

## Hsiao Tong (LKKAUTO)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Thursday, 2 December 2021 2:40 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE] - VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP)(LONPAC)  
\*\*\* LKK REF ; CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

## Lonpac External - General

Dear Hsiao Tong

Please proceed to negotiate at lowest possible sum.

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

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Wednesday, 1 December 2021 2:49 PM  
**To:** ONG LI LI <llong@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP)(LONPAC) \*\*\* LKK REF ; CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

Your ref: **21/21/21/VP05/024818**  
Our ref : CC4/LPC21009253/Epa3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING SGS2574P(LONPAC) AND SLF9968A(TP) ON 02/08/2021

We refer to the above matter.

We have highlighted to your good office on 09/09/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a 3 vehicles chain collision whereby our insured was the 2nd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "ETHOZ PROTECT PTE LTD" at \$3,233.40(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 5,316.85	\$ 2,461.00 (\$2,300.00 + 7%GST)
2. Loss of Rental (4days x \$233.00)(w/GST)	\$ 997.24	\$ 770.40(4days x \$180.00)(w/GST)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 6,316.09</b>	<b>\$ 3,233.40</b>

Surveyor recommended 4days for repair.

Enclosed here with all the relevant documents for your perusal.

**Kindly let us have your approval / instruction.**

***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.***

Best Regards,  
**Hsiao Tong, Chew** | Case Handler  
**LKK Auto Consultants Pte Ltd**  
Phone: 6742 3197 | email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) | fax: 6741 4108  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>  
**Sent:** Thursday, 9 September 2021 3:59 PM  
**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: ARRANGE SURVEY VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP)(LONPAC) \*\*\* LKK REF ; CC4/LPC21009253/Eba3 Our Ref: 21/21/21/VP05/024818

## Lonpac External - General

Hi Mei Kwan

Please see above and attachment for our claim ref and 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 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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Thursday, 9 September 2021 3:41 PM

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Jasper Chua (LKK Auto) <[jasperchua@lkkauto.com](mailto:jasperchua@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: ARRANGE SURVEY VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP) (LONPAC) \*\*\* LKK REF ; CC4/LPC21009253/Eba3

Dear Gerald,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair + GIA report
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Kindly let us have a copy of insured's accident report for our necessary action.

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)

***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:** Admin-D (LKKAuto)

**Sent:** Thursday, September 2, 2021 9:00 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.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: ARRANGE SURVEY VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP) (LONPAC)

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](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:** Thursday, 2 September, 2021 7:22 AM

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

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

**Subject:** FW: ARRANGE SURVEY VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP) (LONPAC)

## Lonpac External - General

Our Ref: TBA

Dear Summer,

FYA. Our insured has not lodged the report.

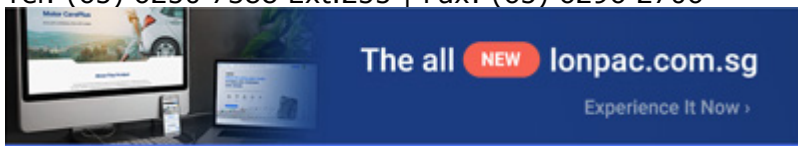
Best Regards

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



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**From:** Lee Chen Sin <[ChenSin.Lee@ethozgroup.com](mailto:ChenSin.Lee@ethozgroup.com)>

**Sent:** Wednesday, 1 September 2021 6:14 pm

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; ONG LI LI <[l1long@lonpac.com](mailto:l1long@lonpac.com)>

**Cc:** Rakeswaran Anand <[rakes.anand@ethozgroup.com](mailto:rakes.anand@ethozgroup.com)>

**Subject:** [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]ARRANGE SURVEY VEHICLE NO : SLF-9968-A NISSAN QASHQAI (TP) (LONPAC)

Hi,

Kindly arrange survey on above mention vehicle.

Your insured vehicle number : SGS-2574-P

DOA : 02.08.2021

Thank you.

Warmest Regards,

Lee Chen Sin

Motor Claims Operations



ETHOZ GROUP LTD

30 Bukit Batok Crescent Singapore 658075

DID: 6654 7520 | FAX: 6654 7542 | Mobile: 8822 8339

[www.ethozgroup.com](http://www.ethozgroup.com)



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