

Jaslin Kok (LKK Auto)

From: Jasper Chua (LKK Auto)
Sent: Wednesday, 20 October 2021 2:07 PM
To: Jaslin Kok (LKK Auto)
Subject: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G
Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

CC4/LPC21009478/Ara3

Best Regards,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: jasperchua@lkkauto.com | fax: 6741-4108

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Tuesday, 5 October 2021 3:13 PM

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>;
Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G
& 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Dear Li Li,

Thank you for your email.

Dear Jasper,

Kindly assist.

FYNA Our Ref : CC4/LPC21009478/Aba3

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: Tuesday, 5 October, 2021 3:07 PM

To: Summer (LKK Auto) <admin-d@lkkauto.com>; assignments@lkkauto.com; 'Admin A' <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Lonpac External - General

Dear Summer

Any survey fee incurred for this TP vehicle?

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: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Tuesday, 5 October 2021 3:05 PM

To: ONG LI LI <llong@lonpac.com>; assignments@lkkauto.com; 'Admin A' <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Dear Li Li,

Noted with thanks.

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 <long@lonpac.com>

Sent: Tuesday, 5 October, 2021 3:02 PM

To: Cynthia Ang <Cynthia.Ang@income.com.sg>; Ryder Auto workshop <ryderautoworkshop@gmail.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Lonpac External - General

Without Prejudice
Save as to Costs

Dear Cynthia

Thank you for your confirmation.

Dear Summer

Please close file at your end (TP vehicle no. GBG8089G).

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: Cynthia Ang <Cynthia.Ang@income.com.sg>

Sent: Tuesday, 5 October 2021 2:57 PM

To: ONG LI LI <long@lonpac.com>; Ryder Auto workshop <ryderautoworkshop@gmail.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Classification: ***Restricted***

'Without Prejudice'

Dear Li li,

Our ref: MT/1143797-001

We refer to the accident.

We are agreeable to take over the case.

Thank you.

With Regards

Cynthia Ang

Claims Executive

Operations, Motor & Personal Lines

T: +65 6430 7892



PLEASE CONSIDER OUR ENVIRONMENT BEFORE YOU PRINT THIS EMAIL...

From: ONG LI LI <llong@lonpac.com>

Sent: Thursday, 9 September 2021 10:48 AM

To: NTUC Income Motor Dept <motor@income.com.sg>; Ryder Auto workshop <ryderautoworkshop@gmail.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021 Our Ref: 20/21/21/VC40/024928

Importance: High

Lonpac External - General




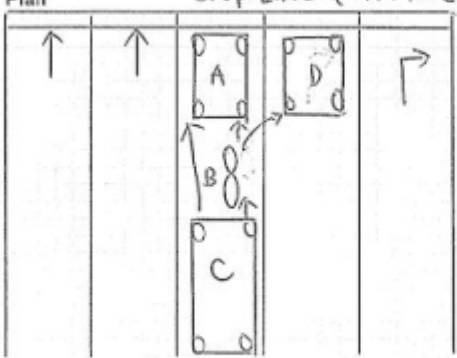
Without Prejudice

Save as to Costs

Dear NTUC Income officer in-charge,

This is a chain collision and your Insured FBH2962U had hit onto GBG8089G (see your Insured's accident sketch below).

Please let us have your confirmation that you will take over the Third Party Claim from Ryder Auto Workshop.

 Policyholder's Signature / Date & Time	 Driver's Signature (If driver is not the policyholder) / Date & Time	 Witnessed by Reporting Centre Personnel
Sketch Plan	Stop Line (TRAFFIC)	
		CAR A : SDA9038E BIKE B : FBH2962U. <div style="border: 1px solid black; padding: 5px; margin: 5px;"> C hit B B hit A and D C hit A </div> TRUCK C : 5025S VAN D : GBG8089G

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".

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Tuesday, 7 September 2021 4:39 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Subject: Re: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021

Dear Gerald,

Kindly view the attached document.

Thank You

Best Regards

Zeph



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277

On Tue, Sep 7, 2021 at 1:38 PM GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

WITHOUT PREJUDICE

Dear Sirs,

We would not be arranging PRI as our insured informed that he did not hit into your client's vehicle.

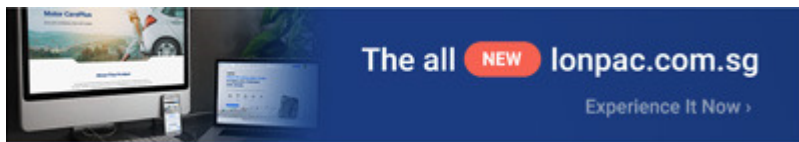
Best Regards

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



From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Tuesday, 7 September 2021 12:48 pm

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle 5025S; Our Vehicle GBG8089G Accident involving GBG8089G & 5025S On 6 Sep 2021

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use in-house surveyors. Kindly arrange your in-house surveyor.

Thank you.

Best regards

Zeph



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



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