

## Mei Kwan (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Friday, November 5, 2021 3:37 PM  
**To:** ONG LI LI  
**Cc:** MT\_Claim\_SG; Asher Sng (LKKAuto); Admin A  
**Subject:** RE: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A \*\*\* LKK REF: CC4/LPC21011236/ea3 Our Ref: 21/21/21/VC06/025108  
**Attachments:** TP ESTIMATE - MARKED.PDF; Preliminary Advice.pdf; LKK SURVEY PHOTO.PDF  
**Categories:** HMK

Dear Li Li,

Survey done on 03.11.2021.

Enclosed for your perusal is:

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

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

---

**From:** ONG LI LI [mailto:llong@lonpac.com]  
**Sent:** Friday, November 5, 2021 3:13 PM  
**To:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>; Asher Sng (LKKAuto) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>  
**Subject:** RE: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A \*\*\* LKK REF: CC4/LPC21011236/ea3 Our Ref: 21/21/21/VC06/025108

## Lonpac External - General

Dear Mei Kwan

Based on TP's GIA report, we may need to re-direct the claim to the insurer behind TP vehicle.

Has your surveyor surveyed the vehicle?

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 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:** ONG LI LI  
**Sent:** Friday, 5 November 2021 2:57 PM  
**To:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A \*\*\* LKK  
REF: CC4/LPC21011236/ea3 Our Ref: 21/21/21/VC06/025108

## Lonpac External - General

Dear Mei Kwan

Please see attached.

Regards,  
Ong Li Li  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road #17-04/07 The Concourse  
Singapore 199555  
Tel : (65) 6250 7388 Ext. 254 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:** Mei Kwan (LKKAUTO) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Wednesday, 3 November 2021 3:44 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)>; Asher Sng (LKKAUTO) <[AsherSng@lkkauto.com](mailto:AsherSng@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A \*\*\* LKK  
**REF:** CC4/LPC21011236/ea3

Dear Sir / Madam,

We refer to the above matter.

Please provide us the following documents.

- TP estimate
- TP GIA report
- Insured GIA report

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

---

**From:** Admin-D (LKKAuto)

**Sent:** Wednesday, November 3, 2021 2:23 PM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.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)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Subject:** RE: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A

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](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.

---

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

**Sent:** Wednesday, 3 November, 2021 2:17 PM

**To:** Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

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

**Subject:** FW: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A

# Lonpac External - General

Our Ref : TBA

Dear 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.

---

**From:** Painter Hsh <[hsh.painter@yahoo.com](mailto:hsh.painter@yahoo.com)>

**Sent:** Wednesday, 3 November 2021 2:14 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)>

**Subject:** Re: Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A

dear sir,

please arrange Kenneth Kong -LKK

to survey.

thank you.

hwa seng spray painting pte ltd  
hwee boon  
hp 98630678

On Wednesday, 3 November 2021, 01:28:02 pm SGT, GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

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	Nicholas Tey-Appraisal
2	Jackson Quek – Appraisal
3	Joshua Ong - Appraisal
4	Ang Bryan Tani- LKK
5	Adrian Ling - LKK
6	Kenneth Kong - LKK
7	Thevan T Karthikesavan- LKK
8	Mohd Rasul - LKK
9	Marcus Chua –LKK
10	Lim Teow Guan -LKK

Please let us hear from you 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



***“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:** Painter Hsh <[hsh.painter@yahoo.com](mailto:hsh.painter@yahoo.com)>  
**Sent:** Wednesday, 3 November 2021 12:57 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Date of accident 01/11/2021 along PIE toward TUAS involving SMN 4851 G & YP 1808 A

Your insured : YP 1808 A

Kindly arrange your surveyor to survey vehicle no : SMN 4851 G

Attach is estimate, gia report and Lta search.

Please let us have your list of surveyor.

thank u

hwa seng spray painting pte ltd

hwee boon

hp 98630678