

RE: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General]

ONG LI LI <llong@lonpac.com>

Thu 30/9/2021 5:08 PM

To: Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - General

Hi Denise

Since it is still within the earlier approved mandate, you may proceed.

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: Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Sent: Thursday, 30 September 2021 4:44 PM

To: ONG LI LI <llong@lonpac.com>; Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: [WARNING: ATTACHMENT UNSCANNED]Re: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General]

Dear Li LI,

Enclosed preliminary advise of SLC 8904G

Please let us final approval of \$15,235.05

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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: Friday, 10 September 2021 2:45 pm

To: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Lonpac External - General

Dear Denise

Please proceed as proposed.

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: Denise Tay (LKKAUTO) <denisetay@lkkauto.com>

Sent: Friday, 10 September 2021 12:26 PM

To: ONG LI LI <llong@lonpac.com>; Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]Re: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Dear Li Li,

Enclosed herewith 2nd preliminary advice of SLC 8904G with supplementary.

Please let us have your approval on the supplementary.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: denisetay@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, 2 September 2021 3:17 pm

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Lonpac External - General

Dear Shiau Chan

Please proceed to authorise OD repairs as recommended.

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) [<mailto:siewsc@lkkauto.com>]

Sent: Thursday, 2 September 2021 1:20 PM

To: ONG LI LI <llong@lonpac.com>; SUR <sur@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Dear Ms Ong,

Enclosed herewith preliminary advice of SLC 8904G.
The inspection photographs will send to you asap.

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: Wednesday, 1 September 2021 4:45 pm

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

Cc: chmotor@singnet.com.sg; 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 02-09-21.

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: Wednesday, 1 September, 2021 4:04 PM

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

Cc: chmotor@singnet.com.sg; MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216 Our Ref: 21/21/21/VP05/024914 [External General])

Lonpac External - General

Dear Summer

Please arrange OD survey.

Excess \$1,000.00

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: June Phua (Cheng Hoe Motor) [<mailto:chmotor@singnet.com.sg>]
Sent: Wednesday, 1 September 2021 3:32 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: OD SURVEY FOR SLC8904G, doa30.8.21 (policy no .Z21VP05029216

Dear Sir/ Madam,

Estimate, GIA report and driver's IC & DL attached.

Kindly assist to arrange for survey soonest as vehicle lying at **YISHUN WORKSHOP**.

Kindly advise on the EXCESS amount to be collected.

Thank you.

Rgds
Cheng Hoe Motor Pte Ltd
Tel :67556142
Fax : 67557719
Email – chmotor@singnet.com.sg