

Veron Chen (LKKAUTO)

From: ONG LI LI <llong@lonpac.com>
Sent: Tuesday, 22 February 2022 10:44 AM
To: Veron Chen (LKKAUTO); Admin-D (LKKAUTO); assignments; Admin A; SUR
Cc: MT_Claim_SG
Subject: RE: Our Ref: 21/22/22/VC30/025436 FW: OD SURVEY - PC1528H, doa 8/2/22 Policy no. Z/21/VC30/112774

Lonpac External - General

Dear Veron

Please proceed to authorise OD repairs as proposed (within ERV) before excess & GST.

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: Veron Chen (LKKAUTO) <veronchen@lkkauto.com>
Sent: Tuesday, 22 February 2022 10:01 AM
To: Admin-D (LKKAUTO) <admin-d@lkkauto.com>; ONG LI LI <llong@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: Our Ref: 21/22/22/VC30/025436 FW: OD SURVEY - PC1528H, doa 8/2/22 Policy no. Z/21/VC30/112774

Dear Li Li,

Enclosed preliminary revised of vehicle PC 1528H
Date of survey: 21/2/2022
Number of days (estimated) : days

Repairer able to undertake the repair on Lump Sum Not Exceeding the Nett Value

We have Not authorise repair.

Kindly let us have your approval please.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

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

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

From: Admin-D (LKKAuto) <admin-d@lkkauto.com>

Sent: Friday, 18 February 2022 5:05 PM

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

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

Subject: RE: Our Ref: 21/22/22/VC30/025436 FW: OD SURVEY - PC1528H, doa 8/2/22 Policy no. Z/21/VC30/112774

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, 18 February, 2022 3:27 PM

To: Cheng Hoe Motor <chmotor@singnet.com.sg>; 'assignments' <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: Our Ref: 21/22/22/VC30/025436 FW: OD SURVEY - PC1528H, doa 8/2/22 Policy no. Z/21/VC30/112774

Lonpac External - General

Dear Summer

Please arrange OD survey.

Excess \$3000.00

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

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From: June Phua (Cheng Hoe Motor) <chmotor@singnet.com.sg>

Sent: Friday, 18 February 2022 3:16 PM

To: MT_Claim_SG <mt_claim@lonpac.com>

Subject: OD SURVEY - PC1528H, doa 8/2/22 Policy no. Z/21/VC30/112774

Dear Sir,

Above veh sustained frontal damages due to the above accident. COE of above veh is expired on 5/12/2022 but policyholder insisted to carry out repair.

Pls assist to arrange for survey and discuss further.

Thank you.

Rgds

June

Cheng Hoe Motor Pte Ltd

Tel : 67556142

Fax : 67557719

Email- chmotor@singnet.com.sg