

## Hsiao Tong (LKKAUTO)

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**From:** Hsiao Tong (LKKAUTO)  
**Sent:** Wednesday, 31 May 2023 8:37 AM  
**To:** 'charmainekong@lonpac.com'  
**Cc:** Admin A; MT\_Claim\_SG  
**Subject:** [SEEK MANDATE] - Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)\*\*\* LKK REF: CC4/LPC22012799/Rpa3 || LONPAC Ref: 22/22/23/VC05/026742  
**Attachments:** LKK SURVEY REPORT & PHOTOS.pdf; SLK3488G LOD.pdf

Your ref: **22/22/23/VC05/026742**  
Our ref : CC4/LPC22012799/Rpa3q2

Dear Sirs/Mdm,

### ACCIDENT INVOLVING YP1620Z(LONPAC) AND SLK3488G(TP) ON 19/12/2022

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 **"BORNEO MOTORS (S) PTE LTD"** at **\$9,830.78(all-in)**.

The summary is as follows: -

	Amount Claimed	Amount Revised
1. Cost of Repair (with 7% GST)	\$ 17,886.92	\$ 9,126.78 (\$8,529.70 + 7%GST)
2. Loss of Rental (14days x \$70.20)	\$ 982.80	\$ 702.00 (10DAYS X \$70.20)
3. LTA/ GIA Search Fee	\$ 2.00	\$ 2.00
<b>Total</b>	<b>\$ 18,871.72</b>	<b><u>\$ 9,830.78</u></b>

Surveyor recommended 7days for repair +1PRS + 1SUNDAY +1PH = 10DAYS.

Enclosed here with all the relevant documents for your perusal.

Kindly note that this inspection report dated 29/05/2023 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:** Mei Kwan (LKKAuto) <Meikwan@lkkauto.com>

**Sent:** Sunday, February 19, 2023 11:16 PM

**To:** CHARMAINE KONG <charmainekong@lonpac.com>

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

**Subject:** RE: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)\*\*\*  
LKK REF: CC4/LPC22012799/Rpa3 || LONPAC Ref: 22/22/23/VC05/026742

Dear Charmaine,

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

Please take note that the case handler in-charge is Hsiao Tong.

*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:** CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Sent:** Monday, January 9, 2023 3:37 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)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>

**Subject:** FW: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)  
\*\*\* LKK REF: CC4/LPC22012799/pa3 || LONPAC Ref: 22/22/23/VC05/026742

## Lonpac External - General

Dear Mei Kwan,

Our insured report attached for your necessary actions.

Thank you.

Best Regards,  
Charmaine Kong  
Lonpac Insurance Bhd  
300 Beach Road, #17-04/06 The Concourse, Singapore 199555

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

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

**Sent:** Friday, 6 January 2023 11:51 am

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

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

**Subject:** RE: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)

\*\*\* LKK REF: CC4/LPC22012799/pa3

Dear Sir / Madam,

We refer to the above matter.

Please see attached TP video.

Kindly 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](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:** Friday, 23 December 2022 10:01 AM

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

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

**Subject:** RE: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)

\*\*\* LKK REF: CC4/LPC22012799/pa3

## Lonpac External - General

Dear Mei Kwan,

No report made yet by our insured.

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:** Mei Kwan (LKKAuto) <[Meikwan@lkkauto.com](mailto:Meikwan@lkkauto.com)>  
**Sent:** Thursday, 22 December 2022 6:51 pm  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; CS A Team <[cs-a@lkkauto.com](mailto:cs-a@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Subject:** RE: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)  
\*\*\* LKK REF: CC4/LPC22012799/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](mailto:MeiKwan@lkkauto.com)

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

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**From:** Meng Yan (LKK Auto) <[mengyan@lkkauto.com](mailto:mengyan@lkkauto.com)>  
**Sent:** Wednesday, December 21, 2022 5:09 PM  
**To:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>; Admin A <[admin-a@lkkauto.com](mailto:admin-a@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Subject:** RE: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)

Dear Gerald,

Thank you for the assignment.

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:** GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Sent:** Wednesday, 21 December 2022 3:18 PM  
**To:** assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>  
**Cc:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Subject:** FW: Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)

# 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.

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**From:** Ashlyn Chng <[Ashlyn.Chng@inchcape.com.sg](mailto:Ashlyn.Chng@inchcape.com.sg)>  
**Sent:** Wednesday, 21 December 2022 2:58 pm  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>; GERALD POH WEE BIN <[geraldpoh@lonpac.com](mailto:geraldpoh@lonpac.com)>  
**Cc:** claimstatusenquiry <[claimstatusenquiry@borneomotors.com.sg](mailto:claimstatusenquiry@borneomotors.com.sg)>  
**Subject:** Direct Settlement (ST) - Accident Involving SLK3488G & YP1620Z DOA: 19.12.2022 (VEH GROUNDED)

Hi,

Reference to the above-mentioned.

Please find attached herein a copy of our client's Accident Report, Damaged Photos & Estimate Invoice for your kind perusal.

As our client is claiming against your insured **YP1620Z** thus would appreciate if you could revert to us on the liability urgently or we could settle the case under Direct Settlement with **Car Rental of @ \$130 per day x no. of days** as recommended by your appointed surveyor.

Kindly have your in-house surveyor to contact our Motor Claim Assessor, **Shashi @ 9336 6875 / 6631 1864** located at **2 Pandan Crescent / Level 4** for an appointment to inspect our client's vehicle (currently vehicle IN workshop).

**As for liability clearance, kindly revert to this email.**

**Driver will claim Medical or Injury.**

Your kind attention into the above is greatly appreciated.

Thank you.

Regards,  
Ashlyn Chng  
D: 6631 1874 | F: 6872 7260 | E: [Ashlyn.chng@inchcape.com.sg](mailto:Ashlyn.chng@inchcape.com.sg)  
Inchcape Centre  
Level 4, Bodycare Centre  
2 Pandan Crescent  
Singapore 128462

[www.borneomotors.com.sg](http://www.borneomotors.com.sg) | [www.lexus.com.sg](http://www.lexus.com.sg) | [www.toyotasingapore.com.sg](http://www.toyotasingapore.com.sg) | [www.hino.com.sg](http://www.hino.com.sg) | [www.suzukicar.com.sg](http://www.suzukicar.com.sg)