

Hsiao Tong (LKKAuto)

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Friday, 24 June 2022 5:00 PM
To: Hsiao Tong (LKKAuto)
Cc: KENNY LIM CHING GHEE; MT_Claim_SG; Admin A
Subject: RE: [Seek Mandate] - SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/R1pa3 - Oref: 21/22/22/VC05/025400

Lonpac External - General

Hi Hsiao Tong,

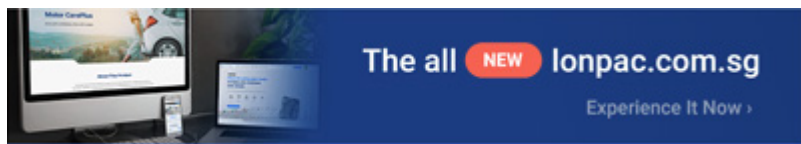
Thanks for your reply.

Please proceed to negotiate the TPD claim from \$15,812 up to \$15,912.00.

Thank you.

Best Regards

Eng Huey Ni
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04 The Concourse, Singapore 199555
DID: 6279 9244 | 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, 24 June 2022 12:16 pm
To: ENG HUEY NI <hneng@lonpac.com>
Cc: KENNY LIM CHING GHEE <kennylin@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: [Seek Mandate] - SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/R1pa3 - Oref: 21/22/22/VC05/025400

Hi Huey Ni,

Attached is a copy of PARF COE Rebate for your easy reference.

Market Value	: \$ 26,000.00 (est)
LTA Rebate	: \$ 10,201.00 (est)
Nett Value	: \$ 15,799.00 (est)

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: ENG HUEY NI <hneng@lonpac.com>

Sent: Thursday, 23 June 2022 4:38 PM

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

Cc: KENNY LIM CHING GHEE <kennylim@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>

Subject: FW: [Seek Mandate] - SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/R1pa3 - Oref: 21/22/22/VC05/025400

Lonpac External - Confidential

Hi Hsiao Tong,

Thanks for the update and seeking of mandate.

As the repair cost is quite substantial and the third party vehicle was rather 'old' (registered in year 2010), please let us have the LTA rebates and the pre-vailing market value at the time of accident for our consideration on the claim.

Thank you.

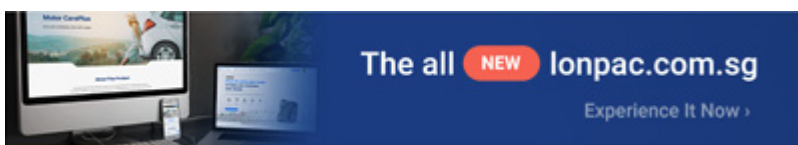
Best Regards

Eng Huey Ni

Asst. Claims Manager | Lonpac Insurance Bhd

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

DID: 6279 9244 | 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: Monday, 20 June 2022 4:05 pm

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

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

Subject: [Seek Mandate] - SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

*** LKK REF: CC4/LPC22000932/R1pa3 - Oref: 21/22/22/VC05/025400

Your ref: **21/22/22/VC05/025400**

Our ref : CC4/LPC22000932/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING YP591E (LONPAC) / SJV9875Z(TP) / OTHERS ON 22/01/2022

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.

This is a 4 vehicles chain collision whereby our insured was the 2nd vehicle. In accordance with the MCF guideline for chain collision, we have to settle the front vehicle's claim at 100%.

We seek your approval to offer repairer "MY CAR CONSULTANT PTE LTD" at **\$15,912.00(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$40,601.97	\$ 13,910.00 (\$13,000.00 + 7%GST)
2. Loss of Rental (36days x \$150.00)	\$ 5,400.00	\$ 2,000.00 (20days x \$100.00)
3. LTA/GIA Search Fee	\$ 31.00	\$ 2.00
Total	\$46,032.97	<u>\$ 15,912.00</u>

Surveyor recommended 14 for repair + 3 Sunday + 2 PH + 1 PRS = 20 days.

Market Value	: \$ 26,000.00 (est)
LTA Rebate	: \$ 10,201.00 (est)
Nett Value	: \$ 15,799.00 (est)

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 04/05/2022 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: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Friday, 28 January 2022 2:54 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK
REF: CC4/LPC22000932/R1pa3 - Oref: 21/22/22/VC05/025400

Lonpac External - Confidential

Dear Mei Kwan

Please see attachment for a copy of our Insured's GIA report as requested.

Thank you.

