

## Shiau Chan (LKKAUTO)

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**From:** LILLIAN SIM BEE LIAN <lilliansim@lonpac.com>  
**Sent:** Friday, 18 November 2022 12:30 PM  
**To:** Shiau Chan (LKKAUTO); SUR  
**Cc:** assignments  
**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

## Lonpac External - Confidential

Dear Sirs,

Refer to the above.

Our vehicle number @ NH 451.

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : lilliansim@lonpac.com

We are committed to acting professionally, fairly and with integrity. We do not condone bribery, fraud or corrupt practices.

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**From:** Shiau Chan (LKKAUTO) <siewsc@lkkauto.com>  
**Sent:** Thursday, 10 November, 2022 11:44 AM  
**To:** LILLIAN SIM BEE LIAN <lilliansim@lonpac.com>; SUR <sur@lkkauto.com>  
**Cc:** assignments <assignments@lkkauto.com>  
**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Lillian,

Kindly provide us the OI vehicle number.

Best Regards,

**Shiau Chan (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6256-3561 | email: [siewsc@lkkauto.com](mailto:siewsc@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>  
**Sent:** Thursday, 27 October 2022 10:45 AM  
**To:** admin-d <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

## Lonpac External - Confidential

Dear Yan,

Refer to the above.

Please provide us with the outcome of the report.

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 30 September, 2022 5:51 PM

**To:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Lillian,

Well received with thanks.

By the way, can I have GIA or police report?

Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>

**Sent:** Friday, 30 September 2022 5:02 PM

**To:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

**Lonpac External - Confidential**

Dear Yan,

Refer to the above.

We have reattached.

Thanks and regards,  
LILLIAN SIM  
**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**  
T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>  
**Sent:** Friday, 30 September, 2022 5:00 PM  
**To:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Lillian,

Yes, received attached file : **344463 ADJ REPORT.pdf**

Please provide colour photograph. Thank you.

Best Regards,  
**Yan | Admin**  
**LKK Auto Consultants Pte Ltd**  
Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315  
Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>  
**Sent:** Friday, 30 September 2022 4:50 PM  
**To:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>  
**Cc:** 'assignments' <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Subject:** FW: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

## Lonpac External - Confidential

Dear Yan,

Refer to the above.

Reattached.

Thanks and regards,  
LILLIAN SIM  
**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**  
T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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**From:** LILLIAN SIM BEE LIAN

**Sent:** Friday, 30 September, 2022 4:48 PM

**To:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Yan,

Refer to the above.

Reattached.

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Friday, 23 September, 2022 1:12 PM

**To:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Lillian,

Please be informed that we didn't receive any document.

Kindly provide full set of TP survey report and colour photograph.

Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

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**From:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>

**Sent:** Friday, 23 September 2022 12:11 PM

**To:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

**Lonpac External - Confidential**

Dear Yan,

Refer to the above.

Any outcome of this second opinion?

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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**From:** Yan (LKK Auto) <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>

**Sent:** Thursday, 1 September, 2022 2:49 PM

**To:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

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

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

Dear Lillian,

Thank you for the assignment.

Please provide relevant document, no attachment found in email.

Thank you.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 | email: [assignments@lkkauto.com](mailto:assignments@lkkauto.com) | fax: 6256-4315

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

---

**From:** LILLIAN SIM BEE LIAN <[lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)>

**Sent:** Thursday, 1 September 2022 2:26 PM

**To:** YAN <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; SUR <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** RE: Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

## Lonpac External - Confidential

Dear Sur,

Refer to the above.

Please acknowledge receipt of our assignment through e-mail.

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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---

**From:** LILLIAN SIM BEE LIAN

**Sent:** Thursday, 1 September, 2022 10:51 AM

**To:** 'YAN' <[admin-d@lkkauto.com](mailto:admin-d@lkkauto.com)>; 'SUR' <[sur@lkkauto.com](mailto:sur@lkkauto.com)>

**Subject:** Second opinion - SMM 6456 G; DOL : 17/12/2019 OUR REF : 19/19/22/VC10/344463

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Dear Sirs,

Refer to the above.

Would appreciate if you could help to get a second opinion on the reasonability of cost of repairs to the claimant's vehicle.

Attached please find the following:-

- 1) Claimant's survey report.
- 2) Vehicle registration details.

Therefore, please revert to us on urgent basis.

Thanks and regards,

LILLIAN SIM

**CLAIMS DEPARTMENT | LONPAC INSURANCE BHD**

T : 03-2723 7716 F : 03-20342654 EMAIL : [lilliansim@lonpac.com](mailto:lilliansim@lonpac.com)

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