

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Tuesday, 6 September 2022 8:15 AM
To: claims@ktgroup.com.sg
Cc: Admin A; Cecilia Chong (LKK Auto)
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3 // Lonpac ref: 22/22/22/VC05/025772
Attachments: GIRO AUTHORISATION FORM.PDF; DV_GBH4364H.pdf

Without Prejudice

Dear Sirs/Mdm,

We confirm settlement at **\$8,827.50(all-in)**.

Please duly sign the documents enclosed and return together with the following documents to us (LKK) for our necessary action: -

- Authorisation to Act signed by your client.
- Rental Agreement.

LONPAC is targeting to process all payments via e-payments. Hence, please complete and return the attached GIRO Form to enable LONPAC to process their payment.

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: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Friday, 2 September 2022 5:24 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3 // Lonpac ref: 22/22/22/VC05/025772

Dear Hsiao Tong,

The Benchmark rates is \$80 to \$150 for vans.

Your offer of \$80 per day is on the extreme low range. Our client has rented it for \$120 per day and it showed that our client has never try to take advantage even though the highest range is \$150.

In view of quick settlement, we would like to counter propose as follows:

1. Cost of Repair (w/GST)	7,864.50
2. Loss of Rental (9days x \$100.00)(w/GST)	963.00
Total	8,827.50

Should you agree, please kindly send us your DV for our client signature.

Thank you and have a great weekend.

Kai

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

Sent: Friday, September 2, 2022 2:46 PM

To: claims@ktgroup.com.sg

Cc: Admin A <admin-a@lkkauto.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3 // Lonpac ref: 22/22/22/VC05/025772

Without Prejudice

Dear Sirs/Mdm,

We propose settlement as follows: -

1. Cost of Repair (w/GST)	7,864.50
2. Loss of Rental (9days x \$80.00)(w/GST)	770.40
Total	8,634.90

Please confirm acceptance.

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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: claims@ktgroup.com.sg <claims@ktgroup.com.sg>

Sent: Friday, 2 September 2022 1:21 PM

To: 'ENG HUEY NI' <hneng@lonpac.com>; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3 // Lonpac ref: 22/22/22/VC05/025772

Dear Ms Eng,

Thank you very much for your quick response.

Kai

From: ENG HUEY NI <hneng@lonpac.com>

Sent: Thursday, September 1, 2022 5:22 PM

To: claims@ktgroup.com.sg; 'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>

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

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3 // Lonpac ref: 22/22/22/VC05/025772

Lonpac External - General

WITHOUT PREJUDICE

Hi Kai,

Thank you for your email.

Our appointed adjuster from LKK will get back to you within next 5 working days. Please kindly hold hands. Thank you.

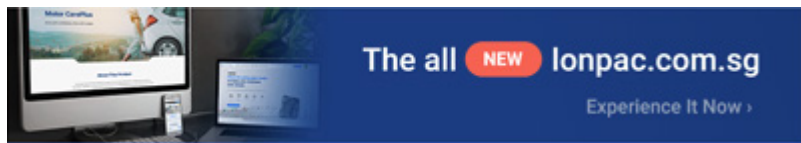
Hi Hsiao Tong,

Thank you for taking my phone call just (as I understand that Cecilia is on leave today).

Please do the needful urgently by tomorrow or next Monday. 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.

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Thursday, 1 September 2022 10:49 am
To: 'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>;
GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Dear Cecilia,
With reference to our email below, we have not received your offer till date.
Please kindly let us have your offer within the next 5 working days. Failing which our client may no choice but to seek for legal action.
Thank you and have a great day.
Kai

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Friday, July 29, 2022 4:09 PM
To: 'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>;
'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Dear Cecilia,
Please see attached LOD and documents.
Please kindly let us have your offer soonest.
Thank you and have a great day.
Kai

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Friday, July 22, 2022 3:15 PM
To: claims@ktgroup.com.sg; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

WITHOUT PREJUDICE

Hi,

Kindly provide us with LOD to seek quantum.

Thanks

“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,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | HP: 8891 1278 | EMAIL: 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.

From: Cecilia Chong (LKK Auto)

Sent: Thursday, 21 July 2022 10:00 am

To: claims@ktgroup.com.sg; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

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

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Without Prejudice

Hi,

We are currently in the process of generating report

Thanks

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Best Regards,

Cecilia Chong | Case Handler

LKK Auto Consultants Pte Ltd

DID: 6749-4274 | HP: 8891 1278 | EMAIL: 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.