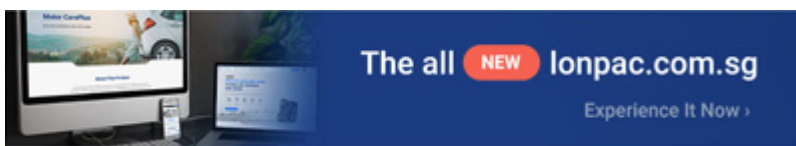
Best Regards

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".

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Friday, 28 January 2022 1:52 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A

<admin-a@lkkauto.com>

Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/R1pa3

Dear Kenny,

We refer to the above matter.

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: Mei Kwan (LKKAuto)

Sent: Friday, January 28, 2022 1:50 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/R1pa3

Dear Kenny,

We refer to the above matter.

Enclosed for your perusal is:

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

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108

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: GERALD POH WEE BIN [<mailto:geraldpoh@lonpac.com>]
Sent: Wednesday, January 26, 2022 5:15 PM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/pa3

Lonpac External - General

Dear Mei Kwan,

The third party workshop will provide them to you.
I will arrange for Kenny to email the accident report to you.

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Sent: Wednesday, 26 January 2022 5:08 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z *** LKK REF: CC4/LPC22000932/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly provide us TP supporting documents and insured's 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.

"Wishing You Happiness & Prosperity Chinese New Year 2022"

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com | fax: 67414108
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: Admin-D (LKKAuto) <admin-d@lkkauto.com>
Sent: Wednesday, 26 January, 2022 3:25 PM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; assignments <assignments@lkkauto.com>;
Admin A <admin-a@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>
Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Wednesday, 26 January, 2022 2:35 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; admin@mycar.sg
Subject: FW: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

Lonpac External - General

Our Ref : 21/22/22/VC05/025400

Dear Summer,

FYA

From: Huiqin Tan <admin@mycar.sg>
Sent: Wednesday, 26 January 2022 2:11 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

Dear Sirs,

Please appoint LKK for survey.

Thank you.

Kindly divert all correspondent & disbursements to our new office address @ 60 Jalan Lam Huat, Carros Centre #05-21 S(737869) as we will no longer have access to our old address' mailbox.

Best Regards,

Huiqin

General Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8866 8832 | F: 6925 5219

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

From: "GERALD POH WEE BIN" <geraldpoh@lonpac.com>**Sent:** 1/26/22 1:25 PM**To:** "admin@mycar.sg" <admin@mycar.sg>**Cc:** MT_Claim_SG <mt_claim@lonpac.com>**Subject:** FW: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 21/22/22/VC05/025400

Dear Huiqin,

We intend to conduct a pre-repair survey of your client's vehicle and append below our list of

Motor surveyors for your attention:-

1	Jackson Quek –Appraisal
2	Joshua Ong – Appraisal
3	Nicholas Tey - Appraisal
4	Lim Teow Guan - LKK
5	Marcus Chua - LKK
6	Kenneth Kong- LKK
7	Xing Quo Qiang- LKK
8	Mohd Taufik - LKK
9	Adrian Ling–LKK
10	Mohd Rasul - LKK

Please let us hear from you within the next 2 working days.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

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

Tel: (65) 6250 7388 Ext.255 | Fax: (65) 6296 2706

From: Huiqin Tan <admin@mycar.sg>
Sent: Wednesday, 26 January 2022 12:39 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: OUR REF: SJV9875Z YOUR REF: YP591E PRE REPAIR INSPECTION FOR SJV9875Z

WITHOUT PREJUDICE

* *Survey location: 60 Jalan Lam Huat, Carros Centre #05-68

OUR REF: SJV9875Z

YOUR REF: YP591E

Dear Sir/Madam,

PRE-REPAIR INSPECTION FOR SJV9875Z

ACCIDENT INVOLVING SJV9875Z AND YP591E

We refer to the above matter and enclosed herewith our client's GIA report and Notification of Pre-repair inspection for your attention

Kindly divert all correspondent & disbursements to our new office address @ 60 Jalan Lam Huat, Carros Centre #05-21 S(737869) as we will no longer have access to our old address' mailbox.

Best Regards,

Huiqin

General Manager | Motor Claims Department

My Car Consultant Pte Ltd

M: 8866 8832 | F: 6925 5219

W: Mycar.sg | E: Admin@mycar.sg

60 Jalan Lam Huat, Carros Centre #05-21 S(737869)

UEN No.: 201605878Z

GST Registration No.: 201605878Z

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