

RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF : CC4/LPC21010361/es3

GERALD POH WEE BIN <geraldpoh@lonpac.com>

Fri 10/8/2021 9:22 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - General

Our Ref : TBA

Dear Su Li,

Attached copy of insured's report.

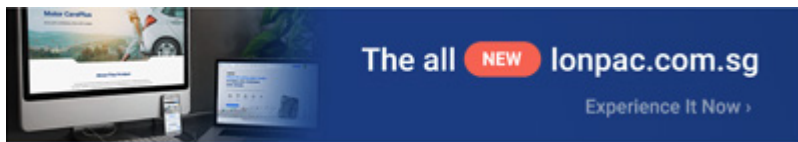
Best Regards

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

Sent: Friday, 8 October 2021 9:17 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>

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

Subject: Re: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF : CC4/LPC21010361/es3

Dear Gerald,

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: Friday, October 8, 2021 9:09 AM

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

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

Subject: RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed 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: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Friday, 8 October, 2021 7:36 AM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Subject: Re: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

Thank You Gerald

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From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, October 8, 2021 7:34:54 AM
To: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Subject: RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

CAUTION: This email originated from outside of the organization (Inchcape). Do not click links or open attachments unless you recognise the sender and know the content is safe.

Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Carine,

We shall be appointing LKK Auto Consultants Pte Ltd for the survey.

For assessment of liability, please liaise with them.

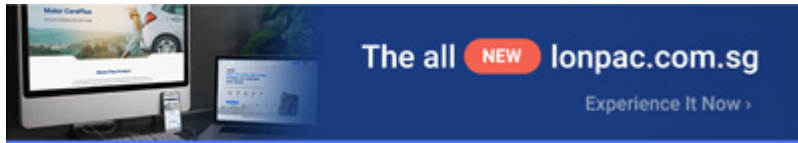
Thank you.

Aside to LKK – Attn : Summer,

FYA

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



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From: Carine Yeo TCBC <carine.yeo@borneomotors.com.sg>
Sent: Thursday, 7 October 2021 7:02 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>; Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>
Subject: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021
Importance: High

Good afternoon Sir or Madam,

With reference to the above-mentioned.

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

As our client is claiming against your insured XE 3720 A, thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with either LOU @\$100 per day or Car Rental of @\$150 per day x no. of days as recommended by your appointed surveyor.

We would appreciate if you could let us have the surveyor list to choose from.

Your kind attention into the above is greatly appreciated.

Thank You and Best Regards

Carine Yeo
Motor Claims Assessor

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