

Mei Kwan (LKKAUTO)

From: Mei Kwan (LKKAUTO)
Sent: Monday, June 27, 2022 12:29 AM
To: 'ONG LI LI'
Cc: MT_Claim_SG; Asher Sng (LKKAUTO); Admin A
Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778 *** LKK REF: CC4/LPC22004476/Kea3
Attachments: TP ESTIMATE - MARKED.PDF; LKK SURVEY PHOTO.PDF; Preliminary Advice.pdf
Categories: HMK

Dear Li Li,

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

Please take note that the case handler in-charge is Asher.

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: ONG LI LI [mailto:long@lonpac.com]

Sent: Thursday, May 12, 2022 5:57 PM

To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778 *** LKK REF: CC4/LPC22004476/Kea3

Lonpac External - General

Dear Mei Kwan

Please see attached for both parties' report.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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

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

Sent: Thursday, 12 May 2022 3:28 PM

To: ONG LI LI <long@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Asher Sng (LKKAUTO) <AsherSng@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778 *** LKK REF: CC4/LPC22004476/Kea3

Dear Li Li,

We refer to the above matter.

Please provide us both parties GIA report.

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: Thursday, 12 May, 2022 1:49 PM

To: 'ONG LI LI' <long@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>; assignments <assignments@lkkauto.com>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Dear Li Li,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

**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 | fax: 6256-4315

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

From: ONG LI LI <llong@lonpac.com>

Sent: Thursday, 12 May 2022 12:00 PM

To: alvin.koh@mbmwheelpower.com.sg; MT_Claim_SG <mt_claim@lonpac.com>;
shirley.lee@mbmwheelpower.com.sg; 'assignments' <assignments@lkkauto.com>

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Alvin

As spoken, if you insist to file TP claim, we can arrange survey on without prejudice basis first. You may liaise with LKK Auto Consultants Pte Ltd for survey.

Dear LKK

Please follow up.

Regards,

Ong Li Li

Senior Claims Executive | Lonpac Insurance Bhd

300 Beach Road #17-04/06 The Concourse

Singapore 199555

Tel : (65) 6250 7388 Fax: (65) 6296 2706

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From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Thursday, 12 May 2022 11:35 AM

To: ONG LI LI <llong@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; shirley.lee@mbmwheelpower.com.sg

Cc: 'Danny Ong' <danny.ong@mbmwheelpower.com.sg>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Dear Li Li,

Thank you for your reminder and the diagram you have provided.

I believe you did not read my previous email explanation and our client's statement carefully. If your Insured is moving at the point of time, obviously we will not advise our client to file a claim against your insured base on the diagram you have provided earlier. However, the current scenario is your Insured is not moving at all when our client moved into the yellow box to join the main road.

Hence, what is the point of having a yellow box paint on the road where the vehicles are not allowed to move in from another junction given that the vehicles on the main road is not moving.

Perhaps I can share with you this article from onemotoring so you will have a better understanding on how a yellow box works at a junction.

<https://onemotoring.lta.gov.sg/content/dam/onemotoring/Yellow%20Box%20%3D%20Magic%20Box.pdf>

Kindly review our explanation and revert back to us soonest.

Thank you & Best regards

Alvin Koh | Claims Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

From: ONG LI LI <llong@lonpac.com>

Sent: Thursday, 12 May 2022 10:14 AM

To: alvin.koh@mbmwheelpower.com.sg; MT_Claim_SG <mt_claim@lonpac.com>;
shirley.lee@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Lonpac External - General

Without Prejudice

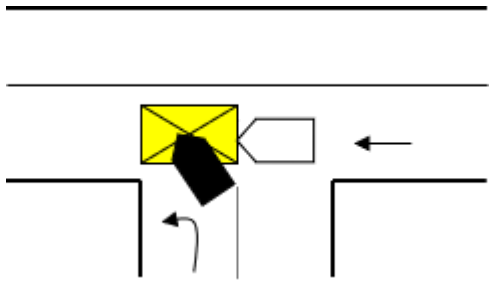
Save as to Costs

Dear Alvin

We wish to remind you that:

“An Authorised Workshop / Approved Reporting Centre* shall adopt, observe and apply the guides and provisions set out in the Barometer of Liability (developed and introduced by GIA) at all times, as though they are a party to the Barometer of Liability Agreement, in the conduct of the settlement process relating to motor vehicle accident claims.”

Below is the scenario where your client should be held 100% at fault. Therefore, we urge you to advise your client to claim OD instead of TP.

	YELLOW BOX at any junction – Entering (Controlled / Uncontrolled)			
31.		Vehicle X – Turning left Vehicle Y – Moving Straight Ahead Reason: Any vehicle entering another road should exercise greater caution	100%	0%

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
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Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Wednesday, 11 May 2022 6:13 PM

To: ONG LI LI <long@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; shirley.lee@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Dear Li Li,

We are completely disagree with your statement. Base on our client statement, he entered into the yellow box when your insured was outside the yellow box in stationary mode. When the traffic light turned green, your insured did not even check the surroundings and proceed to move that caused the collision.

In this circumstance, our client should bear for the damages where it is caused by your insured negligence?

Do present us any evidence provided by your insured if you insist that our client is at fault.

Kindly review our client statement and revert back to us on the liability.

Thank you & Best regards

Alvin Koh | Claims Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

www.mbmwheelpower.com.sg

From: ONG LI LI <llong@lonpac.com>

Sent: Wednesday, 11 May 2022 2:41 PM

To: alvin.koh@mbmwheelpower.com.sg; MT_Claim_SG <mt_claim@lonpac.com>; shirley.lee@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>

Subject: RE: Accident Involving SGD3662R & XE3978Z on 09/05/2022 Our Ref: 22/22/22/VC06/025778

Lonpac External - General

Without Prejudice

Save as to Costs

Dear Alvin

Liability is down on your client who travelled out of minor road.

Please abide by the market agreement and confirm withdrawal of TP claim.

Regards,
Ong Li Li
Senior Claims Executive | Lonpac Insurance Bhd
300 Beach Road #17-04/06 The Concourse
Singapore 199555
Tel : (65) 6250 7388 Fax: (65) 6296 2706

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From: alvin.koh@mbmwheelpower.com.sg <alvin.koh@mbmwheelpower.com.sg>

Sent: Wednesday, 11 May 2022 9:46 AM

To: MT_Claim_SG <mt_claim@lonpac.com>; shirley.lee@mbmwheelpower.com.sg

Cc: 'Danny Ong ' <danny.ong@mbmwheelpower.com.sg>

Subject: Accident Involving SGD3662R & XE3978Z on 09/05/2022

Dear All

Appreciate if you can advise us on the liability status for the below loss

Kindly refer to the attached GIA report.

Our Client's Vehicle Number:	SGD3662R
LONPAC Vehicle Number:	XE3978Z
Date/Time of Loss:	09/05/2022 10:40HRS

Thank you & Best regards

Alvin Koh | Claims Advisor



T 6262 8888 | F 6452 5333 | M 8138 7188

Email: alvin.koh@mbmwheelpower.com.sg

MBM Wheelpower Pte Ltd

160 Sin Ming Drive • #06-02

Sin Ming AutoCity • Singapore 575722

MailScanner has detected a possible fraud attempt from "apc01.safelinks.protection.outlook.com" claiming to be www.mbmwheelpower.com.sg