

Hsiao Tong (LKKAUTO)

From: CHARMAINE KONG <charmainekong@lonpac.com>
Sent: Monday, 6 February 2023 1:52 PM
To: Hsiao Tong (LKKAUTO)
Cc: Admin A; MT_Claim_SG
Subject: RE: [SEEK MANDATE] - ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022
*** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Hsiao Tong,

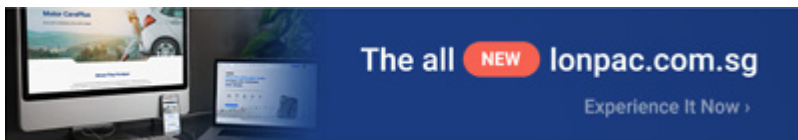
For LOU, please offer \$150 (\$50 x 3days).

Total Mandate \$5,103.80.

Please issue a separate DV for the third party driver to sign as full & final settlement of TPI claim.

Thank you.

Best Regards,
Charmaine Kong
Claims Officer | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
Tel: (65) 6250 7388 Ext.268 | Fax: (65) 6296 2706



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

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

From: Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>
Sent: Friday, 3 February 2023 10:54 am
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: Admin A <admin-a@lkkauto.com>; MT_Claim_SG <mt_claim@lonpac.com>
Subject: [SEEK MANDATE] - ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Your ref: **22/22/22/VP05/026656**
LKK ref : CC4/LPC22012126/Rpa3q2

Dear Sirs/Mdm,

ACCIDENT INVOLVING SMR3968P(LONPAC) AND SNF5873S(TP) ON 01/12/2022

We refer to the above matter.

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

We seek your approval to offer repairer **"VOLKSWAGEN GROUP SINGAPORE PTE LTD"** at **\$5,133.80(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$10,503.59	\$ 4,844.80 (\$4,485.93 + 8% GST)
2. Loss of Use (3days x \$60.00)	\$ 180.00	\$ 180.00 (3DAYS X \$60.00)
3. LTA/GIA Search Fee	\$ 2.00	\$ 2.00
4. MEDICAL FEE (DRIVER-DUNAREANU CARLA LING MAY)	\$ 107.00	\$ 107.00
Total	\$10,792.59	<u>\$ 5,133.80</u>

Surveyor recommended 3days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 02/02/2023 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 |

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

S(408933)

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, 16 January 2023 9:57 PM

To: KENNY LIM CHING GHEE <kennylin@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

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

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Monday, December 19, 2022 6:47 PM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

Noted with thanks.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 19 December 2022 6:46 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Please proceed with Direct Settlement.

Thank you.

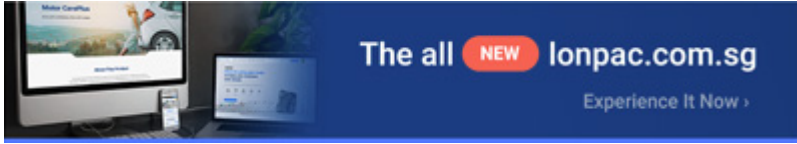
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | Fax: (65) 6296 2706



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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Sent: Monday, 19 December 2022 4:37 pm
To: Mei Kwan (LKKAUTO) <Meikwan@lkkauto.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

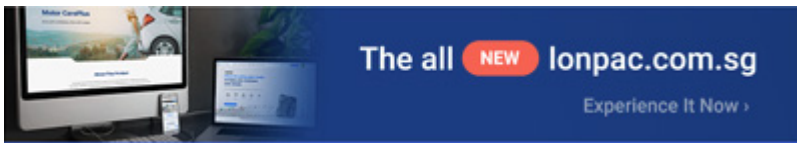
Dear Mei Kwan

We will request from insured the maintenance records first. Please withhold TPD claim.

Thank you.

Best Regards

Kenny Lim
Asst. Claims Manager | Lonpac Insurance Bhd
300 Beach Road, #17-04/06 The Concourse, Singapore 199555
DID: 6279 9256 | 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: Monday, 19 December 2022 4:11 pm
To: KENNY LIM CHING GHEE <kennylim@lonpac.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; CS A Team <cs-a@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

As spoken, insured reported **wheel and car braked like out of control**. Please advise any investigation is needed.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 19 December 2022 3:49 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Fya.

Thank you.

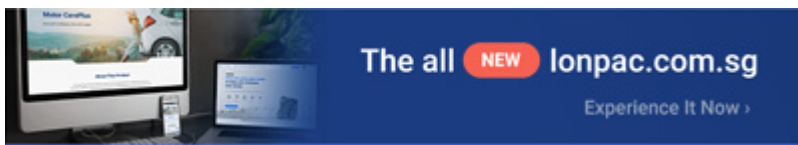
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | 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: Monday, 19 December 2022 3:42 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly 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

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

From: Mei Kwan (LKKAuto)

Sent: Thursday, 15 December 2022 11:56 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly 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

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Monday, 12 December 2022 2:54 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Insured yet to report and we have sent a chaser today fyi.

Thank you.

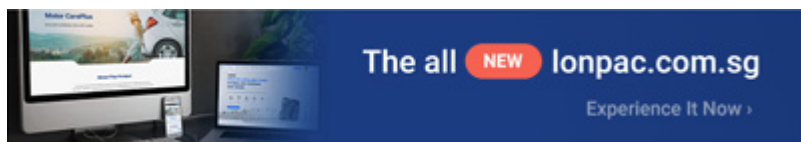
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | 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, 10 December 2022 10:32 pm

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

We refer to the above matter.

Kindly let us have a copy of insured's accident report for our necessary action.

