

Jaslin Kok (LKK Auto)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 12 January 2022 3:44 PM
To: Jaslin Kok (LKK Auto)
Cc: MT_Claim_SG
Subject: FW: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED) LKK REF : CC4/LPC21009904/Ebs3
Attachments: 10012022101036.pdf

Lonpac External - General

Dear Jaslin,

The third party has submitted his claim through AIG who in turn submitted a BOLA claim against us.

We have accepted their claim and are in the process of processing payment.

Please close your file.

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

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

From: GERALD POH WEE BIN
Sent: Monday, 10 January 2022 10:19 am
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED) LKK REF : CC4/LPC21009904/Ebs3

Lonpac External - General

Our Ref : 21/21/21/VC05/024975

Dear Jaslin,

Please see attached.

AIG had earlier submitted a BOLA. (attached)

It appear that there are 2 claims submitted. Please verify and revert.

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

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Sent: Monday, 10 January 2022 9:36 am

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)
LKK REF : CC4/LPC21009904/Ebs3

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK 5772R (LPC) AND SMW 5847R (TP) ON 21/09/2021

We refer to the above matter.

It is a head-to-rear collision. Liability is not is our driver's favour.

We seek your approval to offer repairer "**BORNEO MOTORS (S) PTE LTD**" at **\$ 19,202.12 (all-in).**

The summary is as follows: -

.

	Amount Claimed	Amount Revised
1. Cost of Repair	\$ 17,716.98	\$ 17,900.12 (16,729.08+ 7%GST)
2. Loss of Rental (13 days x \$100.00)	\$ 1,300.00	\$ 1,300.00 (13 days x \$100.00)
3. LTA / GIA Search Fee	\$ 2.00	\$ 2.00

Surveyor recommended 12 days for repair + 1 Sunday = 13Days

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Monday, 4 October 2021 11:17 AM

To: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)
LKK REF : CC4/LPC21009904/Ebs3

Lonpac External - General

Dear Jasper,

Please see attached estimate.

For item (12) & (13), your revised offer is more than the estimate.

Please enlighten us.

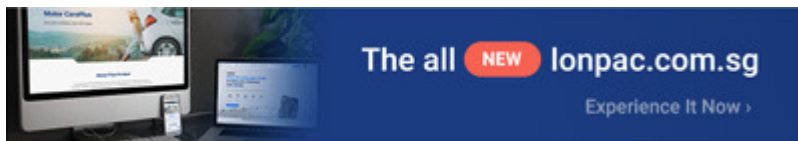
Best Regards

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



“In view of the revised measures for COVID-19 restrictions effective 27 September 2021, more than 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: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Sent: Monday, 4 October 2021 11:04 am

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

Cc: Admin A <admin-a@lkkauto.com>

Subject: [WARNING: ATTACHMENT UNSCANNED]Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R
DOA: 21/09/2021 (VEH GROUNDED) LKK REF : CC4/LPC21009904/Ebs3

Dear Gerald,

Attached revised preliminary advise for your reference.

Thanks

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,

Jasper Chua | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841-2928 | email: | fax: 6741-4108

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



Save the Earth. Print only when necessary.

From: Su Li (LKK Auto)

Sent: October 4, 2021 8:56 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>

Cc: Admin A <admin-a@lkkauto.com>

Subject: Re: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)
LKK REF : CC4/LPC21009904/Ebs3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jasper,

FYNA, CC4/LPC21009904/Ebs3

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Saturday, October 2, 2021 4:02 PM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)
LKK REF : CC4/LPC21009904/Ebs3

Lonpac External - General

Dear Su Li,

Please note the adjustment is more than the estimate.

Please verify.

Thank you.

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



“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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 27 September 2021 5:06 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Jasper Chua (LKK Auto) <jasperchua@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Subject: [WARNING: ATTACHMENT UNSCANNED]Re: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED) LKK REF : CC4/LPC21009904/Ebs3

Dear Sir / Mdm,

We refer to the above matter.

We have inspected third party vehicle SMW 5847R at M/s BORNEO MOTORS (S) PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

Kindly take note that the case handler in-charge is Jasper.

To check availability of the case handler, you may contact the undersigned.

****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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 22 September, 2021 4:39 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)

Lonpac External - General

Our Ref: TBA

Dear Summer,

Attached copy of insured 's report for onward transmission to the case handler.

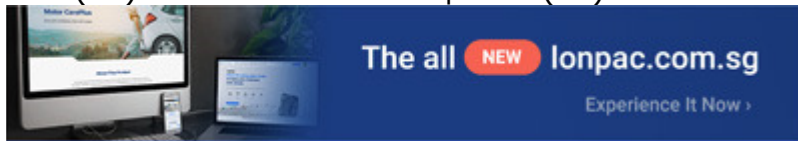
Best Regards

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



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: Wednesday, 22 September 2021 4:34 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; 'assignments' <assignments@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 23-09-21.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 22 September, 2021 4:00 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Subject: FW: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)

Lonpac External - General

Our Ref : TBA

Dear Summer,

Please proceed to survey and revert on liability.

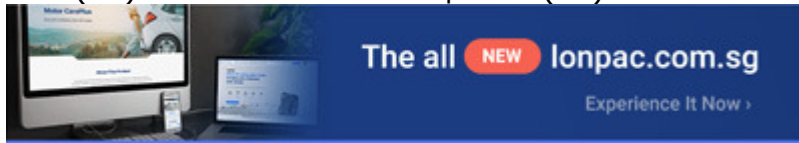
Best Regards

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



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

From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Sent: Wednesday, 22 September 2021 3:45 pm

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

Cc: Suraidah B Saidi PTCBC <SuraidahB.Saidi@inchcape.com.sg>

Subject: RE: Direct Settlement (FC) - Accident involving SMW5847R & GBK5772R DOA: 21/09/2021 (VEH GROUNDED)

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **GBK5772R** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$150 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Francis Cher @ 9847 6179 / 6631 1863** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

As for liability clearance, kindly revert to this email.

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

D: 6631 1874 | **F:** 6872 7260 | **E:** Ashlyn.chng@inchcape.com.sg

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

www.borneomotors.com.sg | www.lexus.com.sg | www.toyotasingapore.com.sg | www.hino.com.sg | www.suzukicar.com.sg