

## Mei Kwan (LKKAuto)

---

**From:** Mei Kwan (LKKAuto)  
**Sent:** Sunday, November 28, 2021 8:26 PM  
**To:** GERALD POH WEE BIN  
**Cc:** MT\_Claim\_SG; Cecilia Chong (LKK Auto); Admin A  
**Subject:** RE: Accident Involving XE4409T & GBD9011P On 09/11/2021 \*\*\* LKK REF: CC4/LPC21011499/T1ga3  
**Attachments:** LKK SURVEY PHOTO.PDF; Preliminary Advice.pdf; TP ESTIMATE - MARKED.PDF

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

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:** Cecilia Chong (LKK Auto)  
**Sent:** Monday, November 15, 2021 2:16 PM  
**To:** GERALD POH WEE BIN <geraldpoh@lonpac.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: Accident Involving XE4409T & GBD9011P On 09/11/2021 \*\*\* LKK REF: CC4/LPC21011499/ga3

Dear Gerald,

Attached is a copy of TP video.

We are in the view that liability is down against OI based on BOLA S15.

Kindly let us have your approval/instruction to proceed DS.

Thanks

“Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement.”

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

**Sent:** Friday, 12 November 2021 6:35 am

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Subject:** RE: Accident Involving XE4409T & GBD9011P On 09/11/2021 \*\*\* LKK REF: CC4/LPC21011499/ga3

## Lonpac External - General

Our Ref: 21/21/21/VC05/025135

Dear Mei Kwan,

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 11 November 2021 6:32 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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Subject:** RE: Accident Involving XE4409T & GBD9011P On 09/11/2021 \*\*\* LKK REF: CC4/LPC21011499/ga3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP GIA report
- TP video

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

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

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 10, 2021 10:23 AM  
**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: Accident Involving XE4409T & GBD9011P On 09/11/2021

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](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, 10 November, 2021 7:53 AM

**To:** Woon Meng <[woonmeng@singnet.com.sg](mailto:woonmeng@singnet.com.sg)>

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

**Subject:** RE: Accident Involving XE4409T & GBD9011P On 09/11/2021

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Sirs,

We are unable to comment on liability as our insured has yet to lodge the report.

We shall proceed to appoint LKK Auto Consultants Pte Ltd for the survey.

For assessment of liability, please liaise with them.

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.

---

**From:** Woon Meng <[woonmeng@singnet.com.sg](mailto:woonmeng@singnet.com.sg)>  
**Sent:** Tuesday, 9 November 2021 6:03 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** Accident Involving XE4409T & GBD9011P On 09/11/2021

Dear Sir/Madam

We refer to the above accident.

Kindly be advised that we will be assisting our client, owner of vehicle no: XE4409T to submit a third party claim against your insured vehicle. We would like to proceed with direct settlement. Kindly assist to arrange survey of our insured' s vehicle at your earliest convenience at the following address: 50, Bukit Batok Street 23, #01-06 Midview Building, S(659578). Kindly assist to advise liability for this case.

Thank you.

Woon Meng Motor Pte Ltd  
Tel : 63161131  
Fax : 63167050