

Mei Kwan (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, January 5, 2022 12:20 PM
To: Mei Kwan (LKKAUTO); GERALD POH WEE BIN
Cc: MT_Claim_SG; Jaslin Kok (LKK Auto); Admin A
Subject: RE: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021 *** LKK
REF: CC4/LPC21012800/R1ra3 // Our Ref: 20/21/22/VC00/025262
Attachments: YN2104B OI GIA.pdf
Categories: HMK

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

"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: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Sent: Sunday, 2 January 2022 10:41 PM
To: ONG LI LI <llong@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021 *** LKK REF: CC4/LPC21012800/R1ra3 // Our Ref: 20/21/22/VC00/025262

Dear Sir / Madam,

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.

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 [<mailto:long@lonpac.com>]

Sent: Friday, December 24, 2021 9:48 AM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021 *** LKK REF: CC4/LPC21012800/ra3 Our Ref: 20/21/22/VC00/025262

Lonpac External - General

Dear Mei Kwan

Our Insured has not reported the accident, we are following up.

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.

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

Sent: Friday, 24 December 2021 12:13 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>; Admin A <admin-a@lkkauto.com>

a@lkkauto.com>

Subject: RE: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021 *** LKK REF: CC4/LPC21012800/ra3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP video

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 | fax: 67414108

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

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-----Original Message-----

From: Admin-D (LKKAuto)

Sent: Friday, December 17, 2021 9:21 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021

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.

-----Original Message-----

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 16 December, 2021 5:28 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Subject: FW: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021

Lonpac External - General

Our Ref : TBA

Dear Summer,

FYA. Insured yet to lodge 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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-----Original Message-----

From: enquiry@sinsheng.com.sg <enquiry@sinsheng.com.sg>
Sent: Thursday, 16 December 2021 5:04 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: FW: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on 04/12/2021

Dear Gerald,

We select LKK, Mohd Taufik.

Thank you and regards,
M/S Sin Sheng Auto Workshop P/L

On 2021-12-16 16:21, GERALD POH WEE BIN wrote:

> Lonpac External - General
>
> WITHOUT PREJUDICE
>
> Our Ref : TBA
>
> Dear Sirs,
>
> Please see attached letter and let us hear from you.
>
> 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.
>
> -----Original Message-----
> From: enquiry@sinsheng.com.sg <enquiry@sinsheng.com.sg>
> Sent: Thursday, 16 December 2021 12:54 pm
> To: MT_Claim_SG <mt_claim@lonpac.com>
> Cc: Quek Beng Hoe <quek.benghoe@sinsheng.com.sg>
> Subject: PRI ~ Accident invlg XE1328M and YN2104B (Lonpac) on
> 04/12/2021
>
> Dear Sir/Madam,
>
> We would like to request for the Pre-Repair Inspection to be conducted
> at our premises and kindly let us have your list of surveyors.
>
> Workshop Location:
> Sin Sheng Auto Workshop Pte Ltd
> No. 5 Tuas Avenue 3
> Singapore 639405

- > Contact person : Ah Hoe @ 9139 7277
- >
- > Please note that if you fail to arrange the pre-repair inspection
- > within the next two (2) working days excluding any intervening
- > Saturday, Sunday and/or Public Holiday, our workshop will commence the
- > repair works without any further notice or reference to you.
- >
- > Thank you and regards,
- > M/s Sin Sheng Auto Workshop P/L=