

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Friday, 10 September 2021 11:45 AM
To: ONG LI LI; SUR
Cc: MT_Claim_SG
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]
Attachments: Crane invoice.pdf; Lorry invoice.pdf

Dear Ms Ong,

Based on the lorry & crane purchase invoice, our surveyor have revised the estimate market value to \$259,000.00 (Lorry \$110,000.00 + Crane \$149,000.00).

Due to both chassis frames of the truck are seriously bent/distorted and hidden parts might be damaged. The subject truck is carrying heavy loads thus it is not safe to repair back and drive on the road. Hence, we are recommended the vehicle as total loss due to structure damaged/unsafe to repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 9 September 2021 9:37 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Lonpac External - General

Dear Shiau Chan

Please update status as we need to update our claim reserve.

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".

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

From: ONG LI LI
Sent: Wednesday, 8 September 2021 10:59 AM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Lonpac External - General

Hi Shiau Chan

Any update on this case?

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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From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Thursday, 26 August 2021 2:59 PM
To: ONG LI LI <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Dear Ms Ong,

Thank you for the email.

We will check and revert to you.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI <long@lonpac.com>
Sent: Thursday, 26 August 2021 2:53 pm
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Lonpac External - General

Hi Shiao Chan

So surveyor has confirmed/justified that this will be CTL without the estimated COR?

By the way, is the MV of \$220,000.00 inclusive of the crane that was mounted on the lorry?

Any idea how much was the purchase price of this lorry & the crane?

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: Shiao Chan (LKKAUTO) [<mailto:siewsc@lkkauto.com>]
Sent: Thursday, 26 August 2021 2:41 PM
To: ONG LI LI <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: XE3056J - OD claim
Our Ref: 20/21/21/VC05/024572 [External General]

Dear Ms Ong,

Enclosed herewith preliminary advice of XE 3056J.
We have not authorise repair.

Thank you.

Best Regards,

Shiao Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Tuesday, 24 August 2021 3:41 pm
To: 'ONG LI LI' <long@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Dear Li Li,

Noted with thanks.

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: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, 24 August, 2021 3:36 PM

To: Summer (LKK Auto) <admin-d@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Lonpac External - General

Hi Summer

Please see attached for Insured's GIA report (DOA 15/5/2021).

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: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]

Sent: Tuesday, 24 August 2021 3:27 PM

To: ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>

Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Dear Li Li,

Kindly provide the accident date.

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: ONG LI LI <long@lonpac.com>

Sent: Tuesday, 24 August, 2021 3:17 PM

To: mttan <mttan@kanfs.net>; MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; 'SUR' <sur@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Lonpac External - General

Dear Tan

Is the vehicle not safe to repair or not economical to repair? If not economical, then we would need figures to justify.

Nonetheless, we shall appoint LKK for the OD survey.

Dear Summer

Please arrange OD survey (Sect 1 excess \$1,500.00).

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: mttan [<mailto:mttan@kanfs.net>]

Sent: Tuesday, 24 August 2021 2:43 PM

To: ONG LI LI <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

Dear Mdm

This is a Total Loss case and vehicle is lying at our Sub Con premises 10 Penjuru Close

Thank you

Mr Tan
KFS
67479560

On Tue, 24 Aug 2021 04:15:16 +0000, ONG LI LI wrote

> **Lonpac External - General**

> Dear Mr Tan

>

> Please reply.

>

>

> Thanks,

> 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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>

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>

>

> **From:** ONG LI LI

> **Sent:** Monday, 23 August 2021 3:32 PM

> **To:** mttan <mttan@kanfs.net>; MT_Claim_SG <mt_claim@lonpac.com>

> **Subject:** RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]

>

> **Lonpac External - General**

>

> Dear Mr Tan

>

> Please put up the repair estimate before we arrange for survey.

>

> Is your workshop able to repair such big truck?

>

>

> 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:** mttan [<mailto:mttan@kanfs.net>]
> **Sent:** Monday, 23 August 2021 3:27 PM
> **To:** MT_Claim_SG <mt_claim@lonpac.com>
> **Subject:** XE3056J - OD claim

>
> Dear Sir/Mdm
>
> Kindly arrange for an OD survey for vehicle XE3056J at 10 Penjuru Close Singapore 603619

>
> Documents attached

>
> Thank you

>
> Mr Tan
> KFS
> 67479560

>
> --

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