

Hui Zhen (LKK Auto)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 10 September 2021 4:23 PM
To: Hui Zhen (LKK Auto); SUR
Cc: MT_Claim_SG
Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Dear Hui Zhen

Please proceed to authorise OD repairs as proposed and take note of the total excess = \$3,200.00 -there is standard policy excess of \$700 plus additional excess of \$2,500.00 for inexperienced drivers (Class 4).

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: Hui Zhen (LKK Auto) <huizhen@lkkauto.com>
Sent: Friday, 10 September 2021 11:40 AM
To: ONG LI LI <llong@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: [WARNING: ATTACHMENT UNSCANNED][WARNING: ATTACHMENT UNSCANNED]RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

Enclosed herewith preliminary advice of vehicle YP 355X.

Repairer able to undertake the repair cost not more than \$25,000 on Lump Sum basis.

We have not authorize repair.

Best Regards,

Hui Zhen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: huizhen@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI [<mailto:llong@lonpac.com>]

Sent: Friday, 10 September 2021 9:51 AM

To: AVRIL HO; 'Nitha'; SUR; Shiau Chan (LKKAuto); Olivia Lau (LKKAuto)

Cc: 'Billy'; MT_Claim_SG

Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Hi LKK/Shiau Chan

Please advise urgently.

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: Friday, 10 September 2021 10:03 AM

To: ONG LI LI <llong@lonpac.com>; 'Nitha' <nitha@nova.com.sg>

Cc: 'Billy' <billy@nova.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Li Li,

Please kindly advise the authorization.

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:** Wednesday, 8 September 2021 5:07 PM**To:** Nitha**Cc:** 'Billy'; 'AVRIL HO'; MT_Claim_SG**Subject:** RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Lonpac External - General

Thanks, Nitha

We shall wait for surveyor's recommendation.

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:** Wednesday, 8 September 2021 4:49 PM**To:** ONG LI LI <long@lonpac.com>**Cc:** 'Billy' <billy@nova.com.sg>; 'AVRIL HO' <avril@nova.com.sg>**Subject:** RE: OD CLAIMS - YP355X DOA 03/09/2021 Our Ref: 20/21/21/VC05/024926

Dear Ong Lili ,

Kindly refer to the attachment.

Thank you.

Best Regards,

Nitha

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



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

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@movacom.sg>
Sent: Tuesday, 7 September 2021 4:50 PM
To: ONG LI LI <long@lonpac.com>; 'Nitha' <nitha@movacom.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@movacom.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@movacom.sg

Address: Blk 1008 Bt Merah Lane 3

#01-04/06/08

Singapore 159722

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From: ONG LI LI [<mailto:llong@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

