

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 24 February 2022 6:38 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: [Seek Mandate] - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Lonpac External - General

Dear Hsiao Tong

Please proceed.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 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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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: Thursday, 24 February 2022 11:59 AM
To: ONG LI LI <llong@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [Seek Mandate] - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Your ref: **21/21/21/VC00/025176**
Our ref : CC4/LPC21012272/Kpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBC8111X(LONPAC) AND SHD5965S(TP) ON 20/11/2021

We refer to the above matter.

We have highlighted to your good office on 07/12/2021 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Attached is a copy of third party video footage for your easy reference. Our van rolled backward and collided onto third party vehicle. We are of the view that liability is not in our driver favour.

We seek your approval to offer repairer "TRANS-CAB AUTO SERVICES PTE LTD" at **\$4,993.85(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 12,443.80	\$ 4,547.50 (\$4,250.00 + 7%GST)
2. Loss of Rental (4days x \$96.30)	\$ 385.20	\$ 288.90 (3days x \$96.30)
3. Loss of Income (4days x \$50.00)	\$ 200.00	\$ 150.00 (3days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
Total	\$ 13,036.49	<u>\$ 4,993.85</u>

Surveyor recommended 2days for repair + 1PRS = 3days.

Enclosed here with all the relevant documents for your perusal.

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 |

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

S(408933)

From: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 8 December 2021 12:52 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Lonpac External - General

Dear Mei Kwan

Please ask surveyor to try to reduce TP COR further.

Thank you.

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

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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>

Sent: Tuesday, 7 December 2021 5:25 PM

To: ONG LI LI <llong@lonpac.com>

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

Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Dear Li Li,

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 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.

From: ONG LI LI <llong@lonpac.com>

Sent: Friday, 3 December, 2021 2:07 PM

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

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

Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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

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

Sent: Friday, 3 December 2021 1:01 PM

To: ONG LI LI <llong@lonpac.com>

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

Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176 *** LKK REF: CC4/LPC21012272/pa3

Dear Li Li,

We refer to the above matter.

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 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.

From: Admin-D (LKKAuto)

Sent: Friday, December 3, 2021 11:31 AM

To: 'ONG LI LI' <llong@lonpac.com>; assignments <assignments@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'Claims' <claims@transcab.com.sg>

Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176

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.

From: ONG LI LI <long@lonpac.com>
Sent: Friday, 3 December, 2021 11:18 AM
To: Zhe Wei Kek <zhewei.kek@transcab.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S Our Ref: 21/21/21/VC00/025176

Lonpac External - General

Without Prejudice

Dear Zhewei

Please provide the repair estimate.

Dear Summer

FYA – TP survey.

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

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From: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Friday, 3 December 2021 11:13 AM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: Arrange for survey on 06/12/2021 - SHD5965S

Dear all,

Please arrange LKK Auto Consultant Pte Ltd for survey on 06/12/2021 as below :

GBC8111X – 20/11/2021 AT 1145Hrs - SHD5965S

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate."

Best Regards,
Kek Zhewei

Claims Officer



TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111

Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330

Website: www.transcab.com.sg

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