

## Hsiao Tong (LKKAUTO)

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**From:** CHARMAINE KONG <charmainekong@lonpac.com>  
**Sent:** Tuesday, 14 March 2023 12:15 PM  
**To:** Hsiao Tong (LKKAUTO)  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** RE: Oref: 21/22/22/VC05/026698 [SEEK MANDATE] - Accident On 11/12/2022 Involving SLR4880M And GBB5786Z \*\*\* LKK REF: CC4/LPC22012443/pa3 -

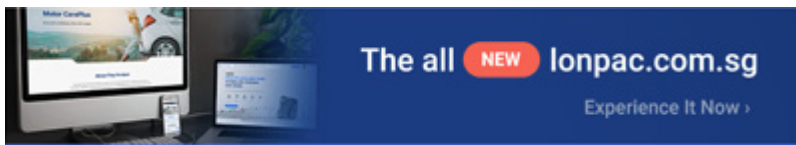
## Lonpac External - General

Dear Hsiao Tong,

Please proceed as per recommended.

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.

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**From:** Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>  
**Sent:** Monday, March 13, 2023 12:33 PM  
**To:** KENNY LIM CHING GHEE <kennylin@lonpac.com>  
**Cc:** Admin A <admin-a@lkkauto.com>; MT\_Claim\_SG <mt\_claim@lonpac.com>  
**Subject:** [SEEK MANDATE] - Accident On 11/12/2022 Involving SLR4880M And GBB5786Z \*\*\* LKK REF: CC4/LPC22012443/pa3 - Oref: 21/22/22/VC05/026698

Your ref: **21/22/22/VC05/026698**  
Our ref : CC4/LPC22012443/Upa3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING GBB5786Z(LONPAC) AND SLR4880M (TP) ON 11/12/2022

We refer to the above matter.

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

We seek your approval to offer repairer "CYCLE & CARRIAGE KIA PTE LTD" at \$11,885.72(all-in).

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 8% GST)	\$ 18,795.24	\$ 11,241.72 (\$10,409.00 + 8% GST)
2. Loss of RENTAL (6days x \$120.00)(7%GST)	\$ 770.40	\$ 642.00 (6DAYS X \$100.00)(7%GST)
3. LTA/ GIA SEARCH FEE	\$ 2.00	\$ 2.00
<b>Total</b>	\$ 19,567.64	<b>\$ 11,885.72</b>

Surveyor recommended 6days for repair.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 10/03/2023 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](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** Hsiao Tong (LKKAuto)

**Sent:** Thursday, January 19, 2023 5:36 PM

**To:** KENNY LIM CHING GHEE <[kennylin@lonpac.com](mailto:kennylin@lonpac.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: Accident On 11/12/2022 Involving SLR4880M And GBB5786Z \*\*\* LKK REF: CC4/LPC22012443/pa3 -  
Oref: 21/22/22/VC05/026698

Dear Sirs/ Mdm,

Enclosed for your perusal is: -

- Estimated cost of repair
- Preliminary advice
- Photographs of TP vehicle in its damaged condition

Thank you.

Best Regards,

**Hsiao Tong, Chew (Ms)** | Case Handler

**LKK Auto Consultants Pte Ltd**

Phone: 6742-3197 | Email: [chewht@lkkauto.com](mailto:chewht@lkkauto.com) |

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

S(408933)

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**From:** KENNY LIM CHING GHEE <[kennylim@lonpac.com](mailto:kennylim@lonpac.com)>

**Sent:** Tuesday, 13 December 2022 3:12 PM

**To:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: Accident On 11/12/2022 Involving SLR4880M And GBB5786Z \*\*\* LKK REF: CC4/LPC22012443/pa3 - Oref: 21/22/22/VC05/026698

## Lonpac External - General

Dear Mei Kwan

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

Thank you.

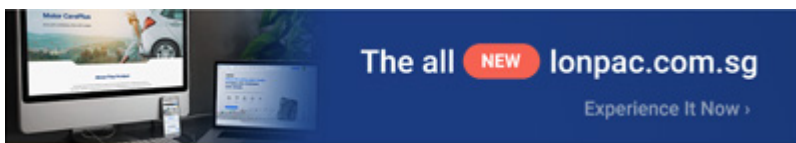
Best Regards

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



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**From:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>

**Sent:** Tuesday, 13 December 2022 2:34 pm

**To:** [mars.ler@cyclecarriage.com.sg](mailto:mars.ler@cyclecarriage.com.sg)

**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>

**Subject:** RE: Accident On 11/12/2022 Involving Our Insured SLR4880M And Your Insured GBB5786Z \*\*\* LKK REF: CC4/LPC22012443/pa3

Dear Sir / Madam,

We refer to the above matter.

Please be informed that OI has yet to report the accident.

***Please provide us the following and arrange for survey.***

- ***evidence i.e. video and scene photo (if any)***
- ***PIR result (if any)***

Our respective case handler, Hsiao Tong will look into the matter and get back to you in due course.

***To check availability of the case handler, you may contact the undersigned.***

Thank you.

Best Regards,

**Mei Kwan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6366 0055 | email: [MeiKwan@lkkauto.com](mailto:MeiKwan@lkkauto.com)

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

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**From:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>

**Sent:** Tuesday, 13 December 2022 12:06 PM

**To:** [mars.ler@cyclecarriage.com.sg](mailto:mars.ler@cyclecarriage.com.sg)

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

**Subject:** FW: Accident On 11/12/2022 Involving Our Insured SLR4880M And Your Insured GBB5786Z

## Lonpac External - General

WITHOUT PREJUDICE

Our Ref : TBA

Dear Mars,

Our insured has not lodged the report and we are unable to proceed with Direct Settlement yet.

In the meantime, we shall appoint LKK Auto Consultants Pte Ltd for the survey.

Aside to LKK – Attn : Meng Yan

FYNA

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:** Ler Yeong Cherng <[mars.ler@cyclecarriage.com.sg](mailto:mars.ler@cyclecarriage.com.sg)>

**Sent:** Tuesday, 13 December 2022 11:25 am

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

**Cc:** Renemer Ramirez Bagang <[renemer.bagang@cyclecarriage.com.sg](mailto:renemer.bagang@cyclecarriage.com.sg)>

**Subject:** Re: Accident On 11/12/2022 Involving Our Insured SLR4880M And Your Insured GBB5786Z

Dear Motor Claims,

Our client is looking to make a claim against your insurer for property damage caused to her vehicle.

Please confirm if your insurance company is prepared to engage in a direct settlement for property damage only.

This settlement excludes our client's right to recover further loss arising from rental of alternative / replacement vehicle.

As our client requires the use of a vehicle during this period that her vehicle is in our workshop, our client has will rented a vehicle and will be looking towards your company to make good her loss/rental cost.

Please confirm that you understand that any direct settlement reached for the cost of repairs to our client's vehicle does not prejudice her rights to recover any other damages he has suffered.

**Please arrange for Pre-survey (Advance notice required 1 day ,vehicle with customer)**

Mars Ler



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