

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Friday, 13 May 2022 12:24 PM
To: 'GERALD POH WEE BIN'
Cc: MT_Claim_SG
Subject: RE: [Seek Mandate] - SHD9696S LKK REF : CC4/LPC21013188/Kps3 - Lpi Ref: 21/21/22/VC05/025290

Dear Gerald,

We refer to the above matter.

Please be informed that third party rejected our offer at \$7,455.52(all-in) and counter proposed \$7,601.82(all-in). Third party proposed for 5 days (3 repair days + PRS + DOA)

The summary is as follows: -

	Our Last Offer	TP proposed
1. Cost of Repair (w/GST)	\$ 6,862.87 (\$6,413.90 + 7%GST)	\$ 6,862.87 (\$6,413.90 + 7%GST)
2. Loss of Rental	\$ 385.20 (4days x \$96.30)	\$ 481.50 (5days x \$96.30)
3. Loss of Income	\$ 200.00 (4days x \$50.00)	\$ 250.00 (5days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.45	\$ 7.45
Total	\$ 7,455.52	\$ 7,601.82

Please advise if we may proceed to resolve the matter at \$7,601.82(all-in).

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 1 April 2022 2:54 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [Seek Mandate] - SHD9696S LKK REF : CC4/LPC21013188/Kps3 - Lpi Ref: 21/21/22/VC05/025290

Lonpac External - Confidential

Dear Hsiao Tong,

Please proceed as proposed.

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

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, 1 April 2022 11:04 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: [Seek Mandate] - SHD9696S LKK REF : CC4/LPC21013188/Kps3 - Lpi Ref: 21/21/22/VC05/025290

Dear Sirs/Mdm,

We refer to our email dated 11/03/2022.

Kindly let us have your instruction / approval.

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: Hsiao Tong (LKKAuto)
Sent: Friday, 11 March 2022 2:20 PM
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [Seek Mandate] - SHD9696S LKK REF : CC4/LPC21013188/Kps3 - Lpi Ref: 21/21/22/VC05/025290

Your ref: **21/21/22/VC05/025290**

Our ref : CC4/LPC21013188/Kps3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK668S(LONPAC) AND SHD9696S(TP) ON 27/12/2021

We refer to the above matter.

We have highlighted to your good office on 25/01/2022 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 "TRANS-CAB AUTO SERVICES PTE LTD" at **\$7,455.52(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 19,817.84	\$ 6,862.87 (\$6,413.90 + 7%GST)
2. Loss of Rental (8days x \$96.30)	\$ 770.40	\$ 385.20 (4days x \$96.30)
3. Loss of Income (8days x \$50.00)	\$ 400.00	\$ 200.00 (4days x \$50.00)
4. LTA/GIA Search Fee	\$ 7.49	\$ 7.45
Total	\$ 20,995.73	<u>\$ 7,455.52</u>

Surveyor recommended 3days for repair + 1PRS = 4days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 03/03/2022 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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Tuesday, 25 January 2022 1:27 PM

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

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

Subject: RE: Arrange for survey - SHD9696S LKK REF : CC4/LPC21013188/Kps3 - Lpi Ref: 21/21/22/VC05/025290

Lonpac External - Confidential

Dear Su Li

Please see attachment for a copy of our insured's GIA report.

Fyi, I am the OIC for this case.

Thank you.

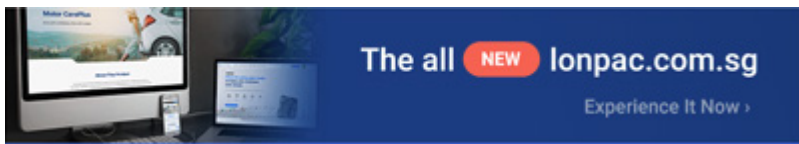
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | 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: Tuesday, 25 January 2022 8:46 am

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: Arrange for survey - SHD9696S LKK REF : CC4/LPC21013188/Kps3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SHD 9696S at M/s TRANS-CAB AUTO SERVICES PTE LTD 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**

Meanwhile, kindly provide us the claim reference number and a copy of your insured's GIA report for our necessary action

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

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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Monday, December 27, 2021 4:49 PM
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: Arrange for survey - SHD9696S

Dear Sir / Mdm,

Thank you for your assignment.

Repairer arrange on 28-12-21.

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: Monday, 27 December, 2021 4:10 PM
To: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>
Subject: RE: Arrange for survey - SHD9696S

Lonpac External - General

Dear Zhe Wei,

Please advise location of accident as our insured has not lodged the report.

Aside to LKK – Attn : Summer,

FYA

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

From: Zhe Wei Kek <zhewei.kek@transcab.com.sg>
Sent: Monday, 27 December 2021 4:02 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Claims <claims@transcab.com.sg>
Subject: RE: Arrange for survey - SHD9696S

Dear all,

Please arrange LKK Auto Consultant Pte Ltd as below :

GBK668S – 27/12/2021 AT 1000Hrs - SHD9696S

Lunch time : 12pm - 1pm.

Kindly pls dun arrange survey during lunch time.

"We Agree to let your In-house surveyor assess/ survey our vehicle with estimate."

Best Regards,
Kek Zhewei
Claims Officer

TRANS-CAB SERVICES PTE LTD

No. 2 Ang Mo Kio Street 63, Singapore 569111
Main Line : (65) 6287 6666 Fax Line: (65) 6257 1330
Website: www.transcab.com.sg



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