

Veron Chen (LKKAUTO)

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Wednesday, 13 July 2022 4:21 PM
To: Suann
Cc: Veron Chen (LKKAUTO); SUR; MT_Claim_SG; 'Ong Hock Kong'; menglee@mova.com.sg
Subject: RE: OD CLAIMS - GBD858G DOA 06/07/2022 II Lonpac ref: 22/22/22/VC05/026010

Lonpac External - General

Hi Suann,

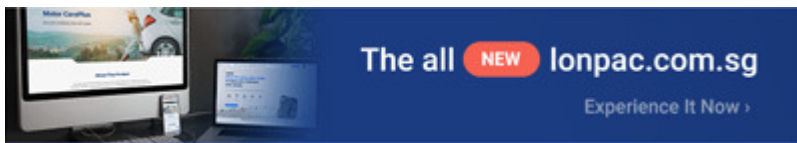
Thank you for the clarification.

We will revise the excess to \$600.00

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: Suann <suann@mova.com.sg>
Sent: Wednesday, 13 July 2022 3:41 pm
To: ENG HUEY NI <hneng@lonpac.com>
Cc: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>; 'Ong Hock Kong' <hk.ong@mova.com.sg>; menglee@mova.com.sg
Subject: RE: OD CLAIMS - GBD858G DOA 06/07/2022

Dear Huey Ni,

Initially, my client convert the driving license from home country driving license to Singapore driving license. Due to new rule from LTA on year 2020, he required to take a practical test for the renewal of Singapore driving license, as a result, the date had stated year 2020.

Thank you

Best Regards
Suanne Chiu
Claims Asst. Manager
MOVA Automotive Pte Ltd
Tel: +65 6262 3377 ext - 0
Fax: +65 62643151



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From: ENG HUEY NI [<mailto:hneng@lonpac.com>]
Sent: Wednesday, 13 July 2022 15:08
To: Suann
Cc: Veron Chen (LKKAUTO); SUR; MT_Claim_SG; 'Ong Hock Kong'; menglee@nova.com.sg
Subject: FW: OD CLAIMS - GBD858G DOA 06/07/2022

Lonpac External - Confidential

Hi Suann,

Thank you for your email and the additional driving license attached (the older driving licenses)

We note that the effective date for Class 3 is 4 May 2010 in the older driving licenses but it is 27 July 2020 for the latest driving license issued in May 2020. Could you please check with the driver why is that so?

Thank you.

REPUBLIC OF SINGAPORE DRIVING LICENCE

Licence Number: **G 6 1 9 7 2 5 2 N**

Name: **RAMU GOVINDARAJAN**

Birth Date: **30 Jul 1971**

Issue Date: **06 May 2020**

Valid Till **05/05/2025**

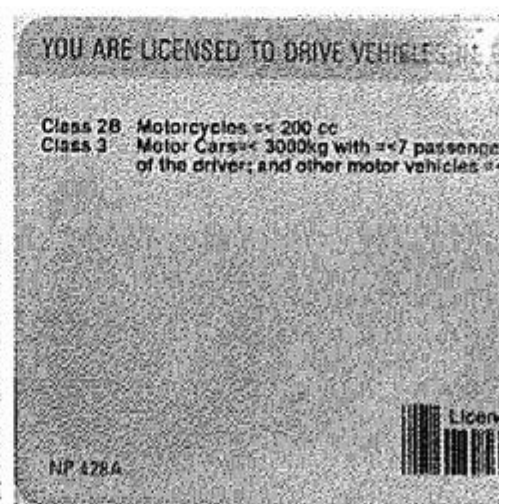
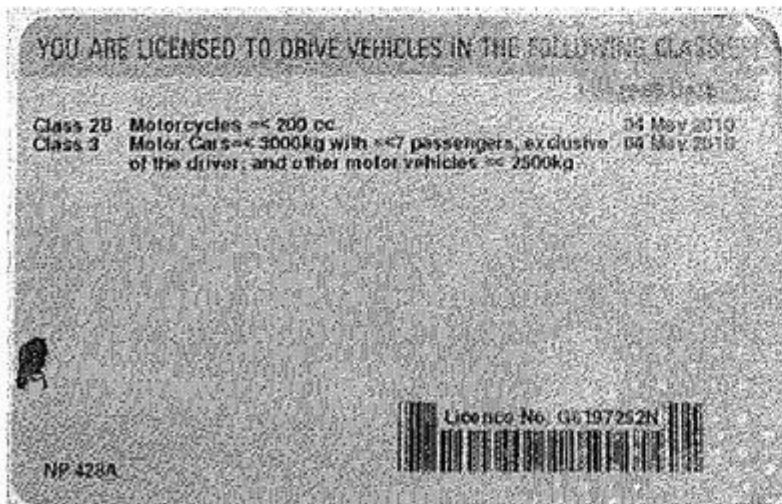
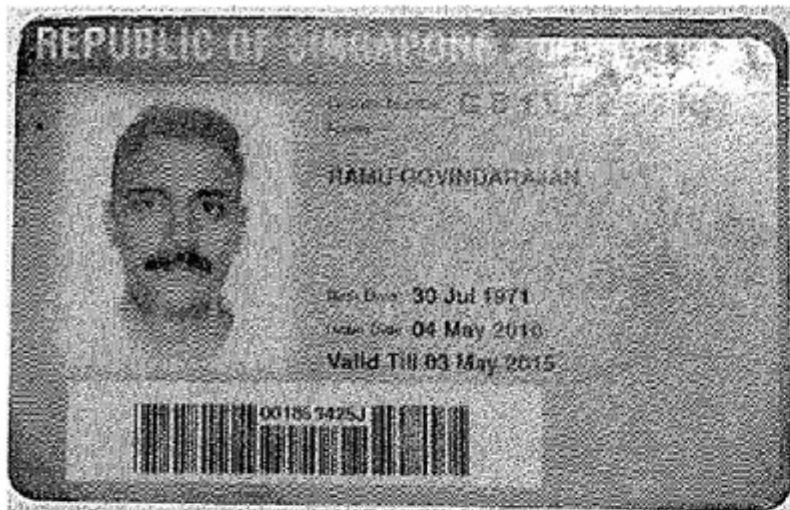
003046700H

