

RE: REQ FOR DIRECT SETTLEMENT - SLV4921H & GBA9741G ON 20.12.2021

Admin-D (LKKAuto) <admin-d@lkkauto.com>

Tue 12/28/2021 9:51 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>

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

Sent: Tuesday, 28 December, 2021 7:40 AM

To: caroline.tan@bisauto.com.sg

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

Subject: RE: REQ FOR DIRECT SETTLEMENT - SLV4921H & GBA9741G ON 20.12.2021

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 21/21/22/VC00/025275

Dear Caroline,

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

For assessment of liability and Direct Settlement, please liaise with them.

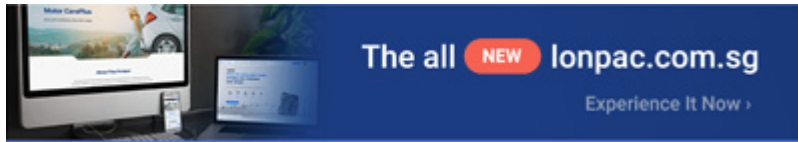
Aside to LKK – Attn : Summer

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: caroline.tan@bisauto.com.sg <caroline.tan@bisauto.com.sg>
Sent: Monday, 27 December 2021 7:50 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: REQ FOR DIRECT SETTLEMENT - SLV4921H & GBA9741G ON 20.12.2021

Dear Sirs,

We refer to the above matter.

We have instructions from our client to seek repair cost and loss of use/car rental from you through Direct Settlement.

Attached is the estimates and supporting documents for your consideration.

Please let us have your confirmation that you agree that liability is clear and we may proceed with Direct Settlement.

If Direct Settlement is approved, kindly let us have your offer for LOU/rental.

Many thanks
Caroline
BIS Automobiles Pte Ltd
Claims Manager - Body & Paint
30 Teban Gardens Crescent
Singapore 608927

Main: +65 6896 3933

DID: +65 6308 8517 / 9889 9293

Fax: +65 6561 1763

Website : <https://www.bmw.com.sg/en/topics/fascination-bmw/about-BIS.html>

Facebook : <https://www.facebook.com/BMWBIS>