

Shiau Chan (LKKAuto)

From: Shiau Chan (LKKAuto)
Sent: Tuesday, 1 August 2023 2:38 PM
To: 'simon@kkimhin.com.sg'; SUR
Cc: 'survey'; 'Service KKH'
Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Dear Sir/Madam,

As instructed by our client, please proceed to repair the insured vehicle **YP 5835U at repair cost not more than \$40,000.00 or whichever lower on Lump Sum basis (Excess \$0/-).**

Please take noted that the check items to be confirm upon dismantling, subject to insurance approval.

If there are any check items or supplementary items please inform our office's Assignment Team at Tel: 6741 8434 to arrange our surveyor for inspection.

All supplementary items and unconfirm items are subjected to further approval from insurance company before completion of the repair.

*Our client reserve their rights **not to pay** if there is no valid approval obtained before repair.

Best Regards,

Shiau Chan (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6256-3561 | email: siewsc@lkkauto.com | fax: 6256-4315

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

From: simon@kkimhin.com.sg <simon@kkimhin.com.sg>
Sent: Thursday, July 27, 2023 7:32 PM
To: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; SUR <sur@lkkauto.com>
Cc: 'survey' <survey@kkimhin.com.sg>; 'Service KKH' <service@kkimhin.com.sg>
Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Hi Hsiao Tong,

Can I check with you what is the limit repair 1st as mentioned via phone call?

Regards
Simon

From: Hsiao Tong (LKKAuto) <chewht@lkkauto.com>
Sent: Thursday, 27 July 2023 3:04 PM
To: SUR <sur@lkkauto.com>
Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'CHEW BENG KEE' <bkchew@lonpac.com>; Admin A <admin-

a@lkkauto.com>; 'Sandra Khong (K Kim Hin)' <sandrakhong@gmail.com>; simon@kkinhin.com.sg; 'survey' <survey@kkinhin.com.sg>; ENG HUEY NI <hneng@lonpac.com>; assignments <assignments@lkkauto.com>; Service KKH <service@kkinhin.com.sg>

Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Dear SUR team,

Please assist. TP convert to OD claim(under LONPAC).

CC4/LPC23004259/Kpa3

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: service@kkinhin.com.sg <service@kkinhin.com.sg>

Sent: Tuesday, July 25, 2023 2:17 PM

To: 'ENG HUEY NI' <hneng@lonpac.com>

Cc: 'MT_Claim_SG' <mt_claim@lonpac.com>; 'CHEW BENG KEE' <bkchew@lonpac.com>; Hsiao Tong (LKKAuto) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>; service@kkinhin.com.sg; 'Sandra Khong (K Kim Hin)' <sandrakhong@gmail.com>; simon@kkinhin.com.sg; 'survey' <survey@kkinhin.com.sg>

Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Dear Huey Ni

Good day to you.

Enclosed the amended GIA report for YP 5835 U (DOA: 20 April 2023) change to Own Damage Claim and for Lonpac to do recovery. Repair cost will be under OD Lonpac.

Rental and etc will be to TP Lonpac. Thank you.

Please be informed there is injury to the driver and I will link TP also Lonpac to settle with the company of driver. Thank you.

Best Regards

Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Wednesday, 19 July 2023 11:33 am
To: service@kkimhin.com.sg; 'K Kim Hin - Sandra Khong ' <sandrakhong@gmail.com>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; CHEW BENG KEE <bkchew@lonpac.com>; Hsiao Tong (LKKAUTO) <chewht@lkkauto.com>; Admin A <admin-a@lkkauto.com>
Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Lonpac External - Confidential

Lonpac External - Confidential

Hi Sandra,

Referring to our email below.

We understand from our surveyor that there is no confirmation on conversion from TP to OD claim.

Please let us have an update and confirmation.

Thanks

Huey Ni

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

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Thursday, April 27, 2023 11:44 AM
To: service@kkimhin.com.sg
Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'K Kim Hin - Sandra Khong ' <sandrakhong@gmail.com>; CHEW BENG KEE <bkchew@lonpac.com>
Subject: RE: TP Survey for YP 5835 U (Veh towed in) II Our Ref: 23/23/23/VC06/027303

Lonpac External - Confidential

Hi Sandra,

Thank you for taking my phone call yesterday evening.

As spoken, on a special case basis, we:

- Will waive Section 1 Excess
- Will not affect NCD
- Will not affect premium due to the above accident on 20.4.2023 but premium is subject to changes due to impending GST or any overall/general arising claim cost

Please amend the estimate of YP5835U from TP survey to OD survey and forward a copy to us and LKK.

Thanks

Huey Ni

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

From: service@kkinhin.com.sg <service@kkinhin.com.sg>

Sent: Tuesday, April 25, 2023 12:25 PM

To: ENG HUEY NI <hneng@lonpac.com>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'K Kim Hin - Sandra Khong ' <sandrakhong@gmail.com>; CHEW BENG KEE <bkchew@lonpac.com>; service@kkinhin.com.sg

Subject: RE: TP Survey for YP 5835 U (Veh towed in)

Dear Huey Ni

Good day to you.

Spoken to Mr Ralph (Manager of the company). He is willing to consider own damage claim only if it does not affect his NCD and premium for his policy for this claim.

Need your confirmation on this. Thank you.

Best Regards

Sandra

6452 7018

9622 2116

K. Kim Hin Auto Pte Ltd

From: ENG HUEY NI <hneng@lonpac.com>

Sent: Tuesday, 25 April 2023 11:53 am

To: 'service@ k kim hin' <service@kkinhin.com.sg>

Cc: MT_Claim_SG <mt_claim@lonpac.com>; 'K Kim Hin - Sandra Khong ' <sandrakhong@gmail.com>; CHEW BENG KEE <bkchew@lonpac.com>

Subject: FW: TP Survey for YP 5835 U (Veh towed in)

Lonpac External - Confidential

Lonpac External - Confidential

Resent

From: ENG HUEY NI <hneng@lonpac.com>
Sent: Tuesday, April 25, 2023 11:51 AM
To: 'service@ k kim hin' <service@kkimhin.com.sg>
Cc: MT_Claim_SG <mt_claim@lonpac.com>; sandakhong@gmail.com; CHEW BENG KEE <bkchew@lonpac.com>
Subject: FW: TP Survey for YP 5835 U (Veh towed in)

Lonpac External - Confidential

Hi Sandra,

I refer to our phone conversation this morning.

Please try to persuade the owner to claim own damage. It can help to expedite on the authorisation of the repair.

I have also spoken to our HOD. We can waive the Section 1 excess for this case on a special case basis if owner claim own damage.

In the meantime, my colleague Ms Charmaine has arranged LKK to survey the vehicle first.

We wait for your update.

Thanks

Huey Ni

From: service@kkimhin.com.sg <service@kkimhin.com.sg>
Sent: Tuesday, April 25, 2023 11:19 AM
To: MT_Claim_SG <mt_claim@lonpac.com>; ENG HUEY NI <hneng@lonpac.com>
Cc: service@kkimhin.com.sg; 'Sandra (Gmail)' <sandrakhong@gmail.com>
Subject: TP Survey for YP 5835 U (Veh towed in)

Dear Officers

Good day to you.

Enclosed the GIA report and Estimate for YP 5835 U doing Third Party Claim against vehicle YP 1626 H.

Please arrange for survey. Vehicle is in the workshop. Thank you.

Best Regards
Sandra
6452 7018
9622 2116
K. Kim Hin Auto Pte Ltd

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