

## Mei Kwan (LKKAuto)

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

**Sent:** Wednesday, 19 January 2022 6:42 AM

**To:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

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

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

## Lonpac External - General

Our Ref : 21/21/21/VP05/025259

Dear Jaslin,

Attached copy of insured' s report.

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

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**From:** Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Sent:** Tuesday, 18 January 2022 4:58 pm

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@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)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

Dear Sir / Madam,

We refer to the above matter.

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

**"Wishing You Happiness & Prosperity Chinese New Year 2022"**

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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

**Sent:** Monday, 10 January 2022 3:47 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

Dear Sir / Madam,

We refer to the above matter.

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

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.***

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**From:** Jaslin Kok (LKK Auto)

**Sent:** Thursday, January 6, 2022 3:59 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)>

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

Dear Sir / Madam,

We refer to the above matter.

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

Thank you.

Best Regards,

**Jaslin Kok** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6841 2157 | email: [JaslinKok@lkkauto.com](mailto:JaslinKok@lkkauto.com) | fax: 6741 4108

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

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

**Sent:** Wednesday, 22 December 2021 11:33 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

Dear Sir / Madam,

We refer to the above matter.

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

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.*

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

**Sent:** Friday, December 17, 2021 12:58 PM

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

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

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

## Lonpac External - General

Our Ref : 21/21/21/VP05/025259

Dear Mei Kwan,

Our insured has not lodged the accident report and we are making enquiries.

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.

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

**Sent:** Friday, 17 December 2021 12:47 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)>; Jaslin Kok (LKK Auto) <[jaslinkok@lkkauto.com](mailto:jaslinkok@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021 \*\*\* LKK REF: CC4/LPC21012723/Era3

Dear Gerald,

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

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 Jaslin..

*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](mailto:MeiKwan@lkkauto.com) | fax: 67414108

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

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**From:** Admin-D (LKKAuto)

**Sent:** Thursday, December 16, 2021 9:43 AM

**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: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021

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:** Thursday, 16 December, 2021 9:14 AM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

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

**Subject:** FW: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021

## Lonpac External - General

Our Ref : TBA

Dear Summer,

FYA. Insured yet to lodge the accident report.

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:** Teng Hua <[tenghua.pegasusengrg@gmail.com](mailto:tenghua.pegasusengrg@gmail.com)>

**Sent:** Thursday, 16 December 2021 9:11 am

**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)>; Johnson Chua <[johnsonchua@pegasusengrg.com.sg](mailto:johnsonchua@pegasusengrg.com.sg)>; Vivian Tan <[vivian.pegasusengrg@gmail.com](mailto:vivian.pegasusengrg@gmail.com)>; Eric Hii <[eric.pegasusengrg@gmail.com](mailto:eric.pegasusengrg@gmail.com)>

**Subject:** Re: FW: Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021

WITHOUT PREJUDICE

Dear Gerald,  
Thank you for your email.

We would to choose :  
Steve (LKK) to conduct the PRS

Regards,  
**Ng Teng Hua**  
Pegasus Engineering & Trading Pte Ltd



Virus-free. [www.avast.com](http://www.avast.com)

On Thu, Dec 16, 2021 at 8:22 AM GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)> wrote:

## Lonpac External – General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Teng Hua,

Our Insured has not lodged the accident report,

We intend to conduct a pre-repair survey of your client's vehicle and append below our list of Motor surveyors for your attention:-

1	Jackson Quek –Appraisal
2	Joshua Ong – Appraisal
3	Nicholas Tey - Appraisal
4	Lim Teow Guan - LKK
5	Marcus Chua - LKK
6	Kenneth Kong- LKK
7	Xing Quo Qiang- LKK
8	Mohd Taufik - LKK
9	Adrian Ling–LKK
10	Mohd Rasul - LKK

Please let us hear from you within the next 2 working days.

Thank you.

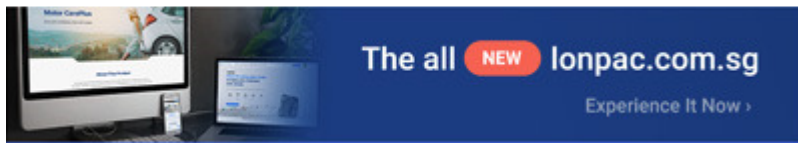
Best Regards

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:** Teng Hua <[tenghua.pegasusengrg@gmail.com](mailto:tenghua.pegasusengrg@gmail.com)>

**Sent:** Wednesday, 15 December 2021 5:56 pm

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

**Cc:** Johnson Chua <[johnsonchua@pegasusengrg.com.sg](mailto:johnsonchua@pegasusengrg.com.sg)>; Vivian Tan <[vivian.pegasusengrg@gmail.com](mailto:vivian.pegasusengrg@gmail.com)>; Eric Hii <[eric.pegasusengrg@gmail.com](mailto:eric.pegasusengrg@gmail.com)>; KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>

**Subject:** Arrangement for Pre-Repair Survey-Peg Ref : VSR21-23607 ; Lonpac Ref: TBA ; Accident Involving SLV2128U (GRAB) & SNC9923X (Lonpac) on 14/12/2021

**Without Prejudice**

**Save As To Costs**

Dear Motor Claim Department,

We refer to the above matter.

Pursuant to paragraph 2.3 of Pre-Action Protocol for NIMA Cases, please let us have **a list of 10 motor surveyors** for our selection and please let us know within **2 working days** whether you would like to conduct a pre-repair survey of our client's vehicle. If we do not hear from you within the stipulated timeline, our client shall proceed to repair the vehicle without further reference to you.

In the event that you request for post-repair inspection pursuant to paragraph 4.1 and 7.4 under the NIMA Protocol, you must compensate our client for the loss of use of his/her vehicle for the day that the inspection is conducted.

**Our client's vehicle has been grounded at 74 Kian Teck Road S(628800) since 14.12.2021. As such, please do the needful.**

**Please contact us to confirm the date and time of the survey.**

In addition, please confirm in writing whether Lonpac is agreeable to direct settle with us at 100% liability for this case.

We will forward our client's GIA report as well as our estimated cost of repair to you in due course.

We await your urgent response in this matter.

Regards,

*Ng Teng Hua*

**Pegasus Engineering & Trading Pte Ltd**

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Tel : 6513 7748 | Fax : 6251 3161

Add : 74 Kian Teck Road Singapore 628800

*Make Life a Beautiful Ride*





Virus-free. [www.avast.com](https://www.avast.com)

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

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