

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 12 September 2022 11:04 AM
To: geraldph@lonpac.com
Cc: MT_Claim_SG; Admin A
Subject: [SEEK MANDATE] - Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3
Attachments: LKK Survey Report & Photos.pdf; GBE9874K LOD.pdf

Lonpac Ref: **21/21/21/VC05/25087**
LKK Ref: CC4/LPC21011001/Ags3q2

Dear Sirs/Madam,

We refer to our below email.

SJJ7865D -> GBF3176B(OI) -> GBE9874K(TP)

This is a 3 vehicles chain collision whereby our insured was the 2nd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer **"RYDER AUTO PTE LTD "** at **\$6,179.45(all-in).**

The summary is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,190.93	\$ 5,243.00 (\$4,900.00 + 7%GST)
2. Loss of Use (10days x \$120.00)	\$ 1,200.00	\$ 900.00 (9days x \$100.00)
3. LTA/ GIA Search Fee	\$ 36.45	\$ 36.45
Total	\$ 10,427.38	<u>\$ 6,179.45</u>

Surveyor recommended 6 for repair + 1Sunday +1PH + 1PRS = 9days

Enclosed here with all the relevant documents for your perusal.

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: Cecilia Chong (LKK Auto)
Sent: Saturday, 7 May 2022 4:43 PM

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

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

Subject: RE: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

Lonpac Ref: **21/21/21/VC05/25087**

LKK Ref: CC4/LPC21011001/g3

Dear Sirs/Madam,

We refer to the above matter.

We have highlighted to your good office on 29/10/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

This is a chain collision. Liability is not in our driver's favour.

Summary to offer to third party repairer, "RYDER AUTO PTE LTD" is as follows: -

	Claimed Amount	Revised Amount
1. Cost of Repair (w/GST)	\$ 9,190.93	\$ 5,243.00
2. Loss of Use (10days x \$120.00)	\$ 1,200.00	\$ 900.00 (9days x \$100.00)
3. LTA/ GIA Search Fee	\$ 36.45	\$ 36.45
Total	\$ 10,427.38	\$ 6,179.45

**06days recommendation for repair + 1sunday + 1PH + 1PRS = 9days.

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

The above is for your approval.

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.

Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108

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



Save the Earth. Print only when necessary.

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

Sent: Friday, 29 October 2021 11:01 AM

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: Re: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

Dear Gerald,

We refer to the above matter.

We have inspected third party vehicle GBE 9874K at M/s RYDER AUTO PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP GIA report**

Please be informed that the estimated cost of repair is not ready yet.

We will revert to you on preliminary advice in due course.

Kindly take note that the case handler in-charge is Cecilia.

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: Friday, October 29, 2021 9:05 AM

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

Subject: FW: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

Lonpac External - General

Dear Su Li,

Our reference should be 21/21/21/VC05/25087

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

From: GERALD POH WEE BIN

Sent: Friday, 29 October 2021 9:01 am

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

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

Subject: FW: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

Lonpac External - General

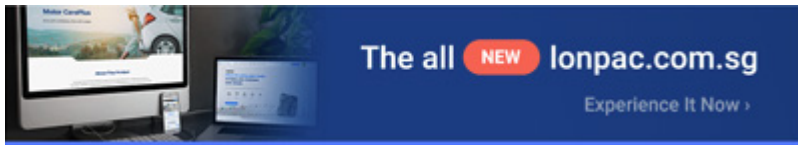
Dear Su Lu,

Attached copy of insured's report for your attention.

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

Sent: Wednesday, 27 October 2021 3:36 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

Lonpac External - General

Our Ref: 21/21/21/VC05/025085

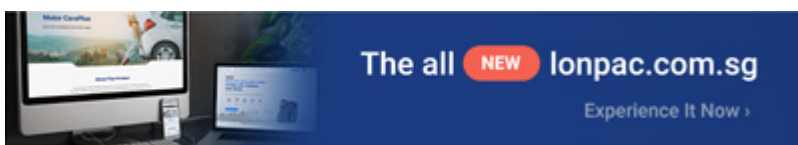
Dear Su Li,

Our insured has not lodged the accident report,

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

Sent: Wednesday, 27 October 2021 3:01 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: Re: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021 LKK REF : CC4/LPC21011001/g3

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 Cecilia.

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: Wednesday, October 27, 2021 1:47 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 27 October, 2021 1:42 PM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Subject: FW: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021

Lonpac External - General

Dear Summer,

FYA

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>
Sent: Wednesday, 27 October 2021 1:37 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: FW: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021

Dear GERALD,

Kindly assign LKK adrian.

Thank you

Best regards

Orson



2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



On Wed, Oct 27, 2021 at 1:36 PM GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

WITHOUT PREJUDICE

Dear Sirs,

We intend to conduct a pre-repair survey of your client's vehicle and enclose our list of Motor surveyors for your attention:-

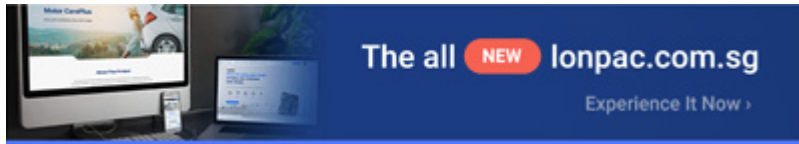
1	Lim Teow Guan- LKK
2	Mohd Taufik- LKK
3	Joshua Ong - Appraisal
4	Ang Bryan Tani- LKK
5	Adrian Ling - LKK
6	Kenneth Kong - LKK
7	Qing Quo Xiang- LKK
8	Mohd Rasul - LKK
9	Marcus Chua -LKK

Please let us hear from within the next 2 working days.

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” .

From: Ryder Auto workshop <ryderautoworkshop@gmail.com>

Sent: Wednesday, 27 October 2021 1:19 pm

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

Subject: Urgent: PRE-REPAIR INSPECTION: Your Vehicle GBF3176B; Our Vehicle GBE9874K Accident involving GBE9874K & GBF3176B On 26 Oct 2021

Dear Sir,

We refer to the above matter.

Kindly find attached PRS for your necessary action.

For Direct Settlement cases, we only use in-house surveyors. Kindly arrange your in-house surveyor.

Thank you.

Best regards

Zeph

Ryder
Auto Pte Ltd

2 Kaki Bukit Ave 2, #02-19 / 22 AutoHub @ Kaki Bukit, Singapore 417921

Tel : 67418277 Fax: 67468277



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.