

## Mei Kwan (LKKAuto)

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**From:** ONG LI LI <llong@lonpac.com>  
**Sent:** Monday, 28 February, 2022 4:59 PM  
**To:** Mei Kwan (LKKAuto)  
**Cc:** MT\_Claim\_SG; assignments; Admin A; Hsiao Tong (LKKAuto)  
**Subject:** RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim \*\*\* LKK REF: CC4/LPC22001863/pa3 Our Ref: 21/22/22/VP05/025452  
**Attachments:** SKQ8896J OI GIA REPORT.PDF

## Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA report.

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.

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**From:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>  
**Sent:** Monday, 28 February 2022 1:54 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: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim \*\*\* LKK REF: CC4/LPC22001863/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

***Please provide us the following and arrange for survey.***

- evidence i.e. video and scene photo***
- PIR result (if any)***

Our respective case handler, Hsiao Tong will look into the matter and get back to you in due course.

***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](mailto: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.*

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

**Sent:** Monday, 28 February, 2022 11:24 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim

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](mailto: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.

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Monday, 28 February, 2022 10:21 AM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Summer (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Subject:** FW: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim

## Lonpac External - General

Our Ref : TBA

Dear Summer,

FYNA. Insured yet to report.

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

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**From:** Foong Yao Jie <[Foong.Yao@hyundaimotors.com.sg](mailto:Foong.Yao@hyundaimotors.com.sg)>

**Sent:** Monday, 28 February 2022 10:15 am

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Heng Swee Hee <[shheng@hyundaimotors.com.sg](mailto:shheng@hyundaimotors.com.sg)>; Chris Ang <[chris.ang@hyundaimotors.com.sg](mailto:chris.ang@hyundaimotors.com.sg)>; Boon Chin Lan <[boonchin.lan@hyundaimotors.com.sg](mailto:boonchin.lan@hyundaimotors.com.sg)>

**Subject:** Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim

Hi ,

Above attach for your attention. Kindly arrange for survey at our workshop. ( Car not in )

Thanks You.

Best Regards,

**Foong Yao Jie ( Jack )**

**Customer Service Officer**

**Komoco Motors Pte Ltd**

**HP-65 9324-3165**