

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Friday, 6 May 2022 9:17 AM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - 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

Lonpac External - General

Hi Hsiao Tong

You can use the same DV & add-on wording "property & **injury** claims".

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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: Friday, 6 May 2022 8:31 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Seek Mandate] - 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

Hi Lili,

Kindly let us have copy of DV for medical claim.

Thank you.

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, 27 April 2022 2:40 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Seek Mandate] - 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

Lonpac External - General

Dear Hsiao Tong

Please proceed.

Do obtain property & injury discharge vouchers from the 2 claimants (medical bills) also.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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: Wednesday, 27 April 2022 10:03 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [Seek Mandate] - 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

Your ref: **21/21/22/VC00/025286**
Our ref : CC4/LPC21013109/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP4451A(LONPAC) AND SKN355Y(TP) ON 23/12/2021

We refer to the above matter.

We have highlighted to your good office on 03/01/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head-to-rear collision. Liability is not in our driver favour.

We seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$17,109.34(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 22,776.56	\$ 15,670.26 (\$14,645.10 + 7%GST)
2. Loss of Rental (12days x 100.00)	\$ 1,200.00	\$ 1,200.00 (12days x \$100.00)

3. Medical Fee	\$ 239.08	\$ 239.08
Total	\$ 24,215.64	<u>\$ 17,109.34</u>

Surveyor recommended 6days for repair + 2PH(25/12/21 & 01/01/22) + 2Sunday(26/12/2021 & 02/01/2022) + 2PRS = 12days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 26/04/2022 is only for mandate purpose.

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

Sent: Monday, 3 January 2022 6:34 PM

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

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

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

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 take note that the case handler in-charge 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 [<mailto:llong@lonpac.com>]

Sent: Monday, January 3, 2022 3:12 PM

To: Su Li (LKK Auto) <suli@lkkauto.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 Our Ref: 21/21/22/VC00/025286

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.

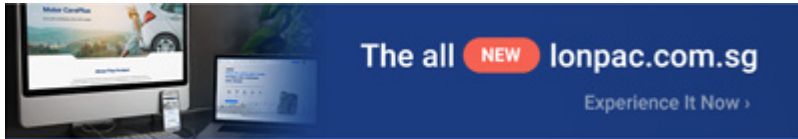
Aside to LKK : Attn: Summer

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” .

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

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