

Hsiao Tong (LKKAuto)

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Monday, 3 October 2022 2:18 PM
To: Hsiao Tong (LKKAuto)
Cc: MT_Claim_SG; Admin A
Subject: RE: [SEEK MANDATE] - Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3 - Final repair bill // Lonpac ref: 21/22/22/VP05/025452

Lonpac External - General

Hi Hsiao Tong,

Please proceed as proposed.

Thanks

Huey Ni

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: Thursday, 29 September 2022 10:28 am
To: ENG HUEY NI <hneng@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: [SEEK MANDATE] - Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3 - Final repair bill // Lonpac ref: 21/22/22/VP05/025452

Your ref: **21/22/22/VP05/025452**

Our ref : CC4/LPC22001863/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SKQ8896J(LONPAC) AND SNB9785H(TP) ON 11/02/2022

We refer to the above matter.

It is a head-to-rear collision. We are of the view that liability is not in our driver' favour.

We seek your approval to offer repairer **"KOMOCO MOTORS PTE LTD"** at **\$1,265.94(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (w/GST)	\$ 8,602.97	\$ 1,265.94 (\$1,183.12 + 7%GST)
Total	\$ 8,602.97	<u>\$ 1,265.94</u>

Surveyor recommended 2days for repair.

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: ENG HUEY NI <hneng@lonpac.com>

Sent: Wednesday, 28 September 2022 10:52 AM

To: chris.ang@hyundaimotors.com.sg

Cc: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: FW: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3 - Final repair bill // Lonpac ref: 21/22/22/VP05/025452

Lonpac External - General

WITHOUT PREJUDICE

Hi Chris,

Thank you for your email.

According to our appointed claim handler from LKK, she has requested for your LOD (letter of demand). Could you please confirm if your end is only claiming for the repair cost, and no other item?

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: Chris Ang <chris.ang@hyundaimotors.com.sg>

Sent: Sunday, 25 September 2022 1:20 pm

To: MT_Claim_SG <mt_claim@lonpac.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Nur Ariff <nur.ariff@hyundaimotors.com.sg>

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

CC4/LPC22001863/pa3 - Final repair bill

Hi Gerald

Kindly help to check on this outstanding payment since April 2022

Appreciate and Thank you

Waiting for your reply

Regards

Chris Ang

From: Chris Ang

Sent: Friday, June 03, 2022 10:54 AM

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

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;

Admin A <admin-a@lkkauto.com>; Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>

Subject: RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3

- Final repair bill

Hi Hsiao Tong

Attached above is the final bill and dv

Thank you

Regards

Chris Ang

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

Sent: Friday, June 03, 2022 8:55 AM

To: Chris Ang <chris.ang@hyundaimotors.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;

Admin A <admin-a@lkkauto.com>; Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>

Subject: RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3

- Authorise COR

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Kindly forward your LOD with all the relevant documents(ie: final repair bill, authorisation to act, rental receipt) to us (LKK) for our necessary action.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Friday, 22 April 2022 11:52 AM

To: Chris Ang <chris.ang@hyundaimotors.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;

Admin A <admin-a@lkkauto.com>; Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>

Subject: RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3
- Authorise COR

Without Prejudice

Hi Chris,

Kindly let us have a copy of LOD and documents for our necessary action.

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Chris Ang <chris.ang@hyundaimotors.com.sg>

Sent: Wednesday, 13 April 2022 3:24 PM

To: Rasul (LKKAuto) <Rasul@lkkauto.com>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;

Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3
- Authorise COR

Hi Rasul,

Received and noted

Thank you

Regards

Chris Ang

From: Rasul (LKKAuto) <Rasul@lkkauto.com>

Sent: Wednesday, April 13, 2022 11:08 AM

To: Chris Ang <chris.ang@hyundaimotors.com.sg>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;

Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

Subject: Re: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3
- Authorise COR

Hi Chris,

We will be advising our principal a cost of repair of P/P \$1,183.12 /- with 02 days of repair, subject to their approval

Best Regards,

Rasul | Assessor

LKK Auto Consultants Pte Ltd

Save the Earth. Print only when necessary.

From: Chris Ang <chris.ang@hyundaimotors.com.sg>
Sent: Monday, 11 April 2022 4:42 pm
To: Rasul (LKKAuto) <Rasul@lkkauto.com>
Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>;
Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: Re: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3
- Authorise COR

Hi Rasul
Above attached is for COR
Kindly check
Thank you

Regards
Chris Ang

From: Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>
Sent: Thursday, March 3, 2022 3:22 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Heng Swee Hee
<shheng@hyundaimotors.com.sg>; Chris Ang <chris.ang@hyundaimotors.com.sg>; Boon Chin Lan
<boonchin.lan@hyundaimotors.com.sg>
Subject: Re: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3

Dear Sir,

Above attach Mark estimate for your attention & authorization.

Thanks You.

Best Regards,

Foong Yao Jie (Jack)

Customer Service Officer

Komoco Motors Pte Ltd

HP-65 9324-3165

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

Sent: Thursday, March 3, 2022 10:32 AM

To: Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Heng Swee Hee <shheng@hyundaimotors.com.sg>; Chris Ang <chris.ang@hyundaimotors.com.sg>; Boon Chin Lan <boonchin.lan@hyundaimotors.com.sg>

Subject: RE: Hyundai Santa -Fe , SNB9785H - accident survey for 3rd party claim *** LKK REF: CC4/LPC22001863/pa3

Without Prejudice

Dear Sirs/Mdm,

We refer to the above matter.

Please be informed that basing on the accident statements submitted by both parties, the liability is clear / under BOLA (subject to BOLA guideline settlement) and shall proceed with direct settlement for the above mentioned case.

Please note that this e-mail is on without prejudice basis which does not amount to an authorisation of repair to your client's vehicle and admission of any liability to our Insured's part. The final repair cost is subjected to the consistency of the damages according to the nature of the accident. And the days of LOU/ LOR will be based on the number of days of repair as recommended by our surveyor and approved by our principal.

***Kindly arrange for survey.**

Thank you.

"Kindly note that this negotiation between parties on this matter is purely on a without prejudice basis with the sole intention of resolving the matter amicably without parties resorting to legal proceedings. No admission of liability, whatsoever, should be deemed / inferred from this negotiation of terms/settlement.

In the event of new evidence being discovered or subsequently produced by either party that will materially affect/influence on the issues of liability/damages, either party is not bound, thereafter, by the negotiation terms/settlement."

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: Monday, 28 February 2022 1:59 PM

To: Foong.Yao@hyundaimotors.com.sg

Cc: assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; shheng@hyundaimotors.com.sg; chris.ang@hyundaimotors.com.sg; boonchin.lan@hyundaimotors.com.sg

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 | 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: Monday, 28 February, 2022 11:24 AM

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: 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 | 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: Foong Yao Jie <Foong.Yao@hyundaimotors.com.sg>

Sent: Monday, 28 February 2022 10:15 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Heng Swee Hee <shheng@hyundaimotors.com.sg>; Chris Ang <chris.ang@hyundaimotors.com.sg>; Boon Chin Lan <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