

## Hsiao Tong (LKKAuto)

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**From:** Hsiao Tong (LKKAuto)  
**Sent:** Thursday, 27 April 2023 8:27 AM  
**To:** ENG HUEY NI  
**Cc:** MT\_Claim\_SG; Admin A  
**Subject:** [SEEK MANDATE] - Direct Settlement (MY) - Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\* LKK REF: CC4/LPC22003938/Ega3 II Lonpac ref: 21/22/22/VC05/025723  
**Attachments:** LKK SURVEY REPORT & PHOTOS.pdf; SLL 9863L Letter of Demand.pdf

Your ref: **21/22/22/VC05/025723**  
Our ref : CC4/LPC22003938/Epa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING XD4367K(LONPAC) AND SLL9863L(TP) ON 27/04/2022**

We refer to the above matter.

We propose 50/50 as per BOLA 18 and would like to seek your approval to offer repairer **"BORNEO MOTORS (S) PTE LTD"** at **\$2,497.34(all-in).**

The summary is as follows: -

	Amount Claimed	Amount Revised	
1. Cost of Repair (with 7% GST)	\$ 11,277.37		\$ 4,606.03 (\$4,304.70 + 7%GST)
2. Loss of Rental (10days x \$54.95)	\$ 549.50		\$ 384.65 (7days x \$54.95)
			\$ 4,990.68
		<b>@ 50%</b>	<b>\$ 2,495.34</b>
3. LTA/ GIA Search Fee	\$ 2.00		\$ 2.00
<b>Total</b>	<b>\$ 11,828.87</b>		<b>\$ 2,497.34</b>

Surveyor recommended 5days for repair + 1PRS + 1Sunday = 7days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 23/06/2022 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](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>

**Sent:** Wednesday, 22 June 2022 1:38 PM

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement (MY) - Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\* LKK REF: CC4/LPC22003938/Ega3 II Lonpac ref: 21/22/22/VC05/025723

## Lonpac External - General

Hi Cecilia,

We are of the view BOLA S18 (50:50) applies for this accident.

Please offer 50% to TP.

Thanks

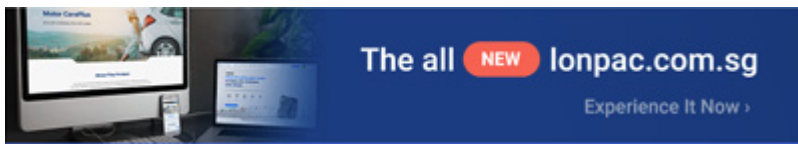
Best Regards

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.

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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Sent:** Tuesday, 14 June 2022 9:17 am

**To:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement (MY) - Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\* LKK REF: CC4/LPC22003938/Ega3 II Lonpac ref: 21/22/22/VC05/025723

Hi Huey Ni,

TP inform that they have got no rear view footage.

Thanks

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



*Save the Earth. Print only when necessary.*

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**From:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>

**Sent:** Monday, 13 June 2022 9:57 am

**To:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>;

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: Direct Settlement (MY) - Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\*

LKK REF: CC4/LPC22003938/Ega3 11 Lonpac ref: 21/22/22/VC05/025723

## Lonpac External - General

Hi Cecilia,

Thank you for your email and the attached video footage (front video).

Could you please request TP for the video footage of the rear view camera?

Thank you.

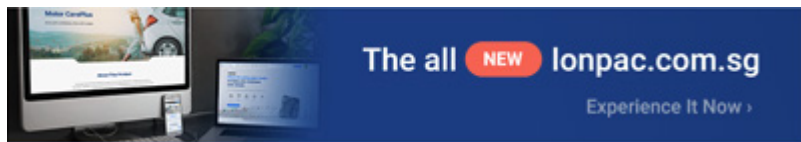
Best Regards

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



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**From:** Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>

**Sent:** Wednesday, 8 June 2022 9:34 am

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Subject: RE: Direct Settlement (MY) – Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\*  
LKK REF: CC4/LPC22003938/Ega3

Hi Gerald,

Attached is a copy of TP video footage.

We are in the opinion liability down against OI. BOLA S27

Thanks

**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.**

Best Regards,

Cecilia Chong | Case Handler

**LKK Auto Consultants Pte Ltd**

DID: 6749-4274 | MAIN: 6256 3561 | EMAIL: [CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com) | FAX: 6741-4108

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



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

Sent: Thursday, 28 April 2022 5:54 pm

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

Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

Subject: RE: Direct Settlement (MY) – Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022 \*\*\*  
LKK REF: CC4/LPC22003938/Ega3

Dear Gerald,

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

Kindly advise whether insured has reported. If so, kindly let us have a copy of insured's accident report for our necessary action.

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

*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:** Wednesday, 27 April, 2022 3:43 PM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.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)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Direct Settlement (MY) – Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022

Dear Gerald,

Thank you for the assignment.

Repairer arrange on 28.4.22.

**Note: With immediate effect 04/03/2022 Summer Lee(assignment Team) will no longer be in our company.  
Please contact the undersign for survey arrangement.**

Best Regards,

**Yan** | 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)

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Wednesday, 27 April 2022 3:07 PM  
**To:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: Direct Settlement (MY) – Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Ashley,

Our insured has not lodged the accident report and we are unable to comment on liability.

For survey arrangements, please contact LKK Auto Consultants Pte Ltd

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:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>

**Sent:** Wednesday, 27 April 2022 1:55 pm

**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; ONG LI LI <[l1ong@lonpac.com](mailto:l1ong@lonpac.com)>

**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>

**Subject:** Direct Settlement (MY) – Accident involving SLL9863L (GRAB) & XD4367K DOA: 27.04.2022

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos, Accident Scene Video Footage & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **XD4367K** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$100 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your surveyor to contact our Motor Claim Assessor, **Mei Yen @ 6631 1507**, located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle **NOT** in workshop).

**As for liability clearance, kindly revert to this email.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,

Ashlyn Chng

**D:** 6631 1874 | **F:** 6872 7260 | **E:** [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)

Inchcape Centre

Level 4, Bodycare Centre

2 Pandan Crescent

Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)