OI GIA - SMR 3968P; DOA : 01.12.2022.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

Sent: Thursday, December 8, 2022 8:17 AM

To: KENNY LIM CHING GHEE <kennylim@lonpac.com>

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

Subject: RE: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Dear Kenny,

Wrong OI GIA is provided.

Please resend OI GIA - SMR 3968P; DOA : 01.12.2022.

Thank you.

Best Regards,

Mei Kwan | Admin

LKK Auto Consultants Pte Ltd

Phone: 6366 0055 | email: MeiKwan@lkkauto.com

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

From: KENNY LIM CHING GHEE <kennylim@lonpac.com>

Sent: Wednesday, 7 December 2022 7:16 PM

To: Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

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

Subject: ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/22/VP05/026656

Lonpac External - General

Dear Mei Kwan

Please see attachment for a copy of our Insured's GIA report for your action.

Thank you.

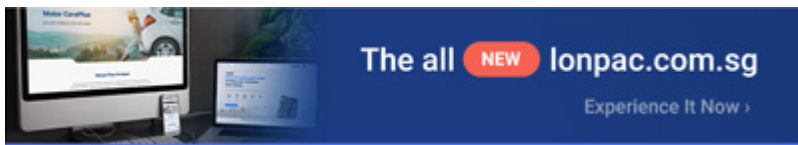
Best Regards

Kenny Lim

Asst. Claims Manager | Lonpac Insurance Bhd

300 Beach Road, #17-04/06 The Concourse, Singapore 199555

DID: 6279 9256 | 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: Wednesday, 7 December 2022 4:57 pm

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

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

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022 *** LKK REF: CC4/LPC22012126/pa3

Dear Sir / Madam,

We refer to the above matter.

Please advise whether insured has reported. If so, kindly 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

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

From: Meng Yan (LKK Auto) <mengyan@lkkauto.com>

Sent: Monday, 5 December 2022 2:20 PM

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

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Dear Gerald,

Thank you for the assignment.

Please be informed that vehicle not in the workshop, repairer will arrange.

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)

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

Sent: Monday, 5 December 2022 10:57 AM

To: assignments <assignments@lkkauto.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Lonpac External - General

Our Ref : TBA

Dear Meng Yan,

FYNA. Insured yet to 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

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

From: Wong Meiy (VGS - SG/Singapore) <meiy.wong@vw.com.sg>

Sent: Friday, 2 December 2022 6:33 pm

To: MT_Claim_SG <mt_claim@lonpac.com>

Cc: Cheong Pearlyn (VGS - SG/Singapore) <Pearlyn.cheong@vw.com.sg>; Tang Shushi (VGS - SG/Singapore)

<shushi.tang@vw.com.sg>; Anthonidas Christopher (VGS - SG/Singapore) <christopher.anthonidas@vw.com.sg>; Oh

Huiwen (VGS - SG/Singapore) <huiwen.oh@vw.com.sg>

Subject: REQUEST FOR DIRECT SETTLEMENT VEHICLE INVOLVING SNF5873S & SMR3968P ON 01-12-2022

Dear Claims,

Please revert on liability & survey arrangement for this claim, Thank you.

Thanks and Best Regards,

Meiy
Insurance Service Advisor
Aftersales

Volkswagen Group Singapore Pte Ltd
247 Alexandra Road
Singapore 159934

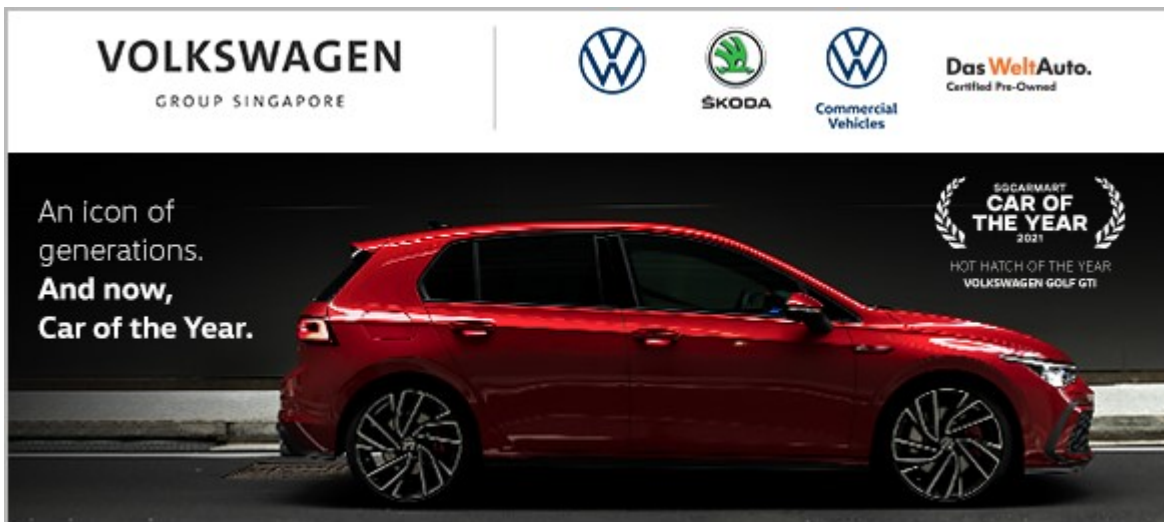
Direct line: +65 6305 7216

Main Line: +65 6305 7299

Main Fax: +65 6474 3643

meiy.wong@vw.com.sg

<https://www.volkswagen.com.sg/>



It's not e-mail, if you print it. [Think Blue.](#)

Internal