

RE: our veh SMH324U, your veh SDD125E on 26/10/2021

KENNY LIM CHING GHEE <kennylim@lonpac.com>

Fri 10/29/2021 12:36 PM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Lonpac External - Confidential

Dear Summer

Please see attachment for a copy of our Insured's GIA report.

Below are the links of the accident footages from the respective drivers. Kindly access liability and update TP repairer accordingly.

OI Driver: <https://drive.google.com/file/d/1YQ6UQaf6F-Q0LZaKDGnO8KuUWzjVsos5/view?usp=sharing>

TP Driver: <https://drive.google.com/file/d/1hB8pBzVsH8jcU5A1Tzvkg5t-k7orb041/view?usp=sharing>

Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | 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".

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

From: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Wednesday, 27 October 2021 4:47 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com

Subject: RE: our veh SMH324U, your veh SDD125E on 26/10/2021

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 28-10-21.

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 4:19 PM

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments@lkkauto.com; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: FW: our veh SMH324U, your veh SDD125E on 26/10/2021

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Coco,

Our Insured has not lodged the accident report and we are unable to comment on liability,

In the meantime, we have appointed LKK Auto Consultants Pte Ltd for the survey.

Thank you.

Aside to LKK – Attn : Summer

FYA

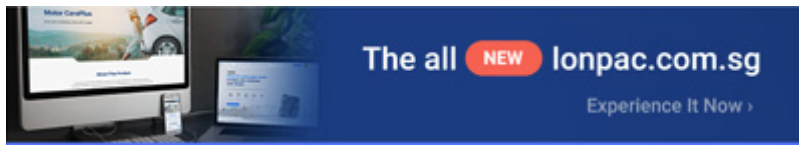
Best Regards

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



“ 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: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Sent: Wednesday, 27 October 2021 4:12 pm

To: MT_Claim_SG <mt_claim@lonpac.com>; KENNY LIM CHING GHEE <kennylim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: Andre Chow En De <andre.chow@cyclecarriage.com.sg>; Edwin Abcede Caina <edwin.caina@cyclecarriage.com.sg>; Kevin Leong Wai Kit <kevin.leong@cyclecarriage.com.sg>

Subject: our veh SMH324U, your veh SDD125E on 26/10/2021

Dear officer in charge,

Please advise us the liability for this case, we attached the video footage and related documents for your record.

Car is in workshop , please arrange survey for our customer's car tomorrow. Thank you

Best regards

Coco Lu Ting
Executive – Customer Service
Claim Division Operations Body & Paint Centre
209 Pandan Gardens
Singapore 609339



Cycle & Carriage Singapore • 209 Pandan Gardens, Singapore 609339

T: +65 6568 4501 • F: +65 6565 1240 • H: +65 91865200 • www.cyclecarriage.com.sg

 A member of the Jardine Cycle & Carriage Group

From: PGLJ06 <PGLJ06@cyclecarriage.com.sg>

Sent: Wednesday, 27 October 2021 4:26 pm

To: Coco Lu Ting <coco.lu@cyclecarriage.com.sg>

Subject: scan to email

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