

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Monday, 29 August 2022 3:27 PM
To: 'ONG LI LI'
Cc: 'MT_Claim_SG'; Admin A
Subject: RE: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A *** LKK
REF : CC4/LPC22005776/Upa3 Our Ref: 22/22/22/VC05/025938

Dear Lili,

We refer to the above matter.

We were informed by third party repairer that their client converted to OD claim for this matter.

In view of this, we will proceed to close file and submit WP report to your good office.

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: Hsiao Tong (LKKAuto)
Sent: Wednesday, 13 July 2022 10:12 AM
To: ONG LI LI <llong@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A *** LKK REF :
CC4/LPC22005776/Upa3 Our Ref: 22/22/22/VC05/025938

Hi Lili,

As spoken, we have informed our insured that liability is not in their driver favour as third party video shows that insured driver had encroached into third party's lane. Attached is a copy of our email to insured company for your easy reference.

On 12/07/2022, we have follow up with a call to insured company and spoken to Ms Siew Lee, she said that she had checked with her driver on this matter but her driver insisted that he is not at fault. His lorry was being hit by third party who was driving behind his lorry.

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: Monday, 20 June 2022 9:06 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A *** LKK REF :

CC4/LPC22005776/Upa3 Our Ref: 22/22/22/VC05/025938

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: Saturday, 18 June 2022 1:50 pm

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>

Subject: RE: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A *** LKK REF :

CC4/LPC22005776/Upa3

Dear Sir / Madam,

We refer to the above matter.

Enclosed for your perusal is:

- TP GIA report
- TP video

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

To check availability of the case handler, you may contact the undersigned.

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)

Sent: Friday, June 17, 2022 10:00 AM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>; assignments <assignments@lkkauto.com>

Subject: Re: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A

Dear Gerald,

Thank you for the assignment.

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)

On 17 Jun 2022, at 9:03 AM, GERALD POH WEE BIN <geraldpoh@lonpac.com> wrote:

Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Siew Chin,

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

In the meantime, we shall appoint LKK Auto Consultants Pte Ltd for the survey.

Aside to LKK – Attn : Yan

FYNA

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: Siew Chin <siewchin@procarcare.com.sg> **On Behalf Of** Claims
Sent: Thursday, 16 June 2022 5:16 pm
To: MT_Claim_SG <mt_claim@lonpac.com>
Cc: Claims <claims@procarcare.com.sg>
Subject: Arrange for survey - ACC on 15.06.2022 invlg SJE 3416 U & XD 7713 A

Dear Sirs

Please refer to the attachments and arrange for survey. Please advise on the case handler to facilitate the checking of accident liability.

VEHICLE IS IN WORKSHOP.

Regards,

Siew Chin
Claims Advisory
Progressive Car Care Pte Ltd
Blk 3022A Ubi Road 1 #01-45/46 Singapore 408716
T: +65 6741 5336 | F: +65 6741 7208
E: claims@procarcare.com.sg
W: www.procarcare.com.sg

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