

**Re: ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188**

Denise Tay (LKKAuto) <denisetay@lkkauto.com>

Thu 6/1/2022 9:22 AM

To: ONG LI LI <llong@lonpac.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

Dear Li Li,

Noted will submit accordingly

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel:6256-4315)

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

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

**Sent:** Wednesday, 5 January 2022 3:15 pm

**To:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>; Admin-D (LKKAuto) <admin-d@lkkauto.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** RE: ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188

## Lonpac External - General

Dear Denise

Insured has withdrawn OD claim.

Please submit your report/bill and close file at your end.

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".***

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

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**From:** Denise Tay (LKKAuto) <denisetay@lkkauto.com>

**Sent:** Friday, 10 December 2021 10:35 AM

**To:** Admin-D (LKKAuto) <admin-d@lkkauto.com>; ONG LI LI <llong@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>

**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>

**Subject:** Re: ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188

Dear Li Li,

Enclosed preliminary advise of YQ 5333X

The vehicle is uneconomical to repair.

We recommend total loss.

Best Regards,

**Denise Tay** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: [6256-3561](tel:6256-3561) | email: [denisetay@lkkauto.com](mailto:denisetay@lkkauto.com) | fax: [6256-4315](tel:6256-4315)

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

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**From:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Wednesday, 8 December 2021 1:26 pm

**To:** 'ONG LI LI' <[llong@lonpac.com](mailto:llong@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188

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:** ONG LI LI <[llong@lonpac.com](mailto:llong@lonpac.com)>

**Sent:** Wednesday, 8 December, 2021 11:53 AM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; ANDY <[andy@falconair.com.sg](mailto:andy@falconair.com.sg)>; Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Francine Ng <[francine.gail@falconair.com.sg](mailto:francine.gail@falconair.com.sg)>

**Subject:** FW: ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188

## Lonpac External - General

Dear Summer

Please arrange OD survey (excess \$700).

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".***

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**From:** Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>  
**Sent:** Wednesday, 8 December 2021 11:41 AM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>; andy <[andy@falconair.com.sg](mailto:andy@falconair.com.sg)>; Francine Ng <[francine.gail@falconair.com.sg](mailto:francine.gail@falconair.com.sg)>  
**Subject:** ESTIMATE - YQ5333X Our Ref: 21/21/21/VC05/025188

Good morning Sir/Madam,

Attach estimate and documents for YQ 5333X for your kind attention and perusal.

Please arrange for vehicle survey.

Thank you.

Florence Loh  
Falcon Air Auto Services Pte Ltd  
176 Sin Ming Drive #01-06  
Sin Ming Autocare  
Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

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**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>  
**Sent:** Wednesday, 1 December 2021 2:27 PM  
**To:** Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>; 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: YQ5333X LTA Approval Our Ref: 21/21/21/VC05/025188

## Lonpac External - General

Hi Florence

Is Insured making OD claim at your workshop?

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:** Florence Loh <[fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)>  
**Sent:** Friday, 26 November 2021 12:03 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:** FW: YQ5333X LTA Approval

Dear Gerald,

Attach LTA approval letter for the change of vehicle number.

Thank you.

Florence Loh  
 Falcon Air Auto Services Pte Ltd  
 176 Sin Ming Drive #01-06  
 Sin Ming Autocare  
 Singapore 575721

Tel: 6452 0880 Fax: 6454 7862

**From:** [customersupport@aerostar.com.sg](mailto:customersupport@aerostar.com.sg) <[customersupport@aerostar.com.sg](mailto:customersupport@aerostar.com.sg)>  
**Sent:** Friday, 26 November 2021 12:00 PM  
**To:** [fa\\_autoservices@falconair.com.sg](mailto:fa_autoservices@falconair.com.sg)  
**Subject:** YQ5333X LTA Approval

Hi

Please find attached LTA Approval for the Mentioned Vehicle.

Thank you!.



**G KARTHIKEYAN**  
 COMPUTER & INFORMATION SYSTEMS  
 MANAGER  
 Aerostar Corporation Pte Ltd  
 Aerostar Engineering Pte Ltd  
 Aerostar Resources Pte Ltd  
 Aerostar Marine Pte Ltd



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 📱 +65 84362437 ✉️ [customersupport@aerostar.com.sg](mailto:customersupport@aerostar.com.sg) 🌐 [www.aerostar.com.sg](http://www.aerostar.com.sg)

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