### **Hsiao Tong (LKKAuto)**

From: Hsiao Tong (LKKAuto)

Sent: Friday, 3 February 2023 10:54 AM

To: KENNY LIM CHING GHEE
Cc: Admin A; MT\_Claim\_SG

Subject: [SEEK MANDATE] - ACC INVOLVING SNF5873S & SMR3968P ON 01-12-2022 \*\*\*

LKK REF: CC4/LPC22012126/pa3 - Oref: 22/22/VP05/026656

Attachments: LKK SURVEY REPORT & PHOTOS.pdf; TP LOD.pdf; TP GIA REPORT.pdf

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	\$ 5,133.80

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: <a href="mailto:chewht@lkkauto.com">chewht@lkkauto.com</a> |

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 <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.

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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs</u>-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.

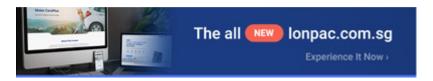
Best Regards

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 >

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 maintenace records first. Please withold TPD claim.

Thank you.

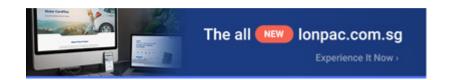
Best Regards

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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs</u>-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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs-a@lkkauto.com</u>>; Admin A <<u>admin-a@lkkauto.com</u>>

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.

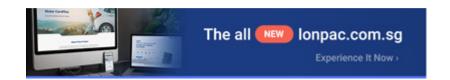
**Best Regards** 

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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs</u>-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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs-a@lkkauto.com</u>>; Admin A <<u>admin-a@lkkauto.com</u>>

 $\textbf{Subject:} \ \texttt{RE: ACC INVOLVING SNF5873S \& SMR3968P ON 01-12-2022} \ *** \ \texttt{LKK REF: CC4/LPC22012126/pa3-Oref: CC4/LPC220126/pa3-Oref: CC4/LPC220126/pa3-Or$ 

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.

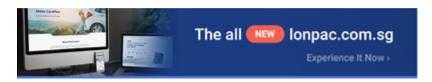
**Best Regards** 

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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs</u>-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 <<u>mt\_claim@lonpac.com</u>>; Hsiao Tong (LKKAuto) <<u>chewht@lkkauto.com</u>>; CS A Team <<u>cs</u>-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.

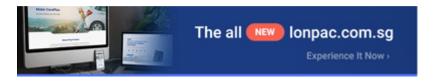
Thank you.

**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 VEHCLE 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 <<u>geraldpoh@lonpac.com</u>>; assignments <<u>assignments@lkkauto.com</u>>; Admin A <<u>admin-</u>

a@lkkauto.com>

Cc: MT\_Claim\_SG < < < claim@lonpac.com >

Subject: RE: REQUEST FOR DIRECT SETTLEMENT VEHCLE 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 <a href="mailto:assignments@lkkauto.com">assignments@lkkauto.com</a>
Cc: MT\_Claim\_SG <mt\_claim@lonpac.com>

Subject: FW: REQUEST FOR DIRECT SETTLEMENT VEHCLE 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 VEHCLE 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