

Veron Chen (LKKAUTO)

From: Veron Chen (LKKAUTO)
Sent: Monday, 18 July 2022 4:45 PM
To: ONG LI LI; MT_Claim_SG
Cc: SUR; Huey Yon (LKKAUTO)
Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Dear Li Li,

According to surveyor:

1. The number of days for spray painting the accident portion is 4 days. For the whole vehicle, it should take about 12 days to 14 days.
2. Normally, experienced spray painter will do some blending of the colour tone between the un-sprayed portion and the sprayed portion to ensure that the difference in colour tone is not obvious.
3. Additional \$1500 is reasonable for spray painting the unaffected parts of the whole vehicle.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI <llong@lonpac.com>
Sent: Monday, 18 July 2022 4:32 PM
To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: SUR <sur@lkkauto.com>; Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>
Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Lonpac External - General

Hi Veron

Any update?

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: ONG LI LI <llong@lonpac.com>

Sent: Friday, 15 July 2022 9:41 am

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: SUR <sur@lkkauto.com>; Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Lonpac External - General

Hi Veron

Thanks for your reply.

Could you also seek surveyor's view/opinion on the following?

- 1) the number of days required for "spray painting" the (a) accident-related parts (b) whole vehicle
- 2) Is it necessary to spray paint the whole vehicle instead of just the accident portion to have "colour matching"? Will the difference in colour tone be very obvious if spray painting is not done on the whole vehicle?
- 3) Is the top-up price of \$1500 for spray painting the whole vehicle reasonable?

Thank you.

Regards

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/06 The Concourse

Singapore 199555/opin

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>

Sent: Thursday, 14 July 2022 8:41 pm

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

Cc: SUR <sur@lkkauto.com>; Huey Yon (LKKAUTO) <hueyyon@lkkauto.com>

Subject: FW: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Dear Li Li,

According to surveyor's , the number of repair days recommended was inclusive of "spray painting

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Reports (LKKAuto)

Sent: Thursday, 14 July 2022 5:47 PM

To: 'ONG LI LI' <long@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>

Cc: SUR <sur@lkkauto.com>; Huey Yon (LKKAuto) <hueyyon@lkkauto.com>

Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Dear Li Li,

Thank you for the email.

Dear Veron,

Kindly assist.

Best Regards,

ELAINE | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, Singapore 408933

From: ONG LI LI [<mailto:long@lonpac.com>]

Sent: Thursday, 14 July 2022 5:30 PM

To: Elaine (LKK Auto); ONG LI LI; MT_Claim_SG

Cc: 'Veron Chen (LKKAuto)'; 'SUR'; 'Huey Yon (LKKAuto)'

Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Lonpac External - General

Dear Elaine

Could you check with surveyor whether the number of repair days recommended was inclusive of "spray painting"?

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: Elaine (LKK Auto) <report@lkkauto.com>
Sent: Thursday, 17 February 2022 4:22 pm
To: ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>
Cc: 'Veron Chen (LKKAuto)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; 'Huey Yon (LKKAuto)' <hueyyon@lkkauto.com>
Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Dear Sir / Madam,

Enclose Survey Report of SKU 8870L.

Thank you.

Best Regards,

Elaine | Reports

LKK Auto Consultants Pte.Ltd.

Phone: 6256-3561 Ext.111 Fax: 6741-4108 email: report@lkkauto.com
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #01-25 Singapore 408933

From: Veron Chen (LKKAuto) [<mailto:veronchen@lkkauto.com>]
Sent: Thursday, 17 February 2022 3:46 PM
To: ONG LI LI; MT_Claim_SG; SUR; Reports (LKKAuto)
Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Dear Li Li,

We are in the midst of preparing report.

Dear Report Team,

Kindly expedite-CS/LPC21013236/Evf3e2

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: ONG LI LI <llong@lonpac.com>
Sent: Thursday, 17 February 2022 3:25 PM
To: MT_Claim_SG <mt_claim@lonpac.com>; Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: RE: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Lonpac External - General

Dear Veron

Please submit OD survey report/bill.

Thanks,
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

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

From: Wah Hong motors & credit pte ltd <motor@wahhong.sg>

Sent: Thursday, 17 February 2022 2:17 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: OD (REF 21/21/22/VP05/025264) : OUR REF WH0983 SKU8870L DOA 17/12/2021

Hi

Attached is the Invoice & DV for your kind perusal.

--
Thank you and best regards

Jenny Ng
Admin Manager

Wah Hong Motors & Credit Pte. Ltd.
Roc: 199806235M

Enterprise Hub
38 Toh Guan Road East
#01-38 S(608581)

Tel: (65) 6773 7377
Hp: (65) 8778 3555
Website: www.wahhong.sg
Email: : motor@wahhong.sg



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