

Mei Kwan (LKKAuto)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, January 3, 2022 3:12 PM
To: Su Li (LKK Auto); Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG; Admin A
Subject: RE: resend: arrange third party claim survey for vehicle SKN355Y ; DOA: 23/12/2021 LKK
REF : CC4/LPC21013109/Upa3 Our Ref: 21/21/22/VC00/025286
Attachments: YP4451A OI GIA.pdf
Categories: HMK

Lonpac External - General

Dear Su Li

Please see above and attached for our claim number and 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: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Monday, 3 January 2022 2:39 PM
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: Re: resend: arrange third party claim survey for vehicle SKN355Y ; DOA: 23/12/2021 LKK REF : CC4/LPC21013109/Upa3

Dear Gerald,

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.

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

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>

Sent: Friday, December 24, 2021 11:43 AM

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

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: resend: arrange third party claim survey for vehicle SKN355Y ; DOA: 23/12/2021

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 27-12-21.

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

Sent: Friday, 24 December, 2021 11:42 AM

To: Sam San Joi UBI <SanJoi.Sam@borneomotors.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: resend: arrange third party claim survey for vehicle SKN355Y ; DOA: 23/12/2021

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Sam,

We shall appoint LKK Auto Consultants Pte Ltd for the survey.

Our Insured has yet to lodge the accident report. Please provide us a copy of your client's report.

Aside to LKK : Attn: 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



“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: Sam San Joi UBI <SanJoi.Sam@borneomotors.com.sg>

Sent: Friday, 24 December 2021 11:29 am

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

Cc: Ashlyn Chng <Ashlyn.Chng@inchcape.com.sg>

Subject: resend: arrange third party claim survey for vehicle SKN355Y ; DOA: 23/12/2021

Dear officer,

Kindly arrange to survey the vehicle on Monday (27/12/2021) at Borneo Motors Ubi Centre.

Your insured: YP4451A

Note: vehicle already grounded in workshop

Thankyou

Sam

98476209