

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, September 1, 2021 9:28 PM  
**To:** KENNY LIM CHING GHEE  
**Cc:** MT\_Claim\_SG; Admin A; Jasper Chua (LKK Auto)  
**Subject:** RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]  
**Attachments:** Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF; LKK SURVEY PHOTO.PDF  
**Categories:** HMK

Dear Kenny,

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** KENNY LIM CHING GHEE [mailto:kennylim@lonpac.com]  
**Sent:** Tuesday, August 31, 2021 3:21 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>  
**Subject:** RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

## Lonpac External - Confidential

Dear Mei Kwan

From the video, TP had stopped to given way to a motorcyclist. And OI hit onto its rear.

Since liability is down on OI, please porceed with direct settlement.

Thank you.

Best Regards

Kenny Lim  
Asst. Claims Manager | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
DID: 6279 9256 | 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.

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Tuesday, 31 August 2021 3:01 pm  
**To:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>  
**Subject:** RE: Direct Settlement (ST) - Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) - LPI Ref: 20/21/21/VP05/024903[External Confidential]

Dear Kenny,

We refer to the above matter.

Enclosed TP video for your perusal.

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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** KENNY LIM CHING GHEE [<mailto:kennylin@lonpac.com>]  
**Sent:** Tuesday, August 31, 2021 12:36 PM  
**To:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

Subject: RE: Direct Settlement (ST) – Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) – LPI Ref: 20/21/21/VP05/024903[External Confidential]

## Lonpac External - Confidential

Dear Summer

Please see attachment for a copy of our Insd's GIA report for your perusal.

Thank you.

Best Regards

Kenny Lim  
Asst. Claims Manager | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
DID: 6279 9256 | 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: Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

Sent: Monday, 30 August 2021 12:29 pm

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

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

Subject: RE: Direct Settlement (ST) – Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) [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](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:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Monday, 30 August, 2021 12:01 PM

**To:** [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Subject:** FW: Direct Settlement (ST) – Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED) [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



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

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

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**From:** Ashlyn Chng [<mailto:Ashlyn.Chng@inchcape.com.sg>]

**Sent:** Monday, 30 August 2021 11:19 am

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>

**Subject:** Direct Settlement (ST) – Accident Involving SLM8471K (GRAB) & SMM4818J DOA 28.08.2021 (VEH GROUNDED)

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **SMM4818J** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN

workshop).

**As for liability clearance, kindly revert to this email.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D: 6631 1874 | F: 6872 7260 | E: [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)**

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) |  
[www.suzukicar.com.sg](http://www.suzukicar.com.sg)