

## Hsiao Tong (LKKAuto)

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**From:** GERALD POH WEE BIN <geraldpoh@lonpac.com>  
**Sent:** Wednesday, 12 October 2022 2:19 PM  
**To:** Hsiao Tong (LKKAuto)  
**Cc:** MT\_Claim\_SG  
**Subject:** RE: [Seek Mandate] - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022  
\*\*\* LKK REF: CC4/LPC22006040/Kga3 Our Ref: 22/22/22/VC05/025966

## 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.

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**From:** Hsiao Tong (LKKAuto) <chewht@lkkauto.com>  
**Sent:** Wednesday, 12 October 2022 11:49 am  
**To:** MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>  
**Subject:** [Seek Mandate] - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022 \*\*\* LKK REF: CC4/LPC22006040/Kga3 Our Ref: 22/22/22/VC05/025966

Your ref: **22/22/22/VC05/025966**  
Our ref : CC4/LPC22006040/Kpa3q2

Dear Sirs/Mdm,

### **ACCIDENT INVOLVING GBC197B(LONPAC) AND SNC8928P(TP) ON 22/06/2022**

We refer to the above matter.

We have highlighted to your good office on 28/06/2022 of Third-Party's request to do Direct Settlement with our Principal, Lonpac Insurance Bhd.

It is a head-to-rear collision. We are of the view that liability is not in our driver favour.

We seek your approval to offer repairer "**OPTIMA WERKZ PTE LTD**" at **\$3,769.91 (all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
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1. Cost of Repair (w/GST)	\$ 6,503.29	\$ 3,267.91
2. Loss of Use (5days x \$120.00)	\$ 600.00	\$ 500.00 (5days x \$100.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 7,105.29</b>	<b>\$ 3,769.91</b>

Surveyor recommended 4days for repair + 1PRS = 5days.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 10/10/2022 is only for mandate purpose.

**Kindly let us have your approval / instruction.**

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

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**From:** ONG LI LI <[long@lonpac.com](mailto:long@lonpac.com)>

**Sent:** Monday, 4 July 2022 9:04 AM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CHECK LIABILITY - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022 \*\*\* LKK REF: CC4/LPC22006040/Kga3 Our Ref: 22/22/22/VC05/025966

## 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.

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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Friday, 1 July 2022 2:28 pm

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

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CHECK LIABILITY - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022 \*\*\* LKK REF: CC4/LPC22006040/Kga3

Dear Gerald,

We refer to the above matter.

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

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto: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.*

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**From:** Mei Kwan (LKKAuto)

**Sent:** Tuesday, June 28, 2022 10:01 AM

**To:** 'GERALD POH WEE BIN' <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Cc:** [mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com); Cecilia Chong (LKK Auto) <[CeciliaChong@lkkauto.com](mailto:CeciliaChong@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** RE: CHECK LIABILITY - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022 \*\*\* LKK REF: CC4/LPC22006040/Kga3

Dear Sir / Madam,

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 Cecilia.

*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](mailto: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.*

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

**Sent:** Monday, 27 June 2022 11:50 AM

To: Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
Cc: MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
Subject: FW: CHECK LIABILITY - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref: TBA

Dear Kaitlyn,

For assessment of liability, please liaise with our liability.

As this juncture, our insured has not lodged the accident report and we are making enquiries.

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

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Monday, 27 June 2022 11:40 am  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: CHECK LIABILITY - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022

Dear Gerald,

Enclosed GIA, marked estimate and scene video for your perusal.  
Kindly advise on the liability for this case.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//WERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143  
**Branch:** 9A Serangoon North Ave 5 Singapore 554500  
**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel: (+65) 6472 1313 Fax: (+65) 6472 2112**  
**Tel: (+65) 6484 9919 Fax: (+65) 6481 1993**  
**Tel: (+65) 6481 1522 Fax: (+65) 6481 1011**

[www.ow.sg](http://www.ow.sg) | [www.facebook.com/OptimaWerkz](https://www.facebook.com/OptimaWerkz)

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** 24 June 2022 15:47  
**To:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: PRI - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022

## Lonpac External - General

WITHOUT PREJUDICE

Dear Kaitlyn,

Our insured has not lodged the report.

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

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**From:** Kaitlyn Chio <[kaitlyn.chio@ow.sg](mailto:kaitlyn.chio@ow.sg)>  
**Sent:** Friday, 24 June 2022 9:40 am  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Ary Chua <[ary.chua@ow.sg](mailto:ary.chua@ow.sg)>; Joseph Low <[joseph@ow.sg](mailto:joseph@ow.sg)>; Ling Ting An <[tingan.ling@ow.sg](mailto:tingan.ling@ow.sg)>; Mohamed Nashik <[mohamed.nashik@ow.sg](mailto:mohamed.nashik@ow.sg)>; Ngai Kar Kit <[karkit.ngai@ow.sg](mailto:karkit.ngai@ow.sg)>; Victor Seng <[victor.seng@ow.sg](mailto:victor.seng@ow.sg)>  
**Subject:** PRI - SNC8928P CLAIMING AGAINST GBC197B, DOA: 22/06/2022

Dear Motor Claims Department,

Kindly arrange PRI at 10 Ang Mo Kio Industrial Park 2A #01-05 AMK Autopoint S568047.

Thank you.

Best Regards,

**Kaitlyn Chio (Ms.)**  
Claims Executive, Motor Claims Department  
D: +65 6481 1522 | F: +65 6481 1011

**OPTIMA//ERKZ™ PTE. LTD.**

**Head Office:** 6 Kung Chong Road Singapore 159143

**Branch:** 9A Serangoon North Ave 5 Singapore 554500

**Branch:** Blk 10 Ang Mo Kio Ind Park 2A #01-05/06 Singapore 568047

**Tel:** (+65) 6472 1313

**Fax:** (+65) 6472 2112

**Tel:** (+65) 6484 9919

**Fax:** (+65) 6481 1993

**Tel:** (+65) 6481 1522

**Fax:** (+65) 6481 1011

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