YOU ARE LICENSED TO DRIVE VEHICLES IN THE FOLLOWING CLASS(ES)

		EFFECTIVE DATE
Class 2B	Motorcycles $\leq$ 200cc / Electric Motorcycles $\leq$ 15kW	04 May 2010
Class 3	Ambulances / Motor cars $\leq$ 3000kg with $\leq$ 7 passengers, exclusive of the driver / motor tractors or vehicles $\leq$ 2500kg	27 Jul 2020

S / No. 9000354056

G6197252N



Thank you.

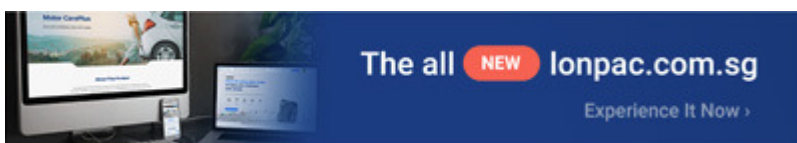
Best Regards

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: Suann <suann@mova.com.sg>

Sent: Wednesday, 13 July 2022 9:17 am

To: 'Veron Chen (LKKAUTO)' <veronchen@lkkauto.com>; 'SUR' <sur@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>

Cc: 'Ong Hock Kong' <hk.ong@mova.com.sg>; menglee@mova.com.sg

Subject: RE: OD CLAIMS - GBD858G DOA 06/07/2022

Dear Veron,

Attached is the driving licence for your attention. The driver driving experienced has more than 20 years. Please revise the policy excess.

Thank you

Best Regards

Suanne Chiu

Claims Asst. Manager

MOVA Automotive Pte Ltd

Tel: +65 6262 3377 ext - 0

Fax: +65 62643151



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From: Veron Chen (LKKAUTO) [<mailto:veronchen@lkkauto.com>]

Sent: Tuesday, 12 July 2022 14:34

To: Nitha; SUR

Cc: suann@mova.com.sg; 'Ong Hock Kong'; menglee@mova.com.sg

Subject: FW: OD CLAIMS - GBD858G DOA 06/07/2022

Dear Nitha,

As instructed by our client , please proceed to repair the **insured vehicle GBD 858G, Lump Sum Repair.**

Excess applicable = \$3100.00 (Section I excess \$600 + Young & Inexperienced driver excess \$2500) – driver has less than 2 years of driving experience.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

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

Sent: Friday, 8 July 2022 10:26 AM

To: 'assignments' <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: OD CLAIMS - GBD858G DOA 06/07/2022

Lonpac External - General

Our Ref: 22/22/22/VC05/026010 (Huey Ni's case)

Dear Yan,

FYNA. We shall advise the excess later

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@movacom.sg>

Sent: Friday, 8 July 2022 10:25 am

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: suann@movacom.sg; 'Ong Hock Kong' <hk.ong@movacom.sg>; menglee@movacom.sg

Subject: OD CLAIMS - GBD858G DOA 06/07/2022

Dear Sir / Mdm,

We would like to request to conduct survey for the above-mentioned vehicle today at 15 Fan Yoong Road.

Thank you,
Best Regards,

Nitha

Claims Officer
Mova Automotive Pte Ltd
Tel: 6272 3892 Fax: 6270 8314

