

## Asher Sng (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 5 January 2022 10:50  
**To:** Asher Sng (LKKAuto)  
**Subject:** RE: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF : CC4/LPC21010361/es3

## Lonpac External - General

21/21/21/VC05/025017

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

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**From:** Asher Sng (LKKAuto) <AsherSng@lkkauto.com>  
**Sent:** Wednesday, 5 January 2022 10:44 am  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF : CC4/LPC21010361/es3

Hi Gerald,

Thank you for the email.

Kindly provide us with your claim reference no.

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

**Asher Sng** | Case Handler

**LKK Auto Consultants Pte Ltd**

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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, 5 January 2022 9:19 AM

**To:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

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

**Subject:** FW: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK  
REF : CC4/LPC21010361/es3

## Lonpac External - General

Dear Asher,

Please proceed as proposed.

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.

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**From:** CHEW BENG KEE <[bkchew@lonpac.com](mailto:bkchew@lonpac.com)>

**Sent:** Wednesday, 5 January 2022 9:16 am

**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)>

**Subject:** RE: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF :  
CC4/LPC21010361/es3

## Lonpac External - General

Hi Gerald

OK, pls proceed with TPPD claims settlement offer as proposed.  
Thank you.

Best Regards  
Mr Chew Beng Kee  
Head of Claims | Lonpac Insurance Bhd  
300 Beach Road, #17-04/07 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext. 246 | Fax: (65) 6296 2706

***In view of the revised measures under Transition Phase of COVID-19 restrictions effective 22 November 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.

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Tuesday, 4 January 2022 6:53 pm

**To:** CHEW BENG KEE <[bkchew@lonpac.com](mailto:bkchew@lonpac.com)>

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

**Subject:** FW: [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK  
REF : CC4/LPC21010361/es3

## Lonpac External - General

Hi Chew,

Attached supporting documents for DS for your approval.

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:** Asher Sng (LKKAuto) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>

**Sent:** Monday, 3 January 2022 3:15 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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** [MANDATE REQUEST] RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021 LKK REF :  
CC4/LPC21010361/es3

Dear Sirs,

We refer to the above matter.

We have highlighted to your good office on 22/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

The accident occurred when our insured changed lane and hit third party vehicle.

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 (S) PTE LTD** is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 39,658.75	\$ 19,650.66
2. Loss of Use (8days x \$100)	\$ 800.00	\$ 800.00 (8days x \$100)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 40,460.75</b>	<b>\$ 20,452.66</b>

\*\*7 days recommendation for repair.

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

**The above is for your approval please.**

Please be informed that we are currently deployed to work from home in view of the current COVID-19 situation may reach me at 8839 9816 for any urgent matters.

Thank You.

Best Regards,

Asher Sng | Case Handler

LKK Auto Consultants Pte Ltd

email: [ashersng@lkkauto.com](mailto:ashersng@lkkauto.com) | fax: 6741-4108 | did: 6841-6051

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



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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 22 October 2021 10:37 AM

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto: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.

We have inspected third party vehicle SLV 8363S 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 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**

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Friday, October 8, 2021 9:21 AM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

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

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

## Lonpac External - General

Our Ref : TBA

Dear Su Li,

Attached copy of insured's report.

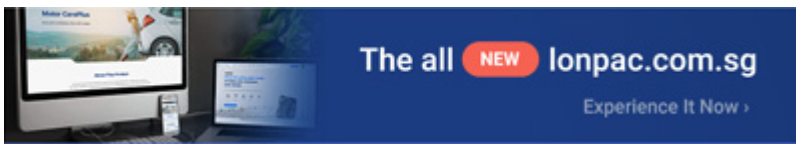
Best Regards

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 ”.***

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 8 October 2021 9:17 am

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto: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**

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Friday, October 8, 2021 9:09 AM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@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: 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](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:** Carine Yeo TCBC <[carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)>  
**Sent:** Friday, 8 October, 2021 7:36 AM  
**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)>; Summer (LKK Auto) <[admin-d@lkkauto.com](mailto: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](mailto:geraldpoh@lonpac.com)>  
**Sent:** Friday, October 8, 2021 7:34:54 AM  
**To:** Carine Yeo TCBC <[carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Subject:** RE: ACCIDENT INVOLVING VEHICLES SLV 8363 S & XE 3720 A ON 06.10.2021

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## 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.

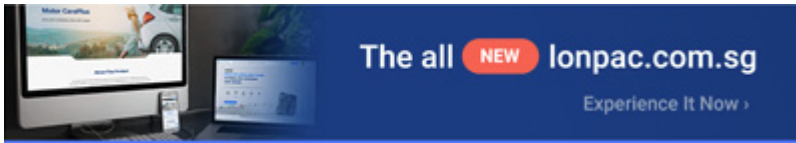
Aside to LKK – Attn : Summer,

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](mailto:carine.yeo@borneomotors.com.sg)>

**Sent:** Thursday, 7 October 2021 7:02 pm

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** Suraidah B Saidi PTCBC <[SuraidahB.Saidi@inchcape.com.sg](mailto:SuraidahB.Saidi@inchcape.com.sg)>; Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto: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**

DIRECT LINE +65 6631 1505 | MOBILE +65 9699 6192 | FAX +65 6476 6247

EMAIL: [carine.yeo@borneomotors.com.sg](mailto:carine.yeo@borneomotors.com.sg)

Inchcape – Borneo Motors | 2 Pandan Crescent, S128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg)