

## Hsiao Tong (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Thursday, 27 October 2022 7:33 AM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [SEEK MANDATE] - Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021 LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

## Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

Best Regards

Gerald Poh  
Senior Claims Executive | Lonpac Insurance Bhd  
300 Beach Road, #17-04/06 The Concourse, Singapore 199555  
Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

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

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 26 October 2022 3:48 pm  
**To:** KENNY LIM CHING GHEE <kennylin@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** [SEEK MANDATE] - Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021 LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

Your ref: **21/21/21/VP05/025203**  
Our ref : CC4/LPC21012140/Kga3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING SLM1694E(LONPAC) / SJW2324M(TP) / OTHERS ON 28/11/2021

We refer to the above matter.

UNKNOWN -> SLN1036A -> SMM3630P -> SKP3131X -> SLM1694E(OI)-> SJW2324M(TP) -> SH6747Y

This is a 7 vehicles chain collision whereby our insured was the 3<sup>RD</sup> vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "**S & H MOTOR PTE LTD**" at **\$5,870.50(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 10,206.20	\$ 4,868.50 (\$4,550.00 + 7%GST)
2. Loss of RENTAL (16days x \$100.00)	\$ 1,600.00	\$ 1,000.00 (10days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 11,808.20</b>	<b>\$ 5,870.50</b>

Surveyor recommended 7days for repair + 1PRS + 2Sunday = 10days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/02/2022 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Friday, 9 September 2022 12:49 PM

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021

LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

Dear Kenny,

Yes, we are doing DS for this case.

We will proceed to seek mandate from your good office soon.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>  
**Sent:** Thursday, 8 September 2022 12:08:57 pm (UTC+08:00) Kuala Lumpur, Singapore  
**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021 LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

## Lonpac External - Confidential

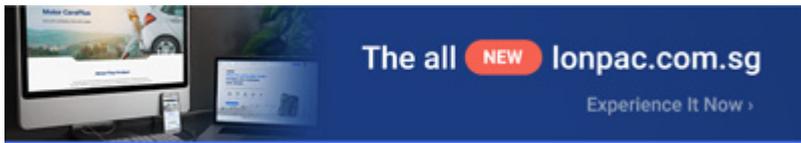
Dear Cecilia

Can I check has this case proceeded to DS?

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



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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>  
**Sent:** Wednesday, 8 December 2021 12:04 pm  
**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>  
**Subject:** RE: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021 LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

Dear Kenny,

We are in the opinion that liability is down against OI based on BOLA S28 (oi 3<sup>rd</sup> vehicle).

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

Thanks

**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)



Auto  
Consultants  
Pte Ltd

*Save the Earth. Print only when necessary.*

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Monday, 6 December 2021 10:19 am

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** RE: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

## Lonpac External - Confidential

Dear Su Li

Thanks for the advice. Please see attachment for a copy of OI's GIA report.

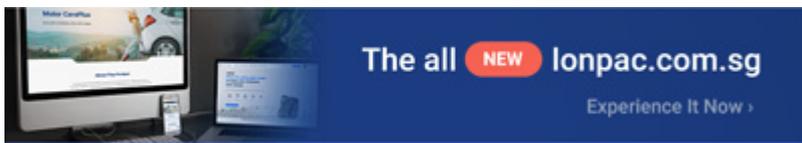
Best Regards

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".***

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---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Friday, 3 December 2021 5:44 pm

**To:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.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)>; Hsiao Tong (LKKAuto) <[chewht@lkkauto.com](mailto:chewht@lkkauto.com)>

**Subject:** Re: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

Dear Kenny,

We refer to the above matter.

We have inspected third party vehicle SJW 2324M at M/s S & H MOTOR PTE LTD on a WP basis and TP repairer proposed for a direct settlement.

**Enclosed for your perusal is:**

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**

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

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

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

***\*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.***

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Wednesday, December 1, 2021 1:09 PM

**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>; 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: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3 - Oref: 21/21/21/VP05/025203

## Lonpac External - Confidential

**Dear Su Li**

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

FYI, I am the OIC for this case.

Thank you.

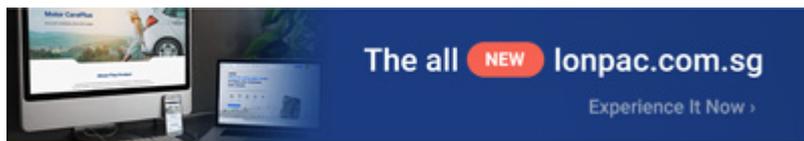
Best Regards

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.

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**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 30 November 2021 5:29 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: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3

Dear Gerald,

Noted.

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Tuesday, November 30, 2021 5:23 PM  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: Arrange survey for vehile no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3

## Lonpac External - General

Dear Su Li,

Please ignore the email.

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

---

**From:** GERALD POH WEE BIN  
**Sent:** Tuesday, 30 November 2021 5:23 pm  
**To:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Arrange survey for vehile no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3

## Lonpac External - General

Our Ref : 21/21/21/VC05/0925197

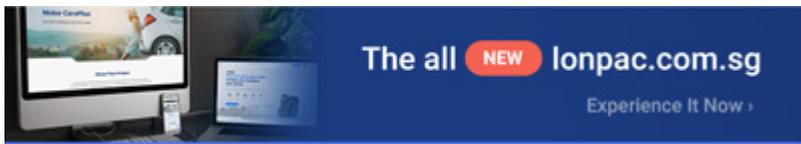
Dear Su Li,

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” .***

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---

**From:** Su Li (LKK Auto) <[suli@lkkauto.com](mailto:suli@lkkauto.com)>

**Sent:** Tuesday, 30 November 2021 5:05 pm

**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.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)>

**Subject:** Re: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021  
LKK REF : CC4/LPC21012140/g3

Dear Gerald,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

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

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

*\*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.*

Thank you.

Best Regards,

**Su Li** | Admin Support

**LKK Auto Consultants Pte Ltd**

---

**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Tuesday, November 30, 2021 1:56 PM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.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)>  
**Subject:** RE: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021

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](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.

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Tuesday, 30 November, 2021 12:55 PM

To: [assignments@lkkauto.com](mailto:assignments@lkkauto.com)

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

Subject: FW: Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021

## Lonpac External - General

Our Ref : TBA

Dear Summer,

FYA

Thank you.

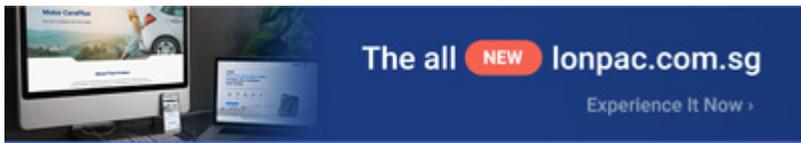
Best Regards

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



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---

**From:** Doris <[doris@sh-motor.com](mailto:doris@sh-motor.com)>

**Sent:** Tuesday, 30 November 2021 12:30 pm

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

**Subject:** Arrange survey for vehicle no : SJW2324M claiming Third Part vehicle no : SLM1694E DOA : 28.11.2021

Dear Sir/Mdm,

Refer to the above vehicle no : SJM 2324 M already in our work shop claiming Third Part(Lonpac SMJ 1694 E)

Please arrange survey.

Thank

Doris