

Re: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Su Li (LKK Auto) <suli@lkkauto.com>

Mon 9/6/2021 2:45 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

 3 attachments (8 MB)

TP ESTIMATE-MARKED.pdf; TP GIA REPORT.pdf; Preliminary Advice.pdf;

Dear Sir / Mdm,

We refer to the above matter.

We have inspected third party vehicle SKF 2113H at M/s VOLKSWAGEN GROUP SINGAPORE PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

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

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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

Sent: Wednesday, August 25, 2021 4:27 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 LKK REF : CC4/LPC21008941/es3 [External General]

Lonpac External - General

Our Ref: 21/21/21/VC05/024879

Dear Su Li,

Attached copy of insured's report for your attention.

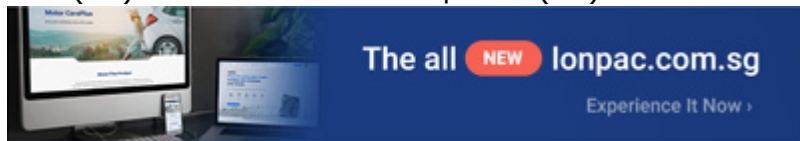
Best Regards

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.

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

From: Su Li (LKK Auto) [mailto:suli@lkkauto.com]

Sent: Wednesday, 25 August 2021 4:13 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: Re: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General] LKK REF : CC4/LPC21008941/es3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA 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

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, August 25, 2021 10:19 AM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Subject: RE: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Wednesday, 25 August, 2021 9:54 AM
To: shushi.tang@vw.com.sg
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com
Subject: FW: request direct settlement for SKF2113H & GBD1819D on 23/08/2021 [External General]

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Ms Tang,

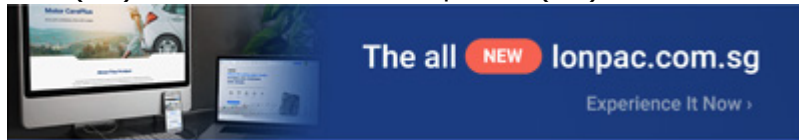
For liability clearance, please liaise with our appointed surveyors.

Aside to LKK – Attn : Nivitha/Summer,

FYA. If you are unable to print the estimate, please obtain a copy from the workshop

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



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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: Tang Shu Shi (VGS - SG/Singapore) [<mailto:shushi.tang@vw.com.sg>]

Sent: Wednesday, 25 August 2021 9:18 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Kong Charmaine (VGS - SG/Singapore) <charmaine.kong@vw.com.sg>; Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]request direct settlement for SKF2113H & GBD1819D on 23/08/2021

Dear Claims,

Please revert on liability & survey arrangement for this claim, thank you.

Best Regards,

Tang Shu Shi
Insurance Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

Direct line: +65 6305 7217

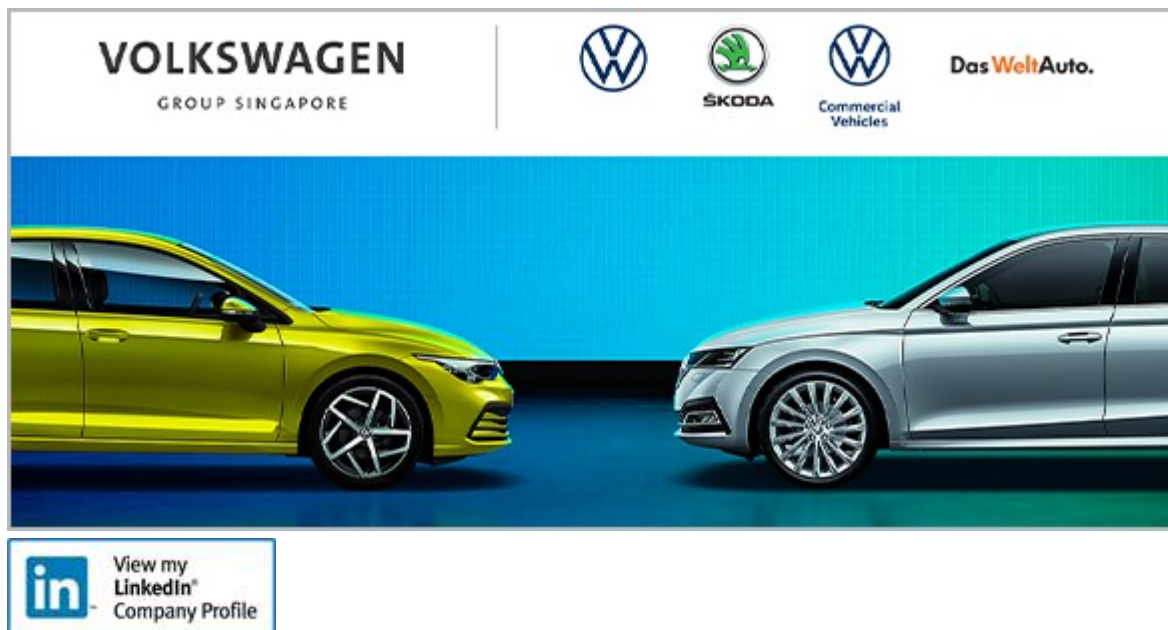
Mobile: +65 9386 7833

Main Line : +65 6305 7299

Main Fax: +65 6474 364

Email: shushi.tang@vw.com.sg

<https://www.volkswagen.com.sg/>



From: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Sent: Wednesday, 25 August 2021 9:15 am

To: Tang Shu Shi (VGS - SG/Singapore) <shushi.tang@vw.com.sg>

Subject: Scan Image

Internal