:11 PM

**To:** Rico 60 Claims <[claims@rico60.com](mailto:claims@rico60.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** RE: PRI Arrangement for SKP 1245 P Our Ref: 20/21/21/VC05/024858 [External General]

## Lonpac External - General

Dear Summer

FYA – pls see below and arrange.

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:** Rico 60 Claims [<mailto:claims@rico60.com>]

**Sent:** Thursday, 19 August 2021 3:09 PM

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

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

**Subject:** Re: PRI Arrangement for SKP 1245 P [External General]

Dear Gerald ,

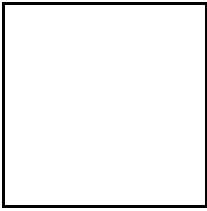
Kindly arrange

8. Lim Teow Guan

If you have any queries thereof, please contact Xiong at 8121 0478.

Regards,

*Xiong*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No. : 201807623M  
8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit  
#02-24, Singapore 415875  
Tel: +65 6286 6060 | Fax: +65 6286 7060  
Email: [claims@rico60.com](mailto:claims@rico60.com)

On Thu, Aug 19, 2021 at 2:53 PM GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

**Lonpac External - General**

WITHOUT PREJUDICE

Our Ref: TBA

Dear Shanelle,

We wish to conduct a pre-repair survey of your client's vehicle and attached the list of motor surveyors from LKK Auto Consultants Pte Ltd for your attention

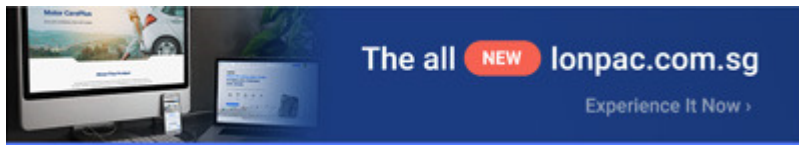
Please let us hear from you within the next 2 working days.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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



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

**From:** Rico 60 Claims [mailto:[claims@rico60.com](mailto:claims@rico60.com)]  
**Sent:** Thursday, 19 August 2021 2:11 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>; CHEW BENG KEE <[bkchew@lonpac.com](mailto:bkchew@lonpac.com)>  
**Subject:** PRI Arrangement for SKP 1245 P

Dear Sir / Mdm,

Our Client – **SKP 1245 P**  
Your Insured – **GBE 3670 X**  
DOA – 17/08/2021

We refer to the above mentioned case.

Please **provide a list of surveyor** for further inspection.

If you have any queries thereof, please contact Xiong at 8121 0478.

Regards,

*Shanelle Lim*



**RICO 60 AUTO SERVICES PTE. LTD.**

Co. & GST Reg. No.: 201807623M

8 Kaki Bukit Avenue 4, Premier @ Kaki Bukit

#02-24, Singapore 415875

Tel: +65 6286 6060 | Fax: +65 6286 7060

Email: [claims@rico60.com](mailto:claims@rico60.com)