

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Thursday, 26 August 2021 2:41 pm
To: 'ONG LI LI'; 'MT_Claim_SG'; SUR
Subject: RE: XE3056J - OD claim Our Ref: 20/21/21/VC05/024572 [External General]
Attachments: XE3056J IA.pdf

Dear Ms Ong,

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

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, 24 August 2021 3:41 pm
To: 'ONG LI LI' <llong@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

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: Summer (LKK Auto) [<mailto:admin-d@lkkauto.com>]
Sent: Tuesday, 24 August 2021 3:27 PM
To: ONG LI LI <long@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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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: 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.***
>
> *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:** 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.***
>
> *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:** 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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