

Hsiao Tong (LKKAUTO)

From: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Thursday, 12 January 2023 12:21 PM
To: Hsiao Tong (LKKAUTO)
Cc: MT_Claim_SG
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Thursday, 12 January 2023 10:29 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Dear Sirs,

Please be informed that third party rejected our offer at \$3,638.45(all-in) and proposed \$3,778.45(all-in). The summary is as follows: -

	Our offer	3 rd party proposed
1. Cost of Repair	\$ 3,300.00	\$ 3,300.00
2. Loss of Use	\$ 300.00 (5days x \$60.00)	\$ 360.00 (6days x \$60.00)
3. LTA/GIA Search Fee	\$ 38.45	\$ 38.45
4. Towing Fee	No receipt	\$ 80.00 (Pls refer to receipt)
Total	\$ 3,638.45	\$ 3,778.45

Please let us have your mandate to settle the matter at \$3,778.45(all-in). Thanks.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Tuesday, 27 December 2022 9:23 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Lonpac External - General

Dear Hsiao Tong,

Has the DV been returned to your office ?

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>

Sent: Wednesday, 12 October 2022 9:43 am

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Lonpac External - General

Dear Hsiao Tong,

Please proceed as proposed.

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: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Wednesday, 12 October 2022 9:06 am
To: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Dear Gerald,

We have submitted mandate request on 07/10/2022.

Kindly refer to the attached email.

Thank you.

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: GERALD POH WEE BIN <geraldpoh@lonpac.com>
Sent: Monday, 10 October 2022 4:06 PM
To: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>
Subject: FW: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Lonpac External - General

Dear Hsiao Tong,

Any update ?

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: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Tuesday, 23 August 2022 10:33 am
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Dear Sirs/Mdm,

Enclosed for your perusal is: -

- Estimated cost of repair.
- Preliminary advice.
- Photographs of TP vehicle in its damaged condition.

Thank you.

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: ONG LI LI <llong@lonpac.com>
Sent: Friday, 17 June 2022 9:51 AM
To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Lonpac External - General

Dear Mei Kwan

Please see attached for our Insured's GIA 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, 16 June 2022 5:09 pm
To: ONG LI LI <llong@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868 *** LKK REF: CC4/LPC22005748/Apa3

Dear Li Li,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

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

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: Thursday, 2 June, 2022 2:15 PM
To: 'ONG LI LI' <llong@lonpac.com>; 'GERALD POH WEE BIN' <geraldpoh@lonpac.com>; 'MT_Claim_SG' <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868

Dear Li Li,

Thank you for the assignment.

Content noted with thanks.

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, 2 June 2022 1:30 PM

To: HD Perfect Autowork <hdperfectautowork@gmail.com>; GERALD POH WEE BIN <geraldpoh@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; admin-d@lkkauto.com

Subject: RE: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022 Our Ref: 22/22/22/VC05/025868

Lonpac External - General

Without Prejudice

Dear Irene

Noted, please take note of our claim ref. no above.

Also, please let us know the relationship between 1st Autoworks Pte Ltd & HD Perfect Autowork Pte. Ltd.

Dear LKK

Please take note & for your necessary action.

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

From: HD Perfect Autowork <hdperfectautowork@gmail.com>

Sent: Thursday, 2 June 2022 1:15 pm

To: GERALD POH WEE BIN <geraldpoh@lonpac.com>; MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>; Admin A <admin-a@lkkauto.com>; admin-d@lkkauto.com

Subject: Re: SJV6345G (Pre-Inspection) / Your Vehicle : GBC9395L | DOA : 29/05/2022

Dear Sir / Madam,

We refer to the above matter.

We sincerely apologize for providing the wrong car plate numbers and the date of accident in the Subject on our previous email.

Please refer to the details below for this said case:

Our client's Car Plate Number	SJV6345G
Your insured's Car Plate Number	GBC9395L

Date of Accident	29.05.2022 @ 14:40 hours
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We attached our client's (SJV6345G) GIA Report for your further reference.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Wed, Jun 1, 2022 at 3:21 PM HD Perfect Autowork <hdperfectautowork@gmail.com> wrote:

Dear Gerald,

Please arrange **Adrian Ling - LKK** to come and conduct the survey for vehicle SMZ7457D.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

On Wed, Jun 1, 2022 at 3:09 PM GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External – General

WITHOUT PREJUDICE

Our Ref: 22/22/22/VC05/025727

Dear Irene,

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.

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

From: HD Perfect Autowork <hdperfectautowork@gmail.com>
Sent: Wednesday, 1 June 2022 3:00 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Subject: SMZ7457D (Pre-Inspection) / Your Vehicle : YG2288R | DOA : 28/04/2022

Dear Sir / Madam,

We are instructed by **Huang JiaJia** to notify you of a road traffic accident on **29/05/2022** at about **14:40hours** at/along **Ang Mo Kio Avenue 5** towards CTE involving our client's/customer's vehicle registration number **SJV6345G** and vehicle registration number **GBC9395L** (your insured) at the material time.

As a result of the accident, our client's/customer's vehicle has been damaged. Before our client/we proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurer would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client/we shall proceed to repair the vehicle without further reference to you.

Hope we can do Direct Settlement and please provide the surveyor firm or surveyor name list to conduct the joint pre-repair survey as a single joint expert.

Thank You.

Regards,

Irene

Mobile: 8297 9787

HD Perfect Autowork Pte. Ltd.

8 Kaki Bukit Avenue 4 #08-09

Premier @ Kaki Bukit

Singapore 415875

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