

## Mei Kwan (LKKAuto)

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**From:** Mei Kwan (LKKAuto)  
**Sent:** Wednesday, 19 April 2023 4:22 PM  
**To:** CHARMAINE KONG  
**Cc:** MT\_Claim\_SG; EzLyna (LKKAuto); Admin A  
**Subject:** RE: Arrange for Survey (CAR IN) : Lonpac ref: 23/23/23/VP05/027274 - REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023 \*\*\* LKK REF: CC4/LPC23004041/ya3

Dear Sir / Madam,

We refer to the above matter.

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

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

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>

**Sent:** Tuesday, April 18, 2023 10:37 AM

**To:** CHARMAINE KONG <charmainekong@lonpac.com>; PBSP <pml-pbsp@simedarby.com.sg>; Admin A <admin-a@lkkauto.com>

**Cc:** Jack Ng Guoming <jack.ng.guoming@simedarby.com.sg>; MT\_Claim\_SG <mt\_claim@lonpac.com>; assignments <assignments@lkkauto.com>

**Subject:** RE: Arrange for Survey (CAR IN) : Lonpac ref: 23/23/23/VP05/027274 - REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

Dear Charmaine,

Thank you for the assignment.

Dear PML,

Noted, we will arrange survey accordingly.

Best Regards,

**Yan** | Admin

**LKK Auto Consultants Pte Ltd**

Phone: 6741-8434 / Whatsapp call: 87813698 | 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:** CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Sent:** Monday, April 17, 2023 6:02 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; assignments <[assignments@lkkauto.com](mailto:assignments@lkkauto.com)>

**Cc:** Jack Ng Guoming <[jack.ng.guoming@simedarby.com.sg](mailto:jack.ng.guoming@simedarby.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Subject:** RE: Arrange for Survey (CAR IN) : Lonpac ref: 23/23/23/VP05/027274 - REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

## Lonpac External - General

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Without Prejudice

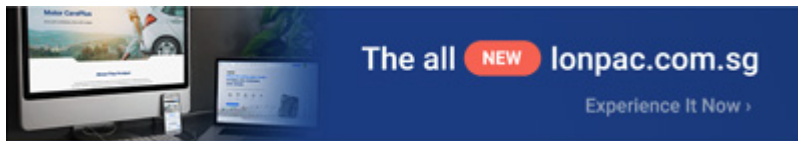
Dear Cindy,

We will appoint LKK to conduct the survey.

Aside to LKK – Attn : Meng Yan, FYNA please.

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



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**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>

**Sent:** Monday, April 17, 2023 5:53 PM

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

**Cc:** Jack Ng Guoming <[jack.ng.guoming@simedarby.com.sg](mailto:jack.ng.guoming@simedarby.com.sg)>; CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Subject:** Arrange for Survey (CAR IN) : Lonpac ref: 23/23/23/VP05/027274 - REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

## Lonpac External - General

Dear Survey Team,

**CAR IN, Kindly arrange Survey ASAP.**

Please inform your surveyor to look for our MCA Mr Jack Ng (9116 5600) when he is here for the inspection.

Kindly confirm the appointment.

Thank you.

Best regard,  
Cindy

Bodyshop

BMW  
Performance Motors Ltd

DDI: +65 6319 0175

FAX: +65 6479 4601

Address: 303 Alexandra Road, Singapore 159941

Email: [pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)

[www.bmw.com.sg](http://www.bmw.com.sg)

**Sime Darby Motors**  
**A member of the Sime Darby Group**



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**From:** ENG HUEY NI <[hneng@lonpac.com](mailto:hneng@lonpac.com)>

**Sent:** Monday, April 17, 2023 5:35 PM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Jack Ng Guoming <[jack.ng.guoming@simedarby.com.sg](mailto:jack.ng.guoming@simedarby.com.sg)>; CHARMAINE KONG <[charmainekong@lonpac.com](mailto:charmainekong@lonpac.com)>

**Subject:** Lonpac ref: 23/23/23/VP05/027274 - REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

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**Lonpac External - General**

**Lonpac External - General**

WITHOUT PREJUDICE

Hi Cindy,

Our insured has just reported the accident.

Liability is in favour of your client and we are prepared to do a direct settlement based on our surveyor's recommendation.

Please arrange for survey if not yet done.

Thank you.

Best Regards

Eng Huey Ni  
Asst. Claims Manager | Lonpac Insurance Bhd  
300 Beach Road, #17-04 The Concourse, Singapore 199555  
DID: 6279 9244 | Fax: (65) 6296 2706

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

**Sent:** Monday, April 17, 2023 11:53 AM

**To:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>; MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>

**Cc:** Jack Ng Guoming <[jack.ng.guoming@simedarby.com.sg](mailto:jack.ng.guoming@simedarby.com.sg)>

**Subject:** RE: REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

## Lonpac External - General

WITHOUT PREJUDICE

Ref: TBA

Dear Cindy,

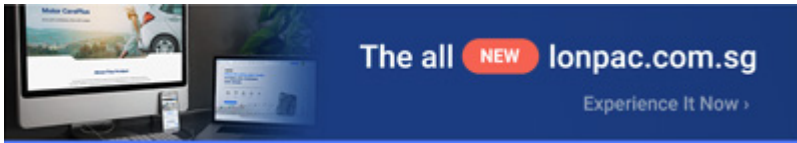
Our insured has not lodged the accident report and we are unable to agree to Direct Settlement yet.

Please advise if a survey of your client's vehicle is required at this juncture.

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



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**From:** PBSP <[pml-pbsp@simedarby.com.sg](mailto:pml-pbsp@simedarby.com.sg)>  
**Sent:** Monday, April 17, 2023 11:15 AM  
**To:** MT\_Claim\_SG <[mt\\_claim@lonpac.com](mailto:mt_claim@lonpac.com)>  
**Cc:** Jack Ng Guoming <[jack.ng.guoming@simedarby.com.sg](mailto:jack.ng.guoming@simedarby.com.sg)>  
**Subject:** REQ FOR DIRECT SETTLEMENT - SNB7300L (BMW) & SLK7138R - DOA: 13/04/2023

Dear Sirs

We refer to the above matter.

Please see attached Accident Report, Estimates and Supporting documents.

**Kindly let us know if you agree that liability is clear and we may proceed with direct settlement.**

Should liability is disputed, please let us have your insured's sketch plan / statement.

Thank you.

Best regard,  
Cindy

Bodyshop

BMW  
Performance Motors Ltd

DDI: +65 6319 0175  
FAX: +65 6479 4601  
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[www.bmw.com.sg](http://www.bmw.com.sg)

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