

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 7 April 2022 7:10 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021 POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Lonpac External - General

Dear Hsiao Tong,

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.

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 6 April 2022 2:32 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021 POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Dear Gerald,

Apologised for confusion. Resend with correct amount.

Please be informed that third party is claiming for Loss of Rental instead of Loss of Use.

We would like to re-seek mandate as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,544.42	\$ 6,634.00 (\$6,200.00 + 7%GST)
2. Loss of Rental (12days x 100.00)	\$ 1,200.00	\$ 1,200.00 (12days x \$100.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,746.42	\$ 7,836.00

Surveyor recommended 10days for repair + 1Sunday +1PRS =12days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 30/03/2022 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 |

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

S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 6 April 2022 2:21 PM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021
POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Lonpac External - General

Dear Hsiao Tong,

There is an error in the rental rate. Please amend.

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.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 6 April 2022 2:09 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021
POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Dear Gerald,

Further to the below email.

Please be informed that third party is claiming for Loss of Rental instead of Loss of Use.

We would like to re-seek mandate as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,544.42	\$ 6,634.00 (\$6,200.00 + 7%GST)
2. Loss of Rental (12days x 100.00)	\$ 1,200.00	\$ 1,200.00 (12days x \$60.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,746.42	\$ 7,836.00

Surveyor recommended 10days for repair + 1Sunday +1PRS =12days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 30/03/2022 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 |

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

S(408933)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 6 April 2022 10:08 AM

To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021
POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Lonpac External - General

Dear Hsiao Tong,

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.

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Sent: Wednesday, 6 April 2022 8:39 am

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>

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

Subject: [Seek Mandate] - Lonpac Ref: 21/21/21/VC05/025061 // TP / OUR CLIENT SKT3686R DOA: 17/10/2021
POLICY NO. MT/00642749/02 YOUR INSURED YP8371X LKK REF : CC4/LPC21010714/Kps3

Your ref: **21/21/21/VC05/025061**

Our ref : CC4/LPC21010714/Kps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP8371X(LONPAC) AND SKT3686R(TP) ON 17/10/2021

We refer to the above matter.

We have highlighted to your good office on 03/11/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head-to-rear collision. Liability is not in our driver favour.

We seek your approval to offer repairer "Ah Lim Motor Company" at **\$7,356.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,544.42	\$ 6,634.00 (\$6,200.00 + 7%GST)
2. Loss of Use (12days x 100.00)	\$ 1,200.00	\$ 720.00 (12days x \$60.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 11,746.42	<u>\$ 7,356.00</u>

Surveyor recommended 10days for repair + 1Sunday +1PRS =12days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 30/03/2022 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 |

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

S(408933)

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

Sent: Wednesday, 3 November 2021 7:22 PM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: TP / OUR CLIENT SKT3686R DOA: 17/10/2021 POLICY NO. MT/00642749/02 YOUR INSURED YP8371X
LKK REF : CC4/LPC21010714/Kps3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle SKT 3686R at M/s AH LIM MOTOR COMPANY 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 Hsiao Tong.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, October 20, 2021 11:04 AM
To: Su Li (LKK Auto) <suli@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>
Subject: FW: TP / OUR CLIENT SKT3686R DOA: 17/10/2021 POLICY NO. MT/00642749/02 YOUR INSURED YP8371X

Lonpac External - General

Our Ref : 21/21/21/VC05/025061

Dear Su Li,

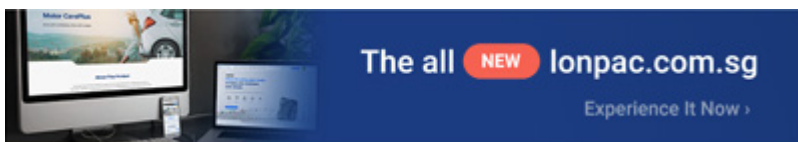
The workshop has now engaged Ah Lim Motor Company for his claim.

FYA

Thank you.

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: Zila @ Ah Lim Motor Company <zila@ahlimmotor.com.sg>

Sent: Wednesday, 20 October 2021 10:21 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Mui Hong @ Ah Lim Motor <muihong@ahlimmotor.com.sg>

Subject: TP / OUR CLIENT SKT3686R DOA: 17/10/2021 POLICY NO. MT/00642749/02 YOUR INSURED YP8371X

Hi Claims Dept,

Kindly arrange for survey.

Note: Vehicle is not in – To be arrange

Thanks.

Regards

Zila

Ah Lim Motor (AMK)

10 Ang Mo Kio Ind Pk 2A

#01-09 AMK AUTOPOINT

S568047

TEL: 64831244 Fax: 64836170