

Re: Arrange for survey - SMX3266A Our Ref: TBA LKK REF : CC4/LPC21010265/es3

Su Li (LKK Auto) <suli@lkkauto.com>

Thu 10/7/2021 8:37 AM

To: ONG LI LI <llong@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

 3 attachments (5 MB)

TP ESTIMATE-MARKED.pdf; TP GIA REPORT.pdf; Preliminary Advice.pdf;

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SMX 3266A at M/s TRANS-CAB AUTO SERVICES 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 Asher.

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: ONG LI LI <llong@lonpac.com>

Sent: Tuesday, October 5, 2021 4:53 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Arrange for survey - SMX3266A Our Ref: TBA LKK REF : CC4/LPC21010265/es3

Lonpac External - General

Dear Su Li

Please see attached for our Insured's GIA report.

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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Tuesday, 5 October 2021 3:47 PM
To: ONG LI LI <llong@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: Arrange for survey - SMX3266A Our Ref: TBA LKK REF : CC4/LPC21010265/es3

Dear Li Li,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

Please take note that the case handler in-charge is Asher.

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Tuesday, October 5, 2021 2:57 PM
To: 'ONG LI LI' <long@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: Arrange for survey - SMX3266A Our Ref: TBA

Dear Sir / Mdm,

Thank you for your assignment.

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 2:35 PM
To: Zhe Wei Kek <zhewei.kek@transcab.com.sg>; assignments@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: Claims <claims@transcab.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Arrange for survey - SMX3266A Our Ref: TBA

Lonpac External - General

Without Prejudice
Save as to Costs

Dear Zhe Wei

Reminder – please send to mt_claim@lonpac.com for all motor claims related matter.

Dear LKK

FYA

Dear Gerald

New claim registration.

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: Zhe Wei Kek <zhewei.kek@transcab.com.sg>

Sent: Tuesday, 5 October 2021 1:24 PM

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

Cc: Claims <claims@transcab.com.sg>

Subject: RE: Arrange for survey - SMX3266A

Hi all,

Reminder.

Thank you.

Best Regards,
Kek Zhewei
Claims Officer

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330

Website: www.transcab.com.sg



This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet

From: Zhe Wei Kek

Sent: Monday, October 04, 2021 3:25 PM

To: 'llong@lonpac.com' <llong@lonpac.com>

Cc: Claims <claims@transcab.com.sg>

Subject: RE: Arrange for survey - SMX3266A

Dear all,

Please arrange LKK Auto Consultant Pte Ltd for survey as below :

GBF6665L – 04/10/2021 AT 0835Hrs - SMX3266A

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate."

Best Regards,
Kek Zhewei
Claims Officer

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330

Website: www.transcab.com.sg



This message is confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system; you may not copy this message or disclose its contents to anyone. Please send us by fax any message containing deadlines as incoming e-mails are not screened for response deadlines. The integrity and security of this message cannot be guaranteed on the Internet
