

Shiau Chan (LKKAUTO)

From: Shiau Chan (LKKAUTO)
Sent: Monday, 21 February 2022 10:54 AM
To: ONG LI LI; MT_Claim_SG; SUR
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346
Attachments: XE957D 2nd IA.pdf

Dear Ms Ong,

Enclosed herewith 2nd preliminary advice of XE 957D.
Repair cost not economical.

We have not authorise repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@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 1:52 PM
To: Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Lonpac External - General

Dear Shiau Chan

Please ask the surveyor to contact me on this case.

Thank you.

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: Shiau Chan (LKKAuto) <siewsc@lkkauto.com>
Sent: Friday, 21 January 2022 10:41 AM
To: ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; SUR <sur@lkkauto.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Dear Ms Ong,

Enclosed herewith 2nd preliminary advice of XE 957D.
Repairer willing to undertake the repair cost not more than \$50,000.00 on Lump Sum basis.

We have not authorise repair.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Denise Tay (LKKAuto) <denisetay@lkkauto.com>
Sent: Monday, 17 January 2022 5:25 PM
To: Admin-D (LKKAuto) <admin-d@lkkauto.com>; 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Subject: Re: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Dear Sir/Madam,

Enclose documents of [XE 957D](#).

Part item prices is not ready, once ready will revert back to you.

Photogrpah

We did not authorise repair.

Best Regards,

Denise Tay | Case Handler

LKK Auto Consultants Pte Ltd

Phone: [6256-3561](tel:6256-3561) | email: denisetay@lkkauto.com | fax: [6256-4315](tel:6256-4315)

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Thursday, 13 January 2022 11:47 am
To: 'ONG LI LI' <llong@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Dear Li Li,

Noted with thanks.

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, 13 January, 2022 11:42 AM
To: Summer (LKK Auto) <admin-d@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Lonpac External - General

Dear Summer

Please see attached for Insured's GIA report with all the details.

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".

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From: Summer (LKK Auto) <admin-d@lkkauto.com>
Sent: Thursday, 13 January 2022 11:39 AM
To: ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; sur@lkkauto.com
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Dear Li Li,

Kindly assist to provide the accident date.

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, 13 January, 2022 10:07 AM
To: Singnet <woonmeng@singnet.com.sg>; MT_Claim_SG <mt_claim@lonpac.com>; 'assignments' <assignments@lkkauto.com>; Summer (LKK Auto) <admin-d@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Survey for vehicle XE957D (OD Claim) Our Ref: 21/21/22/VC05/025346

Lonpac External - General

Dear Woon Meng

Please provide repair estimate and driving license.

Dear Summer

FYA – OD survey -excess \$3,000/-.

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: Singnet <woonmeng@singnet.com.sg>

Sent: Wednesday, 12 January 2022 11:48 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Survey for vehicle XE957D (OD Claim)

Dear Sirs/Madam,

Kindly assist to arrange survey for vehicle XE957D. Kindly assist to contact 97302017 before coming down for survey.

Location: 42, Sungei Kadut Avenue, S(729666)

Thank you & Warmest Regards,

Woon Meng Motor Pte Ltd

Tel: 63161131/ 63161151