

Hsiao Tong (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 29 March 2022 2:20 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316 LKK REF : CC4/LPC22000208/ps3

Lonpac External - General

Dear Hsiao Tong

Please proceed.

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

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, 25 March 2022 2:24 PM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [Seek Mandate] - THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316 LKK REF : CC4/LPC22000208/ps3

Your ref: **21/22/22/VC05/025316**
Our ref : CC4/LPC22000208/Ups3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YM5797L(LONPAC) AND SKH2996R(TP) ON 02/01/2022

We refer to the above matter.

We have highlighted to your good office on 28/01/2022 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 **"DICKSON AUTO CARE CENTRE PTE LTD"** at **\$7,606.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
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1. Cost of Repair (w/GST)	\$ 25,432.83	\$ 6,206.00 (\$5,800.00 + 7%GST)
2. Loss of Rental (14days x 120.00)	\$ 1,680.00	\$ 1,400.00 (14days x \$100.00)
Total	\$ 27,112.83	<u>\$ 7,606.00</u>

Market Value	: \$20,000.00 (est)
LTA Rebate	: \$14,172.00 (est)
Nett Value	: \$ 5,828.00 (est)

Surveyor recommended 12days for repair + 1Sunday +1PRS =14days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/03/2022 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: Su Li (LKK Auto) <suli@lkkauto.com>

Sent: Friday, 28 January 2022 4:48 PM

To: ONG LI LI <long@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316 LKK REF : CC4/LPC22000208/ps3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle SKH 2996R at M/s DICKSON AUTO CARE CENTRE 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**

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: ONG LI LI <llong@lonpac.com>

Sent: Thursday, January 6, 2022 5:56 PM

To: Su Li (LKK Auto) <suli@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316 LKK REF : CC4/LPC22000208/ps3

Lonpac External - General

Dear Su Li

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

"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: Thursday, 6 January 2022 5:47 PM

To: ONG LI LI <long@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: Re: THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316 LKK REF : CC4/LPC22000208/ps3

Dear Li Li,

We refer to the above matter.

Kindly provide us insured's GIA report for our necessary action.

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

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

****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: Thursday, January 6, 2022 4:24 PM
To: 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316

Dear Sir / Mdm,

Thank you for your assignment.

Repiarer arrange on 07-01-22.

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: Thursday, 6 January, 2022 2:34 PM
To: DACC Mahirah <mahirah@dacc.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: Siew Ying <siewying@dacc.com.sg>; junteo@dacc.com.sg; poon@dacc.com.sg
Subject: RE: THIRD PARTY CLAIM - SKH2996R Our Ref: 21/22/22/VC05/025316

Lonpac External - General

Without Prejudice

Dear Sir/Mdm

Please liaise with LKK Auto Consultants Pte LTd

Dear Summer

FYA

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: DACC Mahirah <mahirah@dacc.com.sg>
Sent: Thursday, 6 January 2022 2:28 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Siew Ying <siewying@dacc.com.sg>; junteo@dacc.com.sg; poon@dacc.com.sg
Subject: THIRD PARTY CLAIM - SKH2996R

Dear Sir/Madam,

I would like to make a **TP claim** for the following vehicle:

- Survey Type : New Survey
- Vehicle to be surveyed : SKH2996R
- Vehicle insured by Lonpac: YM5797L
- Date of Accident : 2 JAN 2021
- Date of Survey: 7 JAN 2021, FRIDAY
- Name of Workshop : DICKSON AUTO CARE CENTRE
- Address of Survey Location : 29 Ubi Road 4, Dickson Auto Centre, Singapore 408619
- Name of Contact Person : MR POON
- Contact Number : +65 9011 5602

Here are our operating hours:

Monday - Friday : 8.30am to 5.30pm
Saturday : 8.30am to 12.30pm
Sunday & Public Holiday : Closed

Please find attached the repair quotation as well as the GIA report.

Do let us know should you require any other information.

We look forward to hearing from you soon.

Thank you,

MAHIRAH
Administration Officer

Dickson Auto Care Centre Pte Ltd
(A member of the Dickson Group)
29 Ubi Road 4, Dickson Auto Centre, Singapore 408619
T: 6668 1122 | F: 6668 1123 | D: 6668 1112 | E: mahirah@dacc.com.sg | 24/7 Roadside Assistance: 6668 1129

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