

Hsiao Tong (LKKAUTO)

From: Hsiao Tong (LKKAUTO)
Sent: Friday, 26 November 2021 11:55 AM
To: ONG LI LI
Cc: MT_Claim_SG; Admin A
Subject: [Seek Mandate] - DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC
*** LKK REF : CC4/LPC21008811/Gba3 Our Ref: 20/21/21/VC00/024876 [External Confidential]
Attachments: LKK Survey Report & Photos.pdf; TP LOD.pdf; SHB6188Y _210821_Front.mp4

Your ref: **20/21/21/VC00/024876**
Our ref : CC4/LPC21008811/Gpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XD9070H(LONPAC) AND SHB6188Y(TP) ON 21/08/2021

We refer to the above matter.

We have highlighted to your good office on 29/08/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Attached here with a copy of third part video for your easy reference. We are of the view that liability is not in our driver favour as he moved off from stationary position and collided with third party who was driving straight.

We seek your approval to offer repairer "**ComfortDelgro Engineering Pte Ltd**" at **\$ 6,176.75(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 7,780.01	\$ 5,350.00 (\$5,000.00 + 7%GST)
2. Loss of Rental (6days x \$114.95)	\$ 689.70	\$ 574.75 (5days x \$114.95)
3. Loss of Income (6days x \$80.00)	\$ 480.00	\$ 250.00 (5days x \$50.00)
4. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 8,951.71	<u>\$ 6,176.75</u>

Surveyor recommended 4 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com | Fax: 6741 4108

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: ONG LI LI <long@lonpac.com>

Sent: Friday, 17 September 2021 1:36 PM

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: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC *** LKK REF : CC4/LPC21008811/Gba3
Our Ref: 20/21/21/VC00/024876 [External Confidential]

Lonpac External - General

Dear Mei Kwan/Jasper

Please see attached TP LOD for your necessary.

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.

From: ONG LI LI

Sent: Thursday, 2 September 2021 5:38 PM

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: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC *** LKK REF : CC4/LPC21008811/Gba3
Our Ref: 20/21/21/VC00/024876 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan/Jasper

Please see attached for the video footage for your assessment.

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

From: ONG LI LI
Sent: Wednesday, 1 September 2021 11:55 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: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC *** LKK REF : CC4/LPC21008811/Gba3
Our Ref: 20/21/21/VC00/024876 [External Confidential]

Lonpac External - Confidential

Dear Mei Kwan/Jasper

Please note that Insured is also claiming TP and there is a video footage available.

We will forward it to you once we receive it.

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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From: ONG LI LI
Sent: Tuesday, 31 August 2021 11:38 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: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC *** LKK REF : CC4/LPC21008811/Gba3
Our Ref: 20/21/21/VC00/024876 [External Confidential]

Lonpac External - Confidential

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

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

Sent: Sunday, 29 August 2021 6:57 PM

To: GERALD POH WEE BIN <geraldpoh@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: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC [External Confidential] *** LKK REF : CC4/LPC21008811/Gba3

Dear Gerald,

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

Kindly advise whether insured has reported. If so, 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 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: Admin-D (LKKAuto)

Sent: Monday, August 23, 2021 12:56 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC [External Confidential]

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 | 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.

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 23 August, 2021 12:36 PM

To: assignments@lkkauto.com

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jumanibm Masudin <jumanibm@cdge.com.sg>

Subject: FW: DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC [External Confidential]

Lonpac External - Confidential

Our Ref : TBA

Dear Nivitha/Summer,

FYA. Our insured has not lodged the accident report.

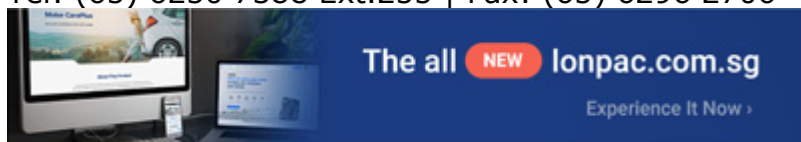
Best Regards

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



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.

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From: Jumani Bin Masudin [<mailto:jumanibm@cdge.com.sg>]
Sent: Monday, 23 August 2021 12:14 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]DOA.21.08.21 SHB6188Y with your insured XD9070H - LONPAC

TO

Officer in charge

Please expedite

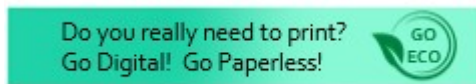
note. SAS report not ready ,Kindly arrange for surveyor to safe cost and we will provide once the report is ready.

Best Regards

Jumani Masudin

Taxi Accident Repair / ComfortDelgro Engineering Pte Ltd

Tel. 6214-8315 / Fax. 6546-8156



From: canon@comfortdelgro.com.sg <canon@comfortdelgro.com.sg>
Sent: Monday, 23 August 2021 12:00 PM
To: Jumani Bin Masudin <jumanibm@cdge.com.sg>
Subject: Scan Image

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ComfortDelGro - a Green Office certified by the Singapore Environment Council - is committed to preserving the environment. We encourage you to print this only if necessary.

ComfortDelGro Engineering Pte Ltd [Registration No. 199506048W]
