

Shiau Chan (LKKAuto)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 29 November 2022 4:14 PM
To: Shiau Chan (LKKAuto); SUR
Cc: MT_Claim_SG
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021) - LPI Ref: 21/21/21/VP05/025193

Lonpac External - Confidential

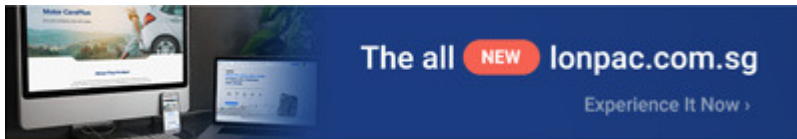
Dear Shiau Chan

Please proceed with the supplementary.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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

From: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Tuesday, 29 November 2022 11:23 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021) - LPI Ref: 21/21/21/VP05/025193

Dear Kenny,

Refer to the email dated 25/11/2022.

According to the repairer, they are omitted to provide us the supplementary list.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Friday, 25 November 2022 3:04 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021) - LPI Ref: 21/21/21/VP05/025193

Lonpac External - Confidential

Dear Shiau Chan

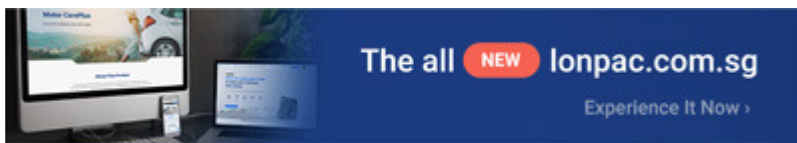
As spoken, my last authorization to repair was on 30 November 2021 and the supplementary was only given today (although it's dated in Dec 2021).

Any reason for the delay?

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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

From: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>
Sent: Friday, 25 November 2022 12:00 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021) - LPI Ref: 21/21/21/VP05/025193

Dear Kenny,

Enclosed herewith 2nd preliminary advice of SBW 777Y.
Kindly approve on supplementary.

Best Regards,

Shiau Chan (Ms) | Case Handler
LKK Auto Consultants Pte Ltd
Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 30 November 2021 11:21 AM

To: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021) - LPI Ref: 21/21/21/VP05/025193

Lonpac External - Confidential

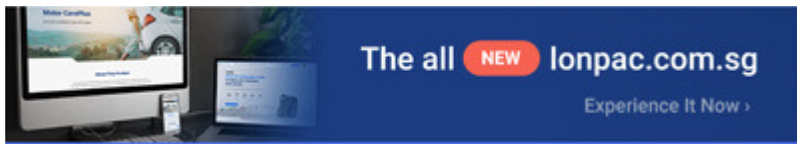
Dear Shiau Chan

Please proceed to authorize repairs as per your recommendation at S\$6,309.75 (inclusive of checked items).

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Monday, 29 November 2021 3:33 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021)

Dear Gerald,

Enclosed herewith preliminary advice of SBW 777Y.
We have not authorise repair.

Kindly advise on authorisation & claim reference.

Thank you.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: Sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Admin-D (LKKAUTO) <admin-d@lkkauto.com>
Sent: Monday, 29 November 2021 11:20 am
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: OD SURVEY FOR SBW777Y (DOA : 26/11/2021)

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: Monday, 29 November, 2021 11:06 AM
To: assignments@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>; June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>
Subject: FW: OD SURVEY FOR SBW777Y (DOA : 26/11/2021)

Lonpac External - General

Our Ref : TBA

Dear Summer,

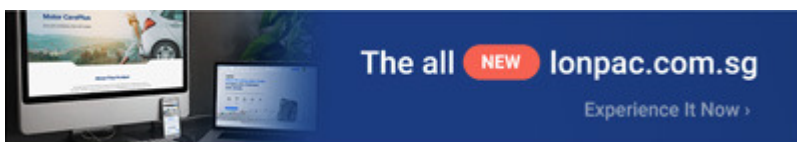
Please proceed to survey and revert.

There is no excess applicable.

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: Sharon Chiong (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Monday, 29 November 2021 10:52 am

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

Cc: 'June Phua (Cheng Hoe)' <junephua@singnet.com.sg>

Subject: OD SURVEY FOR SBW777Y (DOA : 26/11/2021)

Hi,

Estimate, GIA report and driver's IC & DL as per attached.

Kindly assist to arrange for survey as vehicle is lying at **WOODLANDS WORKSHOP**.

Kindly advise on the excess applicable.

Thank you.

Rgds
Sharon Chiong
Cheng Hoe Motor Pte Ltd
Tel :67556142
Fax : 67557719