

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 1 December 2021 4:01 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [SEEK MANDATE] - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021 *** LKK REF: CC4/LPC21011032/Epa3

Lonpac External - General

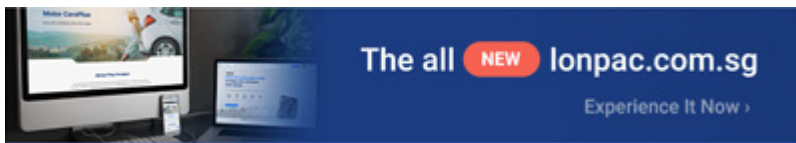
Dear Hsiao Tong,

Please proceed as proposed.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 1 December 2021 1:45 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021 *** LKK REF: CC4/LPC21011032/Epa3

Your ref: **21/21/21/VC05/025081**
Our ref : CC4/LPC21011032/Epa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING XD3883T(LONPAC) AND SGQ5959D(TP) ON 26/10/2021

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 "WAH HONG MOTORS & CREDIT PTE LTD" at \$2,818.21(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 2,757.82	\$ 2,516.21 (\$2,351.60 + 7%GST)
2. Loss of Rental (3days x \$120.00)	\$ 360.00	\$ 300.00 (3days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
Total	\$ 3,119.82	<u>\$ 2,818.21</u>

Surveyor recommended 3 days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly let us have your approval / instruction.

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,
Hsiao Tong, Chew | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6742 3197 | email: chewht@lkkauto.com | fax: 6741 4108
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Tuesday, 2 November 2021 1:28 pm
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: FW: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021 *** LKK
REF: CC4/LPC21011032/Epa3

-----Original Message-----

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 2 November, 2021 12:14 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021 *** LKK REF: CC4/LPC21011032/Epa3

Lonpac External - General

Our Ref: 21/21/21/VC05/025081

Dear Mei Kwan,

Please see attached insured's 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.

-----Original Message-----

From: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Sent: Tuesday, 2 November 2021 11:28 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021 *** LKK REF: CC4/LPC21011032/Epa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Please advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

To check availability of the case handler, you may contact the undersigned.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108 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.

-----Original Message-----

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Wednesday, 27 October, 2021 10:20 AM

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: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021

Dear Sir / Mdm,

Thank you for your assignment.

Please be informed that 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.

-----Original Message-----

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

Sent: Wednesday, 27 October, 2021 10:00 AM

To: Wah Hong Motors & Credit Pte Ltd <motor@wahhong.sg>

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

Subject: RE: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 21/21/21/VC05/025081

Dear Melvin,

Our insured has not lodged the accident report.

In the meantime, we shall arrange for LKK Auto Consultants Pte Ltd to survey the vehicle.

Aside to LKK -Attn : Summer
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.

-----Original Message-----

From: Wah Hong Motors & Credit Pte Ltd <motor@wahhong.sg>
Sent: Wednesday, 27 October 2021 9:53 am
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: PRE-REPAIR INSPECTION - ACCIDENT INVOLVING SGQ5959D AND XD3883T ON 26/10/2021

Dear Sirs/Madam,

Please find the attached GIA for your perusal.

Kindly arrange Pre-Repair Survey for this vehicle.

Take note that the Repair Estimate will be ready upon the Pre-Repair Survey.

Workshop: WAH HONG MOTORS & CREDIT Pte Ltd

Address: 38 TOH GUAN ROAD EAST #01-57

ENTERPRISE HUB SINGAPORE 608581

Contact Person: Melvin Wee

HP: 87783338

--

Thank You and Best Regards,

Pei Pei
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

ENTERPRISE HUB
38 TOH GUAN ROAD EAST
#01-57 S(608581)

[Tel:\(65\)67737377](tel:6567737377)

Website:

<https://apc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.wahhong%2F&data=04%7C01%7Cgeraldpoh%40lonpac.com%7C6b8acf60e6ab49853ab008d99db0d35e%7C68cd7946a8a747258a38520eff67a3e6%7C0%7C0%7C637714205408717284%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C1000&data=IqUpzUVGHXeoNLRwIXW88NqXL3bmiANZ0eGRR%2B%2FwL%2BA%3D&reserved=0>

.sg%2F&data=04%7C01%7Cgeraldpoh%40lonpac.com%7C959f8b8be5084ca2f74608d998ec963c%7C68cd7946a8a747258a38520eff67a3e6%7C0%7C0%7C637708964307208550%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C1000&data=O25YrbLk6wApMmCq2J9ESiWnIjxD%2F4Zvlbnyif1BRNE%3D&reserved=0

Mail : motor@wahhong.sg

CONFIDENTIAL NOTE: The information contained in this email is intended only for the use of the individual or entity named above and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete the mail.

Data Privacy Policy Notice: Wah Hong Motor & Credit Pte. Ltd. may collect, use and disclose your personal data for the purposes stated in our Privacy Policy.

This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf).