

Hui Zhen (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 13 September 2021 5:36 pm
To: AVRIL HO; 'Nitha'; MT_Claim_SG; assignments; SUR; Admin-D (LKKAuto)
Cc: 'Billy'
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Dear Avril/LKK

We are pleased to confirm that the excess applicable for this case would be \$700.00.

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

"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.

From: AVRIL HO <avril@mova.com.sg>
Sent: Monday, 13 September 2021 9:05 AM
To: ONG LI LI <llong@lonpac.com>; 'Nitha' <nitha@mova.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'Billy' <billy@mova.com.sg>
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

Please kindly advice. The company is chasing.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@mova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314

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From: AVRIL HO [<mailto:avril@nova.com.sg>]
Sent: Friday, 10 September 2021 5:26 PM
To: 'ONG LI LI'; 'Nitha'; 'MT_Claim_SG'; 'assignments'; 'SUR'; 'Summer (LKK Auto)'
Cc: 'Billy'
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

The vehicle YP355X is Class 3 vehicle instead of Class 4 as the Unladen Weight is under 2500kg.

Please kindly re-advise the excess.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@nova.com.sg

Address: Blk 1008 Bt Merah Lane 3

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From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Friday, 10 September 2021 4:28 PM
To: AVRIL HO; 'Nitha'; 'MT_Claim_SG'; 'assignments'; 'SUR'; 'Summer (LKK Auto)'
Cc: 'Billy'
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Dear Avril

Please note that additional excess of \$2,500.00 will be applicable for this case as our Insured driver only has 6 months of Class 4 driving experience.

Total excess \$700+\$2500 = \$3,200.00. We have given our authorisation to LKK, please liaise with them on the adjusted 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

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From: AVRIL HO <avril@nova.com.sg>
Sent: Tuesday, 7 September 2021 5:06 PM
To: ONG LI LI <long@lonpac.com>; 'Nitha' <nitha@nova.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'Billy' <billy@nova.com.sg>
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

Please kindly refer to the attachment of previous driving license.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@nova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

Telephone: 6272 3892 Fax: 6270 8314



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From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Tuesday, 7 September 2021 4:38 PM

To: AVRIL HO; 'Nitha'; MT_Claim_SG; 'assignments'; 'SUR'; 'Summer (LKK Auto)'
Cc: 'Billy'
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Dear Avril

Please confirm the driver's driving experience.

There will be **additional** excess of \$2,500.00 for inexperienced drivers.

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: AVRIL HO <avril@nova.com.sg>
Sent: Tuesday, 7 September 2021 4:50 PM
To: ONG LI LI <long@lonpac.com>; 'Nitha' <nitha@nova.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Summer (LKK Auto)' <admin-d@lkkauto.com>
Cc: 'Billy' <billy@nova.com.sg>
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

Please kindly refer to the attachment.

Thank you!

Best Regards,

AVRIL HO

Claims Asst.

Mova Automotive Pte Ltd

Email: avril@nova.com.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

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From: ONG LI LI [<mailto:long@lonpac.com>]
Sent: Tuesday, 7 September 2021 4:30 PM
To: Nitha; MT_Claim_SG; 'assignments'; 'SUR'; Summer (LKK Auto)
Cc: 'Billy'; 'AVRIL HO'
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Dear Nitha

Pleas provide driver's NRIC & DL.

Dear Summer

Please arrange OD survey. Excess \$700.00.

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: Nitha <nitha@nova.com.sg>
Sent: Tuesday, 7 September 2021 4:38 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: 'Billy' <billy@nova.com.sg>; 'AVRIL HO' <avril@nova.com.sg>
Subject: OD CLAIMS - YP355X DOA 03/09/2021

Dear All,

Kindly assign surveyor to survey the above mention vehicle at 15 Fan Yoong Road.

Thank you,
Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

