

Re: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274 LKK REF : CC4/LPC21013184/T1rs3

Su Li (LKK Auto) <suli@lkkauto.com>

Mon 1/24/2022 9:53 AM

To: ONG LI LI <llong@lonpac.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

 4 attachments (3 MB)

Preliminary Advice.pdf; TP ESTIMATE-MARKED.pdf; TP GIA REPORT.pdf; LKK SURVEY PHOTO.pdf;

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SFU 6257E at M/s KAN FOOK SING MOTOR WORKSHOP on a WP basis and TP repairer proposed for a direct settlement.

Enclosed for your perusal is:

- **TP estimated cost of repair**
- **Preliminary advice**
- **TP GIA report**
- **Photographs of TP vehicle in its damaged condition**

Please note that the case handler in-charge is Jaslin.

To check availability of the case handler, you may contact the undersigned.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

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

Sent: Monday, January 24, 2022 9:32 AM

To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Hi Summer

Please see attached for our Insured's GIA report with addendum.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/07 The Concourse
Singapore 199555
Tel : (65) 6250 7388 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: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Tuesday, 28 December 2021 10:28 AM
To: ONG LI LI <llong@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Dear Li Li,

Noted with thanks.

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: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 28 December, 2021 10:22 AM
To: Summer (LKK Auto) <admin-d@lkkauto.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Dear Summer

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

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From: Summer (LKK Auto) <admin-d@lkkauto.com>

Sent: Monday, 27 December 2021 12:02 PM

To: ONG LI LI <llong@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

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.

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

Sent: Monday, 27 December, 2021 11:04 AM

To: mttan <mttan@kanfs.net>; Summer (LKK Auto) <admin-d@lkkauto.com>; 'assignments' <assignments@lkkauto.com>

Subject: Fwd: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Lonpac External - General

Lonpac External - General

Hi Summer

Fya -TP survey.

Regards
Ong Li Li

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From: mttan <mttan@kanfs.net>

Sent: Friday, December 24, 2021 1:13:23 PM

To: MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <long@lonpac.com>

Subject: RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

Dear Mdm

Estimate attached

Kindly arrange for a 3rd party survey

Thank you

Mr Tan
KFS
67479560

On Fri, 24 Dec 2021 04:59:02 +0000, ONG LI LI wrote

> **Lonpac External - General**

>

> Without Prejudice

>

> Dear Mr Tan

>

> Please let us have your repair estimate.

>

>

>

> 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:** ONG LI LI

> **Sent:** Friday, 24 December 2021 12:24 PM

> **To:** mttan <mttan@kanfs.net>; MT_Claim_SG <mt_claim@lonpac.com>

> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

>

> **Lonpac External - General**

>

> Without Prejudice

>

> Dear Mr Tan

>

> Insured would need to go back to the reporting workshop to file the addendum.

>

>

>

> 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:** mttan <mttan@kanfs.net>

> **Sent:** Friday, 24 December 2021 12:20 PM

> **To:** MT_Claim_SG <mt_claim@lonpac.com>; ONG LI LI <llong@lonpac.com>

> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

>

> Dear Mdm

>

> Attached here the Addendum make by your client

>

> Kindly review and revert

>

> Thank you

>

> Mr Tan

> KFS

> 67479560

>

> On Fri, 24 Dec 2021 03:24:58 +0000, ONG LI LI wrote

>> **Lonpac External - General**

>>

>> Without Prejudice

>>

>> Dear Mr Tan

>>

>> Please confirm withdrawal of TP claim since your client does not have the evidence.

>>

>>

>>

>> 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:** mttan <mttan@kanfs.net>

>> **Sent:** Thursday, 23 December 2021 11:37 AM

>> **To:** ONG LI LI <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>

>> **Subject:** RE: SFU6257E - 3rd party survey Our Ref: 21/21/22/VP05/025274

>>

>> Dear Mdm

>>

>> Our client don't has the Video footage

>>

>> Thank you

>>

>> Mr Tan

>> KFS

>> 67479560

>>

>> On Wed, 22 Dec 2021 08:02:31 +0000, ONG LI LI wrote

>>> **Lonpac External - General**

>>>

>>>

>>> Without Prejudice

>>>

>>> Dear Tan

>>>

>>> Our Insured has reported that this is a head to rear accident.

>>>

>>> Do you have any video footage to prove otherwise?

>>>

>>> If not, please confirm withdrawal of claim as per market agreement.

>>>

>>> 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:** mttan <mttan@kanfs.net>

>>> **Sent:** Wednesday, 22 December 2021 3:56 PM

>>> **To:** MT_Claim_SG <mt_claim@lonpac.com>

>>> **Subject:** SFU6257E - 3rd party survey

> > >
> > > Dear Sir/Mdm
> > >
> > > Kindly arrange for a 3rd party survey for vehicle SFU6257E at 61 Defu lane 12 SE539147
> > >
> > > Documents attached
> > >
> > > Detail as follow
> > >
> > > Our client : SFU6257E
> > >
> > > Your insured : SJY8346A
> > >
> > > Date/time loss : 18/12/21@1435hrs
> > >
> > > Thank you
> > >
> > > Mr Tan
> > > KFS
> > > 67479560
> > >
> > > --
> >
> > --
>
> --

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