

## Hsiao Tong (LKKAUTO)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Monday, 10 July 2023 2:05 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** RE: [SEEK MANDATE] - ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK  
REF: CC4/LPC21010114/Gba3

**Lonpac External - Confidential**

**Lonpac External - Confidential**

Dear Hsiao Tong,

Please proceed as proposed.

Best Regards

Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/06 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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

**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Friday, July 7, 2023 12:42 PM  
**To:** KENNY LIM CHING GHEE <kennylim@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** [SEEK MANDATE] - ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK REF:  
CC4/LPC21010114/Gba3

Your ref: **21/21/21/VC05/024990**  
Our ref : CC4/LPC21010114/Gpa3q2

Dear Sirs/Mdm,

**ACCIDENT INVOLVING XD2269Z(LONPAC) AND GBJ4078Z(TP) ON 28/09/2021**

We refer to the above matter.

We are of the view that liability is not in our driver's favour as he reversed and hit third party vehicle.

We seek your approval to offer repairer **"AP AUTOMOTIVE SERVICES PTE LTD"** at **\$4,980.65(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$ 15,504.16	\$ 4,374.00 (\$4,050.00 + 8% GST)
2. Loss of Rental (16days x \$80.00)(+7%GST)	\$ 1,369.60	\$ 599.20 (7days x \$80.00)(+7%GST)
3. LTA / GIA SEARCH FEE	\$ 26.75	\$ 7.45
<b>Total</b>	<b>\$ 16,900.51</b>	<b>\$ 4,980.65</b>

Surveyor recommended 5days for repair + 1sunday + 1PRS = 7days .

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/07/2023 is only for mandate purpose.

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

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>

**Sent:** Wednesday, October 20, 2021 12:57 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK REF: CC4/LPC21010114/Gba3

**Lonpac External - Confidential**

Der Mei Kwan

Our insured advised they did not managed to settle privately.

Hence, please proceed accordingly with the TP claim and attached herewith our Insured's GIA report for your perusal.

Thank you.

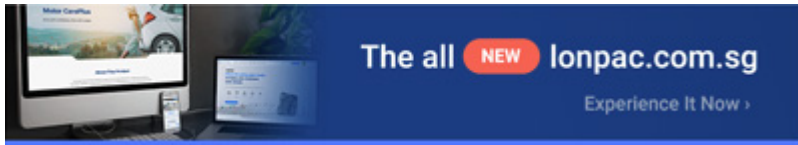
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | 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:** KENNY LIM CHING GHEE

**Sent:** Monday, 4 October 2021 4:06 pm

**To:** 'Mei Kwan (LKKAuto)' <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK REF: CC4/LPC21010114/Gba3

## Lonpac External - Confidential

Dear Mai Kwan

FYI, our insured has advised us that they have privately settled with the third party.

We are pending for the settlement advice from them and will update you soon.

Thank you.

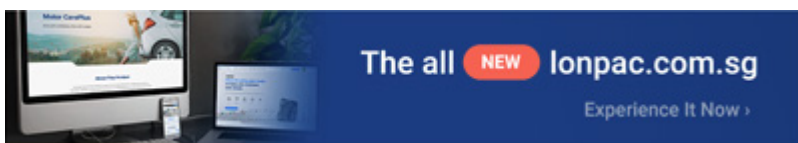
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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**From:** KENNY LIM CHING GHEE

**Sent:** Friday, 1 October 2021 6:08 pm

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.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: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK REF: CC4/LPC21010114/Gba3

## Lonpac External - Confidential

Dear Mei Kwan

Thank you for the advice.

Fyi, insured has yet to report the accident and we have written to them to do so.

Will update once they report.

Thank you.

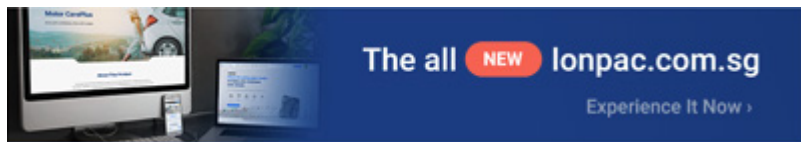
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 1 October 2021 5:59 pm

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@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]RE: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z) \*\*\* LKK REF: CC4/LPC21010114/Gba3

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice

- Photographs of TP vehicle in its damaged condition

Kindly let us have a copy of both parties 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:** Wednesday, September 29, 2021 4:27 PM

**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: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z)

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 30-09-21.

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:** Wednesday, 29 September, 2021 4:05 PM

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

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

**Subject:** FW: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z)

## Lonpac External - General

Our Ref : 21/21/21/VC05/024990 (Kenny's case)

Dear Summer,

FYA.

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**From:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>  
**Sent:** Wednesday, 29 September 2021 3:54 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)>; Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>  
**Subject:** Re: FW: ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z)

Dear Gerald,

We are pleased to choose LKK to inspect our client vehicle.

Best regards,

**Zaleha**

**AP Automotive Services Pte Ltd**  
ROC: 202022890H  
BLK 9006 TAMPINES ST 93  
#01-202 TAMPINES INDUSTRIAL PARK A  
SINGAPORE 528840  
TEL: 6784 4465 FAX: 6787 4886

On Wed, 29 Sept 2021 at 10:29, GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

We intend to conduct a pre-repair survey of your client's vehicle and enclose our list of

Motor surveyors for your attention:-

1	Nicholas Tey-Appraisal
2	Jackson Quek - Appraisal
3	Joshua Ong - Appraisal
4	Steve Chen- LKK
5	Adrian Ling - LKK
6	Kenneth Kong - LKK
7	Qing Quo Xiang- LKK
8	Mohd Rasul - LKK
9	Marcus Chua -LKK

Please let us hear from you within the next 2 working days.

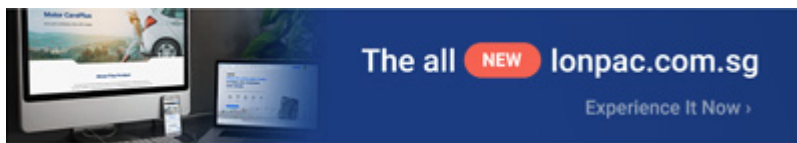
Best Regards

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 27 September 2021, less 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".***

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**from:** Admin AP Automotive Services <[mota@apautomotive.services](mailto:mota@apautomotive.services)>  
**Sent:** Wednesday, 29 September 2021 10:24 am  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Juliana . <[juliana@apautomotive.services](mailto:juliana@apautomotive.services)>; John Ong <[john@apautomotive.services](mailto:john@apautomotive.services)>; Paul Ho <[paul@apautomotive.services](mailto:paul@apautomotive.services)>  
**Subject:** ARRANGE PRI FOR GBJ 4078Z (YOUR REF: XD 2269Z)

Dear Sir / Madam

Kindly arrange your surveyor to inspect our vehicle at

56 Loyang Way,

#04-04 Loyang Enterprise Building,

Singapore 508775

Contact Person : ELF 8749 6614

Your Insured : XD 2269Z

DOA: 28.09.2021

Location: TUAS SOUTH AVENUE 12

TIME: 10:35hrs

Please do not hesitate to contact me should you have any queries thereof.

Best regards,

***Zaleha***

**AP Automotive Services Pte Ltd**

ROC: 202022890H

BLK 9006 TAMPINES ST 93

#01-202 TAMPINES INDUSTRIAL PARK A

SINGAPORE 528840

TEL: 6784 4465 FAX: 6787 4886

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