

Hsiao Tong (LKKAUTO)

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Tuesday, 5 April 2022 4:12 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: [Seek Mandate] - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Lonpac External - Confidential

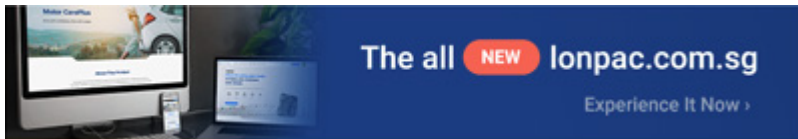
Dear Hsiao Tong

Please proceed as recommended.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9261 | 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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Tuesday, 29 March 2022 5:34 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [Seek Mandate] - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Your ref: **21/22/22/VC05/025343**
Our ref : CC4/LPC22000452/Upa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING GBK2864D(LONPAC) AND SJE7925R(TP) ON 06/01/2022

We refer to the above matter.

Our insured driver changed lane and collided with third party. Liability is not in our driver favour.

We seek your approval to offer repairer "ABWIN SERVICE PTE LTD" at \$4,862.50(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 22,002.90	\$ 4,440.50 (\$4,150.00 + 7%GST)
2. Loss of Use (7days x 100.00)	\$ 700.00	\$ 420.00 (7days x \$60.00)
3. Insurance Search Fee	\$ 2.00	\$ 2.00
Total	\$ 22,704.90	<u>\$ 4,862.50</u>

Surveyor recommended 5days for repair + 1Sunday +1PRS =7days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 29/03/2022 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: Hsiao Tong (LKKAuto)

Sent: Friday, 25 February 2022 8:46 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343 ** LKK REF: CC4/LPC22000452/pa3

Dear Sirs/ Mdm,

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

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: Admin-D (LKKAuto)

Sent: Wednesday, January 12, 2022 5:26 PM

To: 'KENNY LIM CHING GHEE' <kennylim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

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

Subject: RE: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343

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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January, 2022 5:16 PM

To: 'assignments' <assignments@lkkauto.com>; 'SUR' <sur@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: New Assignment (PRS) - Accident involving GBK2864D & SJE7925R along Pasir Panjang Road on 06/01/2022 - LPI Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Dear team

Please arrange for a PRS on third party vehicle no. SJE7925R at Abwin Service Pte Ltd.

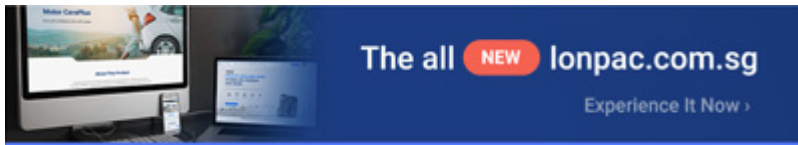
Fyi, we have confirm liability and hence, please proceed with direct settlement.

Attached herewith the relevant documents for your perusal.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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

From: KENNY LIM CHING GHEE
Sent: Wednesday, 12 January 2022 5:10 pm
To: Hazel Natasya Chng <hazel@abwinm9.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI
Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

Dear Hazel

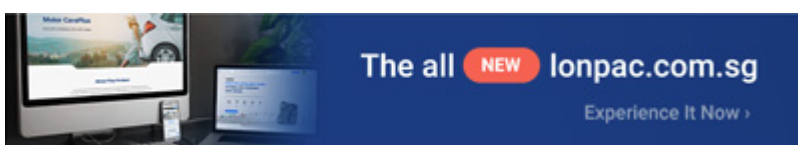
We concede liability for this case and shall arrange for LKK to survey your client's vehicle.

They will contact you shortly for the PRS.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | 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: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 4:46 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Hi Kenny,

Please kindly find attached for the video footage provided by owner.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

ABWIN 論火 M9 Automobile Pte Ltd
Service Centre International Pte Ltd

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January 2022 3:37 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

Dear Hazel

Kindly provide a longer version of the footage. This video only shows the point of impact but does not of our insured swerving into your client's lane.

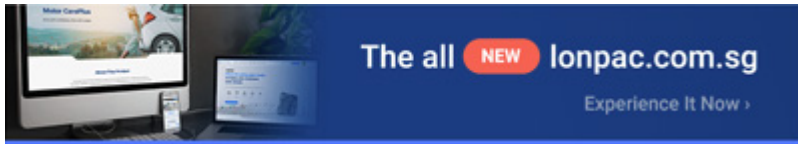
Thank you.

Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555
DID: 6279 9256 | Fax: (65) 6296 2706



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From: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 3:23 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Hi Kenny,

We refer to your email below.

Please kindly find attached for the accident footage.

Please be informed that your insured was swerving into the lane.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

ABWIN 論 M9 Automobile Pte Ltd
Service Centre 火車 International Pte Ltd

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January 2022 3:18 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Dear Hazel

Our Insured has reported but liability is not clear.

We do not have the accident footage as well. Please see below for our insd driver's description of the accident.

Describe Circumstances of the Accident

在 06-01-2022 本人驾驶 GBK 2864D 经过 Pasir Panjang Rd 的时候 停在交通灯之前 忽然感觉车子一剧烈震动 看后视镜 一辆汽车紧连着我的右侧车身。右侧车身发现多处刮伤 特此作一份报告。

On 06/01/2022, I was driving vehicle GBK 2864D passing by Pasir Panjang Road, stopped at traffic junction, when suddenly, felt an impact, realised that a vehicle, SJE7925R hit into my vehicle's right side.

I realised that ^{my} vehicle has sustained several scratches, hence filing a report.

Thank you.

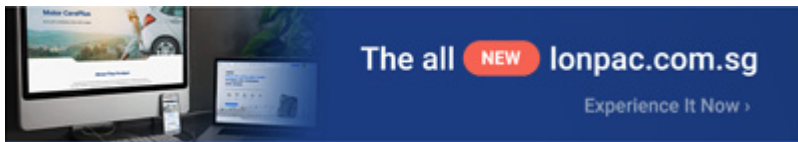
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 3:13 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Hi Kenny,

We refer to your email.

Please kindly advise whether your insured has lodged the report.

We would like to proceed with PRS only after liability is cleared.

Kindly let me know if you require accident footage etc.

Thank you and regards,

Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

ABWIN 論 M9 Automobile Pte Ltd
Service Centre 火車 International Pte Ltd

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 12 January 2022 3:08 pm

To: Hazel Natasya Chng <hazel@abwinm9.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 - LPI

Ref: 21/22/22/VC05/025343

Lonpac External - Confidential

Without Prejudice

Dear Hazel

We are unable to confirm liability at this juncture.

Do you still want to proceed with survey first while we investigate further?

Thank you.

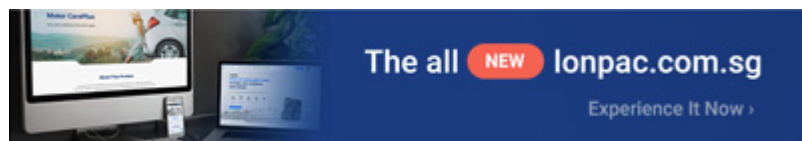
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/07 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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From: Hazel Natasya Chng <hazel@abwinm9.com>

Sent: Wednesday, 12 January 2022 12:08 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: ACCIDENT INVOLVING SJE7925R AND GBK2864D ALONG PASIR PANJANG ROAD ON 06/01/2022 AT ABOUT 1450HOURS

Hi,

We refer to the above matter.

We have been appointed by the owner, **MS AFIDAH BINTE ALI**, the registered owner of vehicle no. **SJE7925R**.

Kindly advise if your insured and/or insured driver has lodged the above accident.

Please let us have your liability clearance for the above accident to proceed with the mentioned claims.

Kindly arrange your surveyor to attend the Pre-repair inspection **within 2 working days**.

The said vehicle can be inspected at: **17 Kaki Bukit Road 4 #01-58/59/60/61/62 Bartley Biz Centre Singapore 417809**.

Please note that if you fail to conduct the pre-repair inspection within the next 2 working days excluding any intervening Saturday, Sunday and/or Public Holiday, the said workshop will commence repairs thereafter without any further notice or reference to you.

Thank you and regards,
Hazel Chng

Claims Department

DID +65 6713 9408

Mobile +65 91991691

Abwin Service Pte Ltd

17 Kaki Bukit Road 4

#01-60 Bartley Biz Centre

Singapore 417809

ABWIN 論 M9 Automobile Pte Ltd
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