

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Monday, 25 October 2021 3:04 PM  
**To:** ONG LI LI  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021 Our Ref: 20/21/21/VC05/024884 [External General]  
**Attachments:** TP ESTIMATE\_MARKED.pdf; Preliminary Advice\_GBH4288U.pdf; LKK Survey Photos.pdf

Dear Sirs/ Mdm,

We refer to the above matter.

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | Fax: 6741 4108

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

S(408933)

**From:** Admin-D (LKKAUTO)  
**Sent:** Wednesday, August 25, 2021 5:02 PM  
**To:** 'ONG LI LI' <[long@lonpac.com](mailto:long@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021 Our Ref: 20/21/21/VC05/024884 [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](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 <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Wednesday, 25 August, 2021 4:59 PM

**To:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Subject:** RE: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021 Our Ref: 20/21/21/VC05/024884 [External General]

## Lonpac External - General

Dear Summer

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 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.*

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

**Sent:** Wednesday, 25 August 2021 4:45 PM

**To:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; [admin-a@lkkauto.com](mailto:admin-a@lkkauto.com); MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Subject:** RE: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021 Our Ref: 20/21/21/VC05/024884 [External General]

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 26-08-21.

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 <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Wednesday, 25 August, 2021 4:28 PM

To: Wei Shong <[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; [assignments@lkkauto.com](mailto:assignments@lkkauto.com); Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
Cc: [frontdesk@tlmotor.com.sg](mailto:frontdesk@tlmotor.com.sg); [sharon.ten@tlmotor.com.sg](mailto:sharon.ten@tlmotor.com.sg)  
Subject: RE: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021 Our Ref: 20/21/21/VC05/024884 [External General]

## Lonpac External - General

Without Prejudice

Dear Wei Shong

Please liaise with LKK Auto Consultants Pte Ltd for survey.

Dear Summer

FYA

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.*

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From: Wei Shong [<mailto:wei.shong@tlmotor.com.sg>]  
Sent: Wednesday, 25 August 2021 4:18 PM  
To: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
Cc: [frontdesk@tlmotor.com.sg](mailto:frontdesk@tlmotor.com.sg); [sharon.ten@tlmotor.com.sg](mailto:sharon.ten@tlmotor.com.sg)  
Subject: Arrange Survey Third Party Claim - Accident involving GBH4288U and GBB6764E (Lonpac) on 24.08.2021

Your Ref: GBB6764E- Lonpac

Our Ref: GBH4288U

DOA: 24.08.2021

Without Prejudice

Dear All,

We refer to the above matter.

**Please arrange for survey as soon as possible, vehicle in our premises.**

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and also let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post repair inspection pursuant to paragraph 4.1 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

In addition, please confirm in writing whether you are agreeable to direct settle with us at 100% liability for this case.

We await for your favourable reply.

Thank you.

Regards,

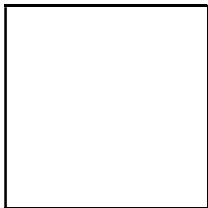


**Lam Wei Shong**  
**William**  
[wei.shong@tlmotor.com.sg](mailto:wei.shong@tlmotor.com.sg)

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**Tan Lim Motor Pte Ltd**  
1 Defu Lane 6  
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