

RE: [Seek Mandate] - ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X 01.01.2022 Our Ref: 21/22/22/VC05/025328 LKK REF : CC4/LPC22000250/ps3

ONG LI LI <llong@lonpac.com>

Mon 11/4/2022 10:29 AM

To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

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

Lonpac External - General

Dear Hsiao Tong

Please proceed.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>

Sent: Friday, 8 April 2022 9:35 AM

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

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

Subject: [Seek Mandate] - ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X 01.01.2022 Our Ref: 21/22/22/VC05/025328 LKK REF : CC4/LPC22000250/ps3

Your ref: **21/22/22/VC05/025328**

Our ref : CC4/LPC22000250/Ups3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBG9884X(LONPAC) AND GBL3195P(TP) ON 01/01/2022

We refer to the above matter.

We have highlighted to your good office on 03/02/2022 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 **"AUTOLUTION INDUSTRIAL PTE LTD"** at **\$12,422.97(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 13,204.78	\$ 11,650.97 (\$10,888.76 + 7%GST)
2. Loss of Rental (11days x 70.00)	\$ 770.00	\$ 770.00 (11days x \$70.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 13,976.78	<u>\$ 12,422.97</u>

Surveyor recommended 11days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 07/04/2022 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: Thursday, 3 February 2022 12:44 PM

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

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

Subject: Re: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022 Our Ref: 21/22/22/VC05/025328 LKK REF : CC4/LPC22000250/ps3

Dear Li Li,

We refer to the above matter.

We have inspected third party vehicle GBL 3195P at M/s AUTOLUTION INDUSTRIAL 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 <long@lonpac.com>
Sent: Monday, January 10, 2022 9:16 AM
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: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022 Our Ref: 21/22/22/VC05/025328 LKK REF : CC4/LPC22000250/ps3

Lonpac External - General

Der 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".

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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: Friday, 7 January 2022 6:45 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: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022 Our Ref: 21/22/22/VC05/025328 LKK REF : CC4/LPC22000250/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: Friday, January 7, 2022 5:35 PM

To: 'ONG LI LI' <long@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022 Our Ref: 21/22/22/VC05/025328

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: ONG LI LI <llong@lonpac.com>

Sent: Friday, 7 January, 2022 5:24 PM

To: 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>; elmer@tanchong.com

Cc: hamzah_saad@tanchong.com; mavis@tanchong.com; MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022 Our Ref: 21/22/22/VC05/025328

Lonpac External - General

Without Prejudice

Dear Elmer

Our Insured has informed us that they are exploring the option of private settlement. Please liaise with LKK Auto Consultants Pte Ltd if you still want us to arrange survey.

Dear Summer

If needed, please arrange survey on without prejudice basis.

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".

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From: Elmer Alfonso <elmer@tanchong.com>

Sent: Friday, 7 January 2022 4:10 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Hamzah <hamzah_saad@tanchong.com>; Mavis Chng / Autolution <mavis@tanchong.com>

Subject: Fw: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X
01.01.2022

Dear Sir/Ma'am,

Prior the above, my client wishes to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental. Can you make arrangement survey on 11.01.2021 11:00 AM OWNER WAITING AT THE AUTOLUTION INDUSTRIAL PTE LTD.

Attached file are the workshop estimate and GIA report.

Best Regards,

Elmer M. Alfonso
Service Executive
19 Ubi Road 4
Singapore 408623
TEL: 67038691 HP: 96450084
Email: elmer@tanchong.com

From: Elmer Alfonso
Sent: Friday, January 7, 2022 4:04 PM
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Hamzah <hamzah_saad@tanchong.com>
Subject: ACCIDENT INVOLVING MY CLIENT VEHICLE GBL3195P AND YOUR INSURED VEHICLE GBG9884X 01.01.2022

Dear Sir/Ma'am,

Prior the above, my client wishes to make third party claim against your insured, direct settlement with claiming for loss of use/vehicle rental. Can you make arrangement survey on 11.01.2021 OWNER WAITING AT THE AUTOLUTION INDUSTRIAL PTE LTD.

Attached file are the workshop estimate and GIA report.

Best Regards,

Elmer M. Alfonso
Service Executive
19 Ubi Road 4
Singapore 408623
TEL: 67038691 HP: 96450084
Email: elmer@tanchong.com

