

## Veron Chen (LKKAUTO)

---

**From:** ENG HUEY NI <hneng@lonpac.com>  
**Sent:** Wednesday, 14 December 2022 10:09 AM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: OD CLAIMS - YQ3538K DOA 01/06/2022 || Our Ref: 22/22/22/VC05/025874

## Lonpac External - General

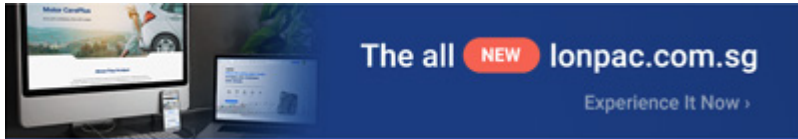
Hi Veron,

We approve the lump sum repair at \$57,800.00 (including all check and supplementary items) before excess \$2,000.00 and before GST.

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:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Friday, 25 November 2022 11:08 am  
**To:** ENG HUEY NI <hneng@lonpac.com>  
**Cc:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** FW: OD CLAIMS - YQ3538K DOA 01/06/2022 || Our Ref: 22/22/22/VC05/025874

Dear Huey Ni,

Enclosed preliminary revised (incl.supplementary) for your approval.

Best Regards,

Veron Chen | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

---

**From:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>  
**Sent:** Monday, 20 June 2022 2:48 PM  
**To:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** FW: OD CLAIMS - YQ3538K DOA 01/06/2022 II Our Ref: 22/22/22/VC05/025874

## Lonpac External - Confidential

Hi Veron,

Thanks for the update and the attached signed agreement from insured for lump sum repair.

Since insured understands the meaning of lump sum repair and give their consensus with the attached signed agreement, please proceed with lump sum repair.

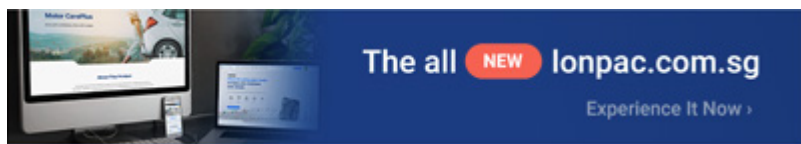
Mandate for lump sum repair is \$39,261.02 (confirmed items) before excess \$2000 and before GST.

Please scrutinise on check items and re-seek mandate if check items are required after verification.

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:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Saturday, 18 June 2022 1:41 pm  
**To:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** OD CLAIMS - YQ3538K DOA 01/06/2022 II Our Ref: 22/22/22/VC05/025874

Dear Huey Ni,

Repairer request to repair under Lump Sum basis.

Kindly refer attach sign by insured.

For your approval please.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :sur@lkkauto.com | fax: 6256-4315

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

---

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

**Sent:** Monday, 13 June 2022 3:50 PM

**To:** Veron Chen (LKKAuto) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>

**Cc:** Admin-D (LKKAuto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** FW: OD CLAIMS - YQ3538K DOA 01/06/2022 II Our Ref: 22/22/22/VC05/025874

## Lonpac External - Confidential

Hi Veron,

As spoken, please proceed to authorise part by part repair at \$49,076.28 (confirmed items) before excess \$2,000.00 and before GST.

For the check items of \$15,042.31 , please scrutinise and verify. Please seek for revised mandate upon further verification and confirmation of the required check items.

Thank you for trying on lump sum to save cost. However, in view that the insured vehicle is only 1 year and 2 month old, we will only allow lump sum repair provided the insured is agreeable with their written consent.

Please keep us updated.

Thank you.

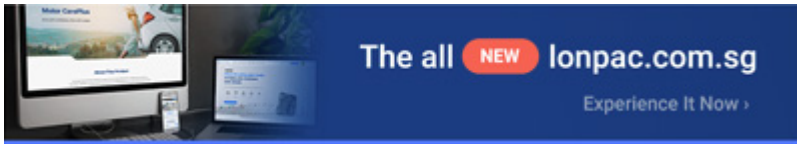
Best Regards

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:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Monday, 13 June 2022 10:49 am  
**To:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OD CLAIMS - YQ3538K DOA 01/06/2022

Dear Gerald,

Enclosed preliminary revised of vehicle YQ 3538K  
Date of survey: 10/6/2022  
Number of days (estimated) : 15 days

### **Lump Sum Repair**

**We have Not authorise repair.**

**Kindly let us have your approval please.**

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email :[sur@lkkauto.com](mailto:sur@lkkauto.com) | fax: 6256-4315

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

---

**From:** Admin-D (LKKAUTO) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Friday, 10 June 2022 9:57 AM  
**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'MT\_Claim\_SG' <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: OD CLAIMS - YQ3538K DOA 01/06/2022

Dear Gerald Poh,

Thank you for the assignment.

Best Regards,

**Rajes** | 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)

---

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

**Sent:** Friday, 10 June 2022 7:31 AM

**To:** 'assignments'

**Cc:** MT\_Claim\_SG

**Subject:** FW: OD CLAIMS - YQ3538K DOA 01/06/2022

## Lonpac External - General

Our Ref: 22/22/22/VC05/025874 (Huey Ni's case)

Dear Yan,

Please proceed to survey and revert.

The excess applicable is \$2,000.00 ( Section I)

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:** Nitha <[nitha@mova.com.sg](mailto:nitha@mova.com.sg)>

**Sent:** Thursday, 9 June 2022 7:25 pm

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

**Cc:** 'Brian' <[brian.eng@mova.com.sg](mailto:brian.eng@mova.com.sg)>; 'Choong Meng Lee' <[menglee@mova.com.sg](mailto:menglee@mova.com.sg)>; 'Suann'

<[suann@mova.com.sg](mailto:suann@mova.com.sg)>

**Subject:** OD CLAIMS - YQ3538K DOA 01/06/2022

Dear All,

Kindly assign surveyor to survey the above mention vehicle tomorrow 10/06/2022 at 15 Fan Yoong Road.

Thank you,

Best Regards,

*Nitha*

Claims Officer

Mova Automotive Pte Ltd

Tel: 6272 3892 Fax: 6270 8314



