

## Veron Chen (LKKAUTO)

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**From:** ENG HUEY NI <hneng@lonpac.com>  
**Sent:** Wednesday, 17 August 2022 9:08 AM  
**To:** Veron Chen (LKKAUTO)  
**Cc:** SUR; MT\_Claim\_SG  
**Subject:** RE: OD CLAIMS - GBD858G DOA 06/07/2022 II Lonpac ref: 22/22/22/VC05/026010

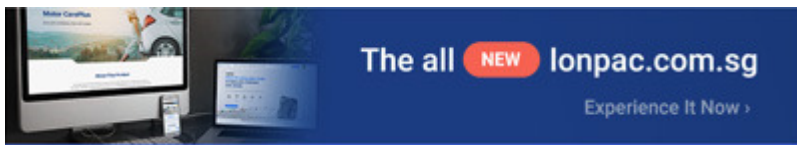
## Lonpac External - General

Hi Veron,

Thanks for the update.

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.

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**From:** Veron Chen (LKKAUTO) <veronchen@lkkauto.com>  
**Sent:** Wednesday, 17 August 2022 9:03 am  
**To:** ENG HUEY NI <hneng@lonpac.com>  
**Cc:** SUR <sur@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** RE: OD CLAIMS - GBD858G DOA 06/07/2022 II Lonpac ref: 22/22/22/VC05/026010

Dear Huey Ni,

Please be informed that cost of repair of \$10,296.40 before excess \$600.

We will submit our report accordingly.

Best Regards,

**Veron Chen** | Case Handler

**LKK Auto Consultants Pte Ltd**

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

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**From:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>  
**Sent:** Friday, 15 July 2022 11:20 AM  
**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:** RE: OD CLAIMS - GBD858G DOA 06/07/2022 II Lonpac ref: 22/22/22/VC05/026010

## Lonpac External - Confidential

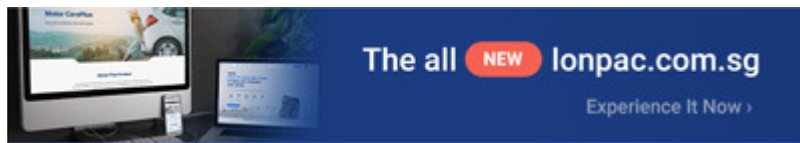
Hi Veron,

Please proceed with part-by-part repair with revised mandate up to \$11,349.45 (including check items \$2,607.50) before excess \$600 and before GST. Check item \$2,607.50 to be verified.

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



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**From:** Veron Chen (LKKAUTO) <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>  
**Sent:** Thursday, 14 July 2022 5:32 pm  
**To:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Subject:** RE: OD CLAIMS - GBD858G DOA 06/07/2022 II Lonpac ref: 22/22/22/VC05/026010

Dear Huey Ni,

Kindly refer email from repairer.

For your approval please.

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



Ong Hock Kong <hk.ong@movva.com.sg>

To ○ Veron Chen (LKKAuto); ○ 'Nitha'; 田 SUR

Cc ○ suann@movva.com.sg; ○ menginee@movva.com.sg

Start your reply all with:

[Will do, thank you.](#)

[Ok, thank you.](#)

[Please cancel the order.](#)

[Feedback](#)

Dear Veron,

Thanks for your authorisations for repair, unfortunately we unable to get used or oem parts for repairing.  
Kindly reconsider to part by part for repairing.

Thank You.

Best Regards,  
Ong

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)

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

**Sent:** Wednesday, 13 July 2022 4:21 PM

**To:** Suann <suann@movva.com.sg>

**Cc:** Veron Chen (LKKAuto) <veronchen@lkkauto.com>; SUR <sur@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>; 'Ong Hock Kong' <hk.ong@movva.com.sg>; menginee@movva.com.sg

