

EzLyna (LKKAUTO)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Friday, 16 June 2023 4:45 PM
To: EzLyna (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: {SEEK MANDATE} /Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/Eea3

Lonpac External - General

Lonpac External - General

Dear Ezlyna,

Please proceed as recommended but rental offer start from \$80+GST/day.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



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

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

From: EzLyna (LKKAUTO) <ezlyna@lkkauto.com>
Sent: Tuesday, June 13, 2023 10:19 AM
To: CHARMAINE KONG <charmainekong@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: {SEEK MANDATE} /Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/Eea3

Lonpac External - General

Dear Charmaine,

We refer to your email and our tele conversation on the previous day.

We have called OID and OID told us 1st vehicle (GBA2285R) was involved but when 3 of the drivers came down to check on the damages, the 1st vehicle's driver told them that no major damages and drove off.

We have asked TP WS to provide proof such as video footage of the front damages. TP WS replied that no video footage, but scene photo taken on 1st vehicle in TP's GIA Page 11.

Kindly revert with your instruction/approval. Thank you.

With warmest regards,
Ezlyna

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From: CHARMAINE KONG <charmainekong@lonpac.com>

Sent: Tuesday, June 13, 2023 9:24 AM

To: EzLyna (LKKAuto) <ezlyna@lkkauto.com>

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

Subject: RE: {SEEK MANDATE} /Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A
DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/Eea3

Lonpac External - General

Lonpac External - General

Dear Ezlyna,

As spoken yesterday, kindly verify with OI on the accident scenario as he reported head to rear whereas third party reported chain collision.

We will not be responsible for the damages on third party's frontal portion if it's not a chain collision.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



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From: EzLyna (LKKAuto) <ezlyna@lkkauto.com>

Sent: Thursday, June 1, 2023 9:22 AM

To: ENG HUEY NI <hneng@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>

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

Subject: RE: {SEEK MANDATE} /Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A
DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/Eea3

Dear Huey Ni,

We refer to the above matter. Pls help us to forward to your colleague in charge as this was Li Li's case. Thank you.

Your Ref: 21/21/21/VC05/025006

We refer to the above matter and your email below.

ACCIDENT INVOLVING GBB2267A AND GBJ8765Y ON 01.10.2021

We have highlighted to your good office on 07/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is an accident under BOLA 27, OI rear ended TP.

Basing on the reports of the circumstance of the accident, we propose to settle third-party claim at 100% liability.

Summary to offer to repairer **Borneo Motors (Singapore) Pte Ltd** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 46,423.50	\$ 38,675.47 (PBP) w/GST
2. Loss of Rental (22 days x \$93.46) w/GST	\$ 2,200.00	\$ 2,200.00
3. LTA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 48,625.50	\$ 40,877.47

*20 days recommendation for repair.

Relevant supporting claim documents are attached herewith for your perusal and reference.

Kindly note that this inspection report dated 29/05/2023 is only for mandate purpose.

The above is for your approval please.

Thank You.

Best Regards,

Ezlyna Eng | Case Handler

LKK Auto Consultants Pte Ltd

phone: 6841-6051 | email: Ezlyna@lkkauto.com |

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

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, October 21, 2021 8:47 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/Eea3

Dear Li Li,

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

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 | 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.

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

Sent: Friday, October 8, 2021 9:00 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

a@lkkauto.com>

Subject: RE: Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/ea3

Lonpac External - General

Hi Mei Kwan

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".

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From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, 7 October 2021 9:40 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006 *** LKK REF: CC4/LPC21010356/ea3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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

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From: Admin-D (LKKAuto)

Sent: Thursday, October 7, 2021 4:37 PM

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

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

Subject: RE: Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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: Thursday, 7 October, 2021 4:28 PM

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

Ashlyn.Chng@inchcape.com.sg

Cc: MT_Claim_SG <mt_claim@lonpac.com>; SuraidahB.Saidi@inchcape.com.sg

Subject: FW: Direct Settlement (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021 Our Ref: 21/21/21/VC05/025006

Lonpac External - General

Without Prejudice

Dear Ashlyn

Please liaise with LKK Auto Consultants Pte Ltd for survey and assessment of liability.

Dear Summer

FYA

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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From: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Sent: Thursday, 7 October 2021 3:29 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 (TP) - Accident Involving GBJ8765Y & GBB2267A DOA: 01.10.2021

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 **GBB2267A** 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 @ \$350 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Thomas Pang @ 9847 6171/ 6631 1860** is located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle NOT 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