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>

Sent: Wednesday, 20 July 2022 4:28 pm

To: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>; Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Dear All,
With reference to our email below, we have not heard from you yet.
If there's no reply within the next 7 working days, then our client will have no choice but to seek for legal action to recover the losses.
Thank you and have a great day.
Kai

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Tuesday, June 28, 2022 2:49 PM
To: 'Cecilia Chong (LKK Auto)' <CeciliaChong@lkkauto.com>; 'Mei Kwan (LKKAuto)' <Meikwan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'Admin A' <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Dear All,
There's no footage for this case. Thank you.

From: Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>
Sent: Wednesday, June 22, 2022 9:57 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; claims@ktgroup.com.sg
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Without Prejudice

Hi Gerald,

We are pending for TP video since 24/05/2022. Till date, we have yet to receive from them.

Hi KT Garage,

Please provide us a copy of video footage soon.

Thanks

"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.

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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
Phone: 6749-4274 | email: CeciliaChong@lkkauto.com | fax: 6741-4108



Save the Earth. Print only when necessary.

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

Sent: Wednesday, 22 June 2022 12:14 AM

To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; claims@ktgroup.com.sg; Cecilia Chong (LKK Auto) <CeciliaChong@lkkauto.com>

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

Subject: RE: Pre- Notification for vehicle GBH4364H *** LKK REF: CC4/LPC22004373/Uga3

Dear Sir / Madam,

Thank you for your email.

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

Hi Cecilia,

Kindly assist.

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, 21 June 2022 1:25 PM

To: 'assignments' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; claims@ktgroup.com.sg

Subject: FW: Pre- Notification for vehicle GBH4364H

Lonpac External - General

Dear Yan,

Please forward the email to the case handler.

Best Regards

Gerald Poh

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 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: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Tuesday, 21 June 2022 1:22 pm
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; ENG HUEY NI <hneng@lonpac.com>
Subject: RE: Pre- Notification for vehicle GBH4364H

Dear Gerald,

Please kindly advise the liability of this case and whether Lonpac wants direct settlement with us.

Thank you

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Tuesday, May 10, 2022 3:20 PM
To: 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'ENG HUEY NI' <hneng@lonpac.com>
Subject: RE: Pre- Notification for vehicle GBH4364H

Hi Gerald,

Kindly assign Marcus Chua from LKK as the appointed surveyor.

Meanwhile, please kindly advise whether this will be a direct settlement case.

Thank you in advance.

Kai
KT Garage Pte Ltd



HP: +65 8298 1957
Office: +65 6100 0425 Fax : 6841 7181
Address: Auto Bay@ Kaki Bukit Avenue 6
Entrance 'A' #01-04 Singapore 417883

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Tuesday, 10 May 2022 3:06 pm
To: claims@ktgroup.com.sg
Cc: MT_Claim_SG <mt_claim@lonpac.com>; ENG HUEY NI <hneng@lonpac.com>
Subject: FW: Pre- Notification for vehicle GBH4364H

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : 22/22/22/VC05/025772

Dear Kai,

We intend to conduct a pre-repair survey of your client's vehicle and enclose our list of Motor surveyors for your attention:-

1	Nicholas Tey-Appraisal
2	Jackson Quek - Appraisal
3	Lim Teow Guan - LKK
4	Ang Bryan Tani- LKK
5	Adrian Ling - LKK
6	Kenneth Kong - LKK
7	Thevan T Karthikesavan- LKK
8	Mohd Rasul - LKK
9	Marcus Chua -LKK
10	Xing Guo Qiang -LKK

Please let us hear from you within the next 2 working days.

For motor related enquiries , please email to mt_claim@lonpac.com

Aside to Huey NI - FYI

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: ELIZABETH GOH SUAN CHOO <elizabethgoh@lonpac.com>

Sent: Tuesday, 10 May 2022 2:59 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: CATHERINE CHAN MIEW HAN <catherinechan@lonpac.com>

Subject: FW: Pre- Notification for vehicle GBH4364H

Lonpac External - General

Hi Motor Claim,

Please kindly assist.

Thanks & Regards
Elizabeth Goh

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

From: claims@ktgroup.com.sg <claims@ktgroup.com.sg>
Sent: Tuesday, 10 May 2022 2:30 pm
To: Customer SG <customer_sg@lonpac.com>
Subject: Pre- Notification for vehicle GBH4364H

Dear Sir/Mdm,

ACCIDENT INVOLVING OUR CLIENT'S VEHICLE GBH4364H AND YOUR INSURED'S VEHICLE XD3972U ON 06/05/2022

We refer to the above matter

Our client's vehicle will be ready for survey. Please send us list of surveyors under your panel

Failing which we shall proceed with the repair after the expiry of 48 hours notice.

Kai
KT Garage Pte Ltd



HP: +65 8298 1957
Office: +65 6100 0425 Fax : 6841 7181
Address: Auto Bay@ Kaki Bukit Avenue 6
Entrance 'A' #01-04 Singapore 417883