

Veron Chen (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Wednesday, 26 January 2022 12:40 PM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); SUR; MT_Claim_SG; assignments
Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Lonpac External - General

Dear Veron

Pls proceed with revised OD repairs with Supplementary as proposed.

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Wednesday, 26 January 2022 8:45 AM
To: ONG LI LI <llong@lonpac.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>
Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Dear Li Li,

Enclosed preliminary revised (incl. supplementary) of vehicle SKU 8870L

Kindly approved on the supplementary.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

Sent: Wednesday, 29 December 2021 3:41 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Lonpac External - General

Dear Veron

Please proceed with OD authorisation up to lump sum of \$27,300.00 (excess \$0).

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

Sent: Wednesday, 29 December 2021 1:55 PM

To: ONG LI LI <llong@lonpac.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Dear LiLi,

Estimated Lump Sum \$27,300/-

Attached survey photos.

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 [<mailto:llong@lonpac.com>]

Sent: Wednesday, 29 December 2021 1:40 PM

To: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>; Admin-D (LKKAUTO) <admin-d@lkkauto.com>; SUR <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Lonpac External - General

Dear Veron

What is the amount of the surveyor's recommended lump sum repair?

Any survey photos available?

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

Sent: Wednesday, 29 December 2021 1:26 PM

To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; ONG LI LI <llong@lonpac.com>; SUR <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Dear Li Li,

Enclosed preliminary revised of vehicle SKU 8870L

Date of survey: 21/12/2021

Number of days (estimated) : 12 days

Vehicle repair on Lump Sum basis

We have Not authorise repair.

Kindly let us have your approval and provides policy excess

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: Admin-D (LKKAuto)

Sent: Tuesday, 28 December 2021 4:13 PM

To: 'ONG LI LI' <long@lonpac.com>; SUR <sur@lkkauto.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Dear Sir / Mdm,

Thank you for your assignment.

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 <long@lonpac.com>

Sent: Tuesday, 28 December, 2021 3:36 PM

To: Wah Hong Motors & Credit Pte Ltd <motor@wahhong.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>

Subject: RE: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021 Our Ref: 21/21/22/VP05/025264

Lonpac External - General

Dear Jimmy

We are appointing LKK to conduct the survey.

Please provide driver's driving license and video footage of the accident.

Dear Summer

FYA – OD survey. (pls note that your surveyor has already surveyed this vehicle under TP survey earlier)

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: Wah Hong Motors & Credit Pte Ltd <motor@wahhong.sg>
Sent: Tuesday, 28 December 2021 2:23 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: GERALD POH WEE BIN <geraldpoh@lonpac.com>; ONG LI LI <long@lonpac.com>
Subject: OD CLAIMS FOR VEHICLE SKU8870L ACCIDENT ON 17/12/2021

Dear Sirs/Madam,

We refer to the above own damage claim for owner of vehicle SKU8870L , ER KUAN YI WILSON.

Kindly send your surveyor for the assessment. We have also attached a revised GIA Report for your kind perusal

This vehicle has been converted from 3rd party to own damage claims due to 3rd party has yet to report and liability is not clear.

This vehicle also has been surveyed by LKK from 3rd party appointed Surveyor.

The owner of this vehicle would like to have their car repaired at our workshop, WAH HONG MOTORS & CREDIT Pte Ltd at 38 Toh Guan Road East Enterprise Hub #01-57 Singapore 608581, under his insurance company's Comprehensive Policy.

Should you have any enquiries, Kindly contact Melvin at 8778 3338 before coming down

Thank You and Best Regards,

Jimmy Thong
WAH HONG MOTORS & CREDIT PTE LTD
ROC:199806235M

ENTERPRISE HUB
38 TOH GUAN ROAD EAST
#01-57 S(608581)

Tel: (65) 67737377
HP : (65) 87783555
Website: www.wahhong.sg
Mail : motor@wahhong.sg

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This may include disclosure to holding and associated companies, credit bureau, parties to whom disclosure is permitted/required by laws, our third party service providers and agents (acting on our behalf).