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

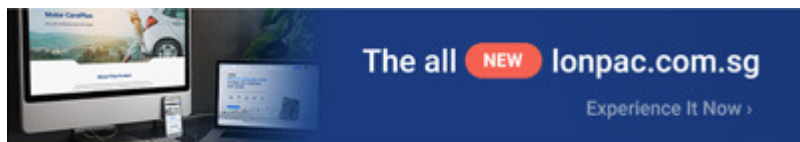
Best Regards

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



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**From:** Suann <[suann@nova.com.sg](mailto:suann@nova.com.sg)>  
**Sent:** Wednesday, 13 July 2022 3:41 pm  
**To:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>  
**Cc:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; 'Ong Hock Kong' <[hk.ong@nova.com.sg](mailto:hk.ong@nova.com.sg)>; [menglee@nova.com.sg](mailto:menglee@nova.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](mailto:menglee@nova.com.sg)  
**Subject:** FW: OD CLAIMS - GBD858G DOA 06/07/2022

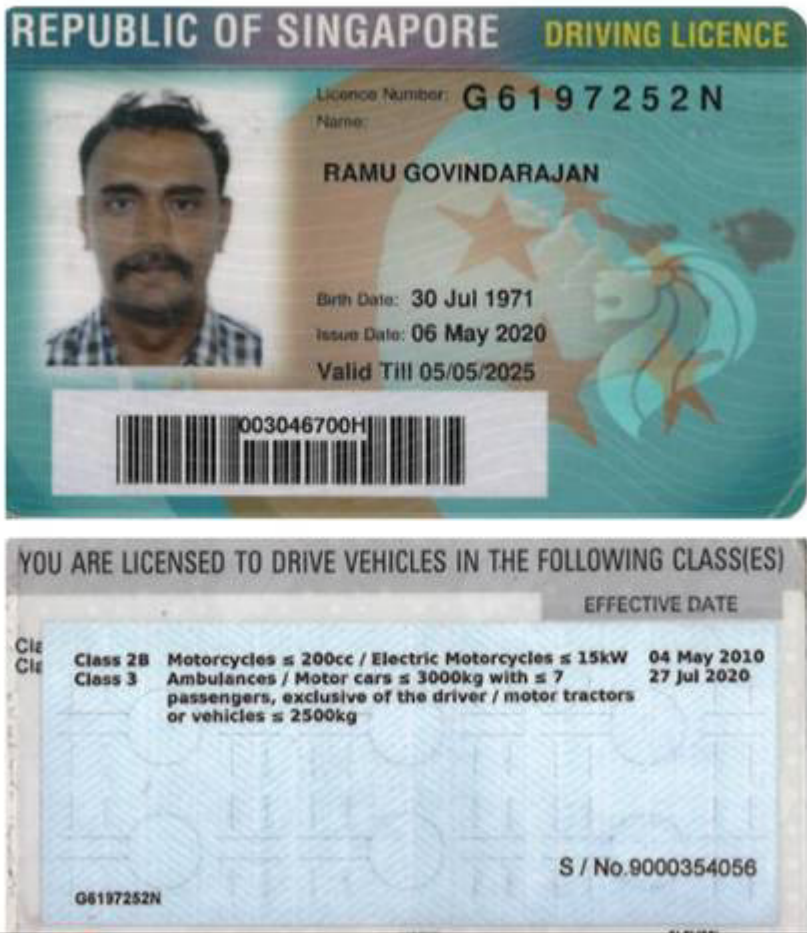
**Lonpac External - Confidential**

Hi Suann,

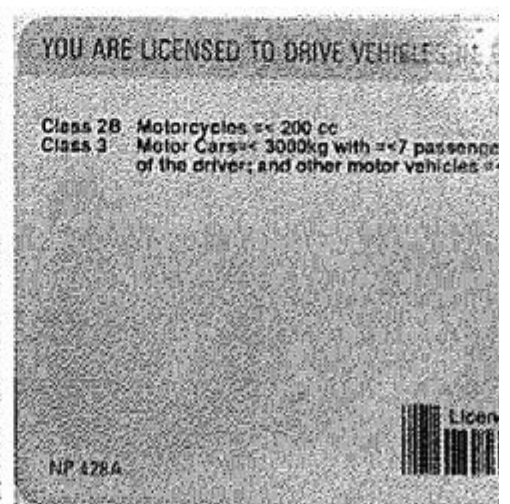
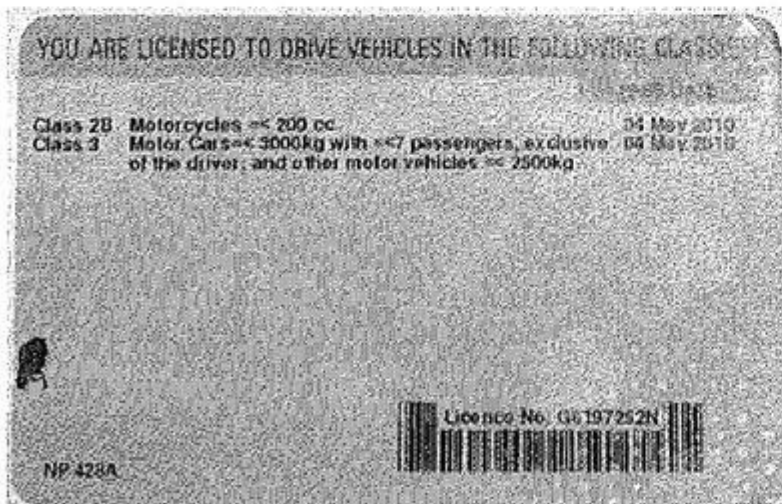
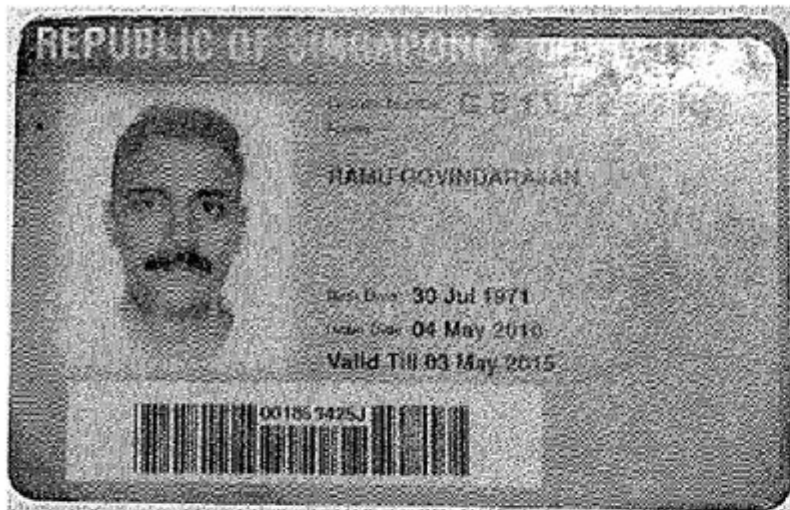
Thank you for your email and the additional driving license attached (the older driving licenses)

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.







Thank you.

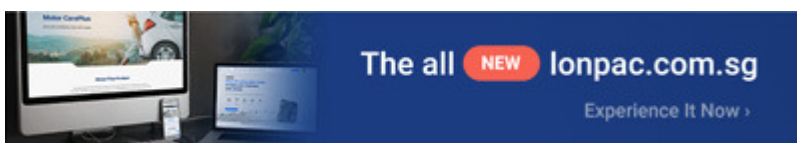
Best Regards

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



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**From:** Suann <[suann@nova.com.sg](mailto:suann@nova.com.sg)>

**Sent:** Wednesday, 13 July 2022 9:17 am

**To:** 'Veron Chen (LKKAUTO)' <[veronchen@lkkauto.com](mailto:veronchen@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** 'Ong Hock Kong' <[hk.ong@nova.com.sg](mailto:hk.ong@nova.com.sg)>; [menglee@nova.com.sg](mailto:menglee@nova.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@nova.com.sg](mailto:suann@nova.com.sg); 'Ong Hock Kong'; [menglee@nova.com.sg](mailto:menglee@nova.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](mailto:geraldpoh@lonpac.com)>

**Sent:** Friday, 8 July 2022 10:26 AM

**To:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto: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

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

**Sent:** Friday, 8 July 2022 10:25 am

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

**Cc:** [suann@nova.com.sg](mailto:suann@nova.com.sg); 'Ong Hock Kong' <[hk.ong@nova.com.sg](mailto:hk.ong@nova.com.sg)>; [menglee@nova.com.sg](mailto:menglee@nova.com.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

