

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Friday, 22 April 2022 2:01 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: [Seek Mandate] - Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/Apa3

Lonpac External - General

Our Ref: 21/22/22/VP05/025457

Dear Hsiao Tong,

Please proceed as proposed.

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

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, 22 April 2022 12:19 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [Seek Mandate] - Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/Apa3

Your ref: **TBA**

Our ref : CC4/LPC22001470/Apa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SLH5552G(LONPAC) AND SMT8495T(TP) ON 14/02/2022

We refer to the above matter.

We have highlighted to your good office on 17/02/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

Our driver reversed and collided onto third party parked vehicle. Liability is not in our driver favour.

We seek your approval to offer repairer "POLYMATH GARAGE PTE LTD" at \$4,307.45(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
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1. Cost of Repair	\$ 6,351.00	\$ 4,000.00
2. Loss of Use (5days x \$100.00)	\$ 500.00	\$ 300.00 (5days x \$60.00)
3. Insurance Search Fee	\$ 7.45	\$ 7.45
Total	\$ 6,858.45	\$ 4,307.45

Surveyor recommended 4days for repair + 1PRS =5days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 22/04/2022 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: Hsiao Tong (LKKAuto)

Sent: Tuesday, 8 March 2022 8:31 AM

To: geraldpoh@lonpac.com

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

Subject: RE: FW: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/Apa3

Dear Sirs/ Mdm,

Enclosed for your perusal is: -

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

Please let us have your claim ref.

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

Sent: Thursday, 17 February 2022 5:25 PM

To: GERALD POH WEE BIN <geraldpoh@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: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/Apa3

Dear Sir / Madam,

We refer to the above matter.

We have inspected TP vehicle SMT 8495T at M/s Polymath Garage Pte Ltd - Kaki Bukit on 15/02/2022 on a WP basis and TP repairer proposed for a direct settlement.

Please be informed that the estimated cost of repair is not ready yet.

We will get back to you on preliminary advice.

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

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

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 <geraldpoh@lonpac.com>

Sent: Tuesday, 15 February, 2022 5:16 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: FW: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/pa3

Lonpac External - General

Our Ref : TBA

Dear Mei Kwan,

Please see attached report.

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: Tuesday, 15 February 2022 5:09 pm

To: GERALD POH WEE BIN <geraldpoh@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: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours *** LKK REF: CC4/LPC22001470/pa3

Dear Sir / Madam,

We refer to the above matter.

Kindly let us have a copy of insured's accident 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: Tuesday, 15 February, 2022 2:07 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: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours

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: Tuesday, 15 February, 2022 12:57 PM
To: 'assignments' <assignments@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: FW: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours

Lonpac External - General

Our Ref: TBA

Dear Summer,

FYA

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

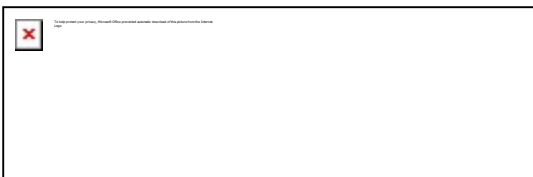
From: Sebastian Huang <sebastian@polymath.com.sg>
Sent: Tuesday, 15 February 2022 12:40 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: Re: FW: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours

Dear Gerald,

Thank you for the info. Will send the email to the correct address in future.

We agree to the appointment of Adrian from LKK as the SJE for this case. Please arrange PRI.

Best Regards,
Sebastian Huang
M: +65 9752 7592



Polymath Garage Pte Ltd | Polymath Sprayworks Pte Ltd | 1 Kaki Bukit Avenue 6, #01-15
Autobay @ Kaki Bukit, Singapore 417883
Email: enquiry@polymath.com.sg

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On 15/02/2022 08:50 AM, GERALD POH WEE BIN wrote:

Lonpac External - General

Dear Sebastian,

The correct email should be mt_claim@lonpac.com.

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

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Tuesday, 15 February 2022 8:44 am

To: sebastian@polymath.com.sg

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours

Lonpac External - General

WITTHOUT PREJUDICE

Our Ref : TBA

Dear Sebastian,

For future motor related enquiries or requests, please email to mt @lonpac.com

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.

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

From: Sebastian Huang <sebastian@polymath.com.sg>

Sent: Monday, 14 February 2022 8:40 pm

To: Customer SG <customer_sg@lonpac.com>; claim@lonpac.com; Claims Web Email <claims@lonpac.com>; survey@lonpac.com

Subject: Accident between SMT8495T and SLH5552G on 14/02/2022 at 1155 hours

Dear Sir/Ma'am,

I do not have your assigned email for pre-repair survey and/or claims handling, thus am sending this notice to your listed customer service email as well as most commonly used email addresses. If I do not receive a reply by tomorrow, will call in to confirm the correct email. This email for expediency and to note that the vehicle is already in workshop.

Please arrange PRI for the following motor vehicle.

PRE-REPAIR INSPECTION NOTICE

We act on behalf of CHIA POH CHOO, owner of vehicle SMT8495T that was damaged as a result of the above accident.

Please advise your list of approved panel surveyors.

Vehicle is currently located at:

1 Kaki Bukit Ave 6
#01-15 AutoBay @ Kaki Bukit
Singapore 417883

Contact Person: Sebastian Huang, 97527592

Best Regards,

Sebastian Huang

M: +65 9752 7592



Polymath Garage Pte Ltd | Polymath Sprayworks Pte Ltd | 1 Kaki Bukit Avenue 6, #01-15
Autobay @ Kaki Bukit, Singapore 417883

Email: enquiry@polymath.com.sg

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